

SARS Browser Compatibility

Members have been complaining about being unable to access or open certain PDF documents on SARS eFiling as well as on the SARS website.

In the examples escalated, we have identified that this is not related to the Adobe Flash issues, but is instead related to the security or extension settings on the browsers used by members.

SARS has previously shared guidance regarding this and for ease of reference, we have included links to such guidance below, for various browsers.

- **Chrome:** [Displaying PDFs in a browser Google Chrome \(sars.gov.za\)](#)
- **Edge:** [Displaying PDFs in a browser - Edge \(sars.gov.za\)](#)
- **Internet Explorer 10 & 11:** [Displaying PDFs in a browser - IE10 & 11 \(sars.gov.za\)](#)
- **Mozilla Firefox:** [Displaying PDFs in a browser Mozilla Firefox \(sars.gov.za\)](#)
- **Apple Safari:** [Displaying PDFs in a browser Apple Safari \(sars.gov.za\)](#)

Certain forms are apparently more accessible via certain browsers – for example, the RFR form is more easily accessible in Internet Explorer, 11. We have requested that SARS provide more guidance regarding browser compatibility for specific forms, in writing.

SARS Browser

We would like to remind members again that the SARS browser must be used like any other browser, but strictly for accessing SARS eFiling.

After downloading the browser, it is useful to create a shortcut on the desktop and/or pin it to the taskbar so that it can easily be accessed. When wanting to use eFiling, open the browser and then navigate to the eFiling login page.

SARS indicated that it is working on an iOS version of the SARS browser, however, this has not yet been implemented.

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