MALDIVES
INLAND REVENUE
AUTHORITY

MGIS Guide:

Maldives Guest Information System (MGIS)

Web Portal User Guide

www.mira.gov.mv

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Taxpayers can rely on this guide as to the MIRA's interpretation of the relevant tax laws and regulations. If you do not understand anything in this guide or have queries related to your particular circumstances, call 1415 or send an email to helpdesk@mgis.gov.mv.

1. Overview of Maldives Guest Information System

The Maldives Guest Information System (MGIS) is MIRA's centralized digital platform for receiving, validating, and maintaining guest and stay information from tourist establishments for Green Tax administration. Developed as part of MIRA's broader digital transformation efforts, MGIS supports the Authority's vision of delivering more efficient, taxpayer-centric digital services while modernizing tax administration through technology and streamlined processes.

Under the current process, Green Tax registrants are required to upload a guest information sheet through MIRAconnect when filing returns. MGIS replaces this manual approach with a more efficient digital reporting platform and is designed to facilitate future integration with property management systems, reducing administrative effort and improving data accuracy.

MGIS Reporting Workflow

When a tourist arrives in the Maldives and completes immigration clearance, a unique trip record is created for the duration of the visitor's stay. Upon check-in at a tourism establishment, the establishment can retrieve the relevant trip record through MGIS and complete the guest registration process. If the tourist stays at multiple establishments during the same visit, each establishment can use the same trip record to register the guest, ensuring continuity of information throughout the stay. As guests check in and check out, the relevant stay information is updated in MGIS. The trip record remains active until the visitor departs the Maldives, at which point it is closed following completion of departure formalities at immigration. Information recorded through MGIS can be exported into the Green Tax information sheet required for Green Tax filing. Based on the integration timelines provided in *Table 1*, MGIS will be integrated directly with property management systems to enable pre-filling of Green Tax returns using the information already reported through the system, eliminating the need to upload separate information sheets and further simplifying the filing process for taxpayers.

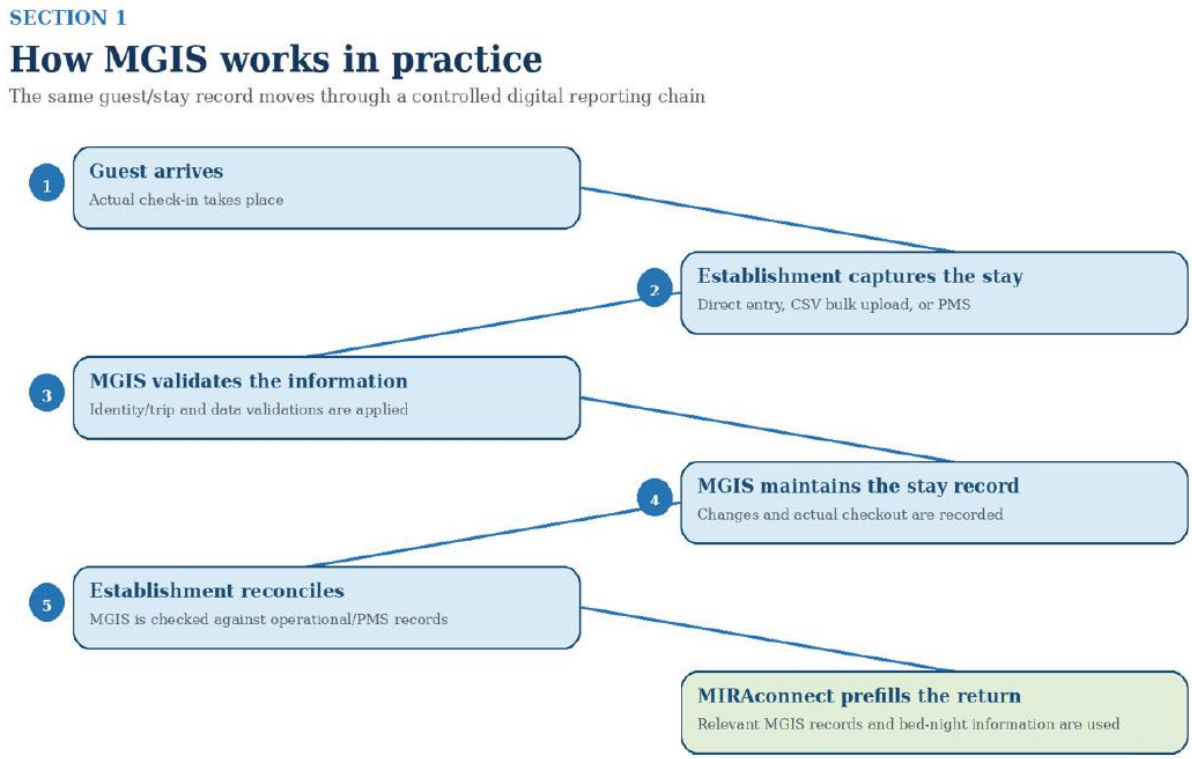


Figure 1. End-to-end movement of guest information from establishment operations to Green Tax filing.

How data can be updated in MGIS

Guest information can reach MGIS in three ways. First, authorized users may enter and maintain individual guest stays directly in the MGIS Web Portal. Second, multiple records may be submitted through the approved CSV bulk-upload process during the transition period. Third, an establishment's Property Management System (PMS) may transmit the required information electronically through the MGIS API.

Whichever route is used, MGIS is intended to maintain one consistent guest/stay record base. Where a PMS is integrated, the source PMS should remain aligned with MGIS and corrections should normally be made in the source system and synchronized. Direct entry and bulk upload should not be used to create duplicate records simply because an integration transaction is delayed or under investigation.

What MGIS does not change

MGIS does not create new Green Tax obligations or a separate tax-calculation methodology. The prevailing Green Tax Act, Green Tax Regulation, Green Tax Fact Sheet, Green Tax FAQ and other MIRA guidance continue to determine liability, exemptions, applicable rates, taxable days, filing requirements and amendments.

This user guide therefore focuses on the system and the reporting workflow. Questions such as whether a category of guest is taxable, exempt, or subject to a particular rate should be answered using the Green Tax Fact Sheet and the applicable Green Tax guidance. MGIS records and processes the information needed to apply those rules; it does not replace them.

2. Using MGIS for Green Tax (GRT) Reporting

The reporting workflow

The central change introduced by MGIS is that the guest information supporting the Green Tax return becomes an ongoing digital record instead of a separate month-end reconstruction. The establishment records the actual guest movement when it occurs, keeps the stay accurate while it remains open, and records the actual checkout when the guest leaves.

For a Green Tax period, the establishment should review and reconcile the relevant MGIS records before opening or submitting the return. MIRAconnect then retrieves the applicable MGIS information and uses the corresponding bed-night information to prefill the Green Tax return. The taxpayer remains responsible for reviewing the return and submitting it through MIRAconnect.

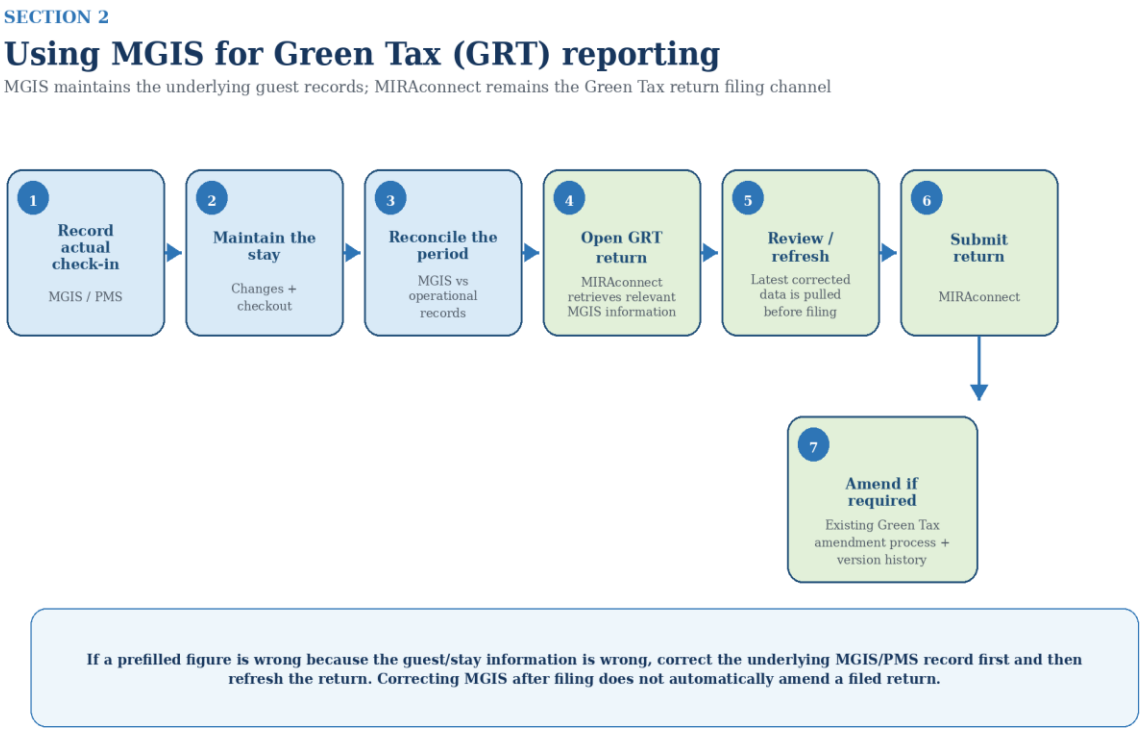


Figure 2. How MGIS guest/stay records are used for Green Tax reporting and return filing.

Step-by-step Green Tax reporting workflow

1. Record the guest's actual check-in and required stay information through MGIS or the establishment's integrated PMS.
2. Keep the record accurate throughout the stay. Record genuine changes and the actual checkout; do not create an artificial checkout simply because a Green Tax month ends.
3. Reconcile MGIS against the establishment's operational/PMS records for the full taxable period and resolve known discrepancies.
4. Open the relevant Green Tax return in MIRAconnect. The applicable MGIS guest/stay information and bed-night data are used to prefill the return.
5. If underlying information is corrected before filing, use the refresh/synchronization function so MIRAconnect uses the latest MGIS information.
6. Review the prefilled return and submit it through MIRAconnect.
7. If a later correction affects a return that has already been filed, follow the applicable Green Tax amendment process.

Prefill, refresh and reconciliation

The prefilled return is intended to reflect the current MGIS record base for the relevant period. It should not be treated as a permanently frozen snapshot created when the return first appears. If a guest record is corrected before filing, refresh or synchronize the return so that the latest information is brought into MIRAconnect before submission.

Where a prefilled figure is wrong because the underlying guest/stay record is wrong, correct the underlying record first rather than simply trying to overwrite the return-level figure. For an integrated establishment, the correction should normally be made in the source PMS and synchronized to MGIS. This preserves a clear reconciliation trail between the operational record, MGIS and the Green Tax return.

Control principle: correct the source record first, then refresh the return. MGIS is intended to keep the return reconcilable to the underlying guest/stay information.

Information-sheet transition and version history

During implementation, the existing information-sheet mechanism is retained only for the applicable transition arrangements. Once MGIS becomes the mandatory guest-data source for an establishment, the objective is to remove repeated submission of the same guest information and instead use the information already maintained in MGIS to populate the Green Tax return.

The existing history of information submitted through the reporting process will continue to be maintained. In MIRAconnect, Green Tax return version history remains traceable when a return is amended, allowing the original filing and subsequent amended version(s) to be distinguished.

Correcting MGIS information does not, by itself, amend a Green Tax return that has already been filed. Where the correction changes the filed tax position, the taxpayer must follow the applicable Green Tax amendment process. The working correction cut-off for MGIS guest information is one year from the relevant Green Tax return filing date, subject to the applicable Green Tax amendment framework.

3. Key Implementation Dates

A phased implementation approach has been adopted, with taxpayers grouped into two implementation categories, to provide sufficient time for onboarding and transition to MGIS. Taxpayers should take note of the following key milestones applicable to their category:

- the date from which guest and stay information must be reported through MGIS
- the cut-off date for uploading guest information through the system; and
- the date from which PMS/API integration with MGIS becomes mandatory.

Early adoption of system integration is encouraged. Tourist establishments may choose to implement PMS or API integration with MGIS before their mandatory integration date, regardless of the implementation segment to which they belong. Establishments that are technically ready to do so may begin using integrated reporting at any stage of the rollout to benefit from more automated and streamlined data submission.

Table 1

Establishment group	Mandatory data update via MGIS	Mandatory system integration dates	Data synchronization / reporting after integration
Batch 1: Resorts, hotels, and guesthouses with a room capacity of 50 rooms and above	Taxable period starting 1 November 2026 *Cut-off date for data upload: 15 December 2026*	1 January 2027	Real time or Batch Processing. Within 24 hours from check-in of the guest. Data will be pre-populated on MIRAconnect based on data uploaded on MGIS.
Batch 2: All other Green Tax registrants	Taxable period starting 1 January 2027 *Cut-off date for data upload: 15 February 2027*	1 April 2027	Real time or Batch Processing. Within 24 hours from check-in of the guest. Data will be pre-populated on MIRAconnect based on data uploaded on MGIS.

- **Date from which guest and stay information must be reported through MGIS**

  This is the date from which the establishment is required to begin recording and maintaining guest and stay information in MGIS for Green Tax purposes for batch 1 is taxable period starting 1 November 2026 and for batch 2 it is taxable period starting 1 January 2027. From this date onward, all relevant guest information for new taxable periods must be entered into or reported through MGIS.

Testing and readiness before integration

The MGIS test environment/sandbox is available for taxpayers and software vendors to test the workflow. Establishments using a PMS should use the transition period to confirm data mapping, validation responses, check-in/check-out transmissions, correction handling and reconciliation before the mandatory integration date.

An establishment that does not use a PMS, or uses a system that cannot support API integration, does not automatically need to purchase a new PMS merely to use MGIS. MGIS is designed to provide portal-based functionality that can support establishments operating directly in the system, subject to the approved reporting model.

4. Reporting Methods and Transition to Integration

There are three practical routes through which guest information can reach MGIS. The route used depends on the establishment's implementation stage, operating model and technical readiness. All three routes lead to the same objective: one accurate and reconcilable MGIS guest/stay record base.

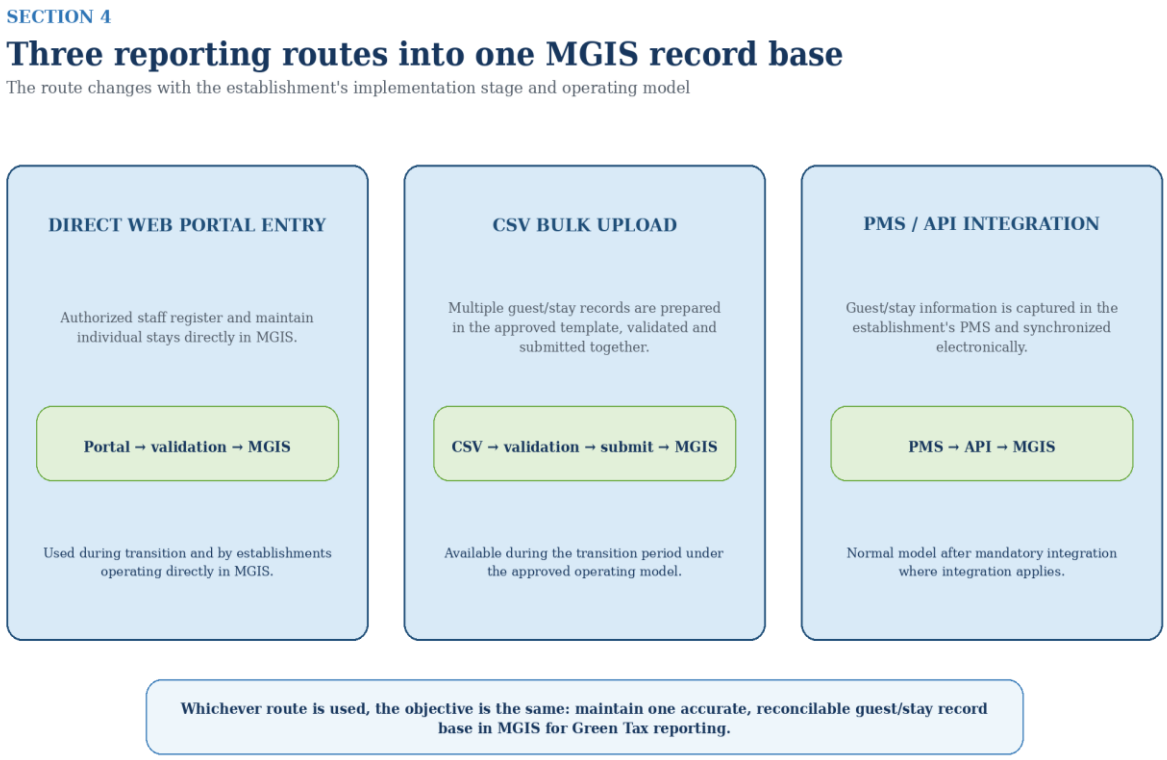


Figure 3. Direct entry, CSV bulk upload and PMS/API integration as reporting routes into MGIS.

Method	How it works	When it is used	Key operating point
Direct Web Portal entry	Authorized staff create and maintain individual guest/stay records directly in MGIS.	During transition and for establishments operating directly in MGIS.	Complete all required fields, resolve validation messages and maintain the actual stay through checkout.
CSV bulk upload	Multiple guest/stay records are prepared using the approved template, uploaded, validated and submitted together.	Available during the transition period under the approved operating model.	All identified errors must be corrected before the file is submitted. Uploading a file is not the same as successful submission.

Method	How it works	When it is used	Key operating point
PMS/API integration	Guest/stay information captured in the establishment's PMS is transmitted electronically to MGIS.	Normal operating model after mandatory integration where integration applies; may be adopted earlier when technically ready.	Keep the source PMS and MGIS aligned. Corrections should normally be made in the source PMS and synchronized.

Direct Web Portal entry

Direct entry is appropriate where authorized establishment staff are maintaining guest records directly in MGIS. Each check-in should be created under the correct entity and establishment, validated, maintained throughout the stay and checked out using the actual departure information.

The portal should not be treated as a month-end data-entry tool. During the applicable transition period, the required information must be submitted within the 24-hour window, and changes should be kept current so that the record remains usable for reconciliation and Green Tax prefill.

CSV bulk upload

Bulk upload allows multiple guest/stay records to be reported using the prescribed MGIS template. The latest template made available in MGIS should be used without altering the required column structure or headings. After uploading, MGIS validates the records. Every identified error must be corrected before the batch can be successfully submitted.

Bulk upload is intended to make transitional reporting easier for establishments that need to report multiple records without entering each stay separately. It does not bypass MGIS validations and should not be used to create duplicate stays.

PMS/API integration

Under the integrated model, the establishment continues to capture guest/stay information as part of its normal PMS workflow and the required information is synchronized electronically to MGIS. This reduces duplicate manual entry and allows MGIS to become part of the establishment's normal operational data flow.

The establishment remains responsible for ensuring that its PMS/vendor is technically ready to meet the MGIS integration requirements. MIRA provides MGIS-side specifications, test environment and support arrangements. Production credentials and API keys must be protected and used only by authorized parties.

When information in the PMS and MGIS does not match, first identify whether the difference originates from the source PMS record, a failed/partial transmission, a validation response or an MGIS record. Correct the source where appropriate and synchronize again. Do not create duplicate stays merely to force the two systems to match.

Moving from transition to the integrated operating model

The transition period is intended to give establishments time to become operationally and technically ready. Once mandatory integration applies to an establishment, the normal expectation is that guest information captured in the PMS will flow to MGIS electronically rather than being re-entered separately by staff.

MIRAconnect continues to be used for Green Tax return filing after integration. The difference is that the supporting guest information is maintained in MGIS through the integrated workflow and reused for return prefill, rather than being reconstructed and uploaded separately.

5. Getting Access to MGIS

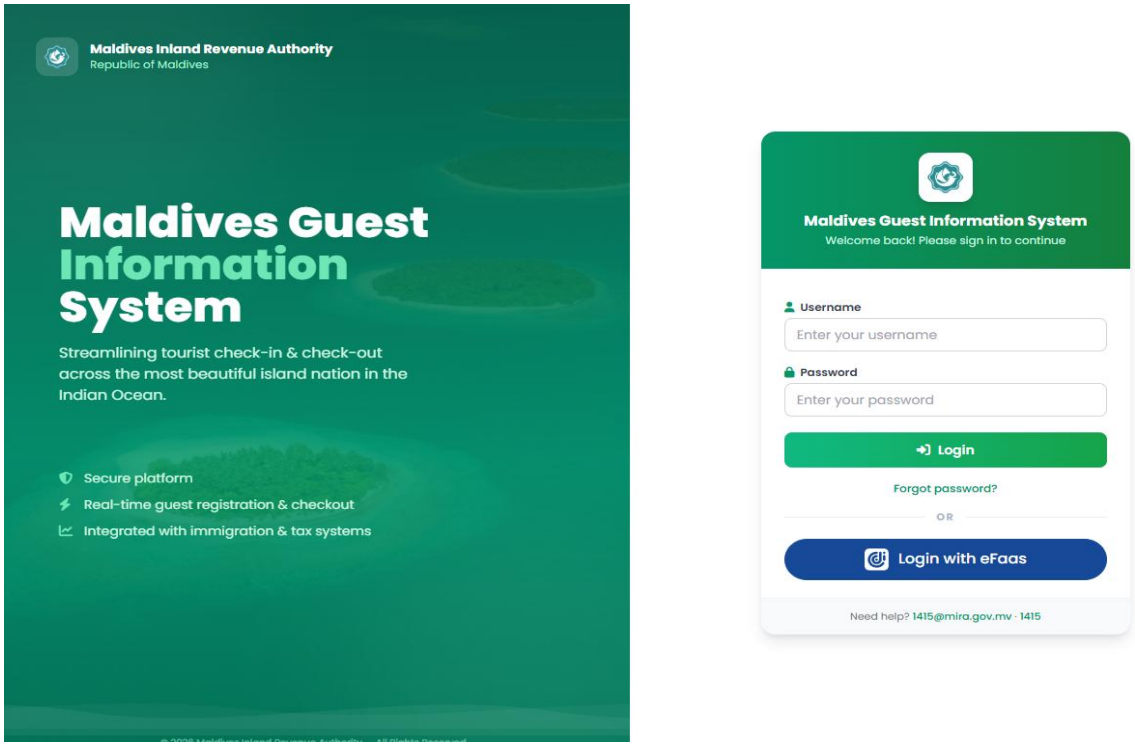
Initial onboarding and user roles

MIRA creates the initial MGIS user for each registered entity separately and provides onboarding information to the designated contact. MGIS currently has two user roles: Primary User and Operational User. The Primary User manages access for the entity and can create up to five Operational Users.

The taxpayer may grant access to individuals it considers appropriate, including authorized staff or third parties. Each person must use their own authorized account. The taxpayer remains responsible for the access it grants and for actions performed through those accounts.

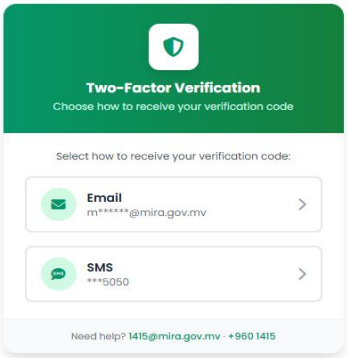
Sign in

1. Open the MGIS Web Portal in a supported web browser.
2. Enter your MGIS username.
3. Enter your password.
4. Select Login.
5. Complete multi-factor authentication if prompted.
6. Confirm that you have entered the correct entity/establishment context before starting work.

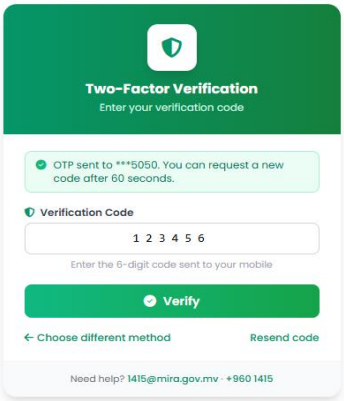


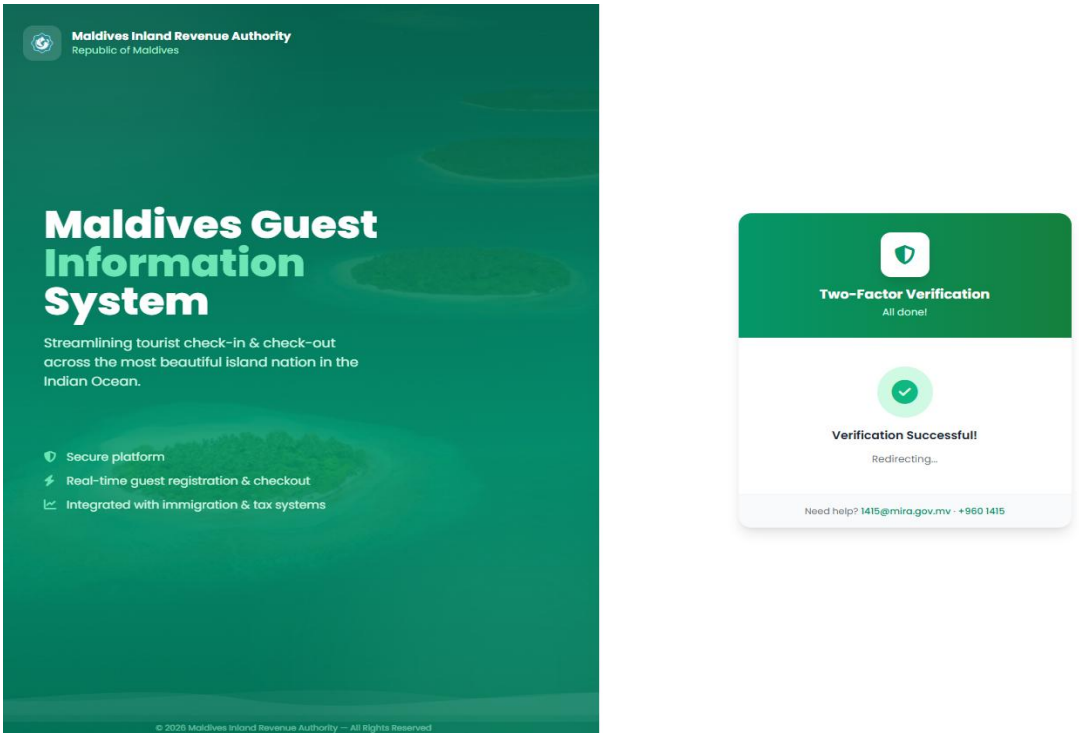
Login screen


Maldives Inland Revenue Authority
Republic of Maldives
Maldives Guest Information System
Streamlining tourist check-in & check-out across the most beautiful island nation in the Indian Ocean.
Secure platform
Real-time guest registration & checkout
Integrated with immigration & tax systems
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Two-Factor Verification
Choose how to receive your verification code
Select how to receive your verification code:
Email
m******@mira.gov.mv
SMS
***5050
Need help? 1415@mira.gov.mv · +960 1415


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Two-Factor Verification
Enter your verification code
OTP sent to ***5050. You can request a new code after 60 seconds.
Verification Code
1 2 3 4 5 6
Enter the 6-digit code sent to your mobile
Verify
← Choose different method
Resend code
Need help? 1415@mira.gov.mv · +960 1415

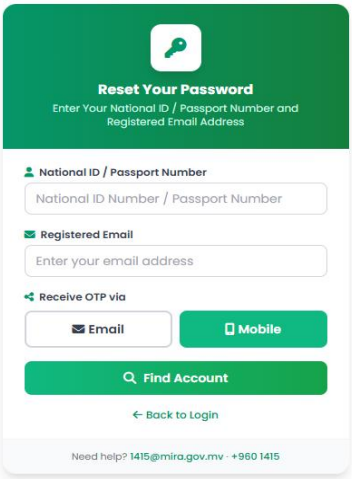


Multi-factor authentication screen

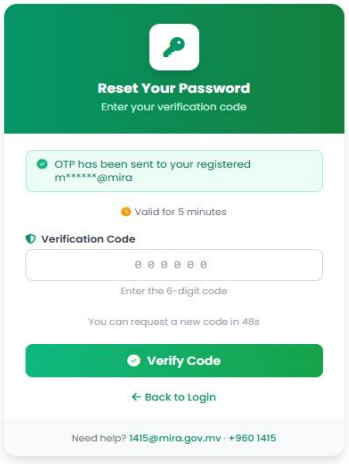
Forgotten password

7. Select Forgot Password on the login screen.
8. Enter the requested National ID/Passport Number and email address.
9. Choose the available verification channel.
10. Enter the verification code.
11. Create and confirm a new password.
12. Sign in using the new password.

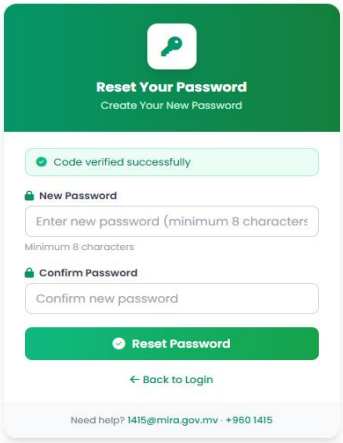

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Reset Your Password
Enter Your National ID / Passport Number and Registered Email Address
National ID / Passport Number
National ID Number / Passport Number
Registered Email
Enter your email address
Receive OTP via
Email
Mobile
Find Account
← Back to Login
Need help? 1415@mira.gov.mv · +960 1415

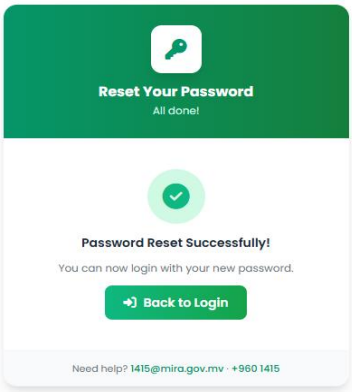

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Reset Your Password
Enter your verification code
OTP has been sent to your registered m******@mira
Valid for 5 minutes
Verification Code
0 0 0 0 0 0
Enter the 6-digit code
You can request a new code in 48s
Verify Code
← Back to Login
Need help? 1415@mira.gov.mv · +960 1415







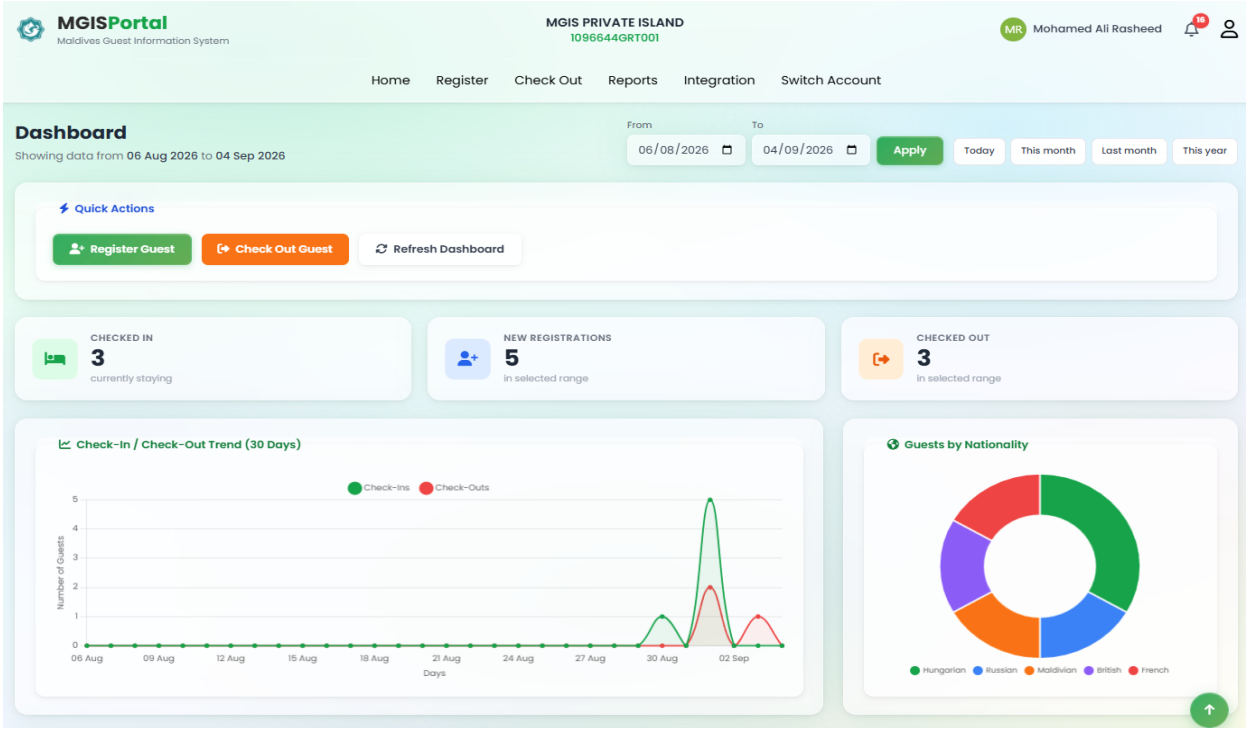


Forgot Password and verification screens

Account security: Never share a password or one-time verification code. If access is no longer required, the Primary User should deactivate the user promptly.

6. Dashboard and Establishment Context

The dashboard is the main landing area after login. It provides access to current guest information, occupancy information, navigation menus, notifications, recent activity and other available functions. Treat dashboard figures as an operational overview; if a figure appears inconsistent, review the underlying guest records and the selected date range.

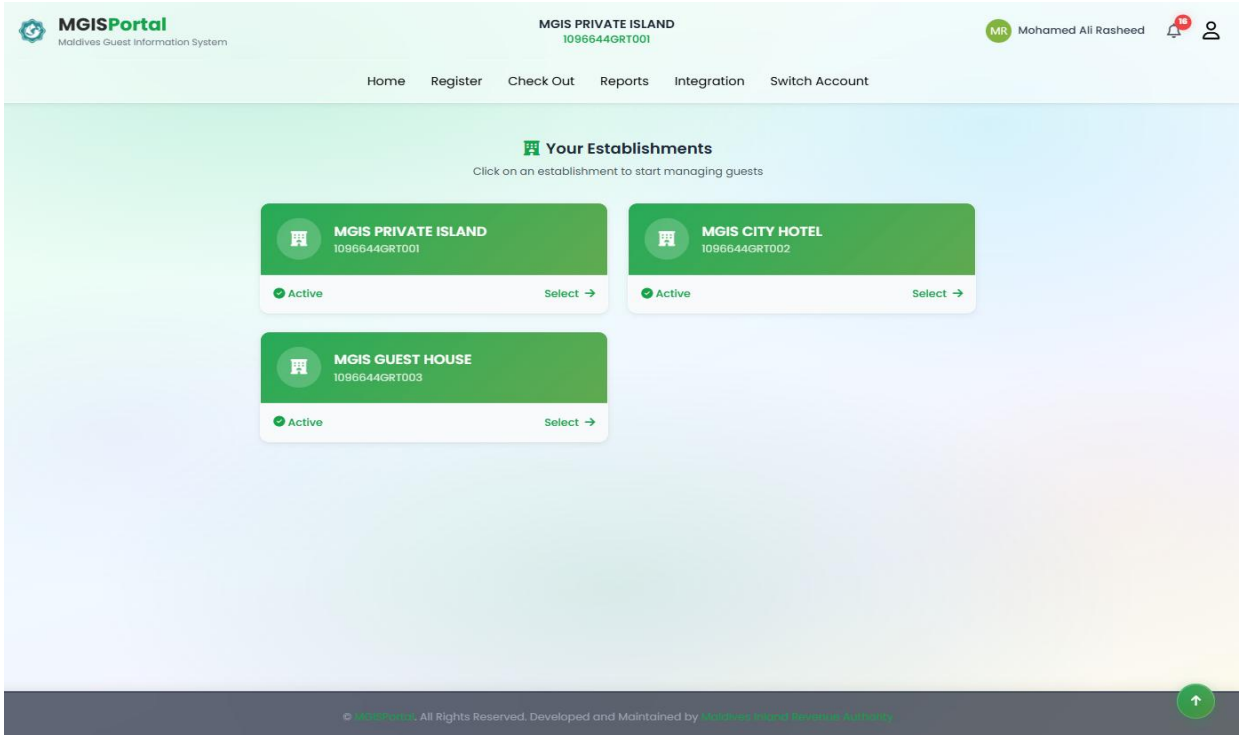


Dashboard overview

Selecting the correct establishment

Where a user has access to more than one establishment or entity, always verify the active establishment before entering, editing, checking out or uploading guest information. Records must be maintained under the correct establishment.

1. Select the required establishment from the available list.
2. Review the establishment name/details.
3. Select Continue or the corresponding control.
4. Confirm that the dashboard displays information for the intended establishment.



Establishment selection screen

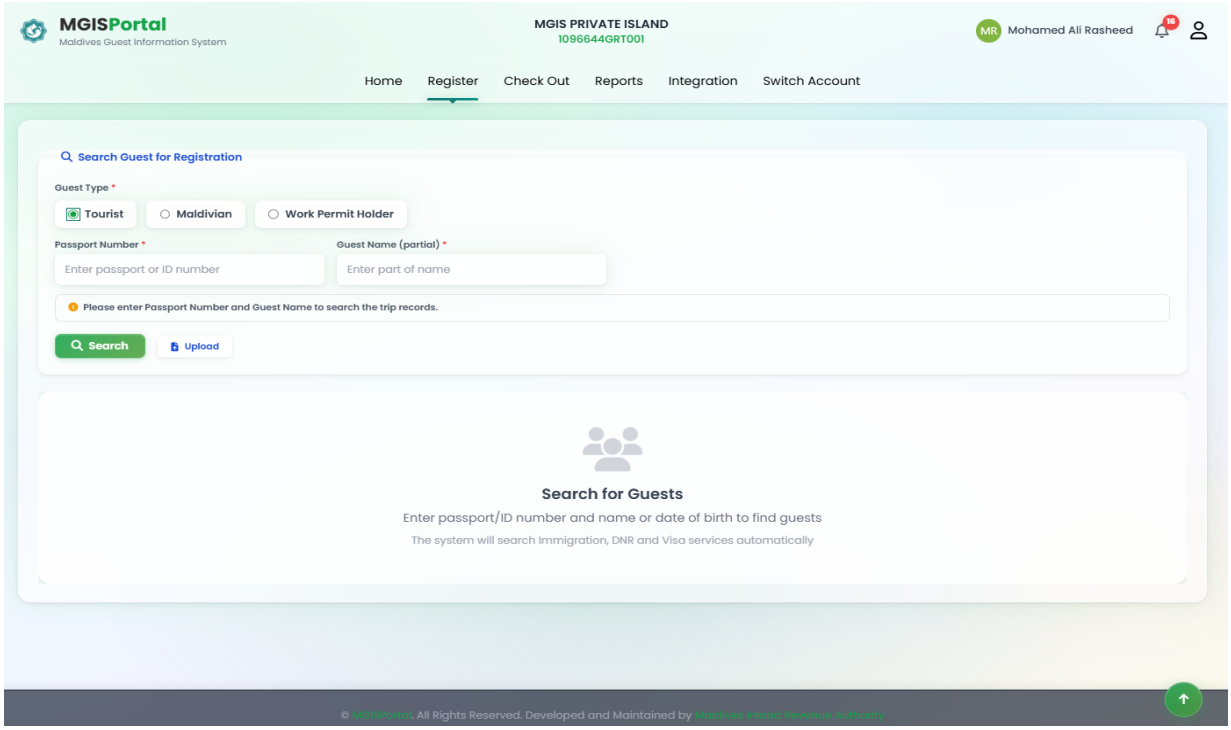
7. Registering a Guest Check-In

Use Guest Check-In to create the stay record for a guest arriving at the establishment. The record should reflect the actual stay. Do not alter dates simply to align a stay with a Green Tax month.

Search and identify the guest

MGIS uses identifying information and available authoritative data to validate a guest. Name-only searching should not be used as the primary lookup method. The current operating design uses a combination of identifiers, such as passport information and part of the guest's name for tourists, and National ID/date of birth for Maldivians.

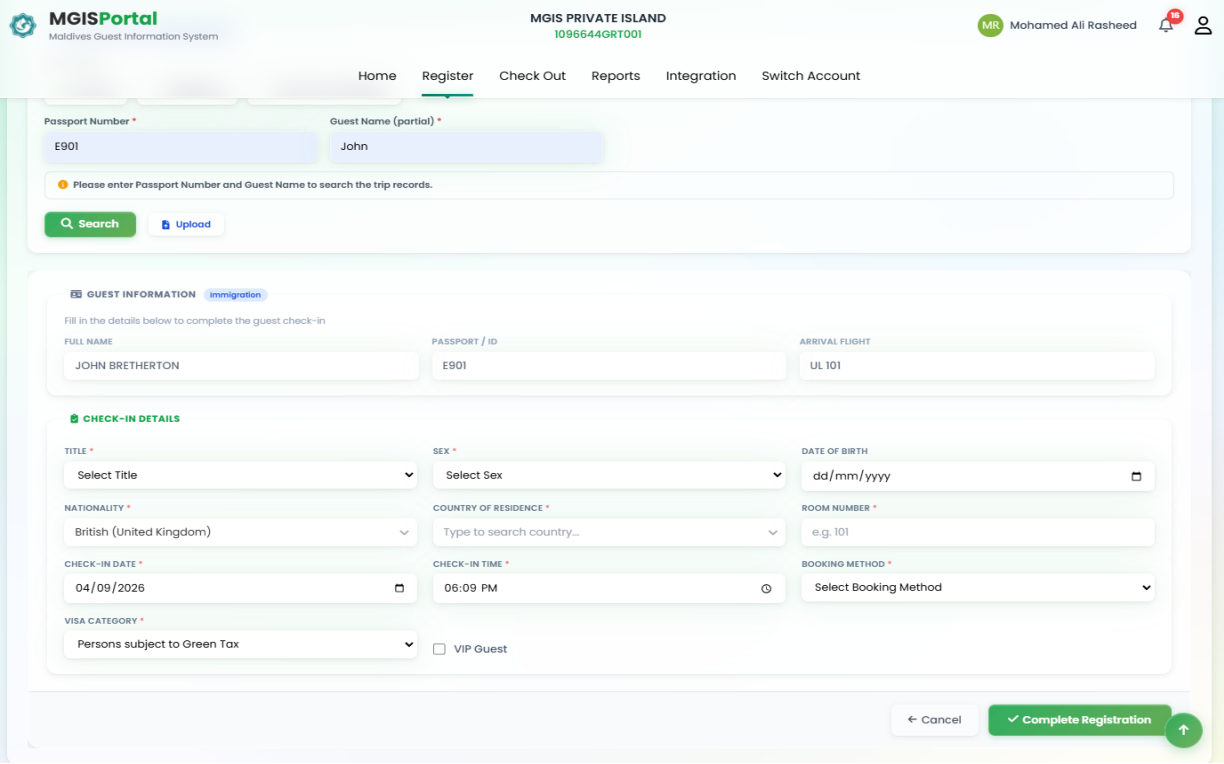
1. Open Register and search for the guest using the required identifiers.
2. Review the matching result carefully.
3. If the correct guest is found, continue with the stay/check-in information.
4. If the guest cannot be matched, verify the identifiers and correct any input error before trying again. Do not create a duplicate identity merely to bypass a validation error.



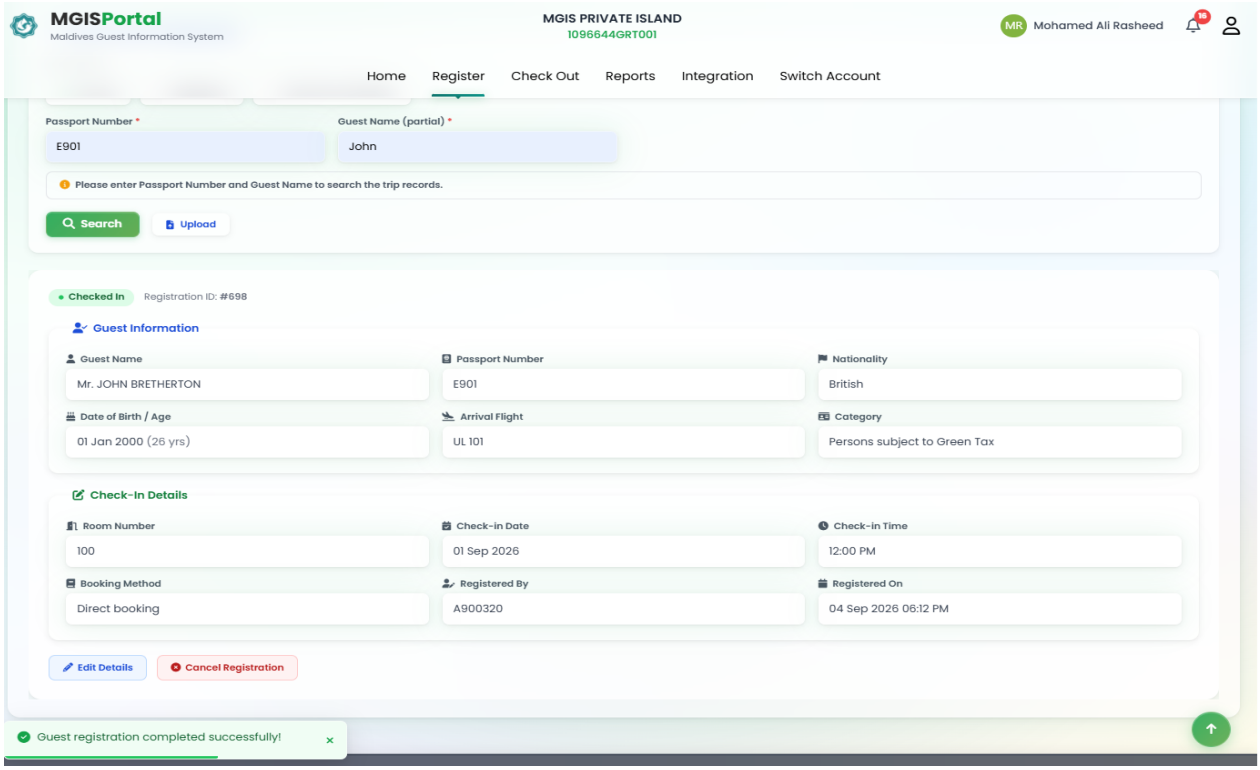
Guest Check-In list or landing screen

Register a new guest/stay

1. Select Add New Guest where applicable.
2. Enter/confirm the required guest identification information.
3. Enter the actual check-in information and required stay details, including room information where applicable.
4. Review all information for accuracy.
5. Save/submit the record.
6. Confirm that MGIS displays the successful registration/saved guest record.



New Guest registration form



Successful guest registration result

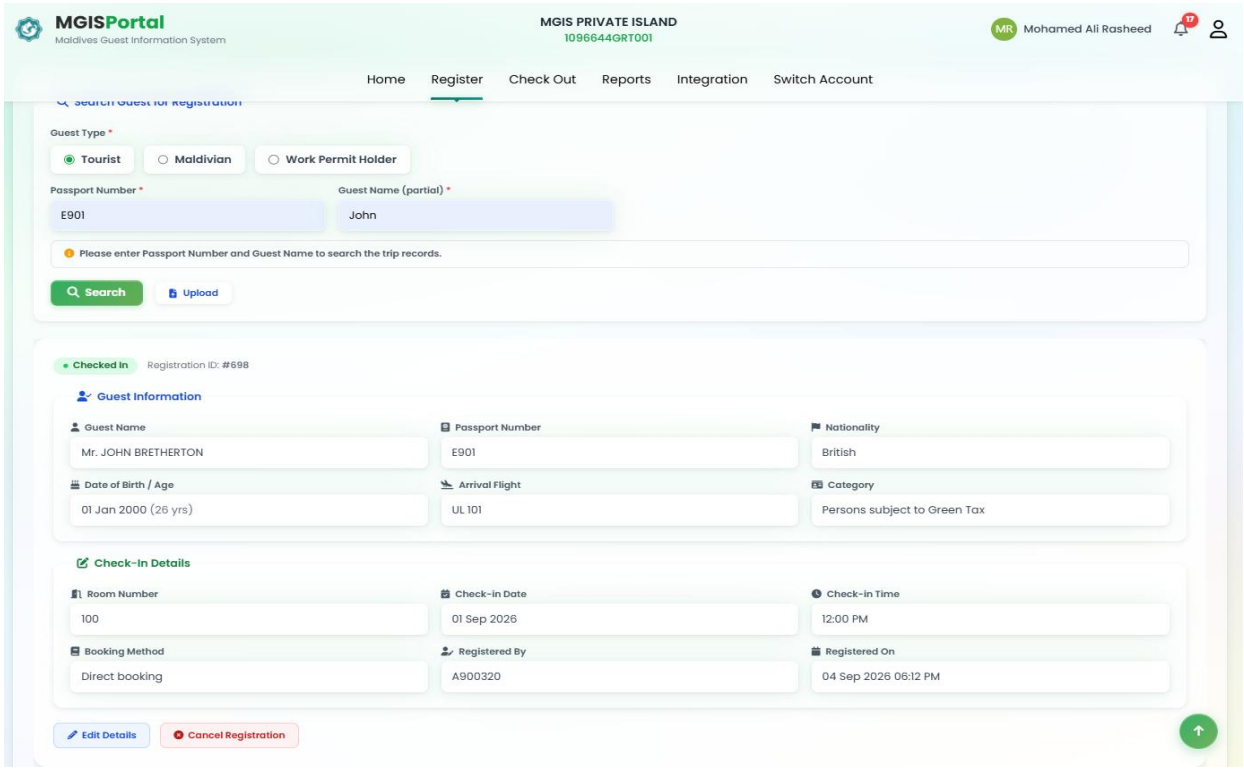
Important data-entry rules

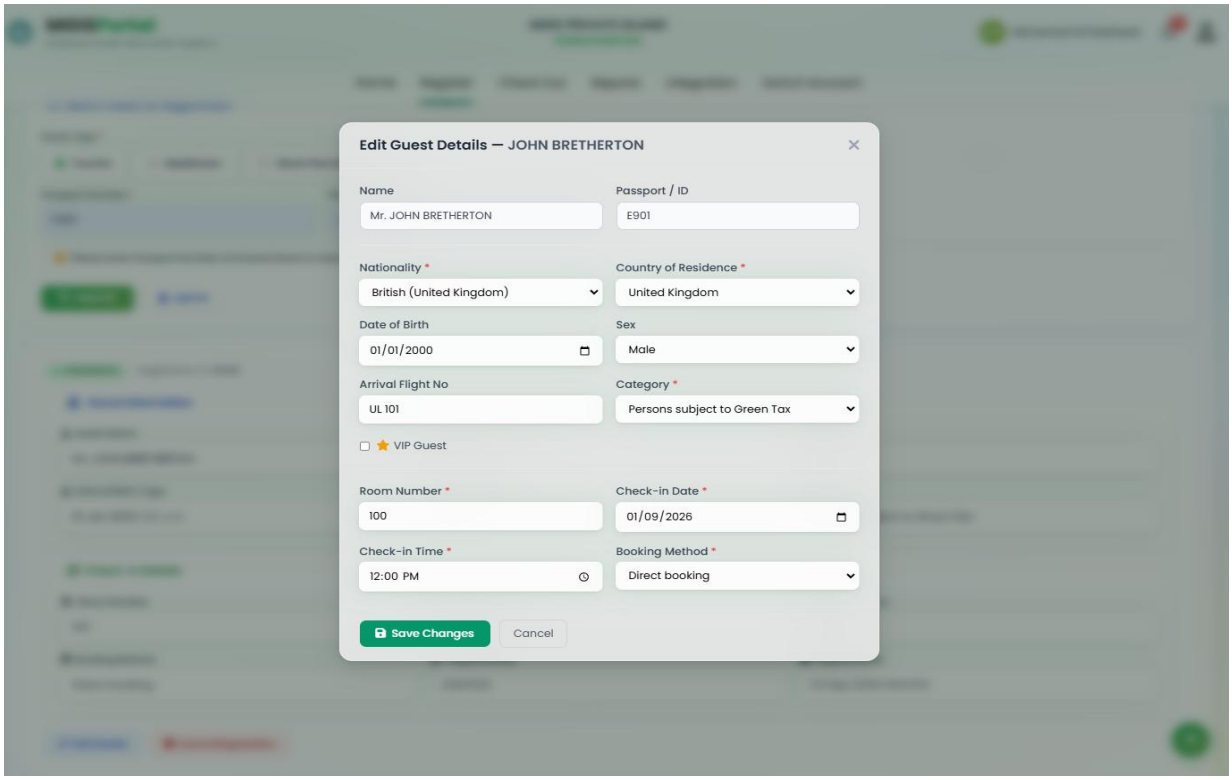
- Complete all mandatory fields and resolve validation messages before submission.
- Verify the guest name and passport/identity information before saving. The guest name and passport number cannot be edited after the record is created; if either is wrong, remove/cancel the incorrect record and create it again correctly.
- A guest may remain checked in across a month-end. Do not create an artificial checkout solely because the Green Tax period ends.
- MGIS does not currently provide a Save Draft function. Have the required information ready before starting the record and complete/save the transaction before leaving the page.
- Special guest categories continue to follow the prevailing Green Tax rules. Use the applicable MGIS category/status and refer to the Green Tax Fact Sheet/guidance for the tax treatment.

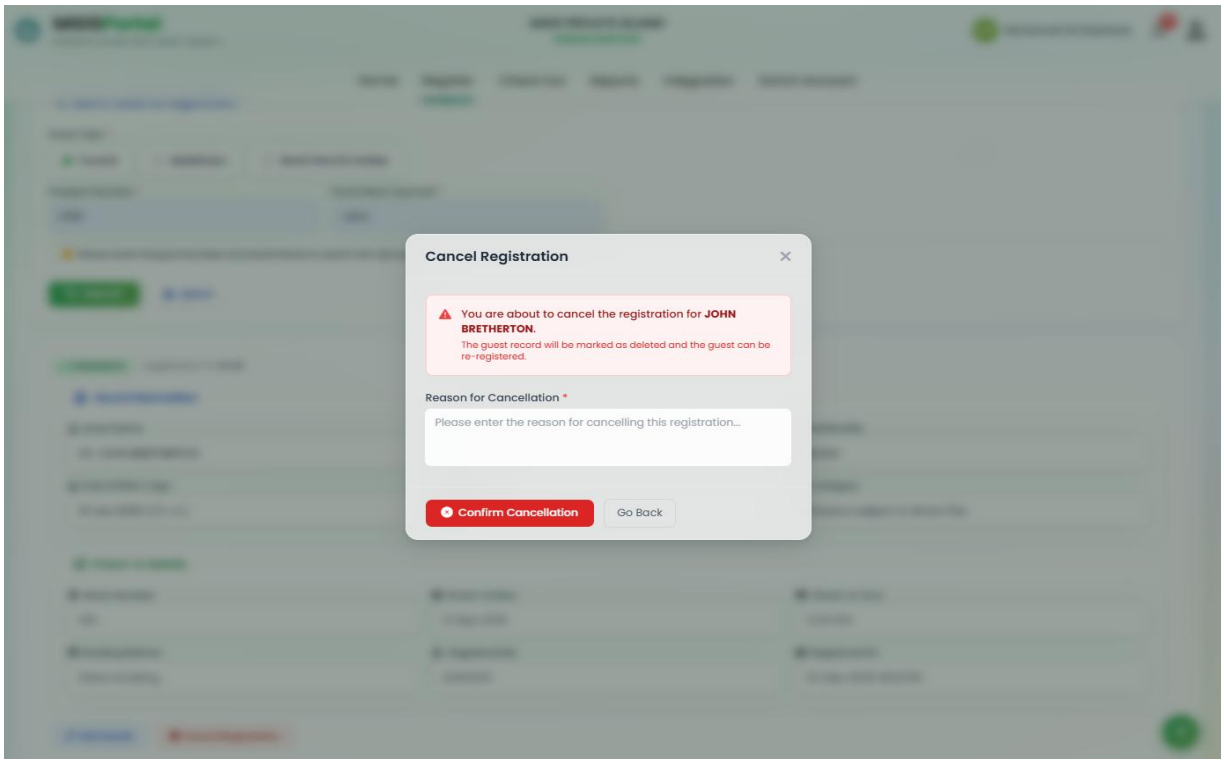
8. Searching and Managing Guest Records

Use Guest Search to locate an existing guest/stay record before editing, checking out or investigating a discrepancy. A returning guest may already have an identity/trip record even though a new stay still needs to be recorded.

1. Open Register/Guest Search.
2. Enter the available required identifiers or record reference.
3. Select Search.
4. Review the matching results.
5. Open the relevant record and use the available action.







Guest search screen and results

Returning and overlapping stays

Create a new stay for each distinct stay. A second check-in at another establishment does not automatically close an earlier stay. Each establishment records the actual check-in and checkout for its own accommodation arrangement.

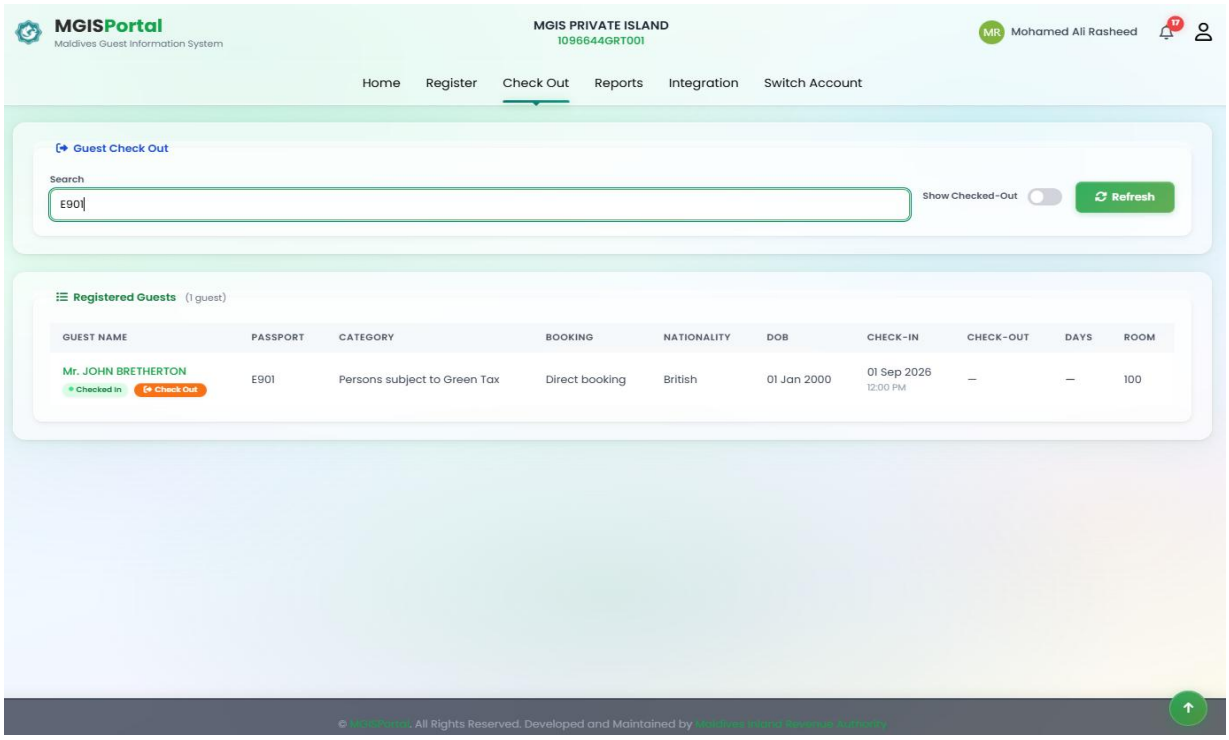
Correcting a guest record

Correct editable information as soon as an error is identified. If the guest name or passport number was entered incorrectly, the record must be removed/cancelled and entered again with the correct details because those fields cannot be edited after creation. For integrated establishments, make the correction in the source PMS and synchronize the update to MGIS.

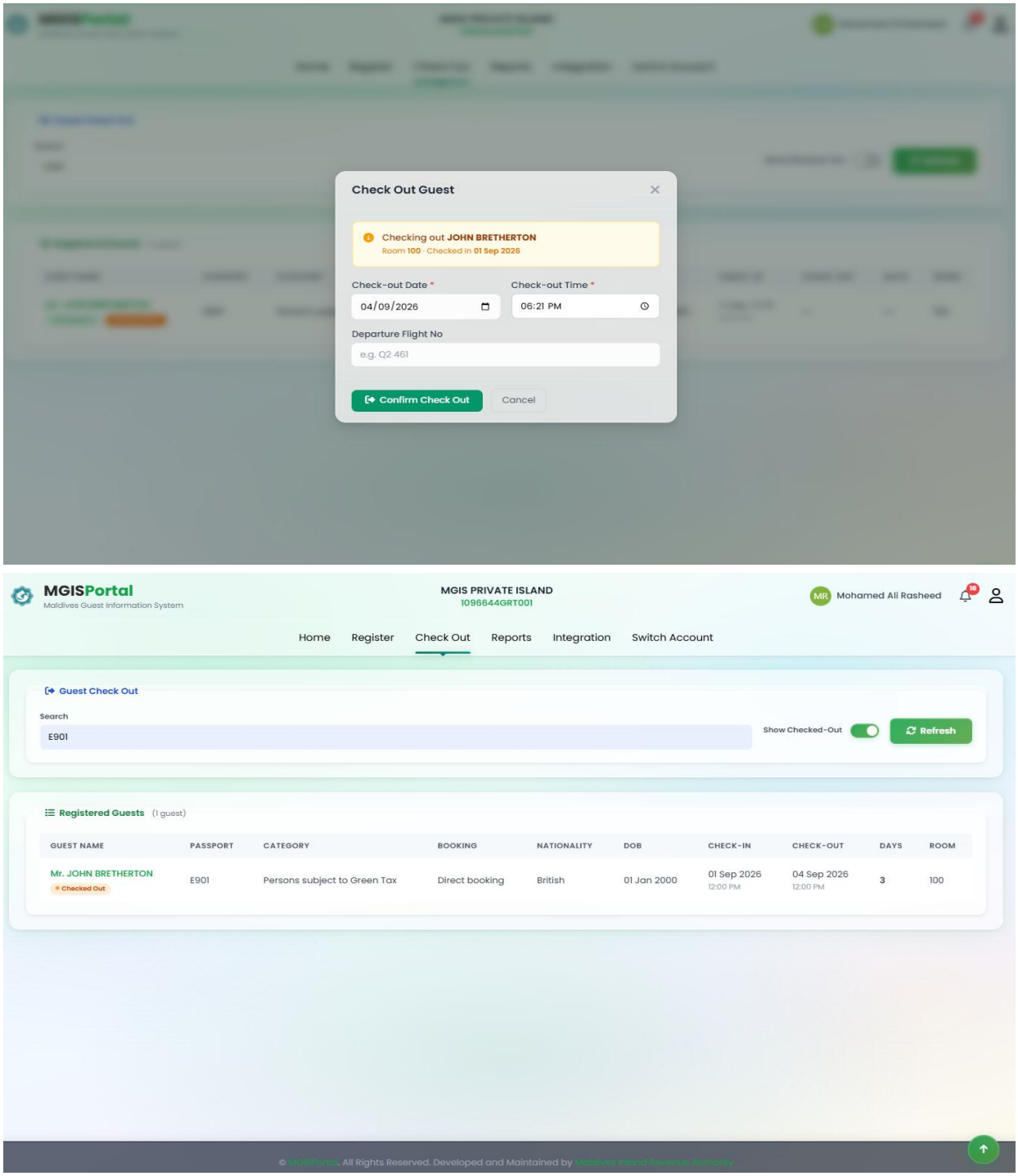
9. Recording Guest Check-Out

Record checkout when the guest actually leaves the establishment. MGIS currently does not provide a dedicated pending-checkout reminder. Until checkout is recorded, the guest remains open and can continue to be counted in bed-night calculations.

1. Open the checkout function and search for the guest.
2. Open the correct existing stay record.
3. Select Check-Out.
4. Enter/review the actual checkout date and available departure information.
5. Save/confirm the checkout.
6. Verify that the stay is shown as checked out.



Guest record with Check-Out action



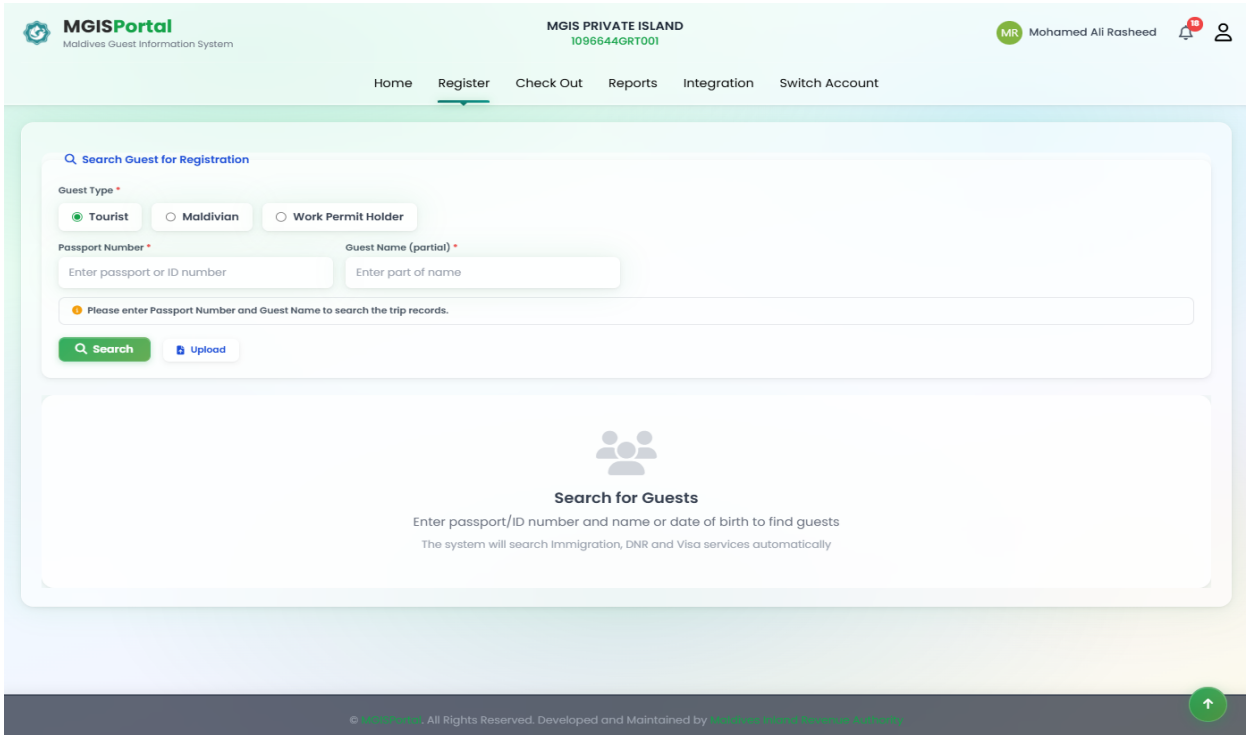
Check-Out confirmation or completed status

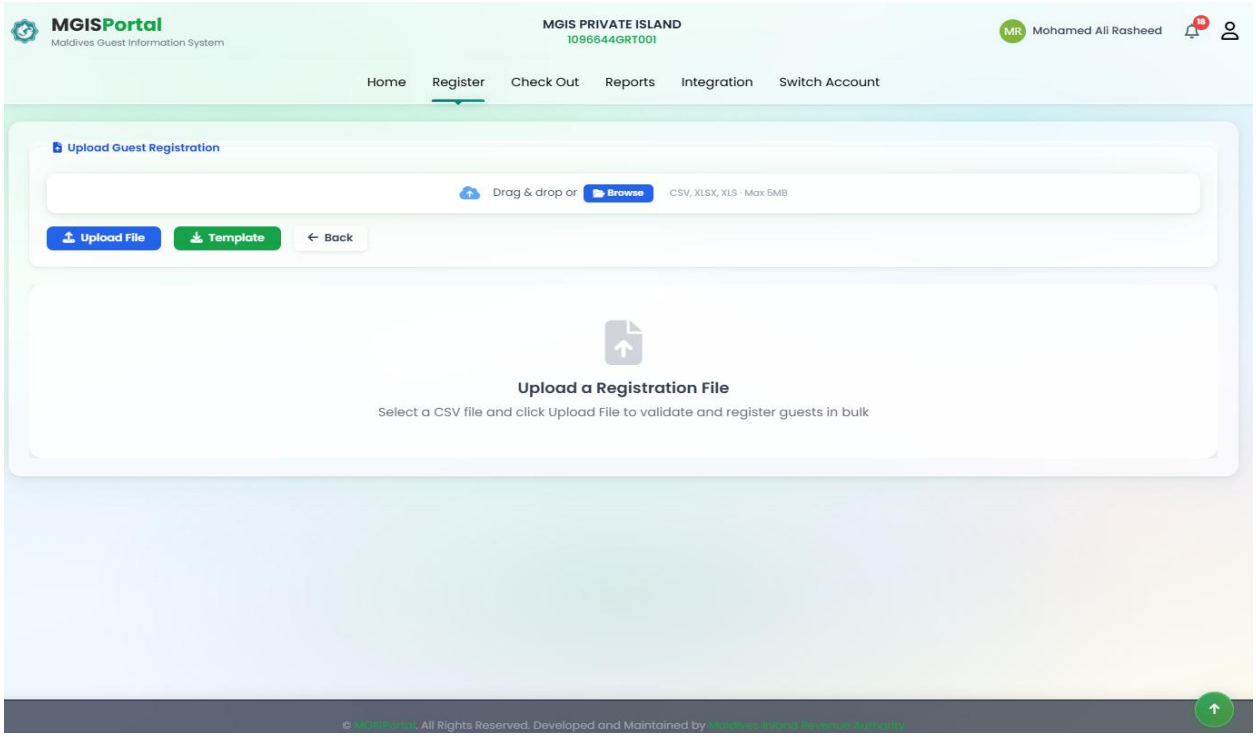
Pre-filing control: Before preparing the Green Tax return, review open/in-house stays and resolve missing or inaccurate checkouts. Filing while known checkout discrepancies remain can produce inaccurate bed-night calculations and return figures.

10. Bulk Upload of Guest Information

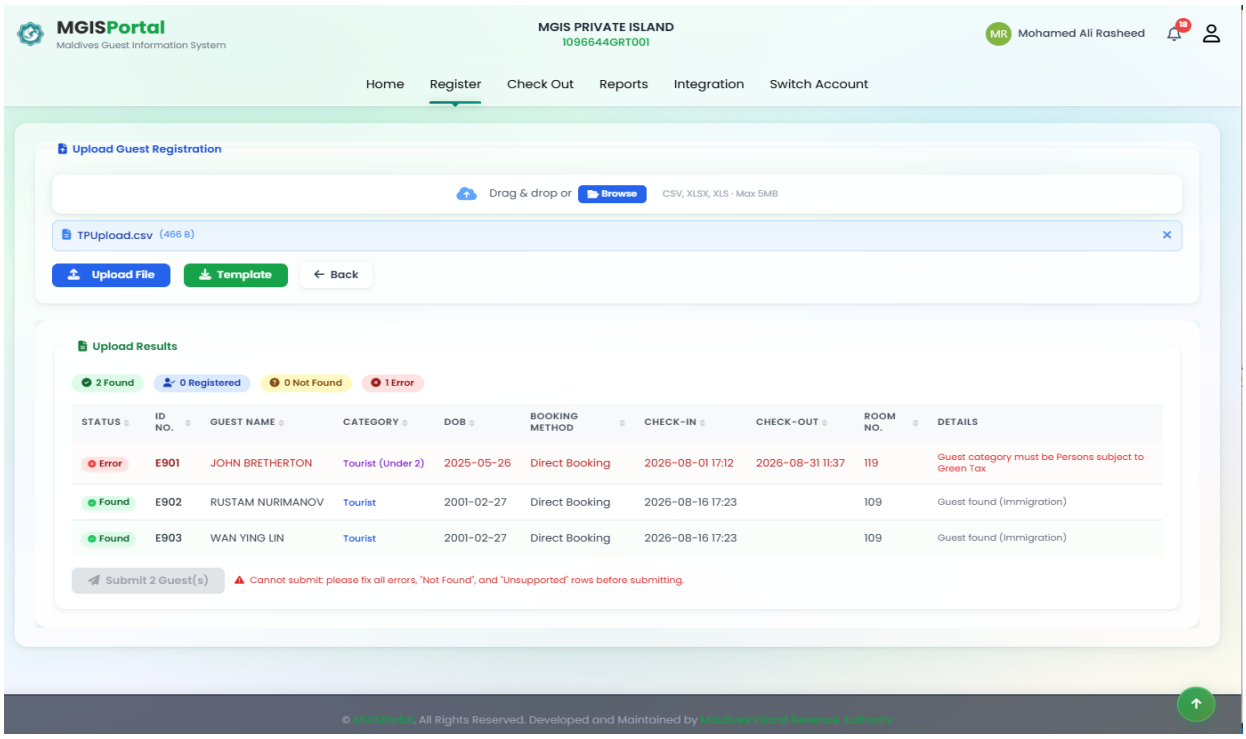
Bulk Upload allows authorized users to submit multiple guest records using the approved MGIS .CSV template. It is particularly relevant during the transitional period and for establishments using MGIS directly under the approved operating model.

1. Open Register and select Bulk Upload.
2. Download the latest template made available in MGIS.
3. Enter the guest/stay information using the required headings, formats and reference values. Do not alter the required column structure.
4. Save the completed file in .CSV format.
5. Upload the file to MGIS.
6. Review the validation result for every record.
7. Correct all errors and validate again.
8. When all records have been validated successfully and no errors remain, select Submit to send the data to MGIS.





Bulk Upload screen



Bulk Upload validation result

Common validation issues

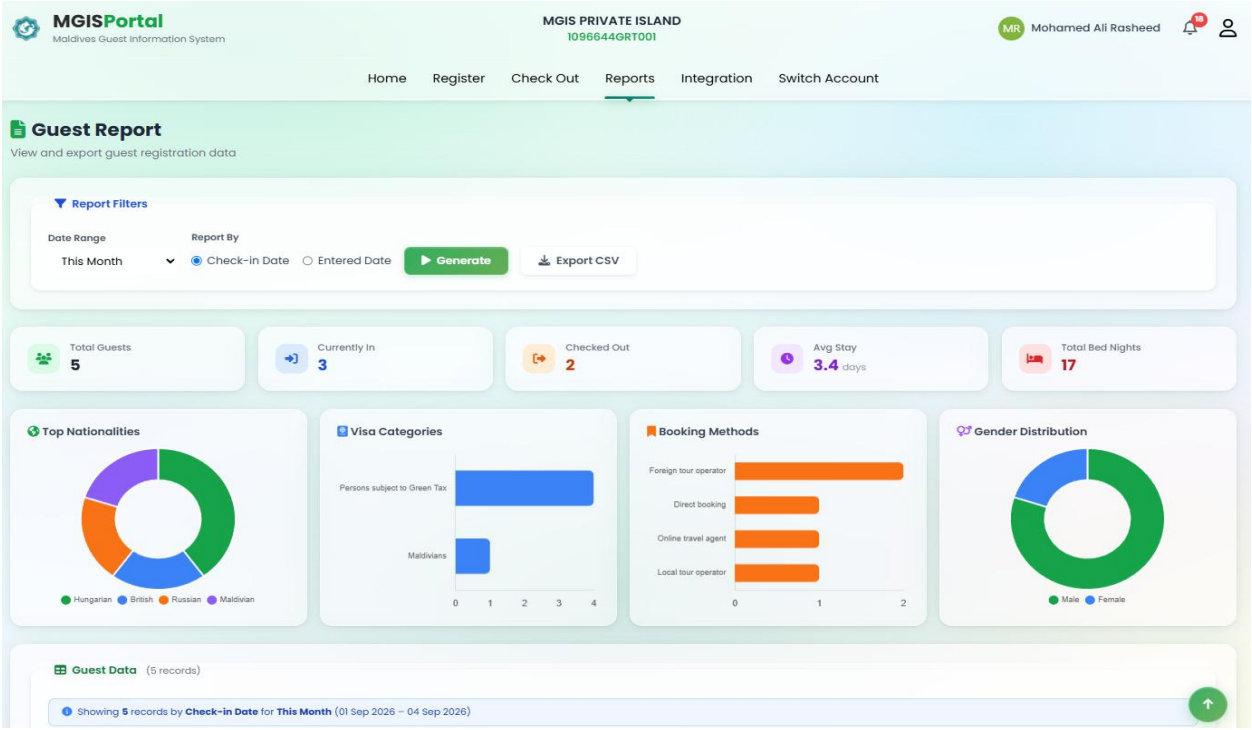
- Missing mandatory fields
- Invalid passport or identity information
- Duplicate or overlapping records for the same entity
- Incorrect date/time format
- Invalid nationality or other reference value
- Inconsistent or incomplete stay information

Successful submission matters: Selecting or uploading a file is not the same as submitting guest information. Data is submitted to MGIS only after all records pass validation and the user selects Submit.

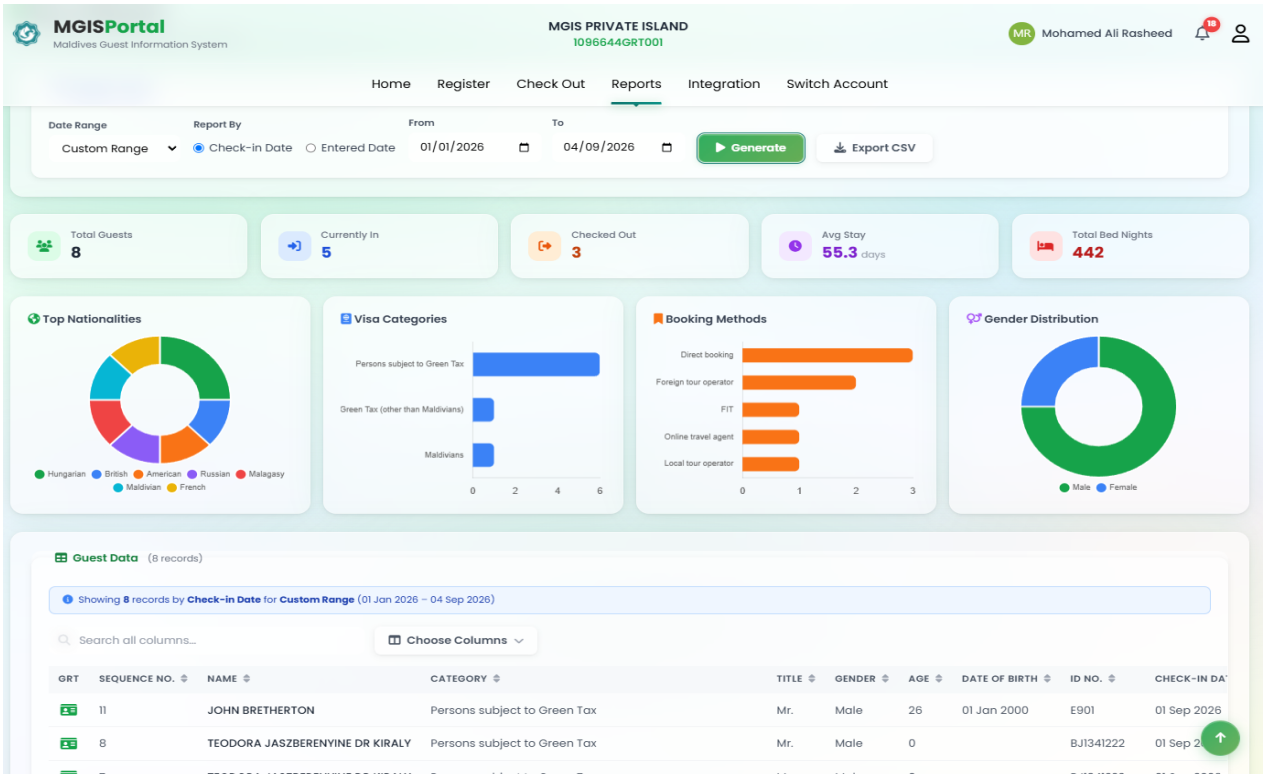
11. Reports and Reconciliation

MGIS reports support establishment operations and reconciliation. Use them to review the guest/stay information maintained in MGIS and compare it against the establishment's own operational or PMS records.

1. Open Reports.
2. Select the required date range.
3. Apply available filters.
4. Generate the report.
5. Review the result for missing, open or inconsistent records.
6. Use the available export function where required.



Reports menu



Report filters and generated result

Recommended reconciliation before Green Tax filing

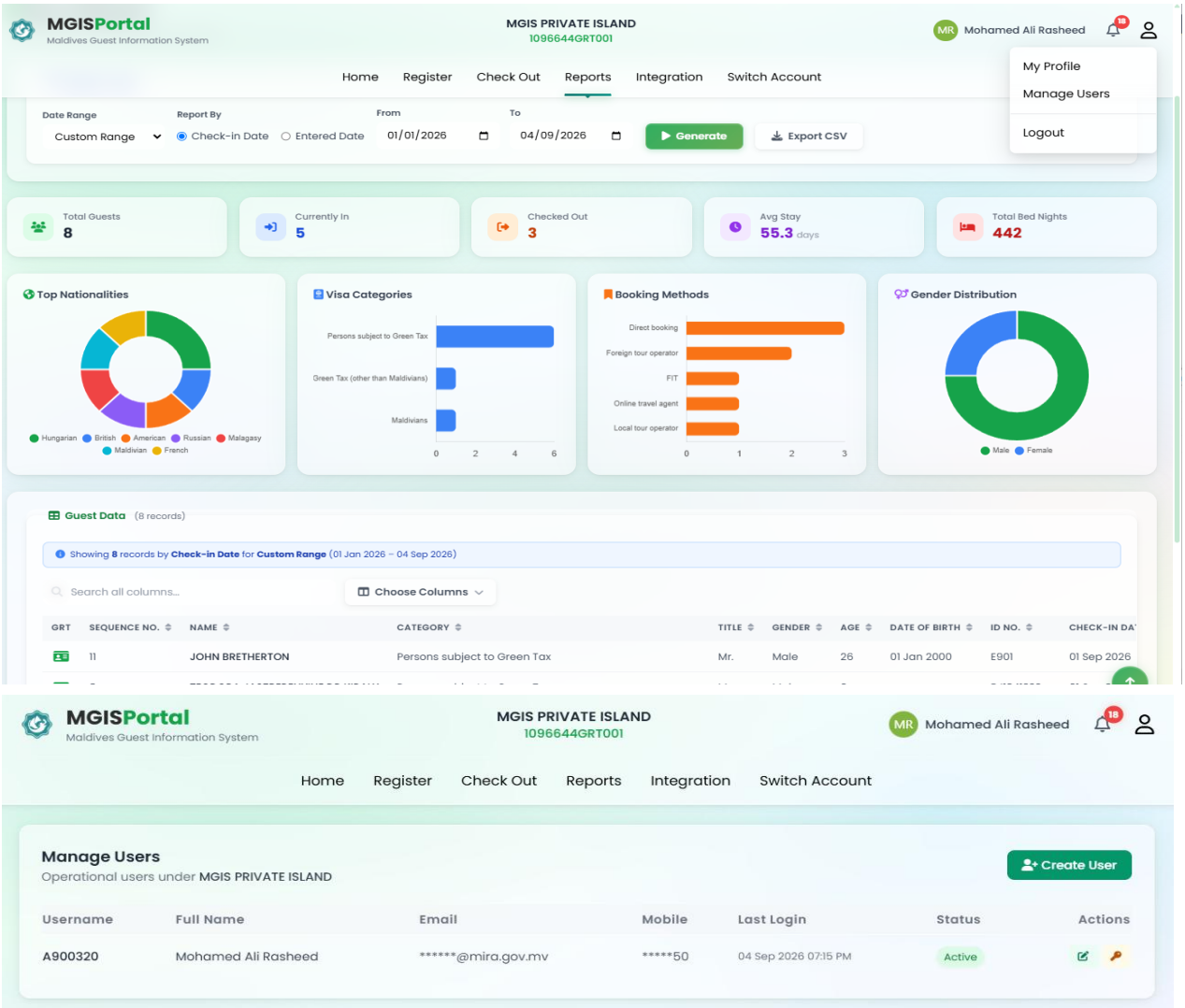
- Check that all expected check-ins for the taxable period are present.
- Review open stays and confirm that guests who have left have been checked out.
- Review corrections made during the period.
- For integrated establishments, compare MGIS records with PMS records and investigate missing/failed transmissions.
- Correct the underlying source record rather than creating a duplicate stay merely to force totals to match.

12. User Management

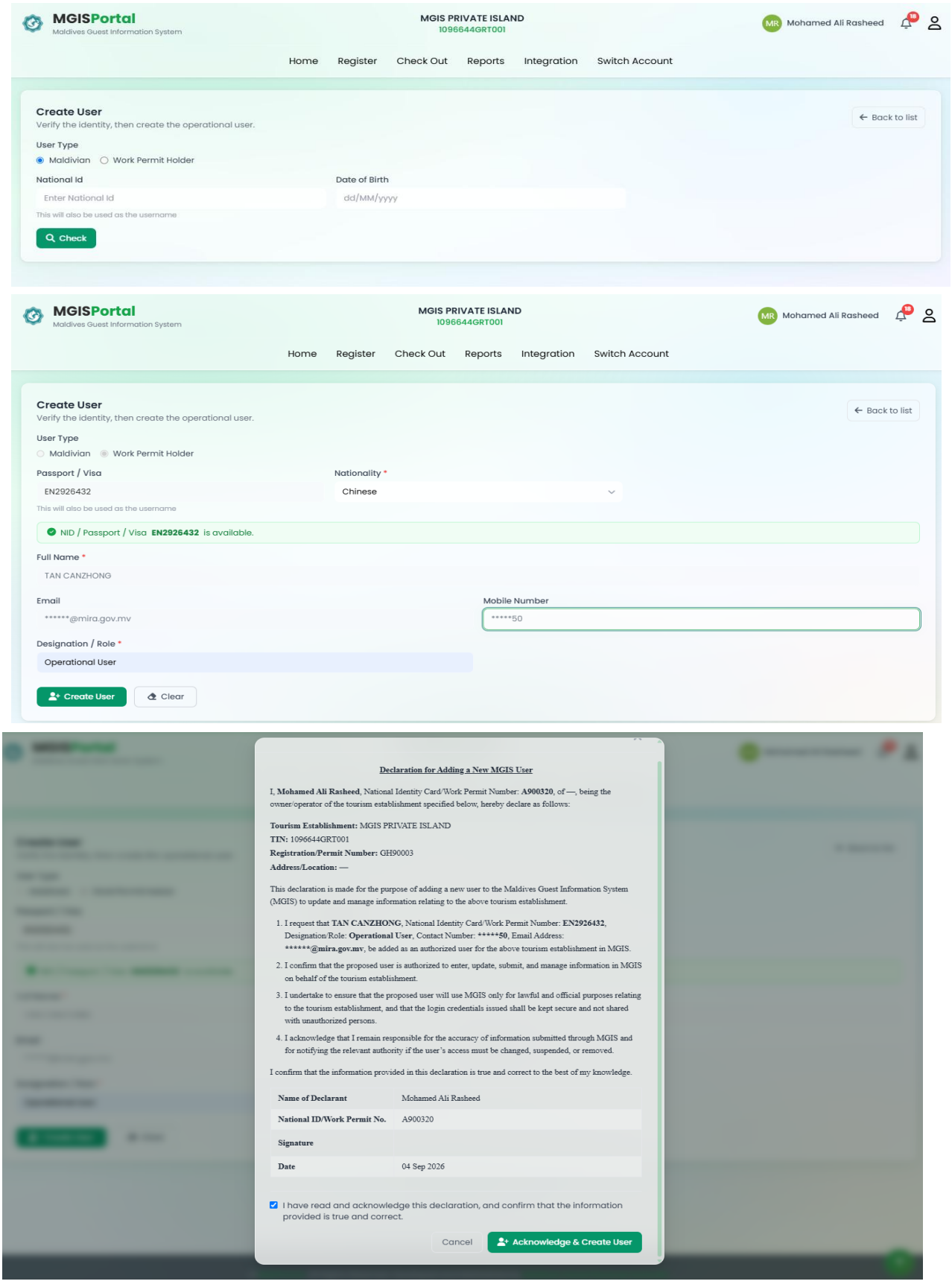
Primary Users manage accounts for the entity. MGIS has two roles: Primary User and Operational User. A Primary User may create up to five Operational Users for the entity.

Create an Operational User

1. Open User Management.
2. Select Add New User.
3. Enter the National ID/Passport Number to fetch/enter the user information.
4. Assign the appropriate Operational User access.
5. Review the information.
6. Acknowledge the declaration where required.
7. Select Create User.



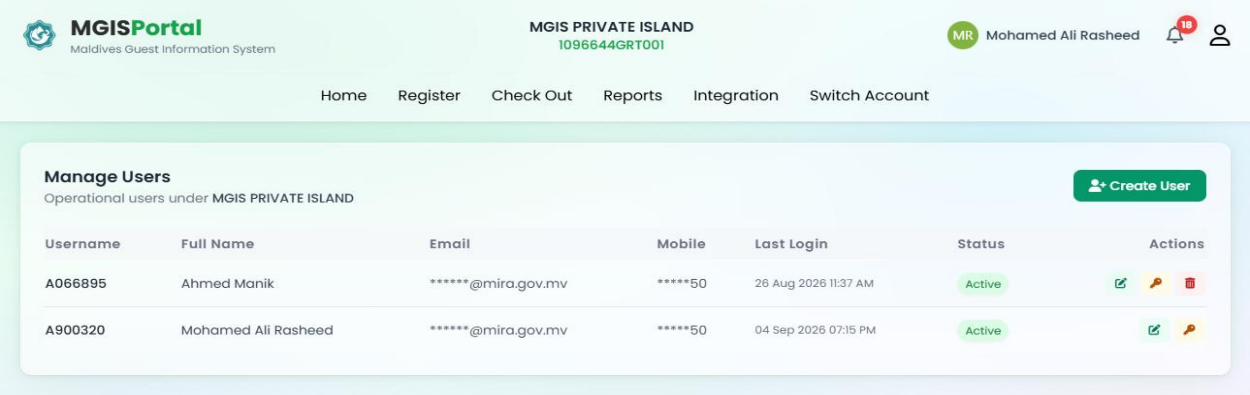
User Management screen

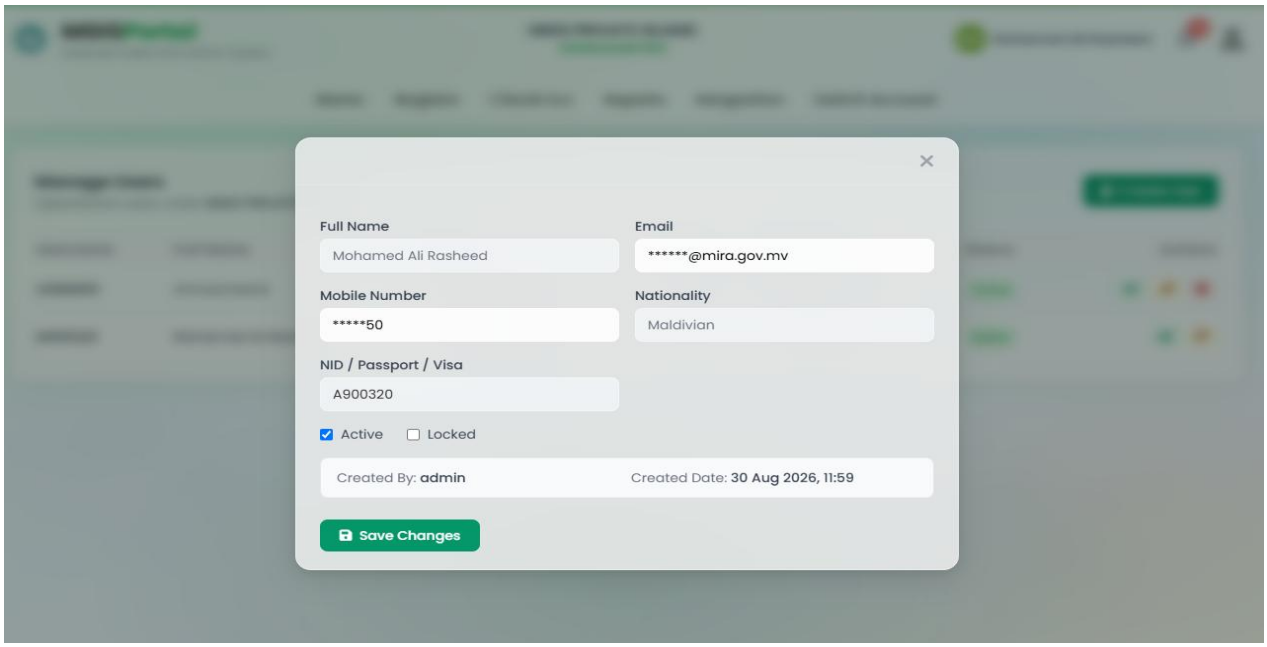


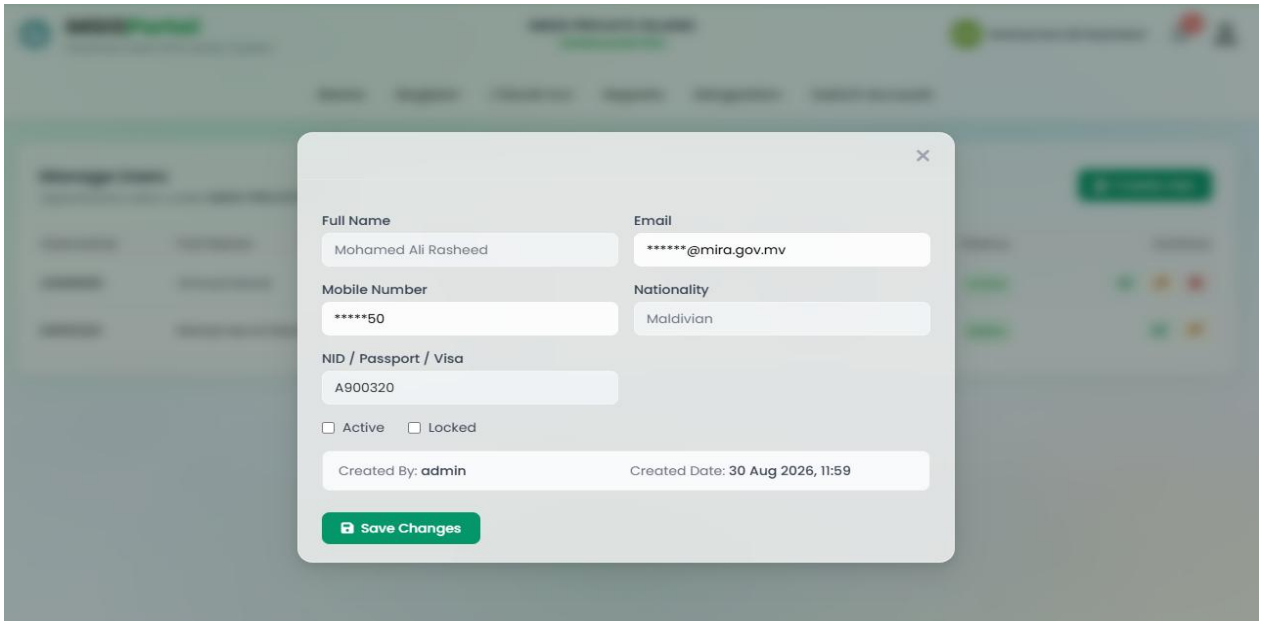
Create User form

Edit or deactivate a user

1. Search for the user.
2. Open the available Edit or user action.
3. Update permitted information and save, or select Deactivate if access is no longer required.
4. Review and confirm the action.







Edit and deactivate user actions

Access-control responsibility: The taxpayer controls the access it grants. Give each person only the access required for their duties, do not share accounts, and deactivate access promptly when a staff member, accountant, agent or other authorized person no longer requires MGIS.

13. PMS/API Integration and API Key Management

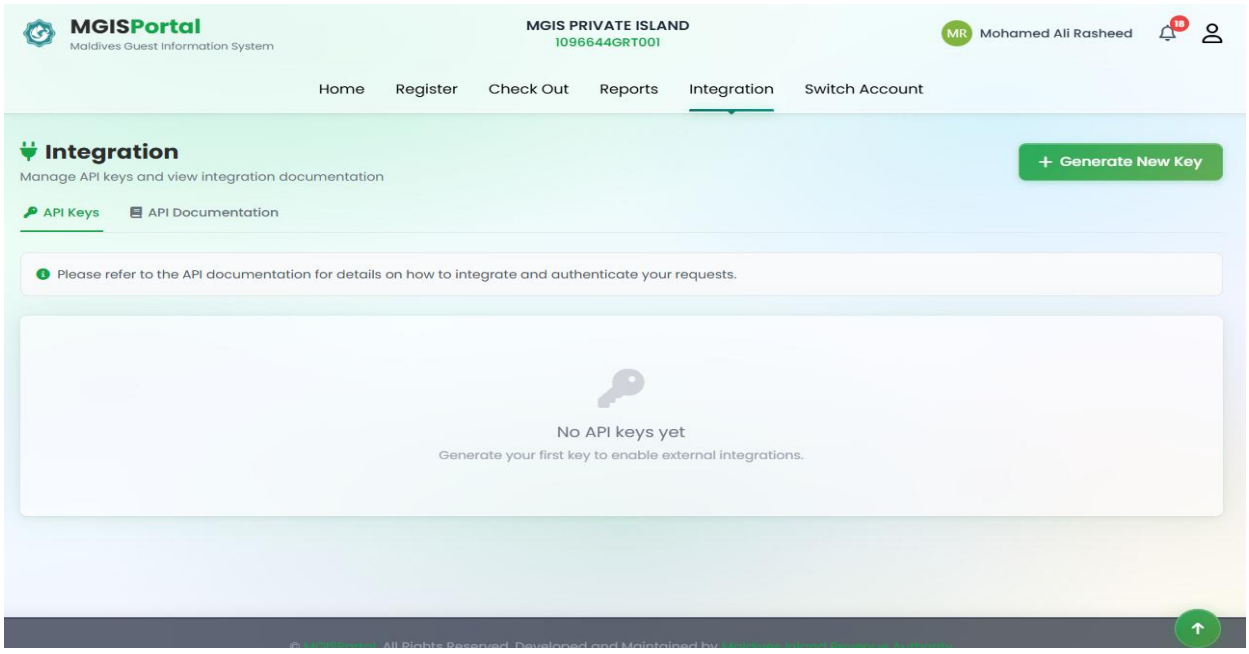
System integration connects an establishment's PMS or other approved guest-management system to MGIS. The purpose is to allow information already captured during normal check-in/check-out operations to be transmitted electronically to MGIS, reducing duplicate manual entry.

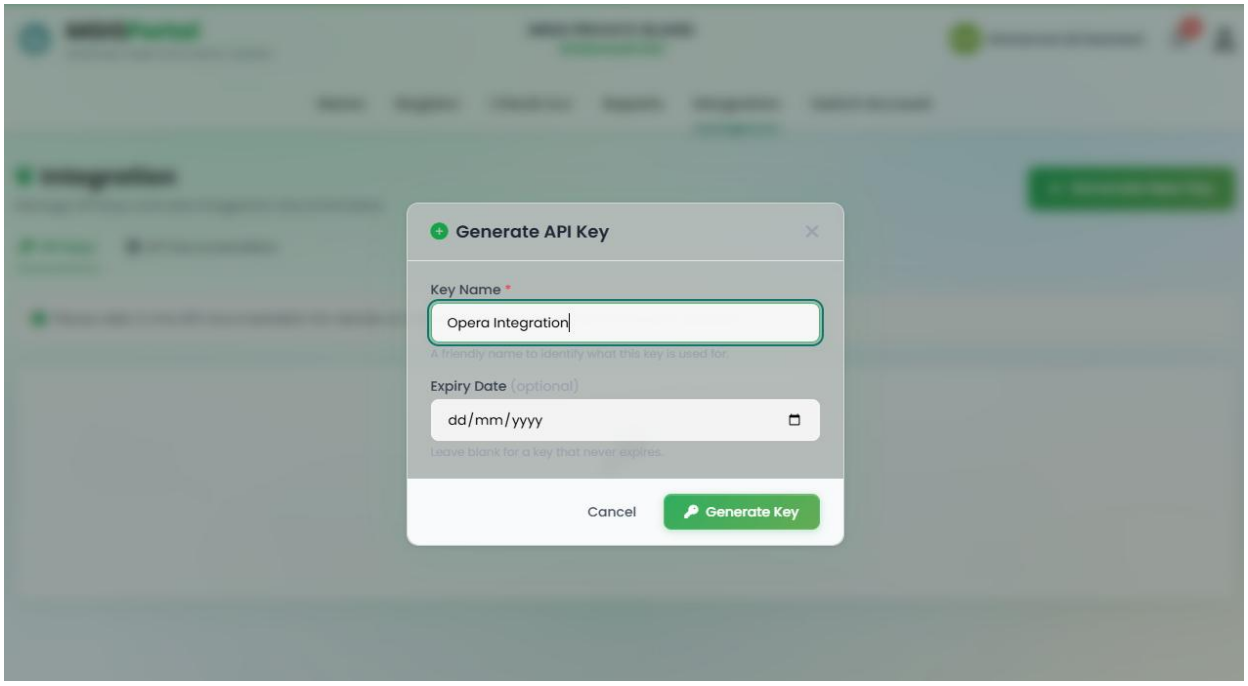
Operating model for an integrated establishment

- Maintain the guest/stay information accurately in the source PMS.
- Transmit/synchronize the required check-in, checkout and update information to MGIS through the approved API workflow.
- Monitor the integration response and reconcile the list of guests registered under the business entity against PMS records.
- Where a source record is incorrect, correct it in the PMS and synchronize the correction to MGIS.
- Do not create a duplicate MGIS stay merely because a transmission is delayed or being investigated.

API key management

1. Open API Management/Integration.
2. Generate or manage the API key for the relevant establishment.
3. Store the key securely.
4. Provide it only to authorized persons responsible for the approved integration.





API Management screen

Critical security notice: Never place a real API key, secret, token, password or connection string in this guide, a screenshot, an ordinary email or a general support ticket.

Testing and sandbox

The MGIS sandbox/test environment remains available for taxpayers and vendors to test the workflow. Production/live credentials are separate from test credentials. Establishments that are technically ready may integrate from go-live rather than waiting until the mandatory integration date.

14. Green Tax Return Prefill, Review and Version History

How the return is prefilled

When the taxpayer initiates the Green Tax return in MIRAconnect, guest check-in and checkout records falling within the relevant taxable period are retrieved from MGIS. MIRAconnect uses those records and the corresponding bed-night calculations to prefill the return. The taxpayer must still review and submit the return in MIRAconnect.

The return is intended to use the current MGIS information rather than being permanently frozen when the filing obligation first appears. Where guest information is corrected before filing, use the available refresh/synchronization function so the latest MGIS information is reflected before submission.

Review before filing

Resolve known check-in/check-out discrepancies before filing. If the return is prepared before those issues are corrected, it will use the guest information currently available in MGIS and may therefore contain inaccurate bed-night calculations or return figures.

Amendments and version history

A Green Tax return can be amended where permitted under the existing Green Tax rules. MIRAconnect maintains the return version history so the original filing and subsequent amended version(s) can be distinguished. Correcting MGIS information does not, by itself, amend a return that has already been filed; where the correction affects the filed return, the taxpayer must follow the applicable amendment process.

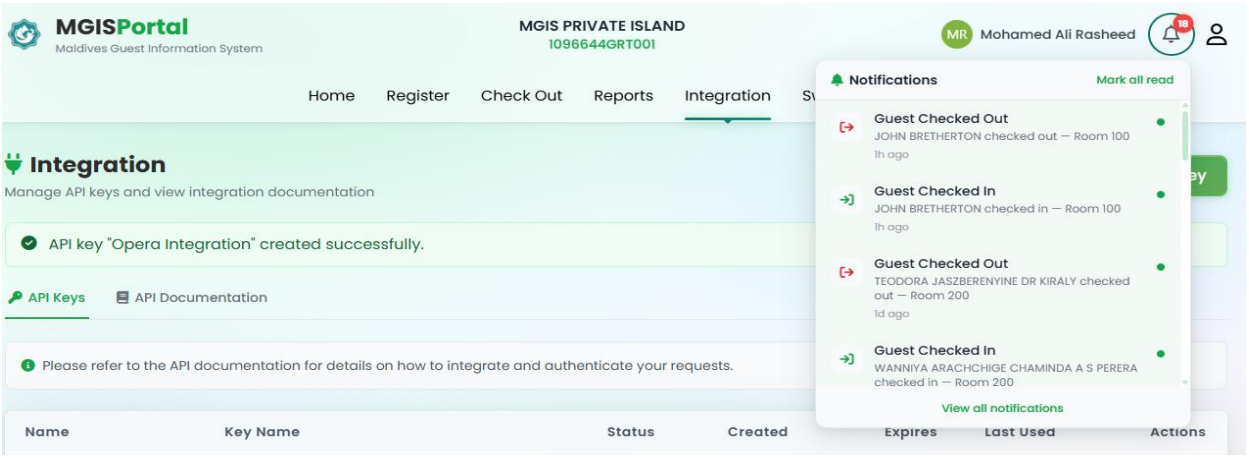
The working correction cut-off agreed for MGIS guest information is one year from the relevant Green Tax return filing date, subject to the applicable Green Tax amendment framework.

Information-sheet transition: During implementation, MIRAconnect retains the existing Excel information-sheet option until the applicable system mandatory dates. The MGIS model is intended to replace repeated upload of the same guest information by using the guest/stay information maintained in MGIS to populate the return.

15. Notifications and Operational Controls

MGIS provides system and validation notifications, including submission/validation messages and operational notifications. A dedicated Green Tax filing reminder and a dedicated 24-hour transitional-reporting reminder are not currently available.

1. Open the notification area.
2. Review unread and recent notifications.
3. Open a notification to view the details.
4. Take the required action where applicable.

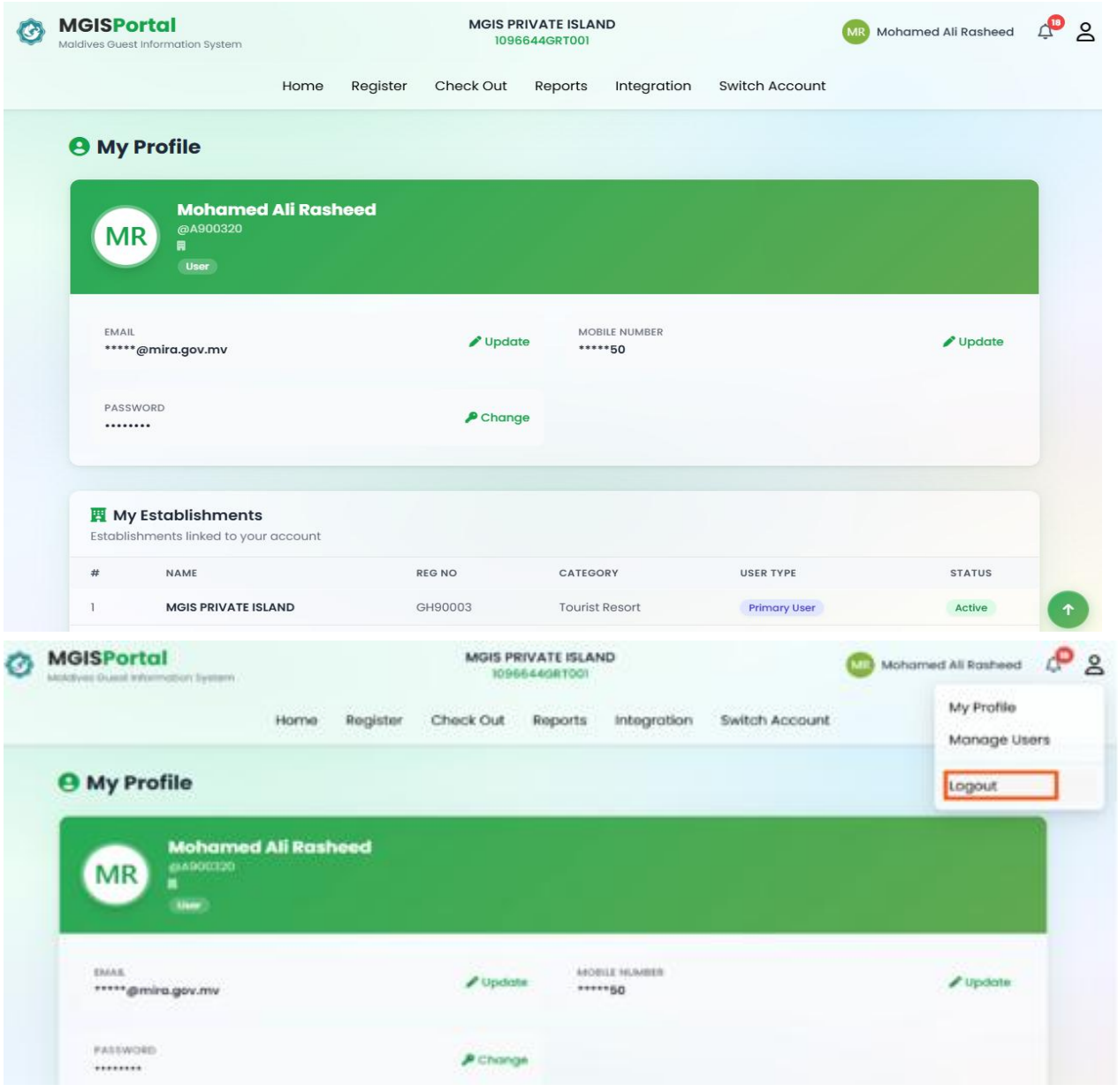


Notification area

Do not rely on reminders: Establishments should maintain their own operational controls for the 24-hour transitional requirement, timely checkout completion, integration monitoring and Green Tax return preparation.

16. Security and Privacy

- Keep passwords and verification codes confidential.
- Use a strong, unique password and your own user account.
- Log out after completing work, especially on shared devices.
- Use only approved devices and networks.
- Do not copy guest information to unauthorized locations.
- Mask guest personal information and all security credentials in screenshots unless an approved secure support process specifically requires the information.
- Report suspected unauthorized access through the approved MIRA support channel.
- For integrated establishments, protect API keys and limit them to authorized integration personnel.



User profile and logout control

17. Troubleshooting and Support

Issue	Recommended action
Unable to sign in	Check the MGIS username/password and retry. Use Forgot Password if required.
Verification code not received	Confirm the selected channel and check the relevant email/SMS. Use resend if available.
Guest cannot be matched	Verify the required identifiers and correct any input error. Do not create a duplicate identity simply to bypass validation.
Bulk upload failed	Review every validation error, correct the file, validate again and select Submit only after all records pass.
Guest remains open	Locate the correct stay and record the actual checkout. MGIS does not currently provide a dedicated pending-checkout reminder.
PMS and MGIS do not match	Compare the source/PMS record against MGIS, identify the missing/failed/incorrect transaction, correct the source where appropriate and synchronize again.
Page or function not working	Refresh/retry, record the affected function, date/time, steps taken and exact error message, and contact support if the issue continues.
Issue may affect a deadline	Keep contemporaneous evidence of the issue/outage, contact MIRA promptly and submit/update the information as soon as the service permits.

Information to provide when contacting support

- Your name and establishment/entity
- The affected MGIS function or page
- Date and time the issue occurred
- Steps performed before the issue
- Exact error/validation message
- A screenshot with sensitive information removed or masked
- For integration issues, the relevant transaction/reference information without exposing API credentials
- MIRA support: +960 1415 or email helpdesk@mgis.gov.mv communicated by MIRA.

18. Operational Checklists

Daily / routine checks

- Ensure new check-ins have been successfully reported within the applicable transitional window or synchronized through the integrated workflow.
- Review validation errors or failed integration transmissions.
- Record actual checkouts promptly.
- Investigate unexpected open stays and obvious record discrepancies.
- Review relevant MGIS notifications.

Before filing the Green Tax return

- Reconcile MGIS against the establishment's operational/PMS records for the full taxable period.
- Resolve missing check-ins, outstanding checkouts and incorrect stay information.
- Ensure source corrections have synchronized to MGIS.
- Open/refresh the Green Tax return in MIRAconnect so current MGIS information is used.
- Review the prefilled return before submission.

After filing

- If guest/stay information relating to the filed period is later corrected, assess whether the filed Green Tax return is affected.
- Where the return is affected, follow the applicable Green Tax amendment procedure.
- Retain the relevant operational records and return version history in accordance with the applicable requirements.

19. Relevant laws, regulations and tax rulings

For Green Tax treatment, rates, exemptions, taxable-day rules and filing requirements, refer to the following guidance notes.

- Green Tax Guide | MIRA R825
- Fact Sheet - Changes to Green Tax -Effective 1 January 2025 | MIRA FS004
- FAQs on Green Tax

For PMS/API development and endpoint specifications, refer to the MGIS Integration/API documentation. For common operational questions, refer to the MGIS FAQ.

FOR QUERIES:

1415
helpdesk@mgis.gov.mv

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