

## **Online Help for Businesses**

HMRC provide lots of online support and advice for businesses to help them get their tax right. There are videos, webinars, smart phone apps and many more tools that are free and available from [www.gov.uk](http://www.gov.uk) and [www.hmrc.gov.uk](http://www.hmrc.gov.uk).

We know that tax can be daunting for customers starting and growing a new business. The tools, support and advice is designed to help customers know what to do, when. Many of them are available online, so customers can access them at time that suits them. Much of the support available has been developed with industry and partners. This briefing highlights what is available and how customers can access it.

### **www.gov.uk**

The launch of gov.uk on 17 October is the first step towards making a definitive website for people interacting with central government. There are many new features available on gov.uk: guides that will break down some complex processes into smaller parts; highlights information that the majority of users are searching for; and makes sure that searches and search engines take customers straight to what they are looking for.

### **HMRC Online presentations - webinars**

Webinars are convenient online presentations that enable customers to attend a seminar without leaving their desk. HMRC offer a programme of free live and pre-recorded webinars.

Live webinars take place on particular days and times and last about 30 minutes, with an additional 30 minute question and answer session at the end. With pre-recorded webinars, customers can choose to watch a presentation at a time to suits them - 24 hours a day, seven days a week. It's really simple to access HMRC's webinars - customers only need to provide their name and an email address. <http://www.hmrc.gov.uk/webinars/index.htm>

### **HMRC on YouTube**

There are lots of bite-sized tax information videos on HMRC's YouTube pages that customers can review if they need reassurance, quick help or are just interested in finding out more about a subject. We are adding more videos on the most popular topics. <http://www.youtube.com/user/HMRCgovuk>

### **Keeping records**

Whatever records customers keep, it makes sense to organise and keep them in an orderly fashion. They can find out about the records they legally need to keep, making sure their business is on the right track. HMRC offers a range of tools and help about record keeping <http://www.hmrc.gov.uk/record-keeping/index.htm>.

### **Smart phone apps**

To help small businesses with record keeping on the go, the commercial software industry with HM Revenue & Customs (HMRC) have produced simple record keeping smart phone applications. They are available for all types of smart phones through app stores. Find out more: <http://www.hmrc.gov.uk/softwaredevelopers/mobile-apps/record-keeping.htm>.

### **Online services demonstrator**

HMRC's online demonstrator shows customers how to enrol for online services to help them file returns online. It also lets customers know about some of the benefits and key features of our online services <http://www.hmrc.gov.uk/demo/index.html>

### **How to keep up to date**

HMRC have a range of ways in which customers can find out what help is available and keep up to date:

- Customers can sign up to the HMRC twitter account @HMRCgovuk for up to date information about services, education and changes that might affect them <http://www.hmrc.gov.uk/news/follow-hmrc-twitter.htm>

- Sign up to HMRC's help and support mail service:  
<https://online.hmrc.gov.uk/shortforms/form/EESignUp?dept-name=&sub-dept-name=&location=43&origin=http://www.hmrc.gov.uk> which will let customers know about new tools that are available.
- Sign up for HMRC's RSS feed. It gives customers the latest news and new web content from HMRC. <http://www.hmrc.gov.uk/rss/rss.htm>

**Tax agents and advisers**

We also have a range of toolkits and updates available for tax agents and advisers that support businesses. They are all available from our Tax Agent and Adviser web pages with links for signing up to regular updates, our Agent Account Manager Service and much more. <http://www.hmrc.gov.uk/agents/index.htm>.

**Improving the help available to businesses and advisers**

HMRC continually update and add new help and support tools. By signing up to our twitter or email service, customers can make sure they keep up to date.