



MALDIVES
INLAND REVENUE
AUTHORITY

MGIS Guide:

Maldives Guest Information System (MGIS)

Web Portal User Guide

www.mira.gov.mv

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The information in this guide is based on the functions available on Maldives Guest Information System (MGIS) at the time of publication. 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.

I. 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 Maldives Guest Information System (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 I: Key Implementation Dates

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 <i>Cut-off date for data upload: 15 December 2026</i>	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 <i>Cut-off date for data upload: 15 February 2027</i>	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, this applies to taxable periods commencing on 1 November 2026, and for Batch 2, to taxable periods commencing on 1 January 2027. From this date onwards, 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.

2. 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.

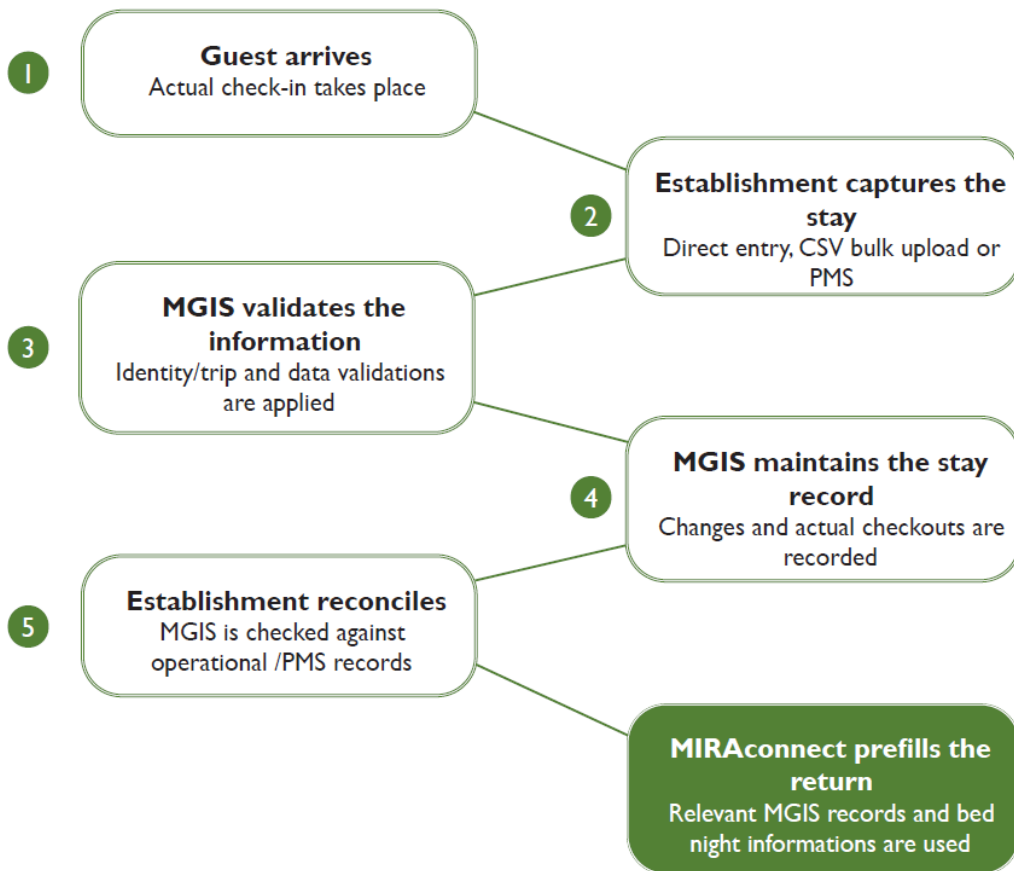
Under the current process, Green Tax registrants are required to upload a guest information sheet through MIRAconnect when filing returns. MGIS replaces this manual approach with a more efficient digital reporting platform and is designed to facilitate future integration with property management systems,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

How MGIS works in practice

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 Regulation, Green Tax Guide, 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 Guide and the applicable Green Tax Guidance. MGIS records and processes the information needed to apply those rules; it does not replace them.

Find out more

[Green Tax Guide](#) and [FAQs related to Green Tax](#) are available at MIRA website for your reference.

3. Using MGIS for Green Tax (GRT) Reporting

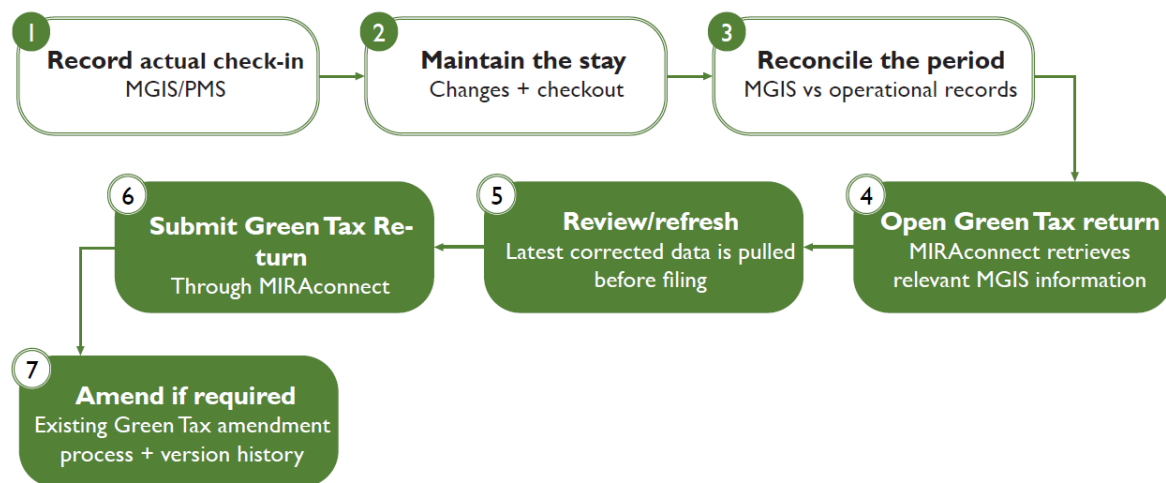
The reporting workflow

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.

Using MGIS for Green Tax return filing

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



Note:

If a prefilled figure is wrong because the guest or stay information is wrong, correct the underlying MGIS/PMS record first and then refresh the return. Correcting MGIS after filing does not automatically amend a filed return.

Find out more

[Instruction sheets on how to complete Green Tax returns](#) are available at MIRA website for your reference.

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.

Further information

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.

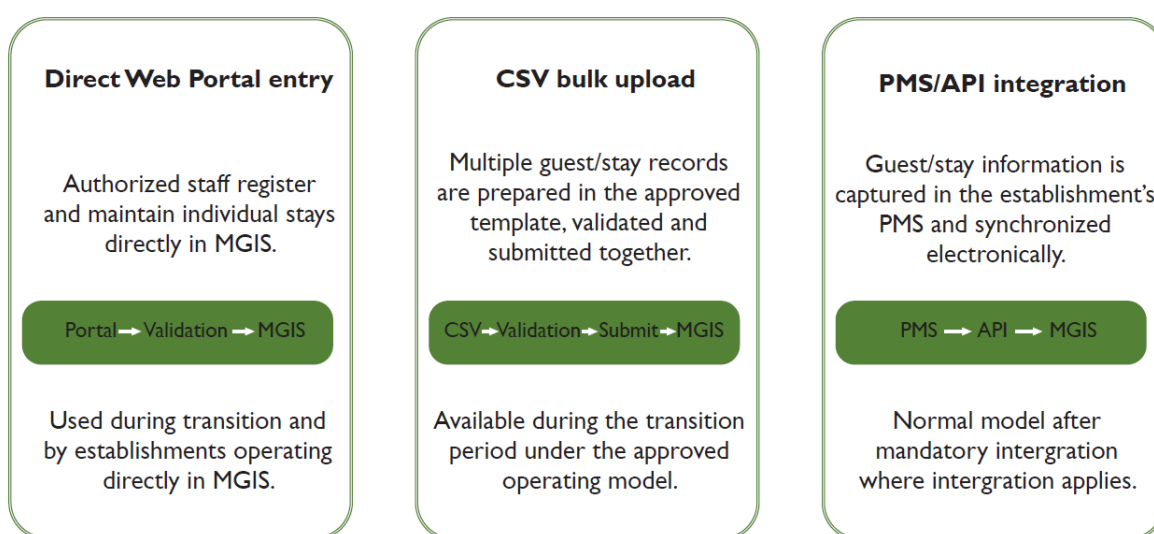
Correcting MGIS information does not, by itself, amend the Green Tax return that has already been filed. Where the correction changes the filed tax position, the taxpayer must follow the applicable Green Tax amendment process. The working correction cut-off agreed for MGIS guest information is 12 months from the due date for filing the relevant Green Tax return, subject to the applicable Green Tax amendment framework.

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.

Three reporting routes into one MGIS record base

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



Note:

Whichever route is used, the objective is the same: maintain one accurate, reconcilable guest/stay record base in MGIS for Green Tax reporting.

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

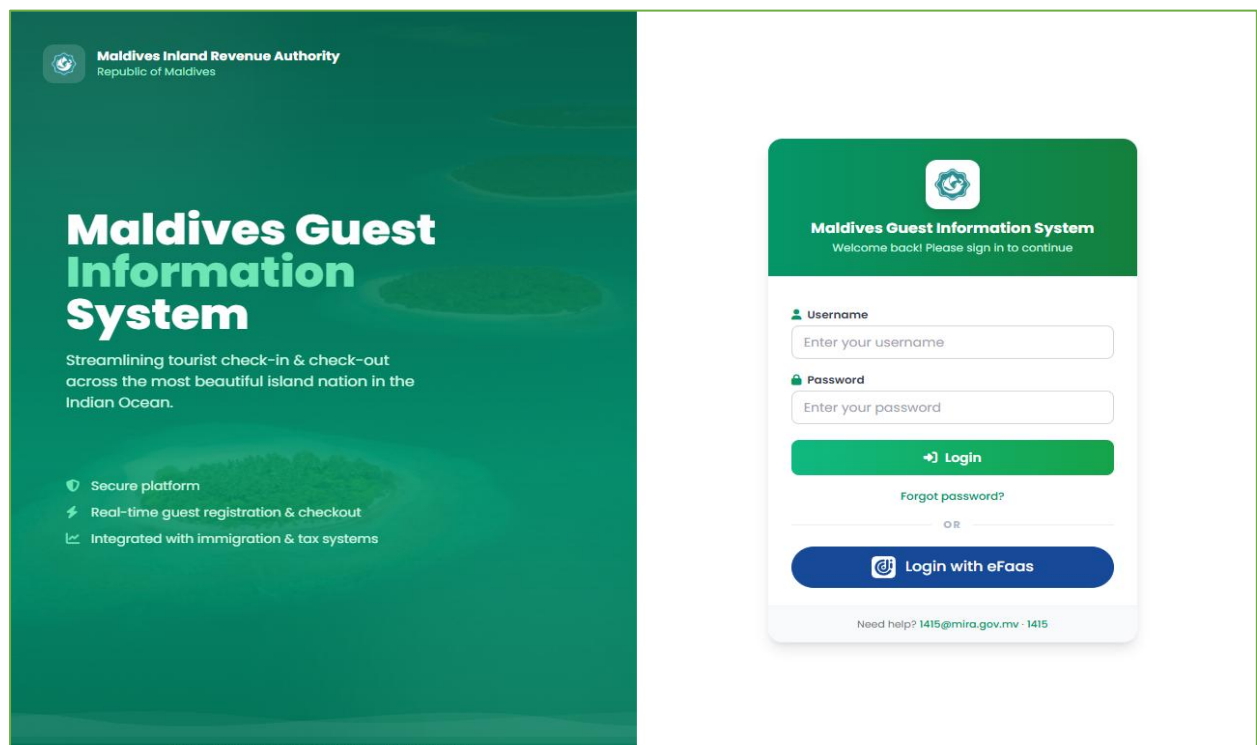
Initial onboarding and user roles

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.

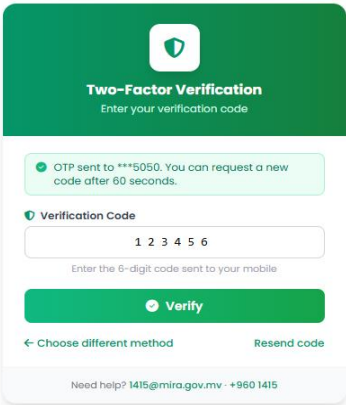
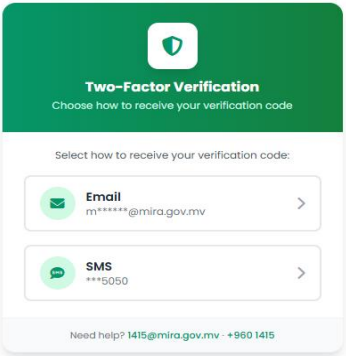
The taxpayer may grant access to individuals it considers appropriate, including authorized staff or third parties. Each person must use their own authorized account. The taxpayer remains responsible for the access it grants and for actions performed through those accounts.

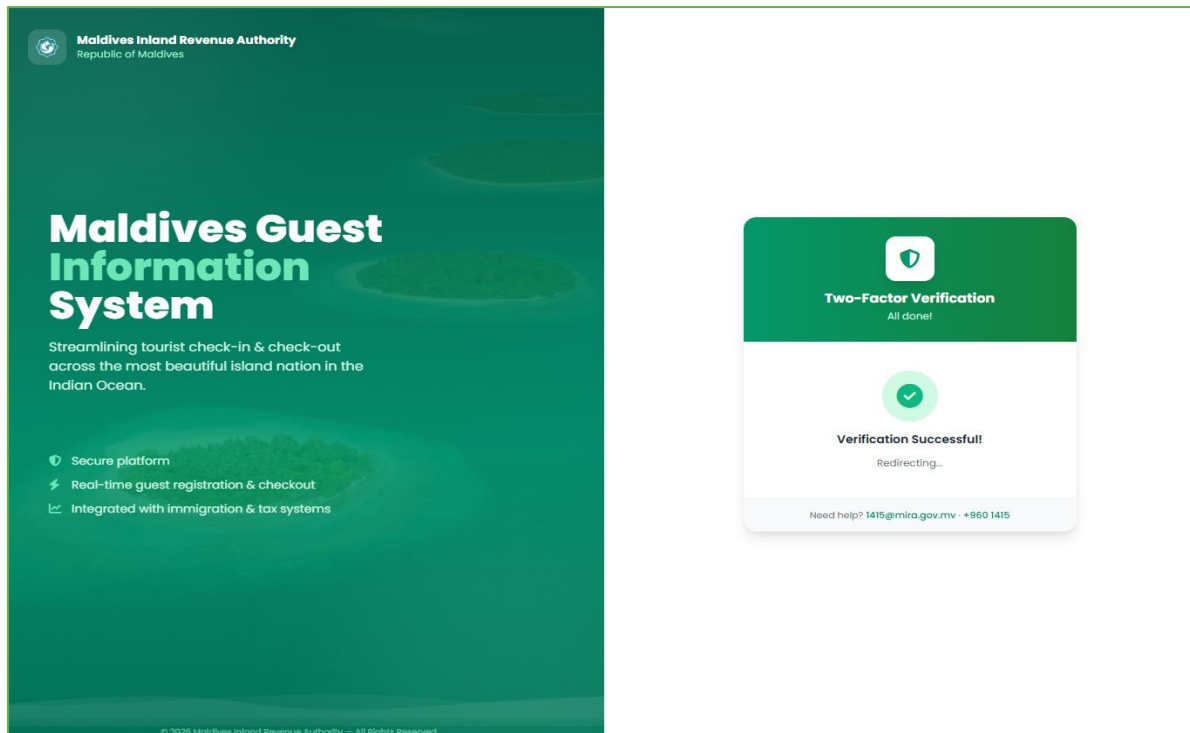
Sign in

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





Multi-factor authentication screen

Forgotten password

1. Select Forgot Password on the login screen.
2. Enter the requested National ID/Passport Number and email address.
3. Choose the available verification channel.
4. Enter the verification code.
5. Create and confirm a new password.
6. Sign in using the new password.





Reset Your Password

Enter Your National ID / Passport Number and Registered Email Address

**National ID / Passport Number**

**Registered Email**

**Receive OTP via**

☐ Email

☐ Mobile

**Find Account**

**Back to Login**

Need help? 1415@mira.gov.mv - +960 1415





Reset Your Password

Enter your verification code

**OTP has been sent to your registered m*****@mira**

**Valid for 5 minutes**

**Verification Code**

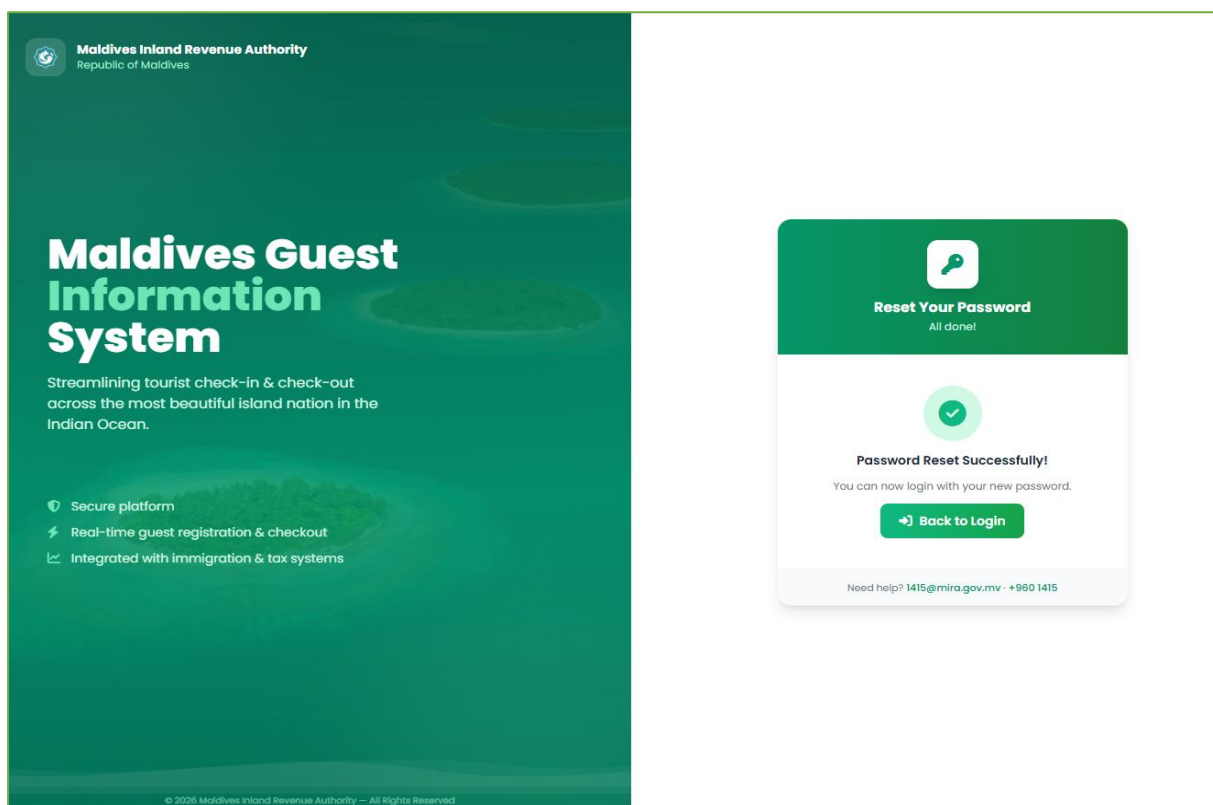
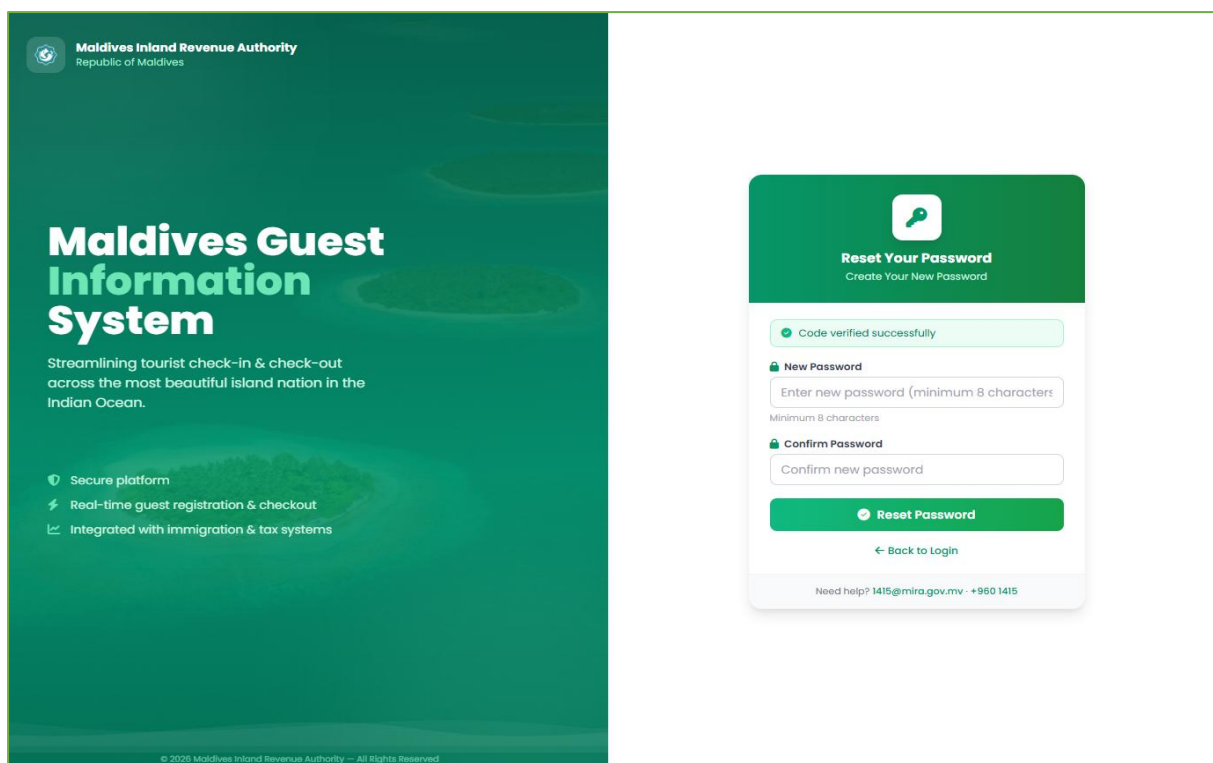
Enter the 6-digit code

You can request a new code in 48s

**Verify Code**

**Back to Login**

Need help? 1415@mira.gov.mv - +960 1415



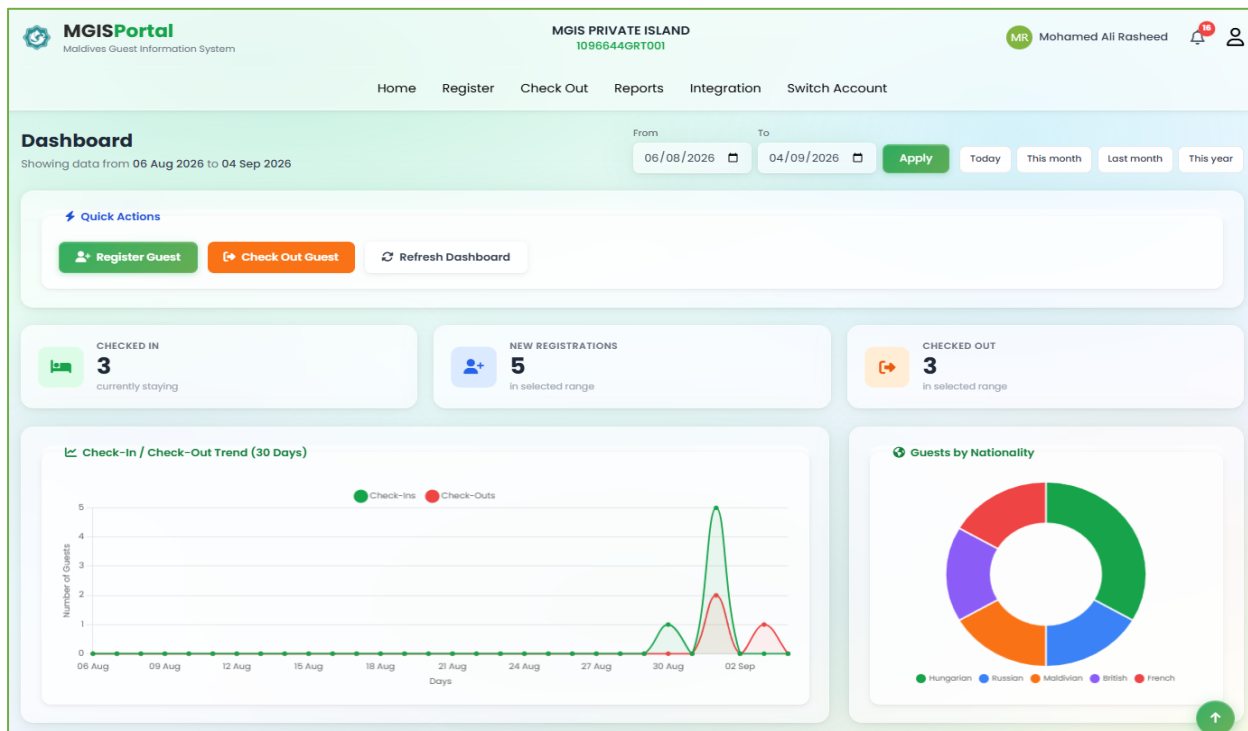
Forgot Password and verification screens

Further information

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 logging in. 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.

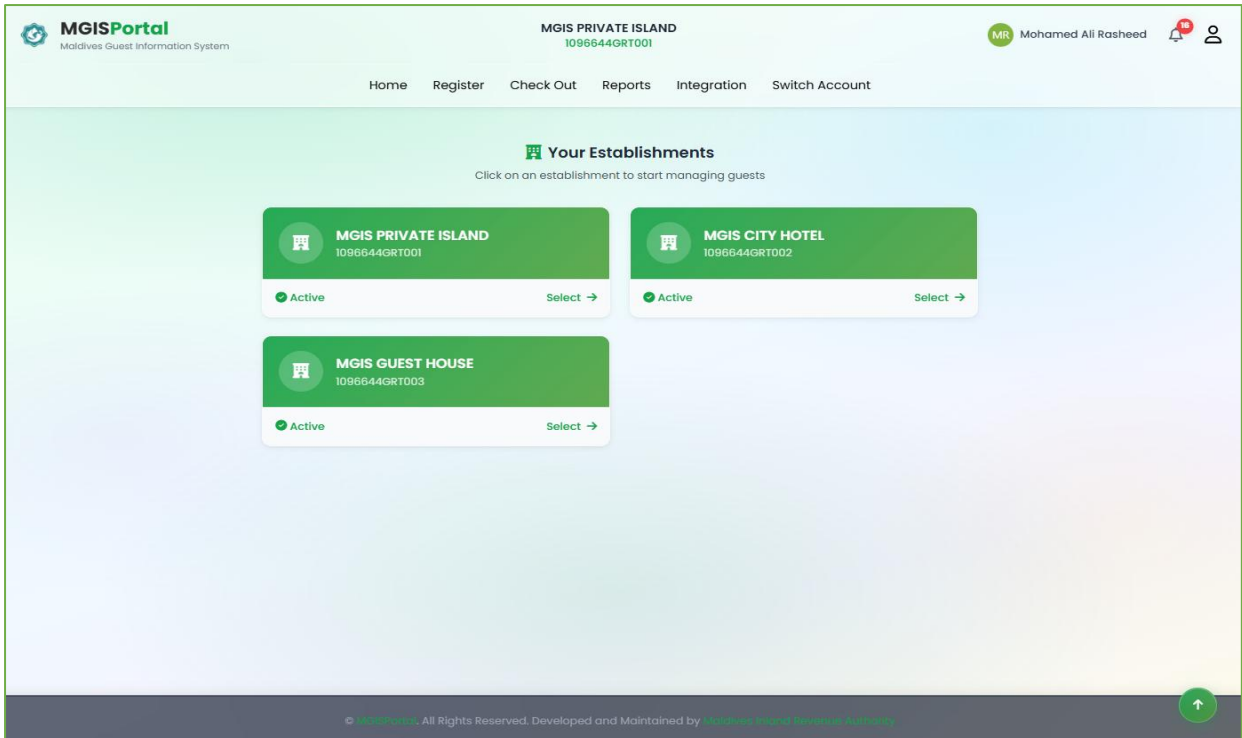


Dashboard overview

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.

The screenshot displays the MGIS Private Island web portal interface. The header includes the MGIS Portal logo, the user's name 'Mohamed Ali Rasheed', and a navigation menu with links for Home, Register, Check Out, Reports, Integration, and Switch Account. The main content area is titled 'Search Guest for Registration' and features a form for guest identification. The form includes a 'Guest Type' dropdown menu with options for Tourist, Maldivian, and Work Permit Holder. Below this are input fields for 'Passport Number' (with a hint to enter passport or ID number) and 'Guest Name (partial)' (with a hint to enter part of name). A message below the form states: 'Please enter Passport Number and Guest Name to search the trip records.' There are 'Search' and 'Upload' buttons. At the bottom of the form area, there is a section titled 'Search for Guests' with instructions: 'Enter passport/ID number and name or date of birth to find guests' and 'The system will search Immigration, DNR and Visa services automatically'. The footer contains copyright information and a 'Back to Top' button.

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.

The screenshot shows the 'MGISPortal' interface for 'MGIS PRIVATE ISLAND'. The user is logged in as 'Mohamed Ali Rasheed'. The 'Register' tab is active in the top navigation bar. Below the navigation bar, there are input fields for 'Passport Number' (E901) and 'Guest Name (partial)' (John). A message below these fields says 'Please enter Passport Number and Guest Name to search the trip records.' There are 'Search' and 'Upload' buttons. The main form is divided into two sections: 'GUEST INFORMATION' and 'CHECK-IN DETAILS'. The 'GUEST INFORMATION' section has tabs for 'Immigration' and 'Check-in'. It contains fields for 'FULL NAME' (JOHN BRETHERTON), 'PASSPORT / ID' (E901), and 'ARRIVAL FLIGHT' (UL 101). The 'CHECK-IN DETAILS' section contains fields for 'TITLE' (Select Title), 'SEX' (Select Sex), 'DATE OF BIRTH' (dd/mm/yyyy), 'NATIONALITY' (British (United Kingdom)), 'COUNTRY OF RESIDENCE' (Type to search country...), 'ROOM NUMBER' (e.g. 101), 'CHECK-IN DATE' (04/09/2026), 'CHECK-IN TIME' (06:09 PM), 'BOOKING METHOD' (Select Booking Method), and 'VISA CATEGORY' (Persons subject to Green Tax). There is also a checkbox for 'VIP Guest'. At the bottom right, there are 'Cancel' and 'Complete Registration' buttons.

MGISPortal
Maldives Guest Information System

MGIS PRIVATE ISLAND
1098644GRT001

MR Mohamed Ali Rasheed

Home Register Check Out Reports Integration Switch Account

Passport Number *
E901

Guest Name (partial) *
John

Please enter Passport Number and Guest Name to search the trip records.

Search Upload

GUEST INFORMATION Immigration

Fill in the details below to complete the guest check-in

FULL NAME
JOHN BRETHERTON

PASSPORT / ID
E901

ARRIVAL FLIGHT
UL 101

CHECK-IN DETAILS

TITLE *
Select Title

SEX *
Select Sex

DATE OF BIRTH
dd/mm/yyyy

NATIONALITY *
British (United Kingdom)

COUNTRY OF RESIDENCE *
Type to search country...

ROOM NUMBER *
e.g. 101

CHECK-IN DATE *
04/09/2026

CHECK-IN TIME *
06:09 PM

BOOKING METHOD *
Select Booking Method

VISA CATEGORY *
Persons subject to Green Tax

☐ VIP Guest

Cancel Complete Registration

New Guest registration form

MGISPortal
Maldives Guest Information System

MGIS PRIVATE ISLAND
1096644GRT001

MR Mohamed Ali Rasheed

Home Register Check Out Reports Integration Switch Account

Passport Number * E901 Guest Name (partial) * John

Please enter Passport Number and Guest Name to search the trip records.

Search Upload

Checked In Registration ID: #698

Guest Information

Guest Name Mr. JOHN BRETHERTON	Passport Number E901	Nationality British
Date of Birth / Age 01 Jan 2000 (26 yrs)	Arrival Flight UL 101	Category Persons subject to Green Tax

Check-In Details

Room Number 100	Check-in Date 01 Sep 2026	Check-in Time 12:00 PM
Booking Method Direct booking	Registered By A900320	Registered On 04 Sep 2026 06:12 PM

Edit Details Cancel Registration

Guest registration completed successfully!

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.

The screenshot displays the MGISPortal interface for MGIS PRIVATE ISLAND. The top navigation bar includes links for Home, Register, Check Out, Reports, Integration, and Switch Account. The user profile shows Mohamed Ali Rasheed. The main section is titled 'Search Guest for Registration' and features a form with the following fields:

- Guest Type:** Radio buttons for Tourist (selected), Maldivian, and Work Permit Holder.
- Passport Number:** E901
- Guest Name (partial):** John

A message below the form states: 'Please enter Passport Number and Guest Name to search the trip records.' Below this are 'Search' and 'Upload' buttons.

The search results show a 'Checked In' status with Registration ID: #698. The details are organized into two sections:

Guest Information

Guest Name: Mr. JOHN BRETHERTON	Passport Number: E901	Nationality: British
Date of Birth / Age: 01 Jan 2000 (26 yrs)	Arrival Flight: UL 101	Category: Persons subject to Green Tax

Check-in Details

Room Number: 100	Check-in Date: 01 Sep 2026	Check-in Time: 12:00 PM
Booking Method: Direct booking	Registered By: A900320	Registered On: 04 Sep 2026 06:12 PM

At the bottom, there are buttons for 'Edit Details' and 'Cancel Registration'.

Edit Guest Details — JOHN BRETHERTON

Name	Passport / ID
Mr. JOHN BRETHERTON	E901
Nationality *	Country of Residence *
British (United Kingdom)	United Kingdom
Date of Birth	Sex
01/01/2000	Male
Arrival Flight No	Category *
UL 101	Persons subject to Green Tax
☐ ★ VIP Guest	
Room Number *	Check-in Date *
100	01/09/2026
Check-in Time *	Booking Method *
12:00 PM	Direct booking
Save Changes Cancel	

Cancel Registration

⚠ You are about to cancel the registration for **JOHN BRETHERTON**.
The guest record will be marked as deleted and the guest can be re-registered.

Reason for Cancellation *

Please enter the reason for cancelling this registration...

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 check-out 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

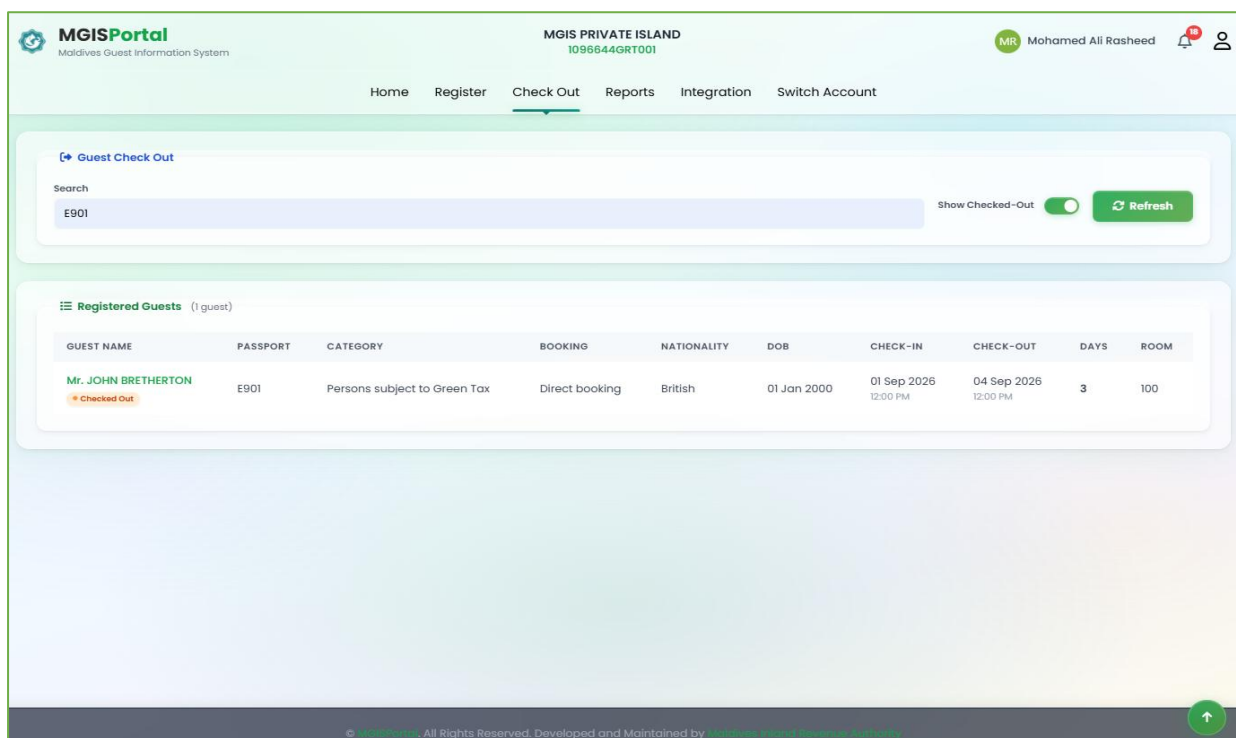
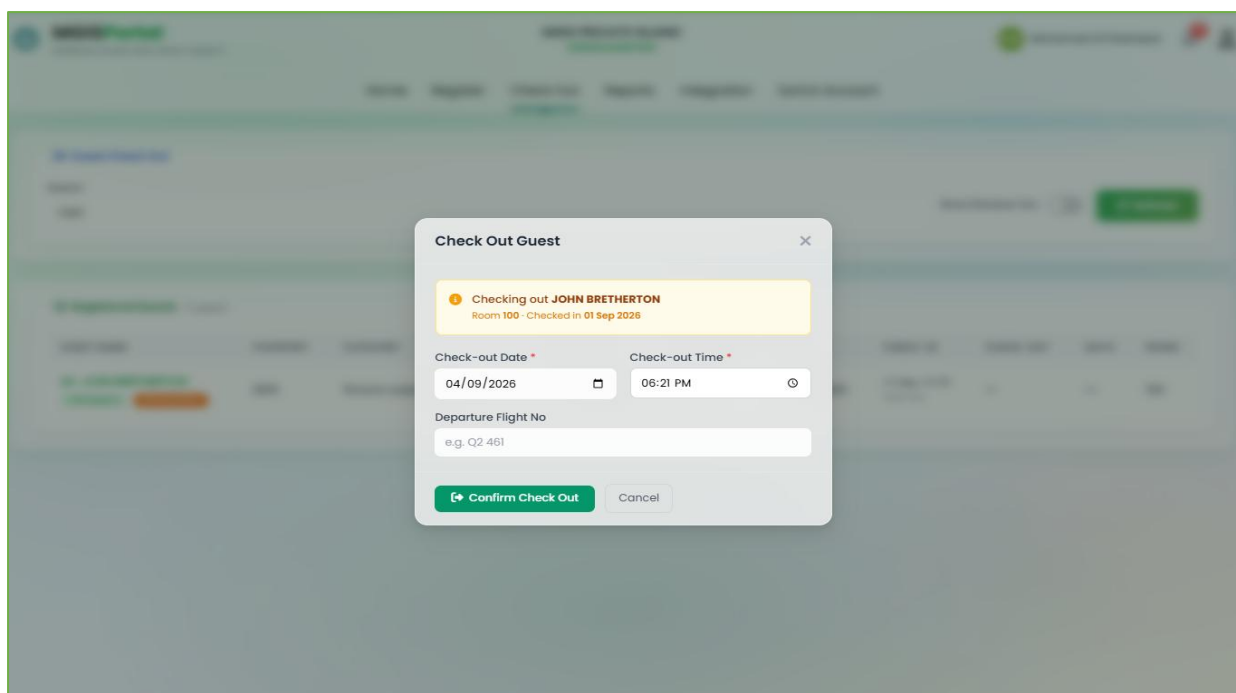
Record checkout when the guest actually leaves the establishment. MGIS currently does not provide a dedicated pending-checkout reminder. Until checkout is recorded, the guest remains open and can continue to be counted in bed-night calculations.

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.

The screenshot displays the MGISPortal interface for 'MGIS PRIVATE ISLAND'. The user is logged in as 'Mohamed Ali Rasheed'. The 'Check Out' tab is selected in the navigation menu. A search bar contains the text 'E901'. Below the search bar, a table titled 'Registered Guests (1 guest)' shows the details for 'Mr. JOHN BRETHERTON'. The table includes columns for Guest Name, Passport, Category, Booking, Nationality, DOB, Check-In, Check-Out, Days, and Room. The 'Check-Out' column shows a minus sign, indicating the guest is currently checked out. A 'Check Out' button is visible next to the guest's name.

GUEST NAME	PASSPORT	CATEGORY	BOOKING	NATIONALITY	DOB	CHECK-IN	CHECK-OUT	DAYS	ROOM
Mr. JOHN BRETHERTON	E901	Persons subject to Green Tax	Direct booking	British	01 Jan 2000	01 Sep 2026 12:00 PM	—	—	100

Guest record with Check-Out action



Check-Out confirmation or completed status

Further information

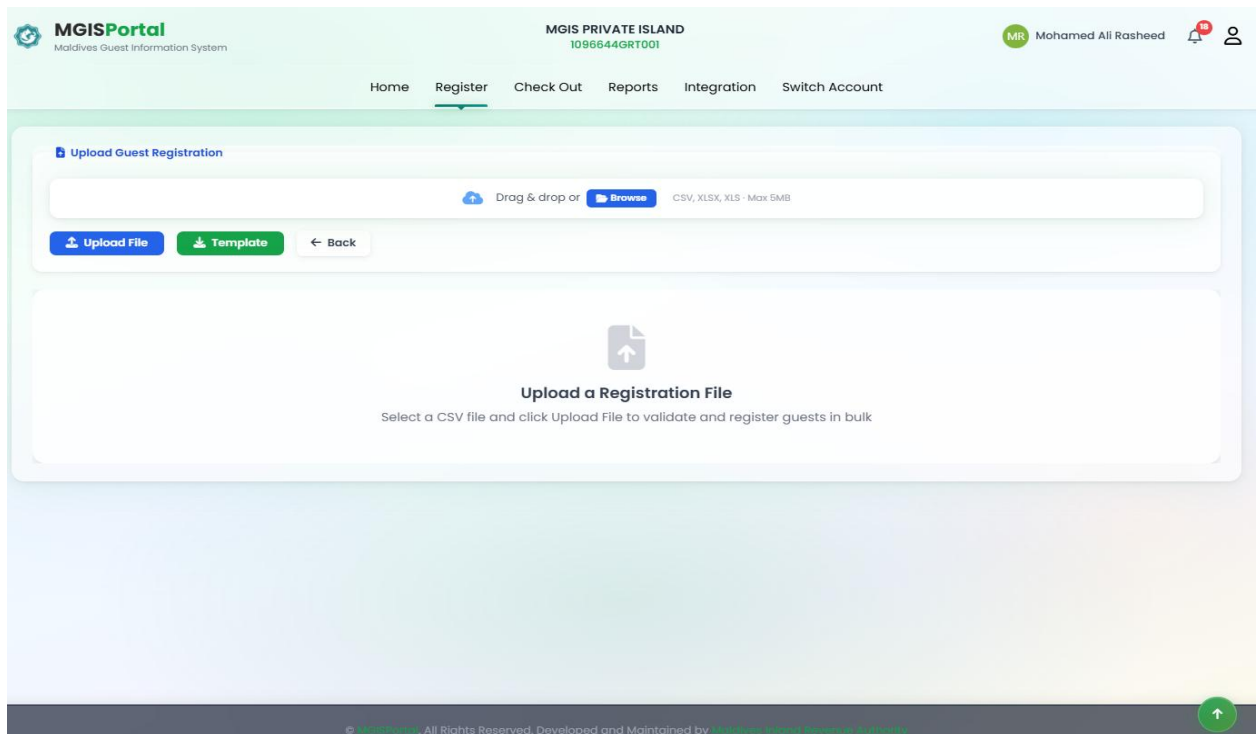
Pre-filing control: Before preparing the Green Tax return, review open/in-house stays and resolve missing or inaccurate checkouts. Filing while known checkout discrepancies remain can produce inaccurate bed-night calculations and return figures.

10. Bulk Upload of Guest Information

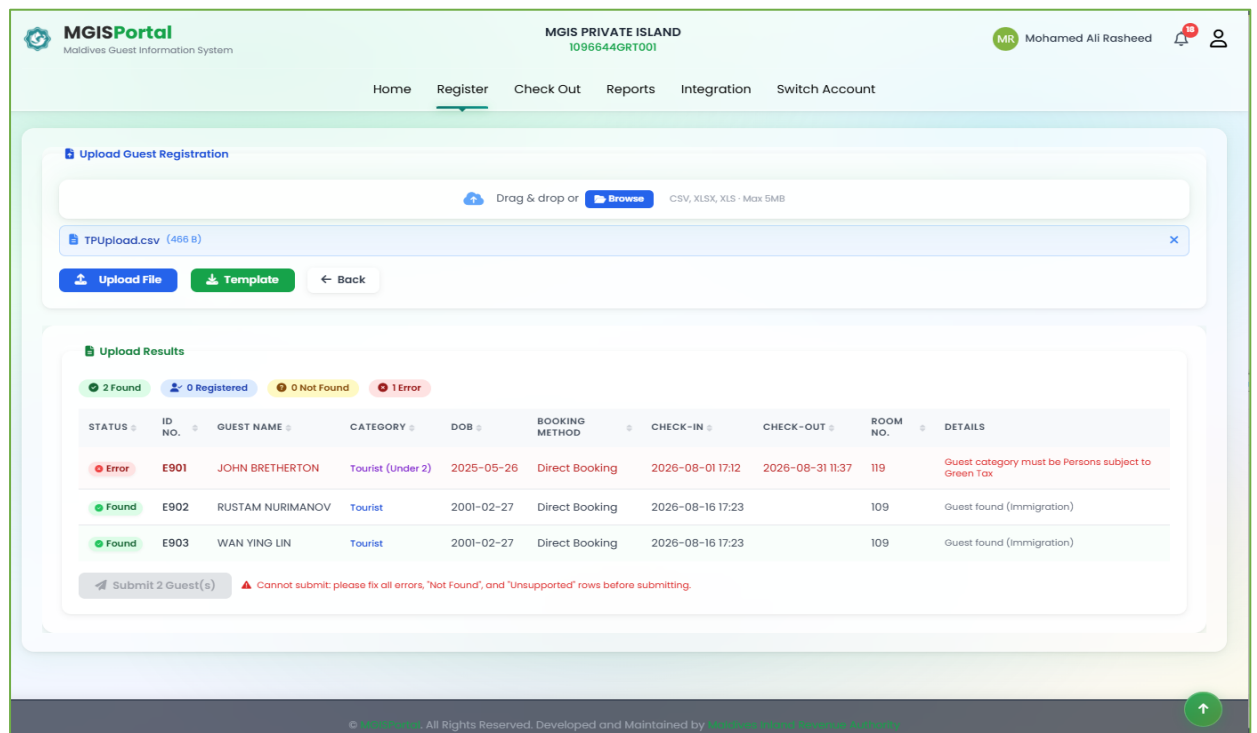
Bulk Upload allows authorized users to submit multiple guest records using the approved MGIS .CSV template. It is particularly relevant during the transitional period and for establishments using MGIS directly under the approved operating model.

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.

The screenshot displays the MGIS Portal interface. At the top, the header includes the MGIS Portal logo, the text 'MGIS PRIVATE ISLAND 1096644GRT001', and a user profile for 'Mohamed Ali Rasheed'. The main navigation bar contains links for Home, Register, Check Out, Reports, Integration, and Switch Account. The 'Register' tab is active. Below the navigation bar, there is a section titled 'Search Guest for Registration'. This section includes a 'Guest Type' dropdown menu with options for Tourist, Maldivian, and Work Permit Holder. There are also input fields for 'Passport Number' and 'Guest Name (partial)'. A message states: 'Please enter Passport Number and Guest Name to search the trip records.' Below this, there are 'Search' and 'Upload' buttons. Further down, there is a section titled 'Search for Guests' with a sub-header 'Enter passport/ID number and name or date of birth to find guests'. A note below this section states: 'The system will search Immigration, DNR and Visa services automatically'. At the bottom of the page, there is a footer with copyright information and a small green button with an upward arrow.



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

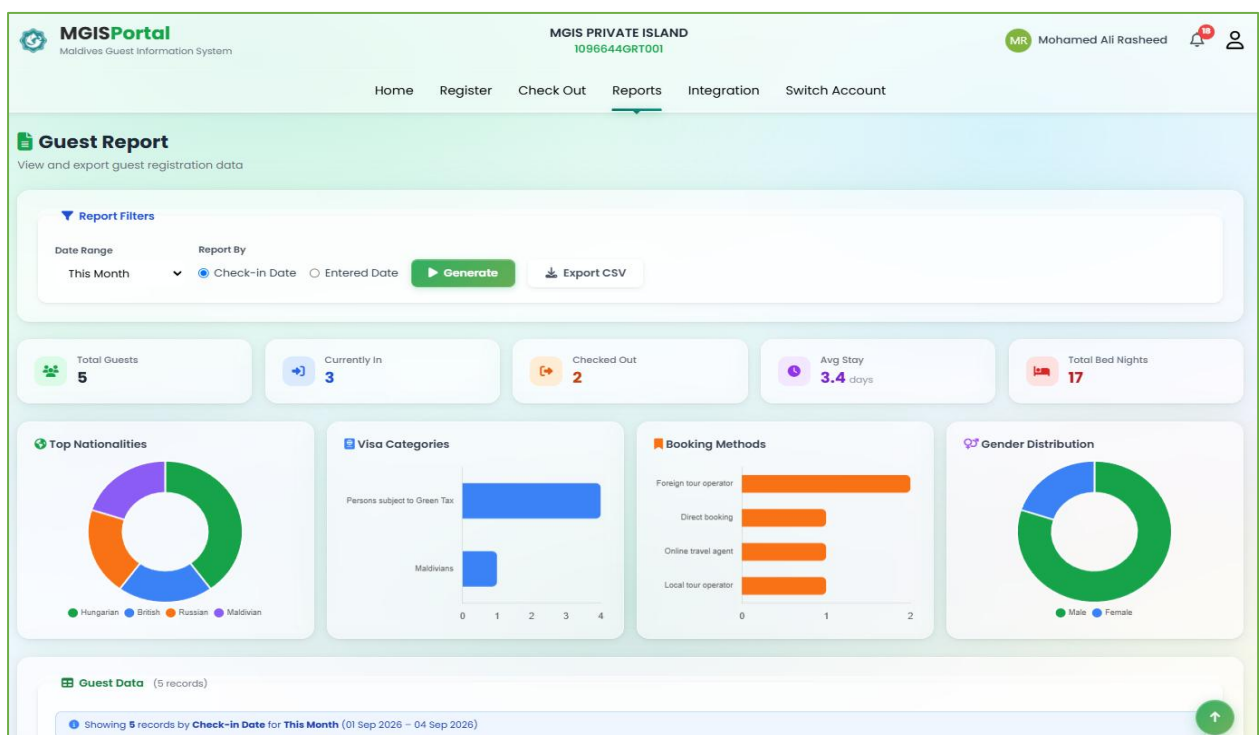
Further information

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.

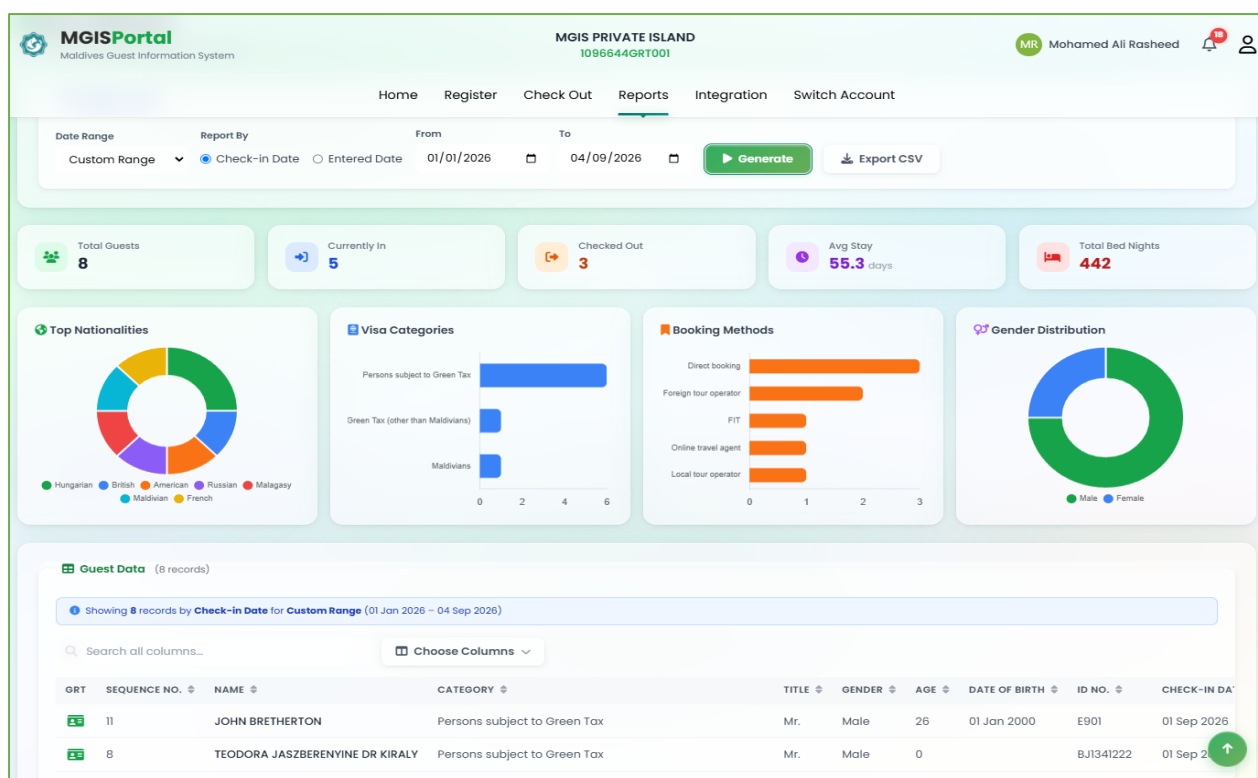
11. Reports and Reconciliation

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 departed 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.

The screenshot displays the MGIS Portal interface. The top navigation bar includes 'Home', 'Register', 'Check Out', 'Reports', 'Integration', and 'Switch Account'. The 'Reports' section is active, showing filters for 'Date Range' (Custom Range), 'Report By' (Check-in Date), and 'From' (01/01/2026) to 'To' (04/09/2026). A 'Generate' button and 'Export CSV' link are present. Below the filters, a summary dashboard shows: Total Guests (8), Currently In (5), Checked Out (3), Avg Stay (55.3 days), and Total Bed Nights (442). Four charts are displayed: Top Nationalities (donut chart), Visa Categories (bar chart), Booking Methods (bar chart), and Gender Distribution (donut chart). The 'Guest Data' section shows 8 records, with a table listing guest information. The bottom section, 'Manage Users', shows operational users under 'MGIS PRIVATE ISLAND' with a 'Create User' button. A table lists user details: Username, Full Name, Email, Mobile, Last Login, Status, and Actions.

Username	Full Name	Email	Mobile	Last Login	Status	Actions
A900320	Mohamed Ali Rasheed	*****@mira.gov.mv	*****50	04 Sep 2026 07:15 PM	Active	 

User Management screen


MGISPortal
 Maldives Guest Information System

MGIS PRIVATE ISLAND
 1096644GRT001

 Mohamed Ali Rasheed
 


[Home](#)
[Register](#)
[Check Out](#)
[Reports](#)
[Integration](#)
[Switch Account](#)

Create User

Verify the identity, then create the operational user.

[← Back to list](#)

User Type

☒ Maldivian
 ☐ Work Permit Holder

National Id

Enter National Id

This will also be used as the username

Date of Birth

dd/MM/yyyy

[Check](#)


MGISPortal
 Maldives Guest Information System

MGIS PRIVATE ISLAND
 1096644GRT001

 Mohamed Ali Rasheed
 


[Home](#)
[Register](#)
[Check Out](#)
[Reports](#)
[Integration](#)
[Switch Account](#)

Create User

Verify the identity, then create the operational user.

[← Back to list](#)

User Type

☐ Maldivian
 ☒ Work Permit Holder

Passport / Visa

EN2926432

This will also be used as the username

Nationality *

Chinese

NID / Passport / Visa EN2926432 is available.

Full Name *

TAN CANZHONG

Email

*****@mira.gov.mv

Mobile Number

*****50

Designation / Role *

Operational User

[Create User](#)
[Clear](#)

Declaration for Adding a New MGIS User

I, **Mohamed Ali Rasheed**, National Identity Card/Work Permit Number: **A900320**, of —, being the owner/operator of the tourism establishment specified below, hereby declare as follows:

Tourism Establishment: MGIS PRIVATE ISLAND
TIN: 1096644GRT001
Registration/Permit Number: GH90003
Address/Location: —

This declaration is made for the purpose of adding a new user to the Maldives Guest Information System (MGIS) to update and manage information relating to the above tourism establishment.

- I request that **TAN CANZHONG**, National Identity Card/Work Permit Number: **EN2926432**, Designation/Role: **Operational User**, Contact Number: *******50**, Email Address: *******@mira.gov.mv**, be added as an authorized user for the above tourism establishment in MGIS.
- I confirm that the proposed user is authorized to enter, update, submit, and manage information in MGIS on behalf of the tourism establishment.
- I undertake to ensure that the proposed user will use MGIS only for lawful and official purposes relating to the tourism establishment, and that the login credentials issued shall be kept secure and not shared with unauthorized persons.
- I acknowledge that I remain responsible for the accuracy of information submitted through MGIS and for notifying the relevant authority if the user's access must be changed, suspended, or removed.

I confirm that the information provided in this declaration is true and correct to the best of my knowledge.

Name of Declarant	Mohamed Ali Rasheed
National ID/Work Permit No.	A900320
Signature	
Date	04 Sep 2026

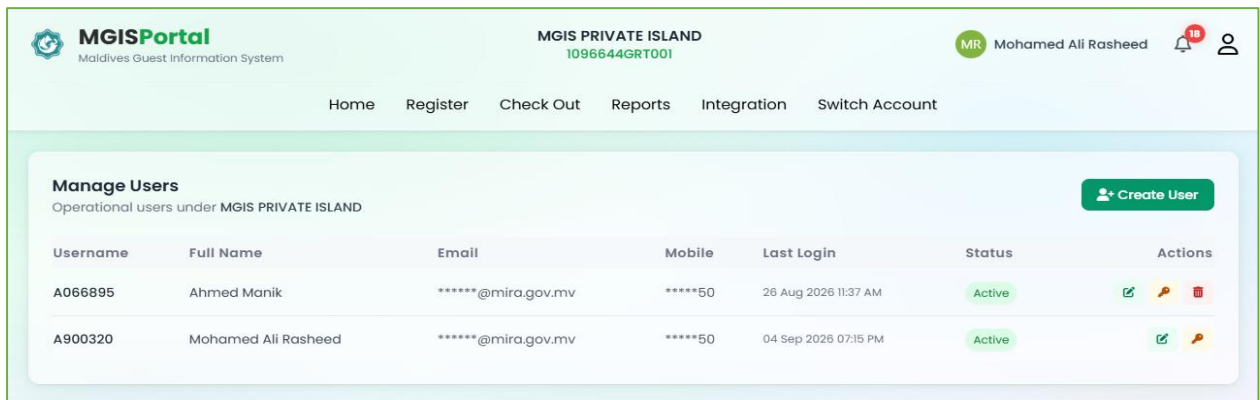
☒ I have read and acknowledge this declaration, and confirm that the information provided is true and correct.

[Cancel](#)
[Acknowledge & Create User](#)

Create User form

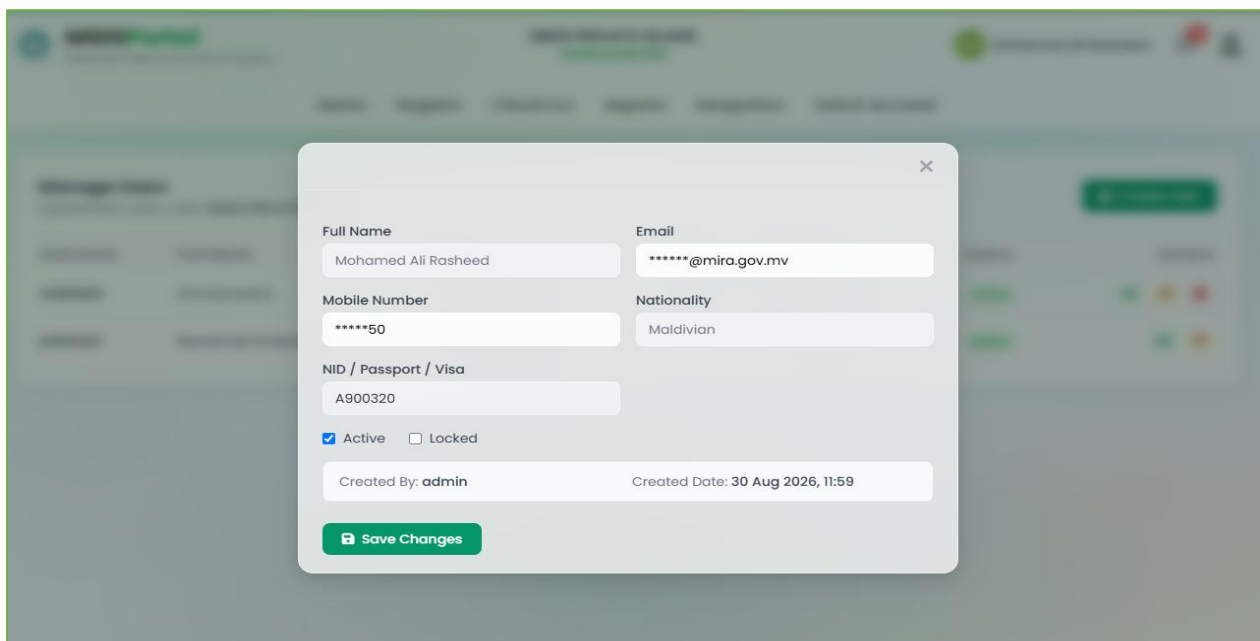
Edit or deactivate a user

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.



The screenshot shows the MGISPortal interface for managing users. The header includes the MGISPortal logo, the text "Maldives Guest Information System", and the user's profile "MGIS PRIVATE ISLAND 1096644GRT001" with a notification bell and a user icon. The navigation bar contains links for Home, Register, Check Out, Reports, Integration, and Switch Account. The main content area is titled "Manage Users" and shows "Operational users under MGIS PRIVATE ISLAND". A "Create User" button is in the top right. Below is a table with columns: Username, Full Name, Email, Mobile, Last Login, Status, and Actions.

Username	Full Name	Email	Mobile	Last Login	Status	Actions
A066895	Ahmed Manik	*****@mira.gov.mv	*****50	26 Aug 2026 11:37 AM	Active	  
A900320	Mohamed Ali Rasheed	*****@mira.gov.mv	*****50	04 Sep 2026 07:15 PM	Active	 



The screenshot shows a modal form for editing a user. The form fields are: Full Name (Mohamed Ali Rasheed), Email (*****@mira.gov.mv), Mobile Number (*****50), Nationality (Maldivian), NID / Passport / Visa (A900320), and a checkbox for Active (checked) and Locked (unchecked). The form also shows "Created By: admin" and "Created Date: 30 Aug 2026, 11:59". A "Save Changes" button is at the bottom.

The screenshot displays a user profile form in a web application. The form is titled 'Edit and deactivate user actions' and contains the following fields and options:

- Full Name:** Mohamed Ali Rasheed
- Email:** *****@mira.gov.mv
- Mobile Number:** *****50
- Nationality:** Maldivian
- NID / Passport / Visa:** A900320
- Active:** ☐ **Locked:** ☐
- Created By:** admin
- Created Date:** 30 Aug 2026, 11:59
- Save Changes:** A green button with a floppy disk icon.

Edit and deactivate user actions

Further information

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.

I3. PMS/API Integration and API Key Management

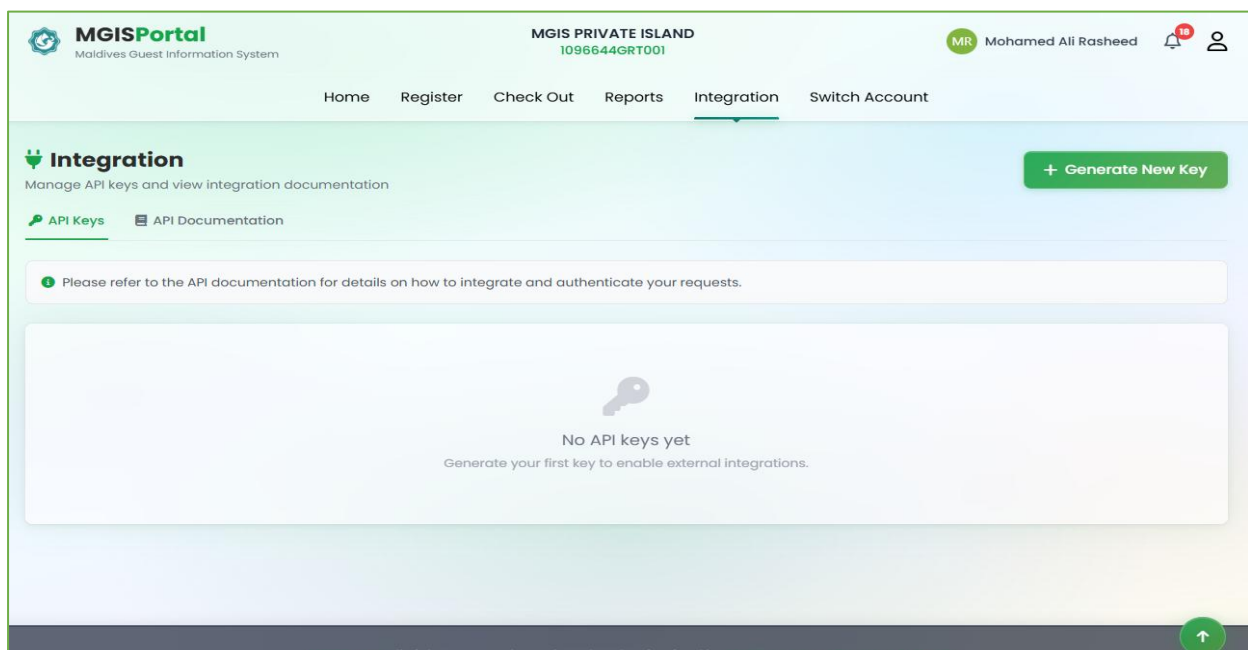
System integration connects an establishment's PMS or other approved guest-management system to MGIS. The purpose is to allow information already captured during normal check-in/check-out operations to be transmitted electronically to MGIS, reducing duplicate manual entry.

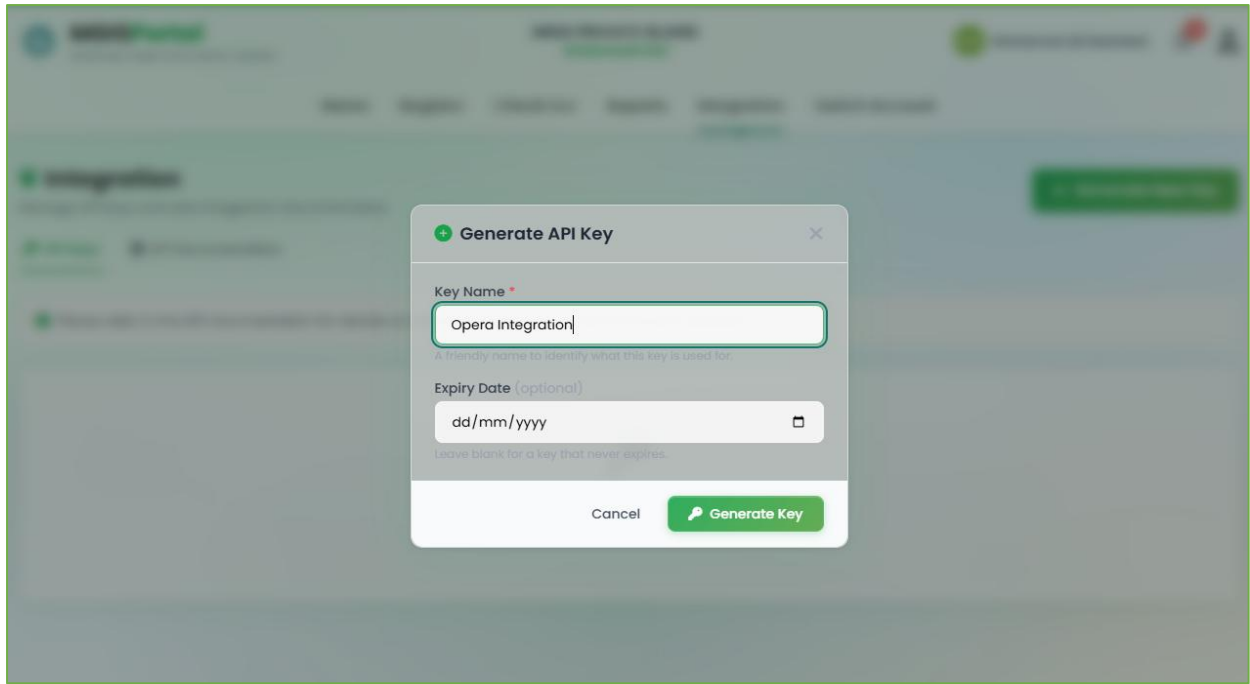
Operating model for an integrated establishment

- 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

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 12 months from the due date for filing the relevant Green Tax return, subject to the applicable Green Tax amendment framework.

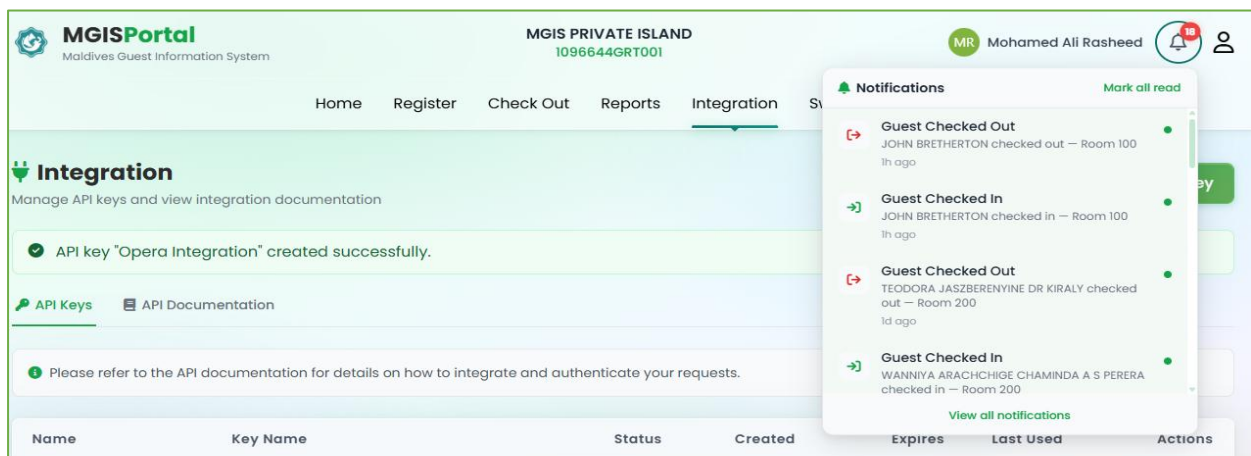
Further information

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.



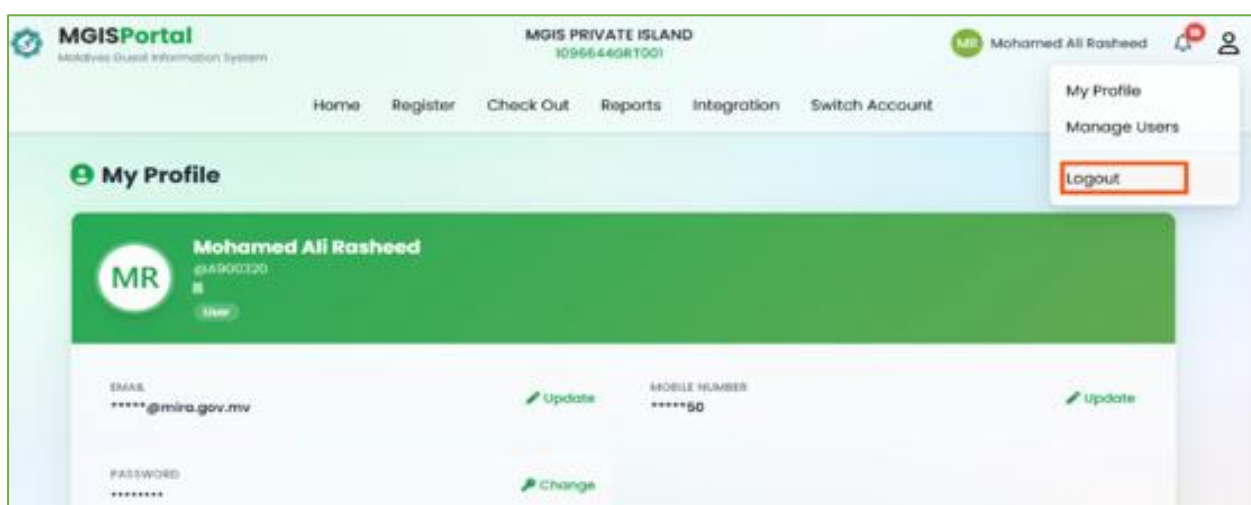
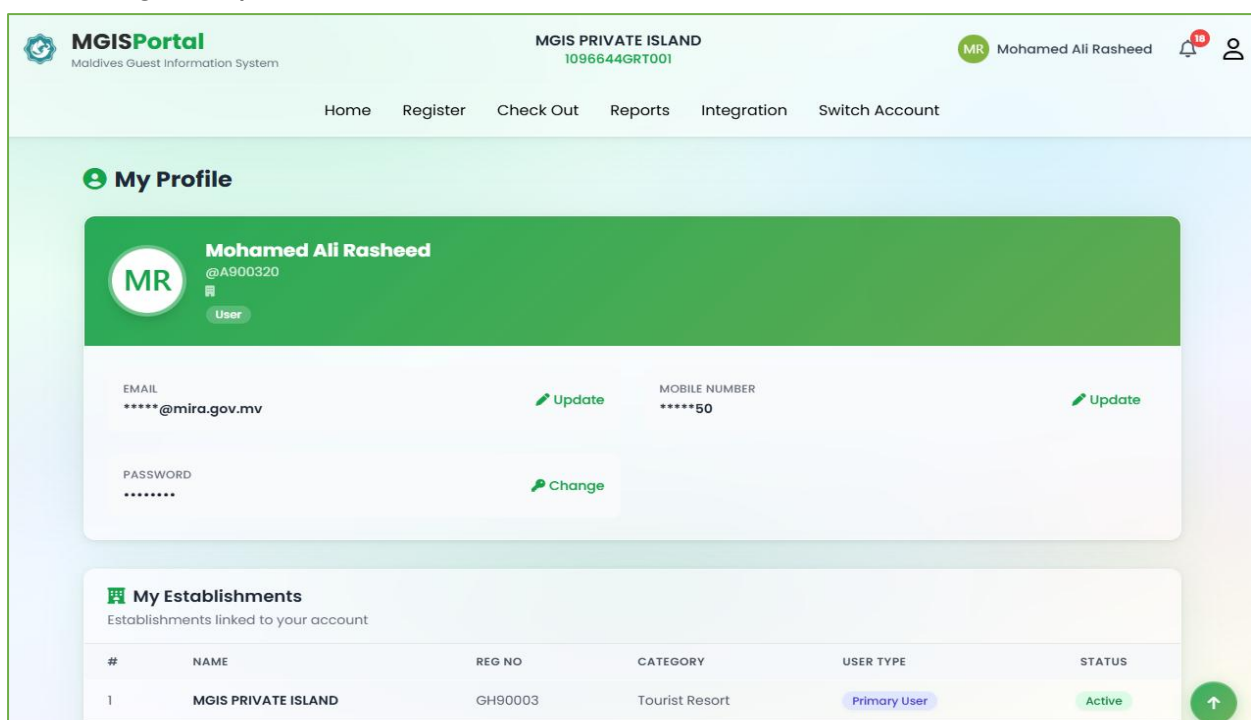
Notification area

Further information

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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