



IOTA Digital Workshop “Providing access to digital services for non-resident taxpayers”

10-11 September 2025
Digital Event via Microsoft Teams

AGENDA

WEDNESDAY, 10 SEPTEMBER 2025

9:30 – 10:00 **Connection and access to the event by registered participants**

- › IOTA Secretariat
- › Registered participants

10:00 – 10:20 **Welcome Address & Introduction to the Forum**

- › Ivana Donchevska & Alexandros Roukalis, IOTA Secretariat

10:20 – 10:45 **Plenary Session 1: Introduction to the topic**

During this introductory session, an overview of the topic will be presented, covering the main challenges for providing access to digital services for non-resident taxpayers.

- › Country Presentation
- › Q & A

10:45 – 11:45 **Plenary Session 2: Methods of identification of non-resident taxpayers to access digital services**

This session will cover the methods of identification and authorization of non-resident taxpayers to access digital services as well as the main challenges that tax authorities are facing regarding the recognition of electronic certificates.

- › Country presentations
- › Q&A

11:45 – 12:00 *Coffee Break*

12:00 - 13:00 **Group Discussion Session 1: Country experiences for identifying non-resident taxpayers**

In this session, Group Discussion participants will go into facilitated virtual breakout groups and discuss their own administration's approach for identifying non-resident taxpayers.

- › Introduction to the session
- › Discussion in Groups

13:00 **End of Day 1**



THURSDAY, 11 SEPTEMBER 2025

9:30 – 10:00 **Connection and access to the event by registered participants**

- › IOTA Secretariat
- › Registered participants

10:00 – 10:10 **Introduction to Day 2**

- › Ivana Donchevska & Alexandros Roukalis, IOTA Secretariat

10:10 - 11:10 **Plenary Session 3: Country approaches for granting digital access to non-residents**

This session will take a look into the systems used to validate electronically signed documents submitted across borders and the experiences and best practices for granting digital access to non-residents.

- › Country Presentations
- › Q&A

11:10 - 12:00 **Plenary Session 4: Technical solutions for authentication of non-residents**

This session will offer an overview of the various technical solutions—such as dedicated platforms for non-residents and authentication procedures—that enable digital access for non-residents.

- › Country Presentations
- › Q&A

12:00 – 12:15 *Coffee Break*

12:15 - 13:15 **Group Discussion Session 2: "Enabling Digital Access for Non-Residents: Platforms and Authentication Solutions"**

In this session, Group Discussion participants will go into facilitated virtual breakout groups and discuss how different approaches, including dedicated platforms and authentication procedures, that facilitate secure and efficient digital access for non-residents.

- › Introduction to the session
- › Discussions in Groups

13:15 – 13:30 *Break*

13:30 – 14:00 **Plenary Session 5: Feedback from Group Discussions**



In this session, outcomes from Group Discussions on day 1 and day 2 will be shared with the plenary group. Participants will have the opportunity to ask questions or seek clarification on any feedback given.

- › Chairpersons of Discussion Groups
- › IOTA Secretariat
- › Q&A

14:00 – 14:15 Wrap-up & Conclusions

Summary and what to expect next

- › IOTA Secretariat

14:15 End of the Workshop