

Register for a CRA Account

This guide created by Fruitman Kates is meant to assist you in registering for a CRA account. You can also visit CRA's [Register for a CRA account page](#) for more detailed information.

Decide if you need to register:

If you have already registered for My Account, My Business Account or Represent a Client using a user ID and password or a sign-in partner, you **cannot** register again. You must use the same sign-in information you already registered with to access these portals.

Accessing another portal for the first time:

My Business Account:

To access My Business Account:

1. [Sign in to your CRA account](#)
2. From the Welcome page, select **Add account**
3. Select **Business account**
4. Select **Add business number**
 - You cannot use a 10-digit Québec Enterprise Number (NEQ)
 - If you don't have a business number, select **Business Registration Online (BRO)** to get one first
 - If you have forgotten your business number, you will have to [contact us](#)
5. Enter your 9-digit business number and select **Add**
6. After getting your confirmation, return to the Welcome page and select the **Business** panel to access My Business Account

Represent a Client:

To access Represent a Client for the first time, you will have to register yourself or your business as a representative:

1. [Sign in to your CRA account](#)
2. From the Welcome page, select **Add account**
3. Select **Representative account**
4. Select **Register with Represent a Client**
5. Select **Register your business** or **Register yourself**
6. After getting your confirmation, return to the Welcome page and select the **Representative** panel to access Represent a Client

You will also have to [request authorization to access someone else's tax information](#).

If you do not know whether you have already registered, try registering anyway and it will tell you whether there is already an account associated with your SIN.

If you have an account but do not know your sign-in information you can reset the user ID and/or password.

Reset CRA user ID:

1. Go to the [CRA sign-in services](#) page and select your sign-in service
2. Select **CRA user ID and password** from the sign-in options
3. Select **Forgot your user ID?**
4. Provide the following information:
 - Your social insurance number (SIN)
 - Your date of birth
 - Amounts from your filed and assessed income tax and benefit return from the current or previous tax year
5. Answer the security questions you set up during registration

Reset CRA password:

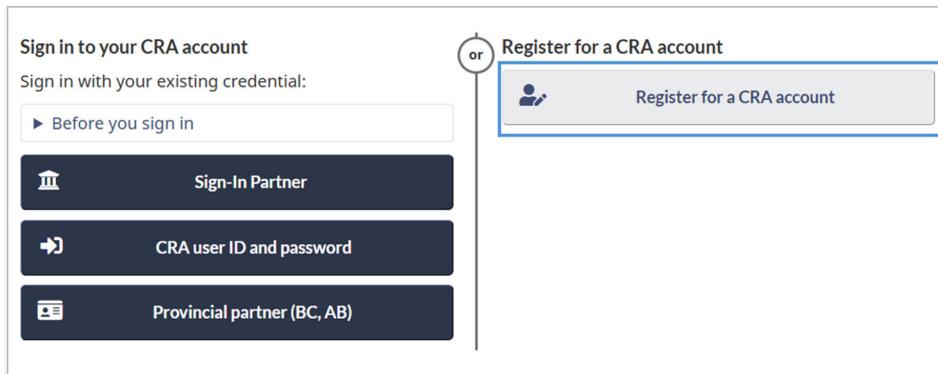
1. Go to the [CRA sign-in services](#) page and select your sign-in service
2. Select **CRA user ID and password** from the sign-in options
3. Select **Forgot your password?**
4. Enter your CRA user ID
5. Answer the security questions you set up during registration

If you are unable to reset your sign-in information, you will need to call CRA at 1-800-959-8281. We cannot call on your behalf, as we are not an authorized representative and CRA will not speak to us.

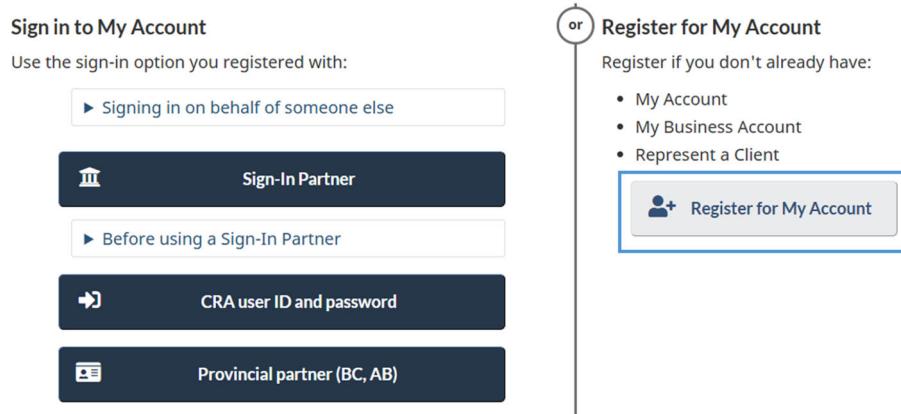
When you register, you will need:

1. Your SIN. If you do not have a SIN, CRA also accepts a temporary tax number (TTN) and an individual tax number (ITN).
2. Your date of birth.
3. Amounts reported on your most recent tax return in the last two years.
4. For faster access, you will also need a mobile device with a working camera and an identification document (Canadian passport, Canadian driver's license, or provincial/territorial photo ID card).

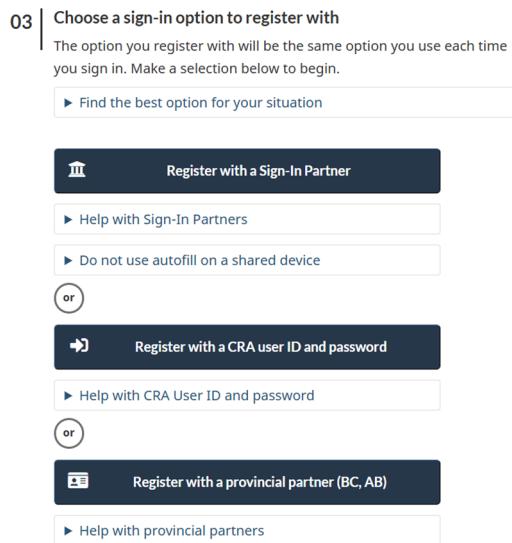
To register, go to [CRA sign-in services](#) and click **Register for a CRA account**.



Scroll down to section 03 and choose which sign-in option to register with: **Sign-in partner, CRA user ID and password, or provincial partner**. **We recommend registering with CRA user ID and password.**



Please make note of the sign-in option you selected and the sign-in information, as you will need them later.



Enter the required information.

Enroll in multi-factor authentication: by phone, or with a passcode grid, or with an authenticator app.
We recommend enrolling by phone so you receive a text message.

You will be required to enter a one-time passcode in addition to your password to sign in.

Choose an option to get your one-time passcode:

By phone

You will need to provide at least one cell or landline number so we can send you a one-time [passcode by phone](#)[®]. You must enter this number to access your CRA sign-in service.

or

With a passcode grid

The system will generate a unique [passcode grid](#)[®] that you will need to save or print. You will use this grid every time you access your CRA sign-in service. Your passcode grid will expire after 18 months. Make sure you sign in and generate a new one before the expiry date.

or

With an authenticator app

You can use a third-party authenticator app to generate your time-based one-time passcode.

When prompted, use the app downloaded on your mobile or desktop device to either scan a QR code or manually enter the setup key provided by the CRA. The app can then be used to generate your one-time passcode.

You will need to verify your identity. You can submit a photo of yourself and your ID document or wait for a CRA security code in the mail.

Submit a photo of yourself and your ID document:

- Immediate access
- Use your mobile device to take a real-time picture of yourself and ID document.
- Must be 16 years of age or older to use this service.
- Follow the instructions to complete this process on your mobile device.

Wait for CRA security code:

- A CRA security code will be mailed to you within 10 business days.
- CRA will mail the code to the address they have on file for you. Make sure your address is up to date.
- After you receive the code in the mail, sign into My Account using the same sign-in option you registered with and enter the code before it expires.
- If you have not received the code within 10 business days, call CRA to check on the status of it. The general inquiries phone number is 1-800-959-8281. To avoid long wait times, call CRA early in the morning (8:30AM or 9:00AM) if you can. In our experience, CRA wait times are much shorter during this time.