


CREATING A CRA ACCOUNT

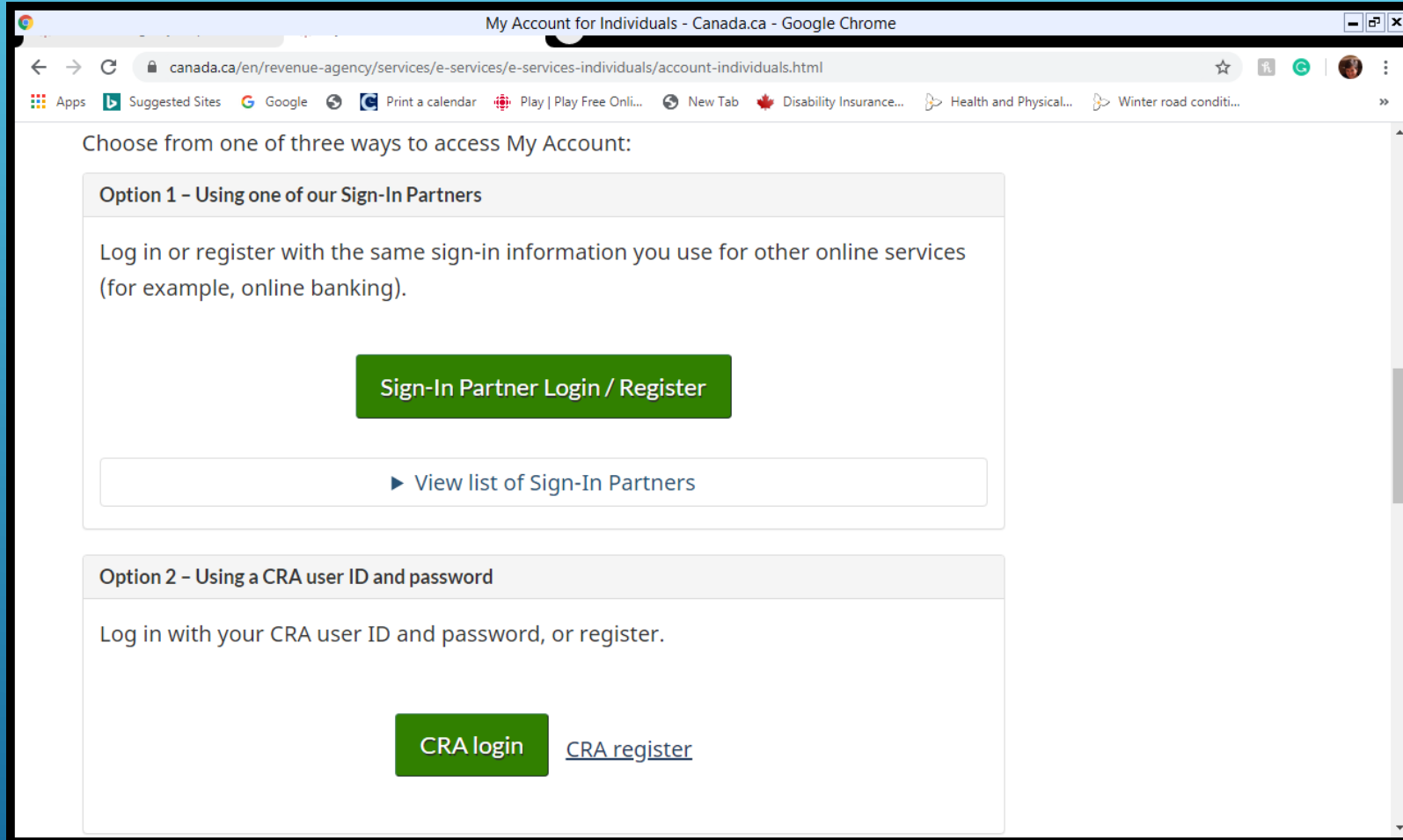
<https://www.canada.ca/en/revenue-agency/services/e-services/e-services-individuals/account-individuals.html>

TIPS AND TRICKS

- Have you SIN available
 - Date of Birth required
 - Postal Code on file with CRA
 - 2018 Tax Return line 101 or 2019 Tax return line 11900
 - Document your User ID, Password and Security Questions and keep them in a safe and secure location (not your phone)
- 

ACCESS MY ACCOUNT FOR INDIVIDUALS

CHOOSE TO SIGN INTO YOUR ACCOUNT USING A BANKING INSTITUTION (NOT ALL INSTITUTIONS AVAILABLE)
CREATE USER ID AND PASSWORD



The screenshot shows a web browser window with the URL `canada.ca/en/revenue-agency/services/e-services/e-services-individuals/account-individuals.html`. The page title is "My Account for Individuals - Canada.ca - Google Chrome". The browser's address bar and tabs are visible at the top. The main content area is titled "Choose from one of three ways to access My Account:". There are two visible options:

- Option 1 - Using one of our Sign-In Partners**
Log in or register with the same sign-in information you use for other online services (for example, online banking).
A green button labeled "Sign-In Partner Login / Register" is centered below the text.
A link "▶ View list of Sign-In Partners" is located at the bottom of the option box.
- Option 2 - Using a CRA user ID and password**
Log in with your CRA user ID and password, or register.
A green button labeled "CRA login" and a blue link labeled "CRA register" are centered below the text.


VALIDATE YOUR IDENTITY USING YOUR SIN

Canada Revenue Agency - Validate your identity—social insurance number - Google Chrome

apps8.ams-sga.cra-arc.gc.ca/gol-ged/awsc/amss/enrol/start?prog=mima

Apps Suggested Sites Google Print a calendar Play | Play Free Onli... New Tab Disability Insurance... Health and Physical... Winter road condi...

Franglais

 Government of Canada **Gouvernement du Canada**

Canada Revenue Agency

Validate your identity—social insurance number

Want to enter your CRA security code instead? [Login](#).

* **Social insurance number (required)**

For more information on how your privacy is protected, refer to our [Personal Information Collection Statement](#).

Next Exit

Screen ID: AMS.01

Date modified: 2019-02-11

[Terms and conditions](#) • [Privacy](#)

Canada

VALIDATE YOUR IDENTITY – CONTINUED

AT THIS POINT YOU WILL NEED THE POSTAL CODE THAT CRA CURRENTLY HAS ON FILE
YOU WILL ALSO NEED LINE 101 FROM YOUR 2018 INCOME TAX RETURN OR LINE 11900 IF YOU'VE FILED YOUR
2019 INCOME TAX

The screenshot shows a web browser window with the URL `apps8.ams-sga.cra-arc.gc.ca/gol-ged/awsc/amss/enrol/continueEnrol`. The page title is "Canada Revenue Agency - Validate your identity—continued - Google Chrome". The main heading is "Canada Revenue Agency" followed by "Validate your identity—continued".

The form contains the following fields and instructions:

- Social insurance number (SIN) entered: [REDACTED]
- If this is not your SIN, [return to the previous page](#).
- If you live outside Canada or the United States, you must enter [different information](#).
- * **Postal code or ZIP code (required)** [?]
[Empty text input field]
- * **Date of birth (required)**
[01] [January] [Empty text input field]
- * **Tax information - amount entered on line 101 of your 2018 return - enter dollars only (required)** [?]
\$ [Empty text input field] .00

For more information on how your privacy is protected, refer to our [Personal Information Collection Statement](#).

Next Exit

AMS.a01

IF YOU ANSWER THE QUESTIONS INCORRECTLY

The screenshot shows a web browser window with the following content:

- Browser Title:** Canada Revenue Agency - Error [ERR.018] - Google Chrome
- Address Bar:** apps5.ams-sga.cra-arc.gc.ca/gol-ged/awsc/amss/enrol/error/ERR.018?
- Language:** Français
- Government of Canada / Gouvernement du Canada logo**
- Section Header:** Canada Revenue Agency
- Error Title:** Error—ERR.018
- Message:** The information you entered in one or more of the mandatory fields is not correct. For assistance, use the help links related to each field.
- Note:** After five unsuccessful attempts, your account will be temporarily locked.
- Button:** Try again
- Footer:** Date modified: 2019-02-11, Terms and conditions • Privacy, Canada logo

FOR ADDED SECURITY A NEW CODE WILL BE SENT


The screenshot shows a web browser window with the title "Canada Revenue Agency - CRA security code notification - Google Chrome". The address bar contains the URL "apps5.ams-sga.cra-arc.gc.ca/gol-ged/awsc/amss/enrol/securitycode/delivery/selection?". The browser's toolbar includes navigation buttons, a search bar, and several open tabs. The page content features the Government of Canada logo and the text "Government of Canada" and "Gouvernement du Canada". Below this is a dark blue header with "Canada Revenue Agency" in white. The main heading is "CRA security code notification". The text below the heading states: "As a security measure we will mail your CRA security code to the address you have on record with the CRA. You should receive it within 5-10 days. If you are blind or partially sighted, you can ask to receive your personal correspondence from the CRA in an [alternate format](#)." There are two buttons, "Next" and "Exit". At the bottom, it says "Screen ID: AMS.30" and "Date modified: 2019-02-11". The footer contains "Terms and conditions • Privacy" and the "Canada" logo.

Canada Revenue Agency - CRA security code notification - Google Chrome

apps5.ams-sga.cra-arc.gc.ca/gol-ged/awsc/amss/enrol/securitycode/delivery/selection?

Apps Suggested Sites Google Print a calendar Play | Play Free Onli... New Tab Disability Insurance... Health and Physical... Winter road condi...

Français

 Government of Canada Gouvernement du Canada

Canada Revenue Agency

CRA security code notification


As a security measure we will mail your CRA security code to the address you have on record with the CRA. You should receive it within 5-10 days.

If you are blind or partially sighted, you can ask to receive your personal correspondence from the CRA in an [alternate format](#).

Screen ID: AMS.30

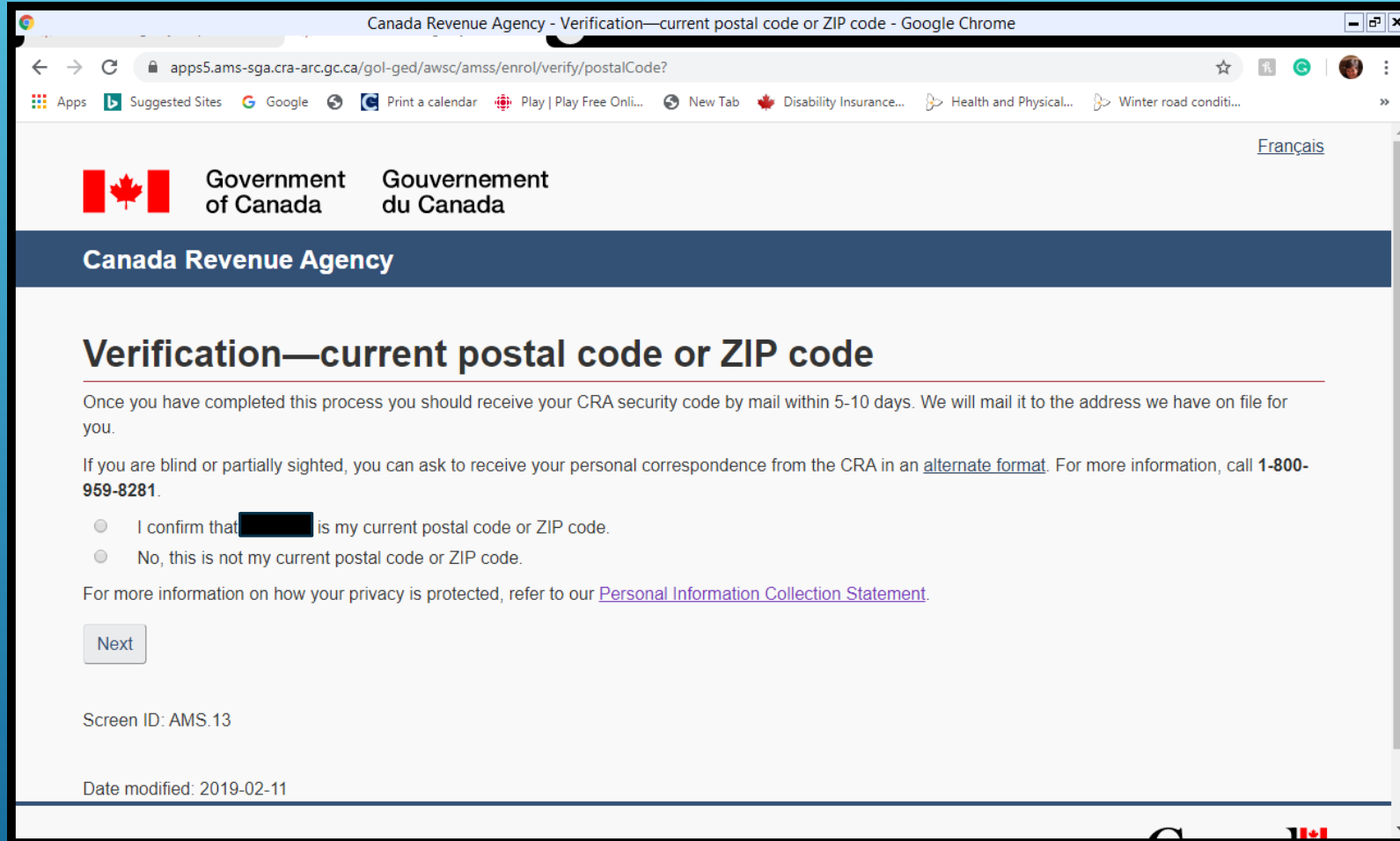
Date modified: 2019-02-11

[Terms and conditions](#) • [Privacy](#)



NEXT VERIFICATION STEP

CONFIRM YOUR POSTAL CODE




The screenshot shows a web browser window with the title "Canada Revenue Agency - Verification—current postal code or ZIP code - Google Chrome". The address bar contains the URL "apps5.ams-sga.cra-arc.gc.ca/gol-ged/awsc/amss/enrol/verify/postalCode?". The browser's toolbar shows various icons and open tabs. The page header includes the Government of Canada logo and the text "Government of Canada" and "Gouvernement du Canada". A language selector for "Français" is visible in the top right. Below the header is a dark blue bar with the text "Canada Revenue Agency". The main content area features a heading "Verification—current postal code or ZIP code" followed by explanatory text and a list of radio button options for confirming the postal code. A "Next" button is located below the options. At the bottom of the page, the screen ID "AMS.13" and the date "Date modified: 2019-02-11" are displayed.

Canada Revenue Agency - Verification—current postal code or ZIP code - Google Chrome

apps5.ams-sga.cra-arc.gc.ca/gol-ged/awsc/amss/enrol/verify/postalCode?

Apps Suggested Sites Google Print a calendar Play | Play Free. Onli... New Tab Disability Insurance... Health and Physical... Winter road condi...

Français

 Government of Canada Gouvernement du Canada

Canada Revenue Agency

Verification—current postal code or ZIP code

Once you have completed this process you should receive your CRA security code by mail within 5-10 days. We will mail it to the address we have on file for you.

If you are blind or partially sighted, you can ask to receive your personal correspondence from the CRA in an [alternate format](#). For more information, call **1-800-959-8281**.

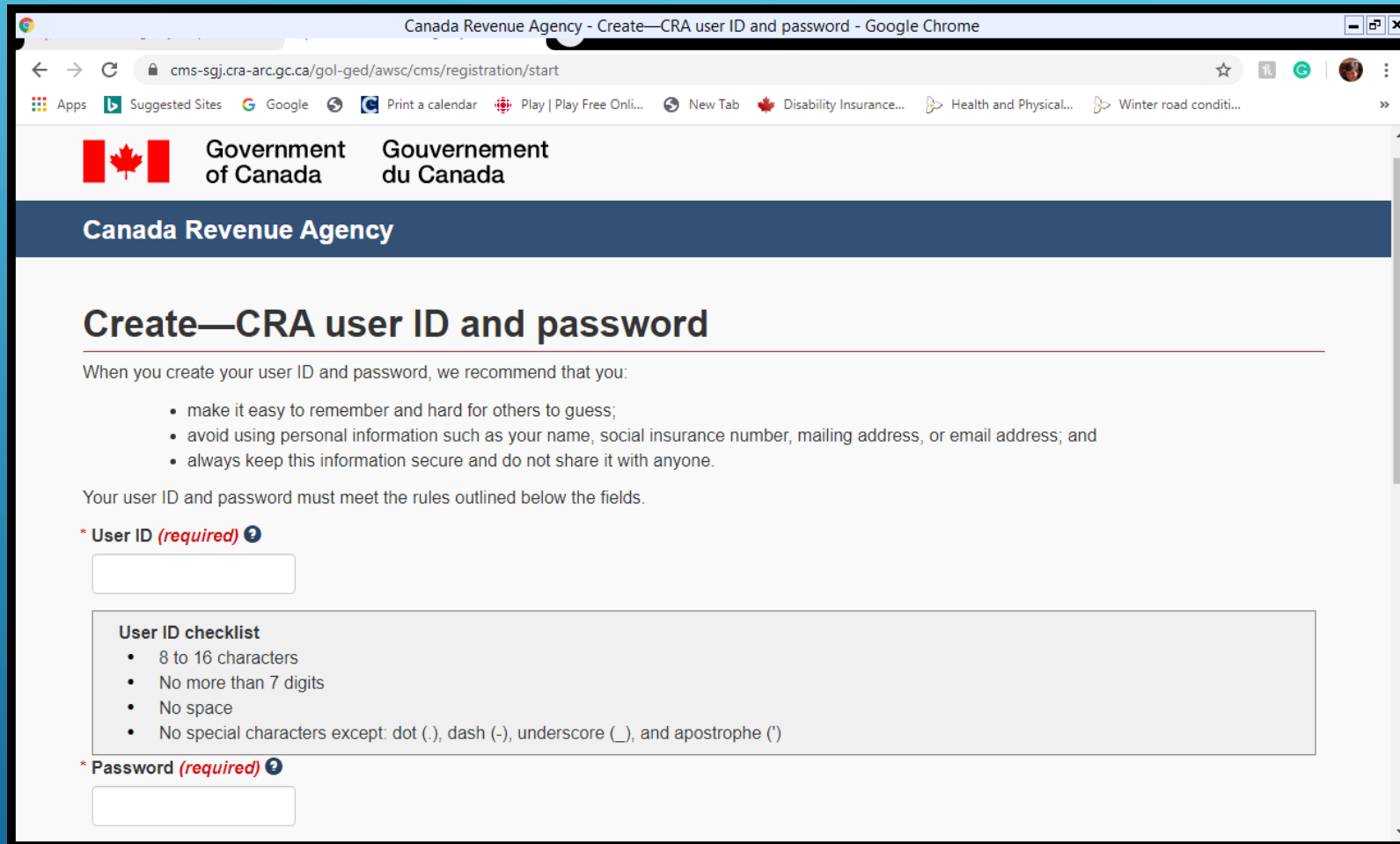
- I confirm that [REDACTED] is my current postal code or ZIP code.
- No, this is not my current postal code or ZIP code.

For more information on how your privacy is protected, refer to our [Personal Information Collection Statement](#).

Screen ID: AMS.13

Date modified: 2019-02-11

CREATE A USER ID



The screenshot shows a web browser window with the title "Canada Revenue Agency - Create—CRA user ID and password - Google Chrome". The address bar shows the URL "cms-sgj.cra-arc.gc.ca/gol-ged/awsc/cms/registration/start". The browser's tab bar includes "Apps", "Suggested Sites", "Google", "Print a calendar", "Play | Play Free Onli...", "New Tab", "Disability Insurance...", "Health and Physical...", and "Winter road condi...". The page header features the Government of Canada logo and the text "Government of Canada" and "Gouvernement du Canada". Below this is a dark blue bar with "Canada Revenue Agency" in white. The main heading is "Create—CRA user ID and password".

When you create your user ID and password, we recommend that you:

- make it easy to remember and hard for others to guess;
- avoid using personal information such as your name, social insurance number, mailing address, or email address; and
- always keep this information secure and do not share it with anyone.

Your user ID and password must meet the rules outlined below the fields.

*** User ID (required)** ?

User ID checklist

- 8 to 16 characters
- No more than 7 digits
- No space
- No special characters except: dot (.), dash (-), underscore (_), and apostrophe (')

*** Password (required)** ?

CREATE A PASSWORD

MAKE NOTE OF THE PASSWORD CHECKLIST

Canada Revenue Agency - Create—CRA user ID and password - Google Chrome

cms-sgj.cra-arc.gc.ca/gol-ged/awsc/cms/registration/start

* Password (required) ?

* Confirm password (required)

Password checklist

- 8 to 16 characters
- At least 1 upper-case letter
- At least 1 lower-case letter
- At least 1 digit
- No space
- No accented characters
- No special characters except: dot (.), dash (-), underscore (_), and apostrophe (')
- No more than 4 consecutive identical characters
- Both passwords match

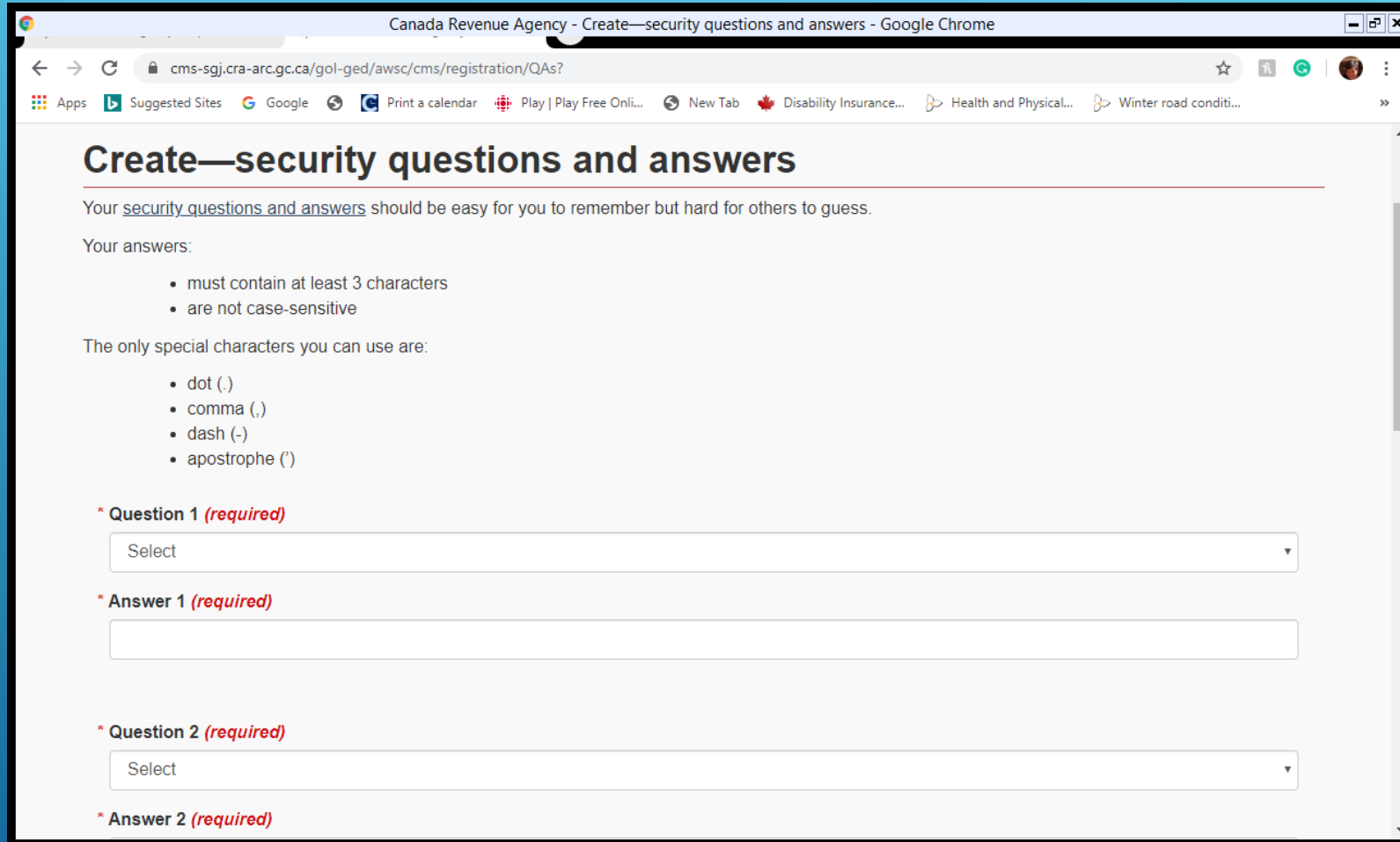
For more information on how your privacy is protected, refer to our [Personal Information Collection Statement](#).

Screen ID: CMS.32

Date modified: 2019-02-11

CREATE 5 SECURITY QUESTIONS

USE THE DROP DOWN BOXES TO CHOOSE FROM A PREDETERMINED LIST



The screenshot shows a web browser window with the title "Canada Revenue Agency - Create—security questions and answers - Google Chrome". The address bar shows the URL "cms-sgj.cra-arc.gc.ca/gol-ged/awsc/cms/registration/QAs?". The page content includes a heading "Create—security questions and answers", instructions on how to choose questions, and a list of allowed special characters. Below this, there are two sets of required fields: "Question 1" and "Answer 1", and "Question 2" and "Answer 2". Each question field is a dropdown menu currently showing "Select".

Canada Revenue Agency - Create—security questions and answers - Google Chrome

cms-sgj.cra-arc.gc.ca/gol-ged/awsc/cms/registration/QAs?

Create—security questions and answers

Your [security questions and answers](#) should be easy for you to remember but hard for others to guess.

Your answers:

- must contain at least 3 characters
- are not case-sensitive

The only special characters you can use are:

- dot (.)
- comma (,)
- dash (-)
- apostrophe (')

*** Question 1 (required)**

Select

*** Answer 1 (required)**

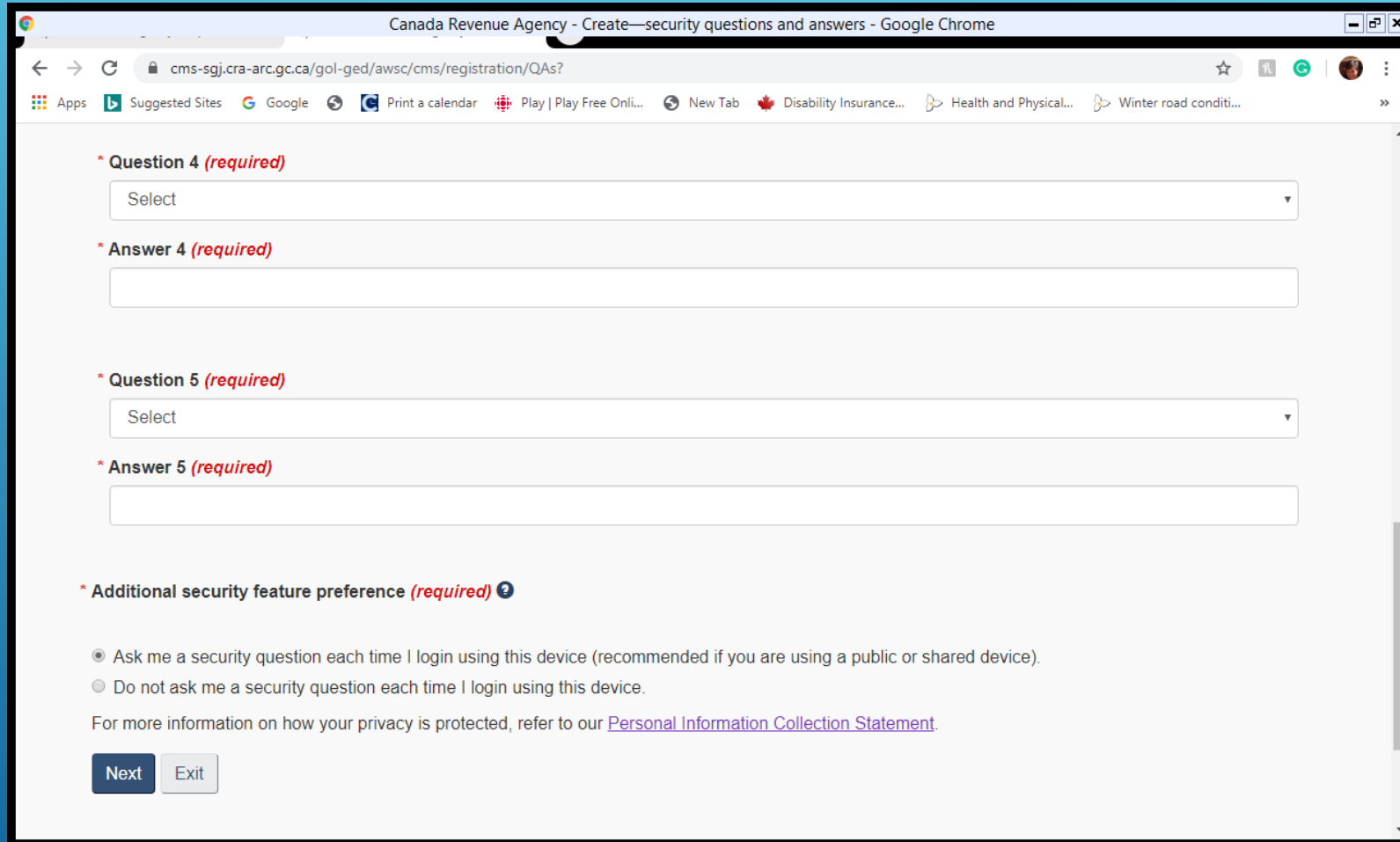
*** Question 2 (required)**

Select

*** Answer 2 (required)**

YOU HAVE THE OPTION OF AN ADDITIONAL SECURITY FEATURE

CHOOSE TO AUTOMATICALLY BE ASKED A SECURITY QUESTION EACH TIME YOU LOG IN OR NOT WHEN USING THE SAME DEVICE TO LOG IN



The screenshot shows a web browser window with the title "Canada Revenue Agency - Create—security questions and answers - Google Chrome". The address bar shows the URL "cms-sgj.cra-arc.gc.ca/gol-ged/awsc/cms/registration/QAs?". The page content includes two sets of security questions and an additional security feature preference section.

*** Question 4 (required)**
Select

*** Answer 4 (required)**

*** Question 5 (required)**
Select

*** Answer 5 (required)**

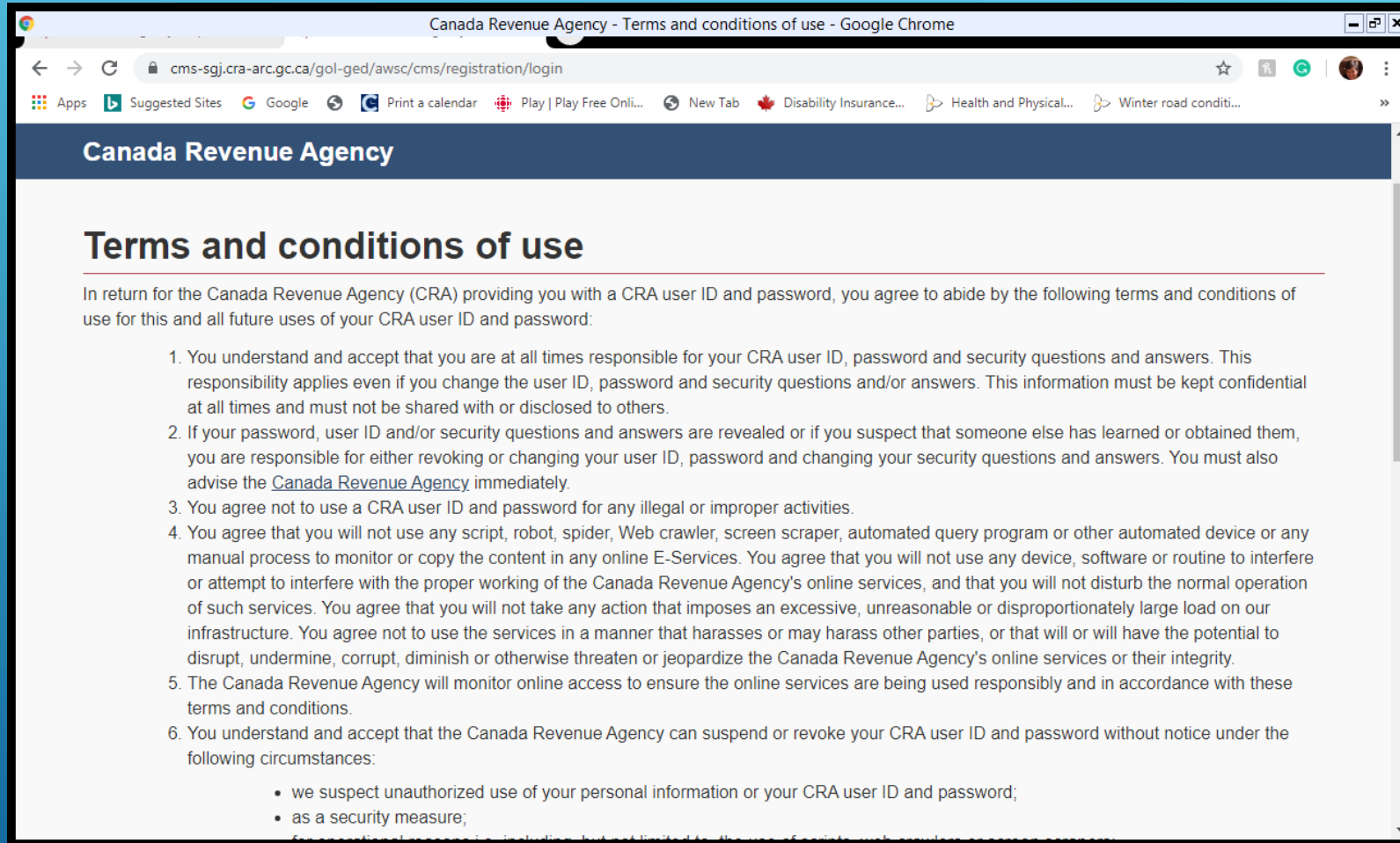
*** Additional security feature preference (required) ?**

- Ask me a security question each time I login using this device (recommended if you are using a public or shared device).
- Do not ask me a security question each time I login using this device.

For more information on how your privacy is protected, refer to our [Personal Information Collection Statement](#).

Next Exit

AGREE TO THE TERMS AND CONDITIONS



The image shows a screenshot of a web browser displaying the "Terms and conditions of use" page for the Canada Revenue Agency. The browser's address bar shows the URL "cms-sgj.cra-arc.gc.ca/gol-ged/awsc/cms/registration/login". The page header features the "Canada Revenue Agency" logo. The main heading is "Terms and conditions of use". Below this, a paragraph states: "In return for the Canada Revenue Agency (CRA) providing you with a CRA user ID and password, you agree to abide by the following terms and conditions of use for this and all future uses of your CRA user ID and password:". This is followed by a numbered list of six terms and conditions. The first five are numbered 1 through 5, and the sixth is numbered 6 and includes a bulleted list of two specific circumstances.

Canada Revenue Agency

Terms and conditions of use

In return for the Canada Revenue Agency (CRA) providing you with a CRA user ID and password, you agree to abide by the following terms and conditions of use for this and all future uses of your CRA user ID and password:

1. You understand and accept that you are at all times responsible for your CRA user ID, password and security questions and answers. This responsibility applies even if you change the user ID, password and security questions and/or answers. This information must be kept confidential at all times and must not be shared with or disclosed to others.
2. If your password, user ID and/or security questions and answers are revealed or if you suspect that someone else has learned or obtained them, you are responsible for either revoking or changing your user ID, password and changing your security questions and answers. You must also advise the [Canada Revenue Agency](#) immediately.
3. You agree not to use a CRA user ID and password for any illegal or improper activities.
4. You agree that you will not use any script, robot, spider, Web crawler, screen scraper, automated query program or other automated device or any manual process to monitor or copy the content in any online E-Services. You agree that you will not use any device, software or routine to interfere or attempt to interfere with the proper working of the Canada Revenue Agency's online services, and that you will not disturb the normal operation of such services. You agree that you will not take any action that imposes an excessive, unreasonable or disproportionately large load on our infrastructure. You agree not to use the services in a manner that harasses or may harass other parties, or that will or will have the potential to disrupt, undermine, corrupt, diminish or otherwise threaten or jeopardize the Canada Revenue Agency's online services or their integrity.
5. The Canada Revenue Agency will monitor online access to ensure the online services are being used responsibly and in accordance with these terms and conditions.
6. You understand and accept that the Canada Revenue Agency can suspend or revoke your CRA user ID and password without notice under the following circumstances:
 - we suspect unauthorized use of your personal information or your CRA user ID and password;
 - as a security measure;

TO AGREE YOU MUST USE THE PASSWORD YOU CREATED FOR YOUR USER ID AND PASSWORD

Canada Revenue Agency - Terms and conditions of use - Google Chrome

cms-sgj.cra-arc.gc.ca/gol-ged/awsc/cms/registration/login

- any matters or factors outside of its control, including the availability or unavailability of the Internet, or telecommunications or other infrastructure systems;
- the availability or unavailability of the Internet, or telecommunications or other infrastructure systems due to system maintenance;
- the availability or unavailability of the CRA user ID and password service for any reason;
- any illegal or fraudulent use of your CRA user ID or password; or
- the use of your CRA user ID and password in a foreign country where such use is prohibited by the laws of that country.

9. These terms and conditions of use may be amended from time to time. When this occurs, you will be presented with the new version and asked to indicate your acceptance once again.

For more information on how your privacy is protected, refer to our [Personal Information Collection Statement](#).

To indicate your acceptance of these terms and conditions of use, enter your password and select I agree.

User ID:

* Password: *(required)*

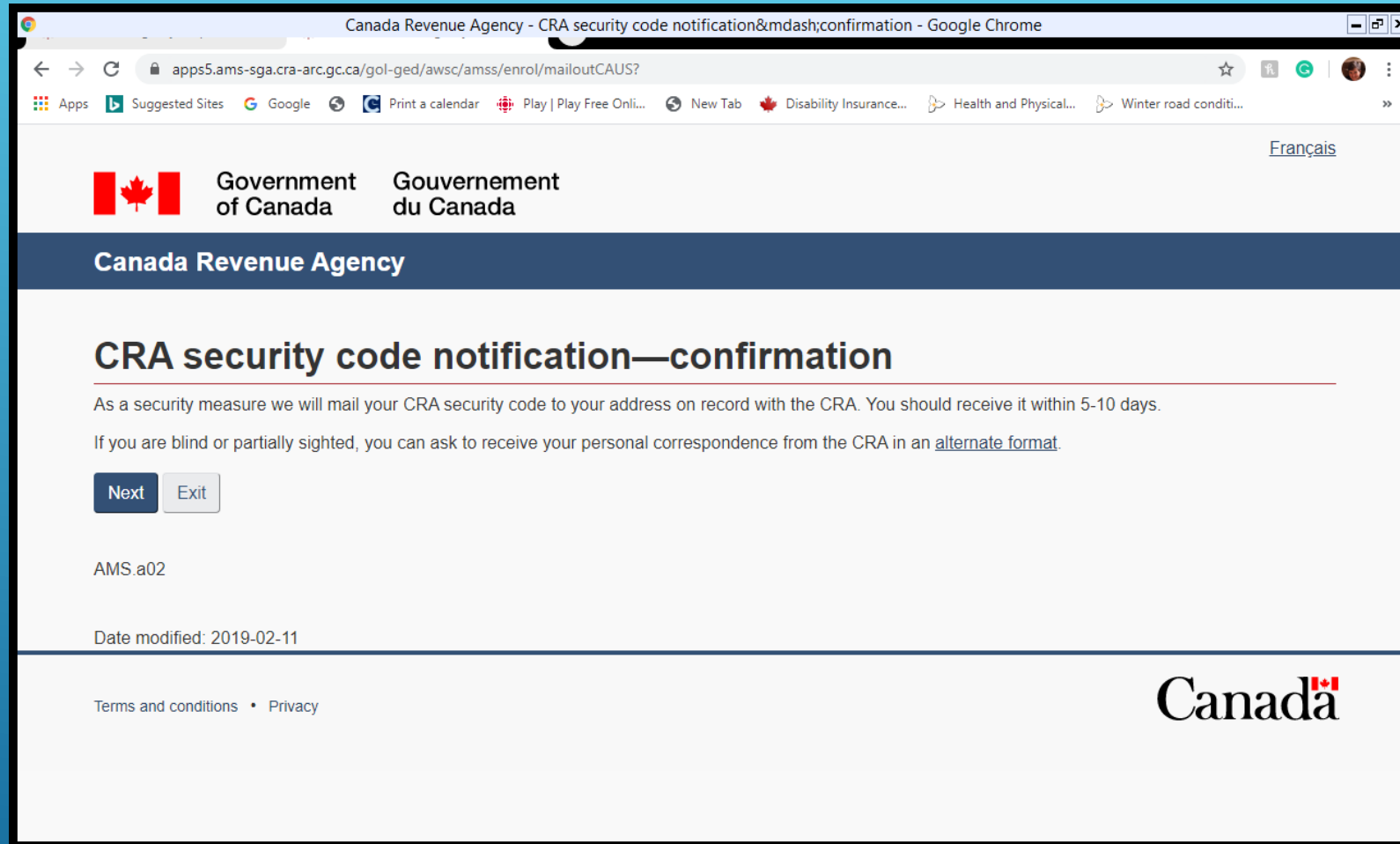
Screen ID: CMS.36

Date modified: 2019-02-11

[Terms and conditions](#) • [Privacy](#)

Canada

CONFIRMATION




The screenshot shows a web browser window with the title "Canada Revenue Agency - CRA security code notification—confirmation - Google Chrome". The address bar contains the URL "apps5.ams-sga.cra-arc.gc.ca/gol-ged/awsc/amss/enrol/mailoutCAUS?". The page header includes the Government of Canada logo and the text "Government of Canada" and "Gouvernement du Canada". A dark blue banner below the header contains the text "Canada Revenue Agency". The main content area features the heading "CRA security code notification—confirmation" followed by two paragraphs of text. The first paragraph states that a security code will be mailed to the user's address on record within 5-10 days. The second paragraph offers an alternative for users who are blind or partially sighted. Below the text are two buttons: "Next" and "Exit". The footer includes the text "AMS.a02", "Date modified: 2019-02-11", and links for "Terms and conditions" and "Privacy". The Canada wordmark logo is positioned in the bottom right corner of the page.

Canada Revenue Agency - CRA security code notification—confirmation - Google Chrome

apps5.ams-sga.cra-arc.gc.ca/gol-ged/awsc/amss/enrol/mailoutCAUS?

Apps Suggested Sites Google Print a calendar Play | Play Free Onli... New Tab Disability Insurance... Health and Physical... Winter road condi...

Français

 Government of Canada Gouvernement du Canada

Canada Revenue Agency

CRA security code notification—confirmation

As a security measure we will mail your CRA security code to your address on record with the CRA. You should receive it within 5-10 days.

If you are blind or partially sighted, you can ask to receive your personal correspondence from the CRA in an [alternate format](#).

AMS.a02

Date modified: 2019-02-11

[Terms and conditions](#) • [Privacy](#)

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THE NEXT SLIDE WILL BE 'MY ACCOUNT' WHERE YOU CAN ACCESS YOUR PERSONAL INFORMATION