

CVITP – Quick Contact List

Consult this Quick Contact List to ensure you contact the appropriate section for your enquiry.

Enquiry Type	Contact
<p>EFILE related enquiries such as:</p> <ul style="list-style-type: none"> • EFILE registration status • EFILE number or password • EFILE error messages that instruct users to contact the Helpdesk <p>EFILERS served by tax services offices in:</p> <p>Barrie, Belleville, Kingston, NB, NL, NS, Nunavut, Ottawa, Peterborough, PEI, St. Catharines, Toronto (Centre, East, North, West), Sudbury</p> <p>Alberta, BC, Hamilton, Kitchener/Waterloo, London, Manitoba, NWT, Regina, Saskatoon, Thunder Bay, Windsor, Yukon</p> <p>Chicoutimi, Laval, Montréal, Montérégie-Rive-Sud, Outaouais, Québec, Rimouski, Rouyn-Noranda, Sherbrooke, Trois-Rivières</p>	<p>EFILE Helpdesk support</p> <p>1-800-361-6283</p> <p>1-800-461-1806</p> <p>1-855-699-4640</p>
<p>CVITP related enquiries such as:</p> <ul style="list-style-type: none"> • Volunteer registration process and registration status updates • RepID • Group ID • Volunteer Identification Number (VIN) • CVITP Organization Identification Number (COIN) • Updating Police Record Check (PRC) • UFile software keys • Number of tax returns filed • Grant information • Updating or modifying details related to tax clinics 	<p>Contact a CVITP officer</p> <p>or your CVITP officer</p>
<p>Income tax and benefits return related enquiries</p> <p>Note: The Dedicated helpline is intended to support enquiries related to simple tax returns only. The CVITP does not provide support for complex tax situations. Volunteers must refrain from contacting the Dedicated helpline with enquiries related to complex returns.</p>	<p>CVITP Dedicated helpline for volunteers</p> <p>1-866-398-3488</p>
<p>UFile related questions such as:</p> <ul style="list-style-type: none"> • Software updates • Error messages • Technical issues 	<p>Check the software settings under “Check for updates” or contact your CVITP officer</p> <p>Contact your CVITP officer</p> <p>Submit a ticket to UFile</p>

Resources

The following online resources are available to assist with your enquiries:

- [About free tax clinics](#) – Refer to this page to determine whether a tax return is considered simple or complex.
- [Find a tax topic](#) and [Tax considerations for specific situations](#) – These sections in the CVITP learning guide provide detailed information on topics related to simple tax returns, including UFile instructions.
- [CVITP learning guide](#) and [Canada Revenue Agency \(CRA\)](#) – These are self-serve tools designed to provide additional information and support.
- [Contacts and links](#) – This page offers additional contacts, useful links and mailing addresses.