

How to create a CRA login credential and obtain a ReplD

A job aid for volunteers with the
Community Volunteer Income Tax Program
and the
Income Tax Assistance Volunteer Program in
Québec

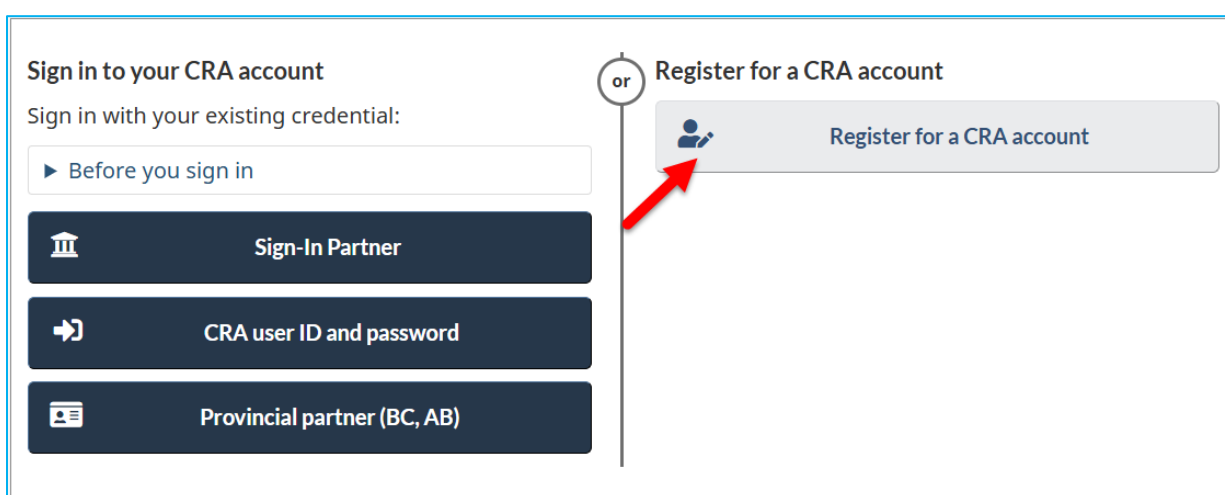
This job aid provides a step-by-step process to:

1. Create your CRA credentials (if you don't already have them); and
2. Register for a ReplD.

Creating your CRA credentials

If you do not already have your login credentials for CRA sign-in services, go to [Register for a CRA account](#) and follow the steps outlined below.

1. On the [Sign in to your CRA account](#) page, click on the “Register for a CRA account” button.



The screenshot shows the CRA sign-in interface. On the left, under the heading "Sign in to your CRA account", there is a section "Sign in with your existing credential:" followed by a dropdown menu labeled "Before you sign in". Below this are three dark blue buttons: "Sign-In Partner" (with a bank icon), "CRA user ID and password" (with a right arrow icon), and "Provincial partner (BC, AB)" (with a document icon). To the right of these buttons is a vertical line with a circle at the top containing the word "or". To the right of this line is a light gray button labeled "Register for a CRA account" with a person icon. A red arrow points from the "or" line to the "Register for a CRA account" button.

2. On the [Register for a CRA account](#) page, scroll down to step #3 and click on the sign-in option of your choosing.
 - a. For the **Sign-in Partner** option, you will be redirected to the [Select a Sign-in Partner](#) page where you can choose your bank to proceed.
 - b. For the **Provincial partner (BC, AB)** option, you will be redirected to the [Provincial partner](#) page where you can choose the **BC Services Card** or **Alberta.ca Account** option to proceed. **Please note that this option is available in English only and is applicable to Alberta (AB) and British Columbia (BC) provinces only.**
 - c. For the **CRA user ID and password** option, you will be redirected to the **Validate your identity** page. (See #3)



Register for a CRA account

Register to access My Account, My Business Account, and Represent a Client.

01 | Decide if you need to register

If you have already registered for My Account, My Business Account or Represent a Client using a CRA 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 your CRA account.

▶ [Already registered](#)

02 | Gather your documents

When you register with a CRA user ID and password or a Sign-In Partner, you will need **all** of the following:

✓ Your social insurance number (SIN)

▶ [If you do not have a SIN](#)

✓ Your date of birth

✓ Amounts you **reported** on your most recent tax return

▶ [Which tax return you can use](#)

For faster access to your CRA account, you will also need a mobile device with a working camera and **one** of the following:

- Your Canadian passport
- Your Canadian driver's license
- Your provincial or territorial photo ID card

▶ [Have your documents ready before you begin](#)

03 | Choose a sign-in option to register with

The option you register with will be the same option you use each time you sign in. Make a selection below to begin.

▶ [Find the best option for your situation](#)

Register with one of these options



Sign-In Partner

▶ [Help with Sign-In Partners](#)

▶ [Do not use autofill on a shared device](#)



CRA user ID and password


▶ [Help with CRA User ID and password](#)



Provincial partner (BC, AB)

▶ [Help with provincial partners](#)

3. On the **Validate your identity** page, AMS.a01, enter all the required fields then click on "Next".

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Validate your identity

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

If you have a non-resident representative number, you must enter [different information.](#)

*** Social insurance number (required)** ⓘ

*** Date of birth (required)**

01

January

*** Tax information - Enter line 15000 from your 2023 income tax and benefit return. If your 2023 return has not been filed and assessed, enter line 15000 from your 2022 return - enter dollars only (required)** ⓘ

\$

.00

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


Next

Exit

Screen ID: AMS.a01

Date modified: 2025-01-13

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4. On the **Validate your identity – continued** page, AMS.d01, enter the amount for the specified line of your tax return then click on “Next”.

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Validate your identity – continued

* Tax information - Using the same income tax and benefit return from the previous page, enter line 12600 - enter dollars only **(required)**

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Next Exit

Screen ID: AMS.d01
Date modified: YYYY-MM-DD

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5. On the **Verification options** page, AMS.30, select **Interac® document verification service** as your option for receiving your CRA security code then click on “Next”.

If you do not have access to a camera, select the **CRA Security code by mail** option to proceed.

NOTE: We recommend selecting the **Interac®** option for immediate access of CRA sign-in services as the **Mail** option will take 5 – 10 days before you can have full access to your account.

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Verification options

As a security measure we will verify your identity using one of the options below.

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

* Select the option you want to use **(required)**

☒ **Interac® document verification service** - Select this option for immediate full access to CRA sign-in services. You will need to verify your identity with an accepted government-issued identification. You will need access to a camera enabled mobile device.

☐ **CRA security code by mail** - Select this option to receive a CRA security code by mail to the address you have on record with the CRA. You should receive it within 5-10 days.

Next Exit


Screen ID: AMS.30
Date modified: YYYY-MM-DD

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
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6. If **Interac® document verification service** is selected:

On the **Document verification** page, AMS.d02, make sure you have the required documentation specified then click on “Next”.



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Document Verification

To verify your identity, you can use *Interac®* document verification service. You will be prompted to take a picture of your government-issued photo identification and of yourself.

You must be 16 years of age or older and have access to a camera enabled mobile device to use this service.

You can use one of the accepted government-issued documents listed below. Ensure it is not damaged or expired and that your picture is clear:

- Canadian Driver's License
- Canadian Passport
- Provincial ID (e.g. B.C. identification card (BCID), Ontario Photo Card etc. No health cards accepted)

You must follow these guidelines:

- Do not use a document that you have reported lost or stolen
- Take a picture of the original document
- Only use a picture of yourself taken in real-time

Other best practices:

- Stay in a well-lit spot, while avoiding glare
- Frame the document as well as possible, no tilt, no rotation
- Avoid any obstruction on the document, like fingers or shadows
- Stay still

If you prefer, you can [receive a CRA security code by mail](#).

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


Next

Exit


Screen ID: AMS.d02

Date modified: YYYY-MM-DD

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If **CRA security code by mail** is selected, you will be directed to **the Verification – current postal code or ZIP code** page, AMS.13, where you will be required to enter your postal code before you can navigate to the **Create – CRA user ID and password** page. (See #7)

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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.

You can also use [Interac® document verification service](#) for immediate access to CRA sign-in services.

Please enter your current postal code or ZIP code below.

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

*** Postal code or ZIP code (required)** 

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

Next

Exit


Screen ID: AMS.13

Date modified: YYYY-MM-DD

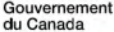
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7. On the **Create – CRA user ID and password** page, CMS.32, enter the user ID and password of your choice then click on “Next”.



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Create—CRA user ID and password

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

- make it easy for you to remember and hard for others to guess;
- do **not** use 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 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)** ⓘ

*** Confirm password (required)** ⓘ

Password checklist

- 8 to 64 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](#).


Next

Exit


Screen ID: CMS.32

Version: YYYY-MM-DD

8. On the **Create – security questions and answers** page, CMS.22, select a question and enter an answer for all 5 security questions then click on “Next”.



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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)*

Question 3 *(required)*

Select

Answer 3 *(required)*

Question 4 *(required)*

Select

Answer 4 *(required)*

Question 5 *(required)*

Select

Answer 5 *(required)*

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


Next

Exit

Screen ID: CMS.22

Date modified: YYYY-MM-DD

9. On the **Review – security questions and answers** page, CMS.b22, review your questions and answers and modify if needed, click on “Next”.



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Review—security questions and answers

Question 1: What was your least favourite food as a child?
Answer 1: MacDonalds

Question 2: What was the name of your first stuffed animal?
Answer 2: Teddy

Question 3: What is your favourite holiday destination?
Answer 3: Jamaica

Question 4: What was the make of your first car?
Answer 4: Subaru

Question 5: What was your favourite game as a child?
Answer 5: Tag


Next

Manage security questions

Screen ID: CMS.b22

Version: YYYY-MM-DD

10. On the **Terms and conditions of use** page, CMS.36, enter your newly created password then click on "I accept".

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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, security questions and answers as well as your passcode grid. This responsibility applies even if you change the user ID, password and security questions and/or answers as well as your passcode grid. 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, security questions and answers, and/or passcode grid 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, changing your security questions and answers and generating a new passcode grid if you wish to use the passcode grid. You must also advise the [Canada Revenue Agency](#) immediately.
3. You agree not to use a CRA user ID, password, and passcode grid for any illegal or improper activities.
4. You agree when adding a telephone number for multi-factor authentication, to use only a telephone that belongs to you.
5. If you are unable to provide a telephone number, you are required to use another option for multi-factor authentication. When using a device (smart phone, tablet, etc.) for the authenticator app option, you agree to only use a device that belongs to you.
6. 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.
7. 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.
8. 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;
 - for operational reasons i.e. including, but not limited to, the use of scripts, web crawlers or screen scrapers;
 - for administrative reasons; or
 - if you fail to abide by the terms and conditions of use.
9. The Canada Revenue Agency has taken all reasonable steps to ensure the security of this website. We have used sophisticated encryption technology and incorporated other procedures to protect your personal information at all times. However, the Internet is a public network and there is the remote possibility of data security violations. In the event of such occurrences, the Canada Revenue Agency is not responsible for any damages you may experience as a result.
10. Without restricting the generality of the foregoing, the Canada Revenue Agency disclaims all liability for any claim in relation to:
 - 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, password and passcode grid; 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.
11. 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: YYYY-MM-DD

If you enrolled for multi-factor authentication (MFA), you will be shown the options below to choose from.

The page displayed after will be based on the selection made. On this page, you will be required to select an option of how you would like to receive the one-time passcode.

Select one of the below:

New MFA enrollment	Telephone + Passcode Grid
Telephone	Telephone + Authenticator app
Passcode Grid	Passcode Grid + Authenticator app
Authenticator app	Telephone, Passcode Grid and Authenticator app

11. On the **Multi-factor authentication – passcode entry** page, AMS.tfa2, enter your one-time passcode then lick on “Next”.

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Multi-factor authentication—passcode entry

The CRA sent you a six digit one-time passcode by Text message to the following telephone number: ***.***.1234.
Enter the passcode below, it will expire after five minutes.

* One-time passcode (required) ⓘ

If you did not receive the one-time passcode, you may request a new one by selecting the link below. The CRA will resend a new passcode to the telephone number you previously selected. This can take a few minutes.

[Request a new one-time passcode ⓘ](#)

If you added more than one telephone number you can also send the one-time passcode to a different number by selecting the link below. You can also change the delivery method by selecting this link.

[Send to a different telephone number or change delivery method](#)

* One-time passcode preference (required)

☒ Ask me to input a one-time passcode each time I sign in using this device (recommended if you are using a public or shared device).

☐ Do not ask me to input a one-time passcode for the next eight hours when I sign in using this device.

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Screen ID: AMS.tfa2

Date modified: YYYY-MM-DD

12. On the **CRA security code entry** page, AMS.a04, enter your CRA security code then click on “Next”.

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CRA security code entry

Your CRA security code was issued on **February 1, 2025**.

If you requested this security code by mail, allow up to 10 days to receive it.

* CRA security code ⓘ

[Redacted Security Code]

You can use the *Interac®* document verification service for immediate full access to CRA sign-in services. Sign out and sign in again to use this option.

[Lost or did not receive your CRA security code?](#)

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

Next Enter CRA Security Code Later

Screen ID: AMS.a04

Date modified: YYYY-MM-DD

If you opted to receive your CRA security code via mail, you will be redirected to the **CRA security code notification – confirmation** page, AMS.a02.

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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](#).

Next Exit

Screen ID: AMS.a02

Date modified: YYYY-MM-DD

Clicking “Next” on both AMS.a04 (*Interac®*) and AMS.a02 (Mail) will redirect you to the **My Account** home page.

- With AMS.a04 (*Interac®*), you will get immediate full access to CRA sign-in services.
- With AMS.a02 (Mail), it will take 5 – 10 days to get the CRA security code to grant you full access to CRA sign-in services.

Obtaining your RepID

Use your credentials to login to the CRA sign-in services.

1. On the [Sign in to your CRA account](#) page, select your sign in option under the **Sign in to your CRA account** section.

Sign in to your CRA account

Sign in with your existing credential:

► Before you sign in

Sign-In Partner

CRA user ID and password

Provincial partner (BC, AB)

or

Register for a CRA account

Register for a CRA account

2. On the **Welcome** page, WEL.01, click on “Add account”.

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Sign out

Help

What's new Security settings Print/Save

Welcome

As of DD month, YYYY

Select an account:

Individual

YOUR NAME
SIN: 123456789

Business

CLIENT NAME FOR 123456789
Business number: 123456789

Select to access all BNs

Representative

YOUR NAME
Rep ID: AA1AA1A

This will only display after you create/add your RepID.

+Add account

Screen ID: WEL.01

Version: YYYY-MM-DD

Select **Representative account** then **Add representative ID** on the **Add account** pop-up screen.

3. On the RAC **Welcome** page, A-RAC.04, click on “Register yourself”.

The screenshot shows the 'Welcome new user' page for the Canada Revenue Agency's 'Represent a client' service. The page header includes the Government of Canada logo and the text 'Canada Revenue Agency Represent a client'. The main heading is 'Welcome new user' with a subtext 'As of DD month, YYYY'. Below this is the section 'Register with Represent a Client' with the instruction: 'To use this service, you must first register as a representative. You can:'. There are two buttons: 'Register your business' and 'Register yourself'. A red arrow points to the 'Register yourself' button. At the bottom, there are links for 'Telephone numbers', 'Terms and conditions for Represent a Client', 'Your suggestions', 'FAQs', and 'Check CRA processing times'. The footer includes 'Terms and conditions', 'Privacy', and the Canada logo.

4. On the **Register yourself as a representative** page, A-RAC.05, click on “Start” under the **Before you begin** section.

The screenshot shows the 'Register yourself as a representative' page for the Canada Revenue Agency's 'Represent a client' service. The page header includes the Government of Canada logo and the text 'Canada Revenue Agency Represent a client'. The main heading is 'Register yourself as a representative' with a subtext 'Help'. Below this is the section 'Before you begin' with the following text: 'To register yourself as a representative, you may wish to enter your personal contact information. You can give this ReplD to any individual, trust or business that wants to authorize you to access their account online. For more information on authorizations, visit [How to give authorization](#). You can give this ReplD to an administrator to be associated to their business or their GroupID. Once associated, you will be able to access the accounts of anyone who has authorized their business or their GroupID.' There is a 'Start' button. Below this are two steps: '1 Enter contact information' and '2 Review and submit'. At the bottom, there are links for 'Telephone numbers', 'Terms and conditions for Represent a Client', 'Your suggestions', 'FAQs', and 'Check CRA processing times'. The footer includes 'Terms and conditions', 'Privacy', and the Canada logo.

5. Under the **Enter contact information** section, you can enter a phone number if you wish, then click “Next”.

The screenshot shows the CRA 'Register yourself as a representative' form. At the top, there is a header with 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' and 'Represent a client' on the left, and a 'Sign out' button on the right. A link '< Welcome new user' is visible below the header. The main heading is 'Register yourself as a representative' with a 'Help' link. The form is divided into two steps: 'Before you begin' (marked with a checkmark) and '1 Enter contact information' (marked with a '1'). Under '1 Enter contact information', there is a 'Name: YOUR NAME' field. Below that are optional fields for 'Phone number' and 'Fax number'. The 'Phone number' field is split into a main number and an 'ext.' field. A red arrow points to the 'Next' button, which is located below the 'Phone number' and 'Fax number' fields. To the left of the 'Next' button is a 'Back' button. Below the 'Next' button is the second step, '2 Review and submit'. At the bottom of the form, there is a footer with links for 'Telephone numbers', 'Your suggestions', 'Check CRA processing times', 'Terms and conditions for Represent a Client', and 'FAQs'. The bottom of the page features the 'Canada' logo and links for 'Terms and conditions' and 'Privacy'.

Government of Canada / Gouvernement du Canada

Canada Revenue Agency / Represent a client

Sign out

< Welcome new user

Register yourself as a representative

Help

Before you begin

1 Enter contact information

Name: YOUR NAME

Phone number (Optional)

ext.

Fax number (Optional)

Back Next

2 Review and submit

Screen ID: A-RAC.05

Version: YYYY-MM-DD

Telephone numbers / Your suggestions / Check CRA processing times

Terms and conditions for Represent a Client / FAQs

Terms and conditions / Privacy

Canada

6. Under the **Review and submit** section, select (✓) the **Confirmation** checkbox then click on "Submit".

The screenshot shows the 'Register yourself as a representative' page on the Canada Revenue Agency website. The page is in French/English and includes a header with the CRA logo and navigation links. The main heading is 'Register yourself as a representative' with a 'Help' link. A progress bar indicates three steps: 'Before you begin', 'Enter contact information', and '2 Review and submit'. Below the progress bar, a note states 'Fields marked with an asterisk (*) are required.' The 'Contact information' section contains three fields: 'Name:' with the value 'YOUR NAME', 'Phone number:' with '819-555-1111', and 'Fax number' with '819-555-2222'. An 'Edit' link is next to these fields. The 'Confirmation' section has a checked checkbox and the text: 'I agree that the above information will be displayed online to: anyone trying to authorize me; clients when they authorize me, and/or any administrator associating my RepID to a business or GroupID.' At the bottom of this section are 'Back' and 'Submit' buttons. A red arrow points to the 'Submit' button. The footer includes 'Screen ID: A-RAC.05', 'Version: YYYY-MM-DD', and a navigation bar with links for 'Telephone numbers', 'Your suggestions', 'Check CRA processing times', 'Terms and conditions for Represent a Client', and 'FAQs'. The Canada logo is in the bottom right corner.

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Canada Revenue Agency / Représenter un client

Franglais

Sign out

< Welcome new user

Register yourself as a representative

Help

Before you begin

Enter contact information

2 Review and submit

Fields marked with an asterisk (*) are required.

Contact information [Edit](#)

Name: YOUR NAME

Phone number: 819-555-1111

Fax number 819-555-2222

Confirmation

☒ I agree that the above information will be displayed online to

- anyone trying to authorize me;
- clients when they authorize me, and/or
- any administrator associating my RepID to a business or GroupID.

Back Submit

Screen ID: A-RAC.05

Version: YYYY-MM-DD

Telephone numbers Your suggestions Check CRA processing times

Terms and conditions for Represent a Client FAQs

Terms and conditions Privacy

Canada

Your RepID will be displayed on the **Register yourself as a representative – Confirmation** page, A-RAC.07. You can click on “Continue to Overview” to go to the RAC homepage.

The screenshot displays the 'Register yourself as a representative - Confirmation' page. At the top, there is a header with the Government of Canada logo and the text 'Government of Canada' and 'Gouvernement du Canada'. Below this is a dark blue navigation bar with 'Canada Revenue Agency' and 'Represent a client' on the left, and a 'Sign out' button on the right. A breadcrumb link '< Overview' is visible below the navigation bar. The main content area has a title 'Register yourself as a representative - Confirmation' with a 'Help' icon. Below the title is a date placeholder 'As of DD month, YYYY' and a 'Print/Save' link. A green checkmark icon precedes the word 'Success'. The text states: 'Your registration is complete. Your RepID is AB1CD23.' Below this is a section titled 'Contact information' containing a table with the following details:

Name:	YOUR NAME
Phone number:	613-555-1111
Fax number:	613-555-2222

Below the table is a 'Continue to Overview' button. At the bottom of the main content area, it shows 'Screen ID: A-RAC.07' and 'Version: YYYY-MM-DD'. The footer contains links for 'Telephone numbers', 'Your suggestions', 'Check CRA processing times', 'Terms and conditions for Represent a Client', and 'FAQs'. The bottom right corner features the 'Canada' logo.

You have now your RepID. Please write or save it somewhere safe and do not share it with anyone.