



## Charities and giving - What's new

### The CRA is making it easier to access its digital services

**A new way for your authorized representatives to get immediate access to CRA sign-in services is now available.**

Have you heard? The Canada Revenue Agency (CRA) has introduced a new identity validation option, known as the [document verification service](#), to make it easier for your organization's [authorized representatives](#) to register for digital services including [My Account](#), [My Business Account \(MyBA\)](#) and [Represent a client](#). Using a government-issued photo identification (ID), such as a passport or driver's licence, an authorized representative can quickly validate their identity to get immediate access to their online CRA account.

Currently, the registration process requires individuals to request a CRA security code by mail, which can take up to 10 business days. With the new identity validation option, authorized representatives are able to get immediate access to their account without having to wait for their code in the mail. There is still, however, the option to request a CRA security code by mail.

The CRA's digital services allow charities to easily file their annual information return, update their personal information, and check the status of requests submitted to the CRA. These services can help provide access to important information, and speed up the filing process. By giving charities self-serve options to manage their affairs online, they can avoid having to call or potential delays as their annual filing deadline approaches.

To use this new identity validation option, the user must be 16 years of age or older and have a camera-enabled mobile device that will allow them to take a photo of their government-issued ID. Only the following pieces of identification are currently being accepted:

- Canadian passport
- Canadian driver's licence

- Provincial/Territorial ID card

When registering for digital services, authorized representatives will also need to provide their social insurance number (SIN), date of birth, and information from their most recently assessed tax return from either the current or previous year.

The protection of personal information is a priority for the CRA and we want to assure Canadians that this new identity validation option is safe and secure.

### **We're here to help**

To reach us, please [contact the Charities Directorate's](#) client service team at 1-800-267-2384. Our representatives are available to help you Monday through Friday, from 9 am to 5 pm, local time.



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For telephone, fax, and TTY (teletypewriter) numbers, go to [Contact the Charities Directorate](#).

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