



FOR OUR BUSINESS CLIENTS · JULY 2026

# Your CRA mail has moved online

The CRA now posts most business notices to an online account — and a notice counts as delivered the moment it's posted, read or not. Here's how to get set up — with us a phone call away if you get stuck.

## ☂ The good news

The fix is a one-time setup called **My Business Account**. Once it's done — and once you've confirmed our firm as your representative — **we watch your CRA mail for you**, so nothing slips by. Set it up once, then forget about it.

## 1 What you'll need

- ✓ **Your SIN** and date of birth — you register as yourself first, then add the business.
- ✓ **Your most recent tax return** — the CRA asks you to confirm amounts from it. If we prepared it, call and we'll give you the numbers.
- ✓ **Your 9-digit business number** — don't know it? We have it on file.
- ✓ **Your cell phone and government photo ID** — for instant identity verification and sign-in codes.

## 2 Set up your account — about 15 minutes

- 1 Start at the CRA's registration page:  
→ **Register for a CRA account**  
[canada.ca/en/revenue-agency/services/e-services/cra-login-services/register-cra-sign-in-services.html](https://canada.ca/en/revenue-agency/services/e-services/cra-login-services/register-cra-sign-in-services.html)
- 2 Create your sign-in — username, password, security questions. **Write them down and keep them somewhere safe**; there's no easy "forgot password" recovery.
- 3 Verify your identity. **Fastest: the document verification option** — photograph your ID with your phone for full access immediately. (The alternative is a code mailed within 10 business days.)
- 4 Set up the security step — the CRA texts your phone a code each time you sign in.
- 5 Open **My Business Account** and enter your business number to connect your business:  
→ **Sign in to your CRA account**  
[canada.ca/en/revenue-agency/services/e-services/cra-login-services.html](https://canada.ca/en/revenue-agency/services/e-services/cra-login-services.html)

### 3 The important part: authorize us

- 6 **Then call us.** We'll send our representative authorization request electronically – usually the same day. That's the step that lets us watch your CRA mail and deal with the CRA for you.
- 7 **Confirm us in your account.** Sign in to My Business Account and look for "**Confirm pending authorizations**" (under Authorized representatives on your overview page). Check the request is from **S. Sian & Co. Inc.**, then press Confirm. **Do it within 10 business days** – unconfirmed requests expire and we have to start over.

### 4 What changes for you afterward



#### We call you – same as always

Once authorized, we watch what the CRA sends. If something needs you, we phone. You never have to check the account yourself.



#### Your login stays yours

We never see or keep your password. As your representative, we have our own secure CRA access – your account is yours alone.

### 5 One caution: scammers

The real CRA **never** demands gift cards, crypto, or e-transfers to a person – and never threatens arrest by phone. If a call feels wrong, **hang up and call us – we'll tell you in two minutes if it's real.**

### Stuck at any step? Come in – we'll finish it together

An error, a verification that won't go through, or it just feels like a lot? **Call 604-322-7100** – bring your phone and photo ID and we'll complete the setup with you. **15–20 minutes, no charge, in English, Punjabi, or Hindi.**