

## How to confirm a new representative using My Business Account

Follow these steps to confirm a new authorized representative or to accept changes to the authorization level of an existing representative using the new “Confirm my Representative” service.

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1. **The first step is to make sure you have My Business Account. If you haven't used these services before, you will need to register for an account. You can check out the video below for step-by-step instructions on how to register. The transcript from the video is available below the video**
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- [How to Register for My Business Account](#)
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### Transcript from the video:

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- To get started, go to [www.canada.ca/my-cra-business-account](http://www.canada.ca/my-cra-business-account) and select "CRA register".
- To validate your identity, enter your social insurance number.
- Next, enter your postal code or zip code, date of birth, and an amount you entered on one of your income tax and benefit returns from the current tax year, or the previous one.
- Then select a delivery method for a CRA security code, which is required to gain full access to My Business Account.
- Depending on the delivery method you have chosen, you will be asked to confirm your current postal code or zip code, or enter your email address.

### **The next step will be to create a CRA user ID and password.**

- Then, select and answer five security questions.
- Review and agree to the terms and conditions of use by entering your password and selecting "I agree".
- If you have chosen to have a CRA security code issued via email, you will now be asked to contact the CRA.
- Registration is now complete until you receive your code. Once you do, log in and enter it.
- Review and agree to the My Business Account terms and conditions of use.
- Then provide your Business number.
- You will now have full access to My Business Account.

**Keep in mind that registration may take several days.**

Once registered, we recommend you enable email notifications to make sure you are notified when you receive a new authorization request. Email notifications let you know when you have mail to view in your account, and when important changes have been made to your account. Find out more about how to enable email notifications as a [business](#).

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2. The next step involves your representative. They will need to sign in to Represent a Client to submit a new authorization request. When submitting this request, they will need to include a certification page signed by you or your delegated authority to complete the request. *Yes, we will send you a page!*
  3. Once they have submitted a request, and if you have enabled email notifications, you will be notified by email that someone has requested access to your account. You must then sign in to [My Business Account](#), where you can review your pending authorization request in the Authorized Representatives section of your account. You can then confirm or deny the request with the click of a button.
  4. **You must confirm or deny the authorization request within ten business days, or the request will be cancelled and your representative will need to submit a new one.**
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## About My Business Account

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- What is My Business Account?
- Who can use My Business Account services?
- What can I do on My Business Account?

### 1. What is My Business Account?

My Business Account is a secure online portal that provides an opportunity to interact electronically with Canada Revenue Agency (CRA) on various business accounts. Business accounts include GST/HST, payroll, corporation income taxes, excise taxes, excise duties, and more.

My Business Account is:

- **Convenient** – 21 hours a day, 7 days a week (see [Hours of service](#)).
- **Easy to use** – After registering, simply log in with your CRA user ID and password.
- **Fast** – Up-to-the-minute information and transactions processed immediately.
- **Secure** – The CRA user ID and password are used as part of the [security](#).

## 2. Who can use My Business Account services?

Business owners (including partners, directors, and officers) can use My Business Account; while authorized representatives (including accountants and employees) can access these services through Represent a Client.

## 3. What can I do on My Business Account?

My Business Account offers a variety of online services for businesses. To view a list of the services available for businesses, go to: [What can I do on My Business Account?](#)