



EFILER Association of Canada / Association de TED du Canada

(A federally registered non-profit corporation)

EFILERS Guide to the CRA Online Mail Service

Online Mail is a service that allows your clients to receive some of their correspondence from the CRA online (rather than by regular paper based mail).

In 2015 a new field was added to the T1 return and T183 to register clients for online delivery of CRA correspondence. The information is submitted when efilings the client's tax return (this process registers your client for Online Mail).

Your client will then receive an email when their notice of assessment or reassessment is available within the My Account portal (note: your client must sign into the My Account portal to see the notice of assessment).

What type of correspondence can be sent via Online Mail to individuals?

Notices of Assessment and Reassessment. The CRA intends to broaden the list over time.

How an EFILER registers their clients.

As an EFILER you can register your clients for Online Mail when you efile their tax return.

A new field has been added on page 1 of the T1 Return and in the T183 Form to include a client's personal email address. Your client signing the T183 form (and including a personal email address on the form) authorizes you to sign your client up for Online Mail.

Viewing Online Mail

My Account is the only place for individuals to view Online Mail. To view Online Mail:

- your client must log in to My Account at www.cra.gc.ca/myaccount;

- access Notices of Assessment or Reassessment from the "Welcome Page". On that page, they can view and also print correspondence items;
- to update an email address or cancel online mail, select "Manage online mail".

How does your client know they have new info to read online?

An email notification will be sent to your client's personal email address when new mail is available to view online.

Your clients will receive an email from the CRA to confirm the email address.

Once registered, the CRA will send a registration confirmation email to the address provided by your client. The CRA will also stop printing and mailing correspondence to your client (note: only for letters available through Online Mail).

Your client should receive a confirmation email within 8 business days after their tax return is efiled.

How to view a detailed notice of assessment when I log in to My Account.

To view a detailed notice of assessment and to access more services, your client must enter the CRA security code that was sent by paper mail when they registered for My Account.

What if my client needs a paper copy of the notice of assessment?

Client can log in to My Account, go to the notice of assessment and print it. If your client needs access to a detailed notice of assessment (or reassessment) they will need to enter the CRA security code that was sent by paper mail when your client registered for My Account. ★