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## Interactive Voice Responses (IVR) Shortcuts (January 2025)

### Individual Income Tax Enquiries IVR Navigation Shortcuts

1-800-959-8281

#### eServices

- MyAccount Registration - **Path:** Language Selection, then 1, 1, 1
- MyAccount Lockout - **Path:** Language Selection, then 1, 2, 1
- All other Online Services - **Path:** Language Section, then 1, 3, 1 (projected to start in January 2024)

#### Forms & Publications

- Income Statement - **Path:** Language Selection, then 2, 1, 1
- Remittance Voucher - **Path:** Language Selection, then 2, 2, 1
- Other Forms and Publications - **Path:** Language Selection, then 2, 3, 1

#### Registered Plans

- Personalized RRSP information - **Path:** Language selection, then 3, 1, 1, 1
- Other RRSP Information - **Path:** Language Selection, then 3, 1, 2, 1
- HPB Balance - **Path:** Language Selection, then 3, 2, 1, 1
- Other HBP Information - **Path:** Language Selection, then 3, 2, 2, 1
- Personalized TFSA Information - **Path:** Language Selection, then 3, 3, 1, 1
- Other TSFA Information - **Path:** Language Selection, then 3, 3, 2, 1
- Other Plans - **Path:** Language Selection, then 3, 4, 1

#### Account Balance & Tax Returns

- Account Balance - **Path:** Language Selection, then 4, 1, 1, 1
- How to make a payment - **Path:** Language Selection, then 4, 1, 2, 1
- Misallocated payments - **Path:** Language Selection, then 4, 1, 3,
- Income Tax Refund - **Path:** Language Selection, then 4, 2, 1
- How to file a Tax Return - **Path:** Language Selection, then 4, 3, 1
- How to Change Tax Return - **Path:** Language Selection, then 4, 4, 1
- Other Tax Return Enquires - **Path:** Language Selection, then 4, 5, 1

#### Estates and Trusts, Update Personal Information & Other Enquiries

- Suspected Identity Theft - **Path:** Language Selection, then 5, 1, 1
- Update Personal Information (Ex. Address Change or Direct Deposit) - **Path:** Language Selection, then 5, 2, 1
- Estates and Trusts - **Path:** Language Selection, then 5, 3, 1
- All other enquiries - **Path:** Language Selection, then 5, 4, 1

Note: Mondays, Tuesdays, and Wednesdays are the highest call volume days to the CRA.  
Thursdays and Fridays are lower call volume days.



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**Benefit Enquiries IVR Navigation Shortcuts**

**1-800-387-1193**

**Canada Child Benefit**

- CCB Self Service - **Path:** Language Selection, then 1, 1, 1
- Eligibility - **Path:** Language Selection then, 1, 2, 1, 1
- Application - **Path:** Language Selection, then 1, 2, 2, 1
- Post-Application - **Path:** Language Selection then, 1, 2, 3, 1
- Impacts to Payment - **Path:** Language Selection, then 1, 2, 4, 1
- Child Disability - **Path:** Language Selection, then 1, 2, 5, 1

**GST/HST Credit or Canada Carbon Rebate**

- GST/HST Self Service - **Path:** Language Selection, then 2, 1, 1
- GST/HST Application/Eligibility - **Path:** Language Selection, then 2, 2, 1, 1
- CCR Application/Eligibility - **Path:** Language Selection, then 2, 2, 2, 1
- Impacts to Payment – **Path:** Language Selection, then 2, 2, 3, 1

**MyAccount Issues**

- MyAccount Registration and Information - **Path:** Language Selection, then 3, 1, 1
- MyAccount Lockout - **Path:** Language Selection, then 3, 2, 1
- All other online services enquiries - **Path:** Language Selection, then 3, 0, 1

**Business IVR Navigation Shortcuts**

**1-800-959-5525**

**Online Services**

- My Business Account Lockout or Registration - **Path:** Language Section, then 1, 1, 1
- All other Online Services - **Path:** Language Section, then 1, 2, 1

**Business Number**

- Business Number Registration - **Path:** Language Selection, then 2, 1, 1
- Business Account Update - **Path:** Language Selection, then 2, 2, 1
- GST/HST RT Account - **Path:** Language Section, then 2, 2, 1, 1
- Payroll Deductions RP Account - **Path:** Language Section, then 2, 2, 2, 1
- Corporate Income Tax RC Account - **Path:** Language Section, then 2, 2, 3, 1

**Payroll Deductions Accounts**

- Taxable Benefits - **Path:** Language Selection, then 3, 1, 1
- Other Payroll Enquiries - **Path:** Language Selection, then 3, 2, 1

**GST/HST Accounts**

- GST/HST Queries - **Path:** Language selection, then 4, 1

**Corporate & Self-Employed**

- Self-Employed Business Accounts - **Path:** Language selection, then 5, 1, 1
- Corporation Income Tax Accounts - **Path:** Language selection, then 5, 2, 1
- Canada Carbon Rebate for Small Business – **Path:** Language selection, then 5, 2, 1