CRA IVR Navigation Shortcuts sheet

Individual Income Tax Enquiries
1-800-959-8281

MyAccount Issues
- MyAccount Lockout - **Path:** Language selection, then 1, 1, 1 or 0 for survey
- MyAccount Registration - **Path:** Language selection, then 1, 2, 1 or 0 for survey

Forms & Publications
- Income Statement - **Path:** Language selection, then 2, 1, 1 or 0 for survey
- Remittance Voucher - **Path:** Language selection, then 2, 2, 1 or 0 for survey
- Other Forms and Publications - **Path:** Language selection, then 2, 3, 1 or 0 for survey

Registered Plans
- Personalized RRSP information - **Path:** Language selection, then 3, 1, 1, 1 or 0 for survey
- Other RRSP Information - **Path:** Language selection, then 3, 1, 2, 1 or 0 for survey
- HPB Balance - **Path:** Language selection, then 3, 2, 1, 1 or 0 for survey
- Other HBP Information - **Path:** Language selection, then 3, 2, 2, 1 or 0 for survey
- Personalized TFSA Information - **Path:** Language selection, then 3, 3, 1, 1 or 0 for survey
- Other TSFA Information - **Path:** Language selection, then 3, 3, 2, 1 or 0 for survey
- Other Plans - **Path:** Language selection, then 3, 4, 1 or 0 for survey

Account Balance & More
- Account Balance - **Path:** Language selection, then 4, 1, 1, 1 or 0 for survey
- How to make a payment - **Path:** Language selection, then 4, 1, 2, 1 or 0 for survey
- Misallocated payments - **Path:** Language selection, then 4, 1, 3, 1 or 0 for survey
- Info on Refund - **Path:** Language selection, then 4, 2, 1 or 0 for survey
- How to file a Tax Return - **Path:** Language selection, then 4, 3, 1 or 0 for survey
- How to Change Tax Return - **Path:** Language selection, then 4, 4, 1 or 0 for survey
- Other Tax Return Enquires - **Path:** Language selection, then 4, 5, 1 or 0 for survey

Other Enquiries
- Change of Address - **Path:** Language selection, then 5, 1, 1 or 0 for survey
- Direct Deposit - **Path:** Language selection, then 5, 2, 1 or 0 for survey
- Trust Account - **Path:** Language selection, then 5, 3, 1 or 0 for survey
- Other Enquiries - **Path:** Language selection, then 5, 4, 1 or 0 for survey

*survey: press 1 to accept, press 0 to decline

April 2019
CRA IVR Navigation Shortcuts sheet

Business Enquiries
1-800-959-5525

My Business Account Issues
- My Business Account Lockout - **Path:** Language selection, then 1, 1, 1 or 0 for survey
- My Business Account Registration - **Path:** Language selection, then 1, 2, 1 or 0 for survey

Business Number
- Business Number Registration - **Path:** Language selection, then 2, 1, 1 or 0 for survey
- Business Account Update - **Path:** Language selection, then 2, 2, 1 or 0 for survey
- GST/HST RT Account - **Path:** Language selection, then 2, 2, 1, 1 or 0 for survey
- Payroll Deductions RP Account - **Path:** Language selection, then 2, 2, 2, 1 or 0 for survey
- Corporate Income Tax RC Account - **Path:** Language selection, then 2, 2, 3, 1 or 0 for survey

Payroll Deductions Accounts
- Taxable Benefits - **Path:** Language selection, then 3, 1, 1 or 0 for survey
- Other Payroll Deductions - **Path:** Language selection, then 3, 2, 1 or 0 for survey

GST/HST Accounts
- GST/HST Queries - **Path:** Language selection, then 4, 1 or 0 for survey

Corporate & Self-Employed
- Self-Employed Business Accounts - **Path:** Language selection, then 5, 1, 1 or 0 for survey
- Corporation Income Tax Accounts - **Path:** Language selection, then 5, 2, 1 or 0 for survey
- Other Enquiries - **Path:** Language selection, then 6, 1 or 0 for survey

*survey: press 1 to accept, press 0 to decline*