

About This Guide

This guide walks non-resident clients through two tasks: (1) setting up a CRA account to access your non-resident tax information online, and (2) authorizing HW Partners to act as your representative so we can manage your Canadian tax obligations on your behalf.

What you'll need — A Canadian tax identification number: either a Social Insurance Number (SIN) if you have previously worked in Canada, an Individual Tax Number (ITN) if you have filed a Canadian return but are not eligible for a SIN, or a Temporary Tax Number (TTN) if assigned. If you have none of these, contact HW Partners before proceeding — we can help you apply for an ITN using Form T1261.

PART 1 | Set Up Your CRA Account

1 Go to the CRA sign-in page

Visit canada.ca/cra-login and click Register.

2 Choose your sign-in method

Select Sign-In Partner to use your Canadian online banking credentials (if applicable), or choose CRA User ID and Password to create a new government login. Most non-residents without a Canadian bank account will use CRA User ID and Password.

3 Enter your identification details

Provide your Canadian tax number (SIN, ITN, or TTN), date of birth, and current postal code or country of residence. If you have filed a Canadian return in the last two years, you will also be asked to confirm amounts from that return.

4 Set up multi-factor authentication (MFA)

You will be prompted to add at least one MFA method for security. Options include an authenticator app, a one-time code by email, or a passcode grid sent by mail. Complete the setup to proceed.

5 Access your CRA account

Once verified, you will land on the CRA Welcome page. Select your Individual account to access My Account. The CRA portal also includes online access to non-resident withholding tax accounts, where you can view balances, make payments, and update contact and representative information directly online.

6 Enable email notifications (recommended)

In your CRA account, go to Profile and turn on email notifications so you are alerted when HW Partners submits an authorization request on your behalf.

No Canadian tax number yet? If you do not have a SIN, ITN, or TTN, you cannot register online. Please contact HW Partners — we will assist you in applying for an ITN (Form T1261) before proceeding with CRA account registration.

PART 2 | Link Your Non-Resident Tax Account

Once your CRA account is set up, you need to link your existing non-resident tax account (NR number) to your CRA account. This gives you online access to the Non-Resident Withholding Tax portal.

1 Return to the Welcome page

Sign in to your CRA account at canada.ca/cra-login and go to the main Welcome page.

2 Select Add account

Click Add account and select Non-resident tax account from the list.

3 Enter your NR account number

Enter your 9-character non-resident tax account number (format: NRX123456). If you are unsure of your NR number, contact HW Partners and we can assist.

4 Access the portal

After confirmation, return to the Welcome page and select your Non-resident tax account to open the Non-Resident Withholding Tax portal. From here you can view balances, manage payments, update contact details, and manage representatives.

PART 3

Authorize HW Partners as Your Representative

HW Partners Business Number (BN): 862584489 — you will need this in Step 3 below.

1 Sign in to your CRA account

Go to canada.ca/cra-login and sign in using the method you registered with.

2 Navigate to your non-resident tax account

From the Welcome page, select your Non-resident tax account. Then select Profile from the left-side navigation menu.

3 Add HW Partners as a representative

In the Authorized representative(s) section, click + Add. Read the Before you begin information and select Start. Enter HW Partners' Business Number (BN): 862584489, click Search to confirm the details, then click Next.

4 Set the authorization level

Select Level 2 for online access, set an expiry date or leave blank, then click Next.

5 Review and submit

Review the details, check the confirmation box, and click Submit. HW Partners will be authorized immediately.

Prefer to authorize by mail? If you are unable to register online, you can complete Form AUT-01, Authorize a Representative for Offline Access, and mail it to the CRA. Contact HW Partners and we will provide the form and mailing instructions.

Authorization Levels at a Glance

Level	Capabilities
1	View your non-resident tax account information only (read-only). Assigned by default if no level is specified.
2	Level 1 + request limited changes to your account. Your representative cannot change your direct deposit information or authorize/cancel other representatives.