



SPECIAL NOTICE

CALIFORNIA DEPARTMENT
OF TAX AND FEE
ADMINISTRATION
450 N Street
Sacramento, CA 95814

GAVIN NEWSOM
Governor

YOLANDA RICHARDSON
Secretary
Government Operations Agency

NICOLAS MADUROS
Director

CDTFA WEBSITE
www.cdtfa.ca.gov

CUSTOMER SERVICE CENTER
1-800-400-7115
CRS
711

Login Information for the New Online Services System Effective November 9, 2020

Beginning on November 9, 2020, all tax and fee accounts will be included in our new online services system. For a list of tax and fee programs transitioning to the new system in November, please see special notice, [L-744](#), *Our New Online Services System Expands to Include All Tax and Fee Programs*.

If you already have a username and password to login and file your return for a sales and use tax or other account type in our new online services system, no additional action is required. You will be able to view all of your account(s) in the new system on November 9, 2020.

If you need to create a username and password in our new online services system, here are some important details about obtaining access to your accounts.

Signing Up

If you don't have a username and password in the new system, you will need to create one. Follow the steps below to set up a username and password when the system goes live on November 9, 2020:

1. Go to www.cdtfa.ca.gov.
2. Click the *Login* button.
3. Click on *Sign Up Now*.
4. Select *I am the owner of the business*.
5. Enter or request a security code.
 - If you request a security code, please allow 7-10 business days for the code to be delivered to your business mailing address.
6. Return to www.cdtfa.ca.gov with your security code and repeat the steps above to create a username and password.

Third Party Access

- Your third party representative (tax preparer/CPA, representative, employee, other) will also need to set up a new username and password to access your account(s) in the new system on November 9, 2020, (unless they have already created one to access a sales and use tax or certain special tax or fee account types).
- To grant access to your third party, you will need to either:
 - Provide your representative with your security code (described above) to access your account, or
 - Approve or modify the request initiated by your third party through the new online services system, by signing in with your username and password.
 - If you have not received a security code, one will be mailed to you when your representative requests third party online access. Please allow 7-10 business days for the code to be delivered to your business mailing address.

The approval of any online access requests will allow your third party representative to view your account including payments, returns filed, addresses, and all other account-related information. Third party viewing capability pertains only to your account and does not allow for viewing of personal or ownership information.

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Update Your Email Address

Please add or confirm your email addresses with us at STFRegUpdates@cdtfa.ca.gov.

For More Information

For video tutorials on these topics and more information on the upcoming changes, please see our [online services](#) page or call our Customer Service Center at 1-800-400-7115 (CRS:711). Customer service representatives are available Monday through Friday, 8:00 a.m. to 5:00 p.m. (Pacific time), except state holidays.