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FAQ – FT12024-001 – Decommission of the CRA’s authorization service in EFILE software for individuals (T1)

Question

Is it possible to submit an authorization request with T1 EFILE software?

Environment

Personal Taxprep 2024 v.1.0 to v.5.0

CCH iFirm Taxprep T1 2024 v.1.0 to v.5.0

Cantax T1 2024 v.100 to v.120

Answer

Effective July 15, 2025, all authorization requests for **individuals (T1)** submitted through EFILE software will be rejected by the CRA. This was communicated by the CRA to the tax preparation community through the [EFILE news and program updates](#) on March 6, 2025.

The CRA will return **error message T864**:

We cannot proceed with this request. The Authorize a Representative service in EFILE software is no longer available for clients that are individuals. As a result, you will need to use Represent a Client to obtain access. For more information, refer to the message dated March 6, 2025, posted on the EFILE news and program updates page.

It is important to note that authorization requests for **businesses** submitted through EFILE T2 software are not impacted by this change.

Additional Information

N/A

