



# SPECIAL NOTICE

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

**GAVIN NEWSOM**  
Governor

**MARYBEL BATJER**  
Secretary  
Government Operations Agency

**NICOLAS MADUROS**  
Director

CDTFA WEBSITE  
[www.cdtfa.ca.gov](http://www.cdtfa.ca.gov)

CUSTOMER SERVICE CENTER  
1-800-400-7115

CRS  
711

## Login Information for the New Online Services System Effective August 12, 2019

The California Department of Tax and Fee Administration (CDTFA) is expanding its online services. Last year, the CDTFA included several tax and fee types into the new system including Sales and Use Tax. Beginning on August 12, 2019, additional special tax and fee accounts will be included in the new online system. For a list of tax and fee programs that will be moved, please see special notice, [L-598](#), *California Department of Tax and Fee Administration (CDTFA) Expands New Online System*.

If you already have a *Username* and *Password* to login and file your return for a Sales and Use Tax, eWaste, and/or Tire Fee account, no additional action is required as you will be able to view the accounts being included in the new system on and after August 12, 2019.

Below are some important details about accessing your account in the new online system when it goes live on August 12, 2019.

### Logging In

- To access your account, you need to set up a new *Username* and *Password*.
- When the system goes live on August 12, 2019, go to [www.cdtfa.ca.gov](http://www.cdtfa.ca.gov).
  1. Click the *Login* button.
  2. Click on *Sign Up Now*.
  3. You will be prompted to enter or request a security code.
  4. If you request a security code, please allow seven to ten (7-10) business days for the code to be delivered to your business mailing address.
- Once you receive your security code, you will return to [www.cdtfa.ca.gov](http://www.cdtfa.ca.gov) and repeat the steps above to set up a new *Username* and *Password* and access your account.

### Third Party Access

- Your third party representative (tax preparer/CPA, representative, employee, other) will also need to set up a new *Username* and *Password* (unless they have already created one to access Sales and Use Tax, eWaste or Tire Fee accounts), *and* request online access to your account(s) entering the new system on August 12, 2019.
- You will need to:
  - Provide your representative with your security code (described above) to access your account, or
  - Approve/modify a request initiated by your third party through the new online services system.
- If you have not received a security code, one will be mailed to you upon submission of your representative's request for third party online access. Please allow seven to ten (7-10) business days for the code to be delivered to your business mailing address.

**Please note:** Approval of any online access requests will provide your third party representative with viewing capabilities to your account and limited account maintenance. This capability allows for viewing of payments, returns filed, addresses, and all other account-related information. 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](mailto:STFRegUpdates@cdtfa.ca.gov).

**For More Information**

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