



# CANADA DIGITAL ADOPTION PROGRAM

## ANNEX A | TROUBLESHOOTING TIPS TO CONFIRM ELIGIBILITY

### JOURNEY THROUGH CDAP

If you are experiencing issues when confirming your business eligibility, please consider the following:

- A Business Number (BN) is a **9-digit number** issued by the Canada Revenue Agency (CRA). You can find your BN on your business tax return.
- Make sure to provide your **legal business name**, spelled as it appears on your CRA Notice of Assessment (NOA). For example, make sure you are not omitting the period at the end of “Inc.”.
- Make sure you are using your **My Business Account credentials** to log into the CRA, not your personal CRA credentials.
- **You must be a Director of a Canadian corporation** to log into your CRA My Business Account and share business details from the CRA with CDAP. You can find the members of your Board of Directors in the articles of incorporation of your business. \*

If you receive an error message on the CRA Sign in page, please contact the CRA directly at 1-800-959-5525 and reference the specific error code that you see on your screen.

\* If you are not a Director, you will need to select “no” to the question “Are you a director of a Canadian corporation?” and select continue to trigger the delegate authorization process. Refer to our “Authorized delegate application process” guide to learn more about this process.

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### Canada Digital Adoption Program - Stream 2

Change Language | Sign Out

Return to main page

1 Confirm eligibility | 2 Complete your application | 3 Sign grant agreement | 4 Provide banking details

#### Apply to the Canada Digital Adoption Program (CDAP)

The first step to apply to the program is to verify your business number to confirm your eligibility.

\* Indicates a required field

Business number\*

Business name\*

Are you a director of a Canadian corporation?  Yes  No

Continue | Cancel