

# After linking your business account in the portal, you can now delegate access

Step 1 will only be required if an importer has not previously transacted business with the CBSA.

## CREATE INDIVIDUAL USER PORTAL ACCOUNT

Go to the [Government of Canada website](#).

Login to the CARM Client Portal via your [GC Key](#) or [Sign-In Partner](#); Each user requires their own GCKey, you can apply for a GCKey directly through the Portal.

Create your personal profile.

## GRANT ACCESS TO EMPLOYEES OR REPRESENTATIVES

Navigate to the [Delegation of Authority page](#) on the portal and select the appropriate access type for each employee or representative you wish to delegate access to. Assign the employee a user role. Only the BAM (Business Account Managers or PAM (Program Account Manager) can approve users. The BAM must approve PAM. The employee or representative must have already created an individual user portal account and requested access.

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### OBTAIN BUSINESS NUMBER AND RM

Follow the current process to **obtain a Business Number (BN) and program account identifier (RM number)** through the [Canada Revenue Agency \(CRA\)](#)

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### LINK USER ACCOUNT WITH BUSINESS ACCOUNT

To set up your business account, you must link your user account to your company's business in the portal.

**The company's Business Account Manager must complete this process.** The following information will be required for setup:

- Legal entity name and full address
- Affinity question information (e.g., transaction number and associated duties and taxes, last payment amount and last statement of account balance)

The person that does the initial registration automatically defaults to the first Business Account Manager. This person will have the authority to grant access to employees and representatives.

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### USE THE CARM CLIENT PORTAL AND CONDUCT BUSINESS WITH THE CBSA

You are now set up to use the **CARM Client Portal** (e.g. request a ruling, view transaction history, view statement of account, use self-service tools)

CBSA clients will be able to:

- Create and manage their accounts on the CARM Client Portal
- Classify goods and estimate duties and taxes
- Make secure payments online via the portal
- Delegate access to their service providers
- Submit rulings requests and track their progress

# Key steps to delegate access to a business account

The Delegation of Authority does not negate the need to have a General Agency Agreement (GAA).

The Delegation of Authority starts with someone asking to be given access to a business:

- It may be an employee asking their Business Account Manager to grant them authority, or a Customs Broker or other service provider Business Account Manager asking an importer to grant them access
- However, it does not start with the person granting authority

