



## Individual: MyFTB Account – Register

MyFTB provides you with 24/7 online access to your tax account information and online services. Some of the available features on MyFTB:

- You can view your:
  - Estimated payments and credits before filing your return.
  - Account details.
  - Images of notices and correspondence.
- File a Power of Attorney (POA) declaration.
- Authorize **Full Online Account Access** for your tax professional representative(s).
- Update your contact information.

### To register for or activate your MyFTB Individual account:

- Go to [www.ftb.ca.gov](http://www.ftb.ca.gov).
- Select **Account** in the **Global Navigation Menu** (blue ribbon that runs across the top of the **MyFTB Account** page).
- Follow the steps below.

### Steps

#### Step 1: Register or Activate MyFTB Individual Account

- I want to register for a MyFTB Individual account.
  - [Continue to Step 2.](#)

**Note:** To create your MyFTB Individual account, you will need:

- A valid email address.
- Your Social Security Number (SSN).
- Your mailing address.

**Note:** If you moved since you filed your last tax return, call us to update your mailing address before you register for a MyFTB account, 800.852.5711.

- Information from a filed California tax return for one of the last five tax years.
- I received my Personal Identification Number (PIN) in the mail and want to activate my MyFTB Individual account.

- [Skip to Step 8.](#)

## Step 2: Access Create a MyFTB Account Page

- From the **MyFTB account** page, select the:
  - **Create an account** button on the **left navigation menu**, or
  - **Create an account** link located in the **MyFTB login** section.

## Step 3: Enter Account Registration Information

**Note:** Fields with a red asterisk (\*) next to them are required fields and must be filled in to continue.

- On the **Account Registration** page, enter:
  - Your **first name, middle Initial** and **last name**.
  - A **User Name**.

**Note:** User names can only contain letters and numbers and no spaces or special characters. It must be between 4 and 17 characters.

Make note of your user name because you will need it to activate your MyFTB account. If you forget your user name before you activate your MyFTB account, you will have to [re-register beginning with Step 1](#).

- Your **Email Address** (75 character maximum).

**Note:** The only special characters allowed are a period “.”, underscore “\_”, dash “-”, and at “@”. Any special characters on either side of the “@” symbol will not be accepted.

We will use the email address you enter below to send a confirmation email. You must follow the instructions in the email to complete the registration process.

- Type the characters from the picture for security purposes.
- Select the **Continue** button.

## Step 4: Create Your Profile

**Note:** Fields with a red asterisk (\*) next to them are required fields and must be filled in to continue.

- Select your three **Security Questions** and enter an answer for each question on the **Create Profile** page.
- Create and enter your **Password**.

**Note:** For tips on creating a password, select the **Password Tips** link.

- **Re-enter your Password.**

**Note:** Make note of your password because you will need it to activate your MyFTB account. If you forget your user name or password before you activate your account, you will have [re-register beginning with Step 1](#).

- Select the **Continue** button.

## Step 5: Choose Your Role

- Select the **Individual** radio button on the **Choose Your Role** page.
- Select the **Continue** button.

## Step 6: Enter Your Individual User Registration Information

The **Individual User Registration** page requires you to enter your social security number, verify your address on file with us and enter information from a previously filed tax return.

**Note:** Fields with a red asterisk (\*) next to them are required fields and must be filled in to continue.

- On the **Individual User Registration** page, enter:
  - A valid **Email Address**.
  - Your **Social Security Number (SSN)**.

**Note:** Enter 9 numbers only, no dashes.
  - **Enter the numbers** in your mailing address (do not include the street name) or check the box to indicate your mailing address does not contain numbers.
  - Information from one of your filed **California tax returns** for one of the last 5 years. Enter from your tax return:
    - **Year of the tax return.**
    - **Filing status.**
    - **CA Adjusted gross income.**
- Read the penalty of perjury and check the box to acknowledge.
- Select the **Submit** button.

## Step 7: Registration Confirmation

- The **Registration Confirmation** page displays to confirm you successfully created your MyFTB account and provides the email address that we sent your confirmation to.

- Franchise Tax Board will mail you a **Personal Identification Number (PIN)** to activate your account. The PIN will be mailed via the United States Postal Service within 3 to 5 business days. **Please allow 10 business days to receive the PIN.**
- For your protection, we will not provide your PIN by phone, FAX, or email.
- You have **21 days from the date** you register to enter your PIN to activate your account. **If you do not**, you will need to [re-register beginning with Step 1](#).

## After you receive your PIN:

### Step 8: Activate Your Account

- Select the **Log in to my account** button in the **MyFTB login** section on the **MyFTB account** page.

### Step 9: Continue to Access Your Account

- Select the **Continue to Login** button on the **MyFTB Account** page.

### Step 10: Access Your Account

- On the **Access Your Account** page, enter:
  - Your user name that you created when you registered for your MyFTB Tax Professional account in the **User Name** field.
  - Your password that you created when you registered for your MyFTB Tax Professional account in the **Password** field.
  - The characters from the picture for security purposes
- Select the **Login** button.

### Step 11: Enter PIN

Your **one-time** use **PIN** is used to activate your MyFTB account. You **will not need it** to login.

- On the **Enter PIN** page, enter your one-time use **PIN** from the letter you received in the mail, in the **Personal Identification Number (PIN)** field.
- Select the **Continue** button.

### Step 12: Account Activated Confirmation

The **Account Activated** page displays a message to confirm your MyFTB account has been activated.

- Select the **Continue** button to navigate to your MyFTB Individual account.

**Note:** The **Taxpayer Overview** page is your homepage and displays every time you log in.