

What is the CRA Error–Err.038? aa

Quick Answer

- The CRA Error–Err.038 typically occurs when new users who haven't filed their tax returns in the previous two years sign up for "CRA My Account."
- The best solutions to counter the Err.038 message are to contact the CRA directly, fill out an online EI service request form, or to try again after a few days.
- The CRA website is not immune to hacking breaches. In 2020, 5,600 My Account profiles were compromised, so the website now locks accounts with suspected hacking breaches.

Have you ever tried to access your CRA account only to be greeted with the error message "error—err.038"?

This error code can mean many things, from server-side problems to inputting invalid information to potential hacking attempts.

This article explains the "error—err.038 CRA" error message in further detail, including its causes and best solutions.

What is Error 038 on the CRA Website?

You've probably encountered several "technical difficulties" or errors when accessing various online accounts.

The first thought that hits your mind is that either you've been blocked out of the platform or you've been hacked. These are viable concerns that should never be dismissed.

However, these glitches usually occur because of crashes, failing functionalities, or other issues that occasionally affect the backend side of online platforms. Major financial institutions and government agencies like CRA are also susceptible to online crashes or bugs.

That said, the err.038 mostly occurs when a new user tries to sign up to CRA My Account. But besides first-time users, other users have experienced this problem when logging in to already-created accounts.

Causes of Error–Err.038

The most common causes to explore when you see this error message are

Issues creating a new account

In 2015, CRA launched the My Account portal to address the previously tedious task of accessing your tax information and data.

With your online portal, you can view your tax records, file taxes online, access your T4 slips, pay CRA debts online, access your carry-forward amounts, and more.

There are still many Canadians who haven't yet signed up for their [CRA My Account](#).

Most of the time, you get the error message when trying to register if you've not filed your

