How to register for My Service Canada Account using **GCKey**

You can access My Service Canada Account (MSCA) using GCKey. GCKey is a unique electronic credential issued by the Government of Canada for use with online Government services.

> ❗ Please read all the steps carefully before you start to ensure you have all your information handy.

Steps to register

Step	Instructions
1.	Go to Canada.ca/MSCA. Under the "New user" heading, select "Register with GCKey".
2.	Read the instructions on the "My Service Canada Account: How to register with GCKey" screen. Select "Start now".
3.	On the "Welcome to GCKey" screen, select "Sign up" in the "Simple Secure Access" section on the right side of the screen. If you already have a GCKey enter your existing GCKey username and password in the Sign in section and skip to step 9.
4.	Read the GCKey Terms and Conditions of Use. If you accept the terms, select "I accept".
5.	On the "Create Your Username" screen, create a username and select "Continue".
6.	On the "Create your Password" screen, create a password, confirm your password by re-entering it again and select "Continue"..
7.	On the "Create Your Recovery Questions, Answers and Hints" screen, select recovery questions. Provide answers and hints to all questions and select "Continue". Keep your username, password and answers to your security questions in a safe place.
8.	The GCKey sign up is now complete. Select "Continue".
9.	Read the MSCA Privacy Notice and Terms and Conditions. If you agree select "I agree".
10.	On the "Create my profile" screen, enter your Social Insurance Number and select "Continue".
11.	We will now verify your identity. Choose one of the following two options: A) Use your online banking information with Verified.Me (follow instructions on page 1 below) **OR** B) Use a Personal Access Code (PAC) (follow instructions on page 2).

A) To continue with your online banking information (Verified.Me)

We can verify your identity using your online banking information with Verified.Me. Verified.Me is a safe service that helps confirm your identity by sharing personal information held by your financial institution.

To use this service, you must:
- Ensure that your bank is a partner (see list of partners below).
- Already be a client of the bank and have a user ID and password to access your bank's online services.

List of partners:
- BMO Financial Group
- CIBC Canadian Imperial Bank of Commerce
- Desjardins Group
- RBC Royal Bank
- Scotiabank
- TD Bank Group

Step	Instructions
1.	On the "Create my profile" screen, select "Continue with Verified.Me" in the "Use Verified.Me to help verify your identity by sharing personal information held by your financial institution" box.
2.	On the "Sign in with your current financial institution" screen you will have two options. 1 - Select you bank from the list of participating sign-in partners **OR** 2 - Use the Verified.Me mobile app (you must already have the app installed on your phone to use this service): open the app on your phone; tap the camera icon; scan the Quick Response (QR) code on the MSCA screen.
3.	Log in using your existing banking sign in information. You will leave the Government of Canada website to access the Verified.Me site. This is a secure site.
4.	On the Verified.Me site, review the information on the screen. If you agree, select "I Agree" to authorize the sharing of information.
5.	On the "Thank you" screen, select "Continue" to go back to the MSCA website.
6.	On the "Create my profile" screen, continue creating your account by entering one of your parent's family name at birth, province or territory and completing the five security questions. When completed, select "Continue".
7.	On the "Confirm my profile" screen, review the information you have provided. If all is accurate, select **"Submit"**. Skip to "Secure your account with multi-factor authentication" on page 2 below.

B) To continue with a Personal Access Code (PAC)

❗ To use this service, you must already have a PAC. If you don't have a PAC you can request one online to receive by mail, in person at a Service Canada Office, or by phone (for Canada Pension Plan returning clients only). Details on how to request a PAC are available on the following page: https://www.canada.ca/en/employment-social-development/services/my-account/request-pac.html

Step	Instructions
1.	On the "Create my profile" screen, select "Continue with PAC" in the "You have received a CPP/OAS Personal Access Code (PAC)" box.
2.	On the "Create my profile" screen, continue creating your profile by entering your date of birth, Personal Access Code, province or territory and completing the five security questions. When completed, select "Continue".
3.	On the "Confirm my profile" screen, review the information you have provided. If all is accurate, select "Submit". Continue to "Secure your account with multi-factor authentication" on page 2 below.

Secure your account with multi-factor authentication

The multi-factor authentication is an enhanced security measure that prevents unauthorized users from accessing your account. Choose one of the following options to validate your identity and secure your account:

A. **Authenticator app***: Scan a Quick Response (QR) code with your smart device.
B. **Text message***: Receive a security code by text message.
C. **Voice message**: Receive a security code by telephone call.
D. **Passcode Grid**: Enter a security code from an alphanumerical grid created for you.

You must have a smart device to use options marked with "*". Instructions for each option are listed in the table below.

A) Authenticator app*

Step	Instructions
1.	On the "Secure your account" screen, select "Register with app".
2.	Open your authenticator app on your smart device. If you don't have an authenticator app, you must download one. Read and follow the instructions on the "Multi-factor authenticator" screen. When you are ready, select "Continue".
3.	With your authenticator app open, select the option to scan a QR code and point your device's camera at the QR code displayed on the MSCA screen. If you cannot use your camera, you can manually enter the key provided under the manual entry option. Select "Continue".
4.	Your app will display a code. In the "App code" space on the MSCA screen, enter the security code displayed on your app. Select "Continue".
5.	You have successfully registered for multi-factor authentication. Select "Continue".

B) Text message (SMS)*

Step	Instructions
1.	On the "Secure your account" screen, select "Register with SMS".
2.	On the "Register with SMS" screen, enter your country, phone number and confirm your phone number. Select "Continue". You will receive your security code by text message on your smartphone.
3.	On the "Enter your security code" screen, enter the security code you have received by text message and select "Continue".
4.	You have successfully registered for multi-factor authentication. Select "Continue"

C) Voice message

Step	Instructions
1.	On the "Secure your account" screen, select "Register with voice".
2.	On the "Register with voice" screen, enter your country, phone number and confirm your phone number. Select "Continue". You will receive your security code by phone call.
3.	In the "Enter your security code" box, enter the security code you have received by phone call and select "Continue".
4.	You have successfully registered for multi-factor authentication. Select "Continue".

D) Passcode Grid

Step	Instructions
1.	On the "Secure your account" screen, select "Register with Passcode Grid".
2.	Read the information on the "Register with Passcode Grid" screen. When you are ready to create your Passcode Grid, select "Continue".
3.	The screen will display your personal MSCA Passcode Grid with its unique serial number and expiry date. **It is important that you save or print your Password Grid.** Your Passcode Grid is unique to you. Keep it in a safe place and do not share it. Once saved or printed, select "Continue".
4.	On the "Validate your Passcode Grid" screen, verify the serial number to ensure that you are using the correct Passcode Grid; enter the combination of letters and numbers for the requested coordinates; select "Continue".
5.	You have successfully registered for multi-factor authentication. Select "Continue".