



Portal Registration



CARM Client Portal Home Page

The CARM Client Portal can be first accessed from the [CBSA Website](#). Save the URL to your browser favorites for quick access.

On the Home page, under **Services and information**, you will see the [Log in to the CARM Client Portal](#) link.

Click to access the [CARM Client Portal \(CCP\)](#)

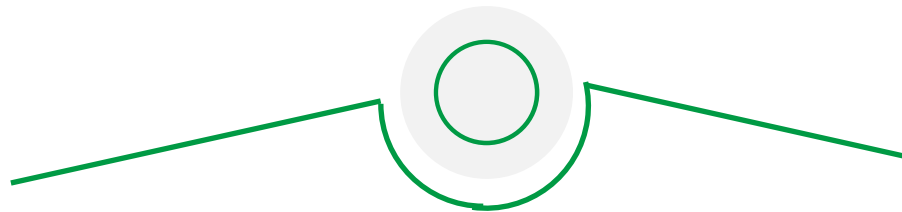
The screenshot shows the CARM Client Portal Home Page. At the top, there is a header with the Government of Canada logo and name in both English and French, a search bar, and a language selector set to 'Français'. Below the header is a 'MENU' dropdown. The main content area features the title 'CARM Client Portal' and a subtitle 'View public information related to the Commercial Client Portal; Login or register for a portal account.' Under the 'Services and information' section, the link 'Log in to the CARM Client Portal' is highlighted with a red box. Other links include 'Onboarding documentation', 'List of Licensed customs brokers', and 'CARM Open API Catalog'. The 'Other resources' section contains links to 'Log in to the eManifest Portal' and 'Log in to the Trusted Trader Portal'.

Click to change the portal language

Initial Setup

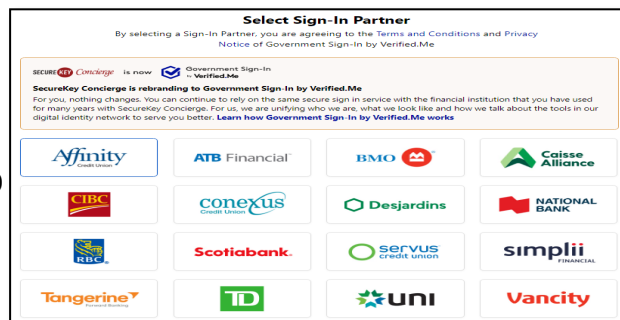
The CARM Client Portal can be first accessed from the [CBSA Website](#). All individuals and businesses must first go through the initial setup prior to using the CARM Client Portal's main functionalities.

To log in to the CARM Client Portal, you must select either **Sign-In Partners** or **GCKey**.



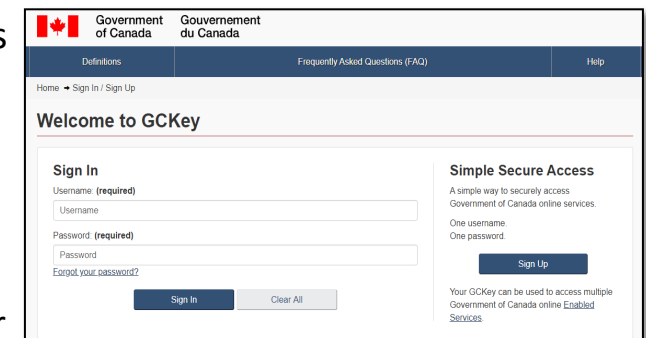
Sign-In Partners

The **Sign-In Partner** allows you to log in through the web portals of an existing set of financial services.



GCKey

The **GCKey** allows you to reuse existing credentials used on other Government of Canada portals or create a new one.





Login Through Sign-In Partners

Sign-In Partners

GCKey

All individuals and businesses who use the Sign-In Partners option to login into the portal must have an account with the selected partner.

On selecting a Sign-In Partner, you will be directed to the Partner's sign-in page where you need to follow the steps provided for logging in.

Sign-In Partners

Select Sign-In Partner

By selecting a Sign-In Partner, you are agreeing to the [Terms and Conditions](#) and [Privacy Notice of Government Sign-In by Verified.Me](#)

SECUREKEY Concierge is now Government Sign-In by Verified.Me

SecureKey Concierge is rebranding to Government Sign-In by Verified.Me

For you, nothing changes. You can continue to rely on the same secure sign in service with the financial institution that you have used for many years with SecureKey Concierge. For us, we are unifying who we are, what we look like and how we talk about the tools in our digital identity network to serve you better. [Learn how Government Sign-In by Verified.Me works](#)

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Login Through Sign-In Partners

Sign-In Partners

GCKey

1. Login via your bank.

The screenshot shows the TD Secure Login interface. On the left, there are input fields for 'Username or Access Card' and 'Password', a 'Remember me' checkbox, and 'Login' and 'Cancel' buttons. On the right, under 'Description of Service', it states: 'TD Canada Trust is working with Government Sign-In by Verified.Me to provide you with secure online access to trusted online services using your personal EasyWeb login ID and password. We are constantly developing new ways to help you manage your online transactions easily and securely.' At the bottom left, there is a security guarantee link: 'TD Online and Mobile Security Guarantee: You are protected >'. The TD logo is in the top left corner, and a lock icon is in the top right corner.

2. You may then be presented with your bank's own security screen (if applicable).

The screenshot shows a security overlay titled 'Enter Security Code'. It informs the user: 'Your one-time security code was sent by text message to +1 (...)-...-...'. Below this, it says 'This code will expire in a few minutes.' There is an input field labeled 'Enter Security Code' with the placeholder 'Type code here' and an 'Enter' button. At the bottom, there are two buttons: 'Call me' and 'Text me'. A note at the very bottom states: 'Standard wireless carrier message and data rates may apply.' The background shows a blurred view of the 'Frequently Asked Questions' section from the previous screen.



Create Your GCKey

Sign-In
Partners

GCKey

All individuals and businesses who use the GCKey option to login into the portal must create a GCKey if they do not already have an active GCKey. The following is the process for signing up for a GCKey:

Follow steps to create a GCKey:

1. Click on the **Sign Up** button.
2. Click the **I accept** button to accept the terms and conditions.

Home → Sign In / Sign Up

Welcome to GCKey

Sign In

Username: **(required)**

Password: **(required)**

[Forgot your password?](#)

Simple Secure Access

A simple way to securely access Government of Canada online services.

One username.
One password.

1

Your GCKey can be used to access multiple Government of Canada online [Enabled Services](#).

Please select **Exit** to leave the GCKey service and return to the Government of Canada online service.



Create Your GCKey

3. Create your **Username** as per the specifications provided and click the **Continue** button.

4. Create your **Password** as per the specifications provided and click the **Continue** button.

The screenshot shows the 'Create Your Username' step of the GCKey sign-up process. The breadcrumb trail is 'Home → GCKey Sign Up Step 2 of 4'. A progress bar at the top indicates the current step is 'Username', with 'Terms and Conditions', 'Password', and 'Questions and Answers' as previous and subsequent steps. The main heading is 'Create Your Username'. Below it, instructions state: 'Your Username must contain between eight and sixteen characters, no special characters (for example: %, #, @) and may contain up to seven digits. When creating your Username, we recommend that you:'. A list of recommendations includes: 'make your Username easy for you to remember and hard for others to guess;', 'avoid using personal information such as your name, Social Insurance Number (SIN), mailing address or email address;', and 'always keep your Username secure and do not share it with anyone.'. A 'Privacy' section on the right contains the text: 'Please keep your Username secure. For more information on how your privacy is protected, please refer to our [Personal Information Collection Statement](#).' At the bottom, there is a text input field labeled 'Create Your Username: (required)', a 'Please select Continue to proceed or click Cancel to end the Sign Up process.' instruction, and three buttons: 'Continue', 'Clear All', and 'Cancel'.

3

The screenshot shows the 'Create Your Password' step of the GCKey sign-up process. The breadcrumb trail is 'Home → GCKey Sign Up Step 3 of 4'. A progress bar at the top indicates the current step is 'Password', with 'Terms and Conditions', 'Username', and 'Questions and Answers' as previous and subsequent steps. The main heading is 'Create Your Password'. Below it, instructions state: 'Your Password must be between eight and sixteen characters, contain at least one upper case letter, one lower case letter and one digit, and must not contain 3 or more consecutive characters from your username'. A 'Privacy' section on the right contains the text: 'Please keep your Password secure. For more information on how your privacy is protected, please refer to our [Personal Information Collection Statement](#).' Below this is a 'Password Checklist' section with the following items: '8-16 Characters', 'Does not contain 3 consecutive characters from Username', 'Valid characters', 'Lower case letter(s)', 'Upper case letter(s)', 'Digit(s)', and 'Passwords match'. At the bottom, there are two text input fields: 'Create Your Password: (required)' and 'Confirm Your Password: (required)', a 'Please select Continue to proceed or click Cancel to end the Sign Up process.' instruction, and three buttons: 'Continue', 'Clear All', and 'Cancel'.

4



Create Your GCKey

Sign-In
Partners

GCKey

5. Select your preferred **Recovery Questions**.

6. Click the **Continue** button.

You have now successfully created a GCKey.

Create Your Recovery Questions, Answers and Hints

Your Recovery Question, Answers and Hints are used to help you if you forget your Password. Please complete all the required fields below to continue the Sign Up process.

5 Select a Recovery Question: **(required)**

Please select a question...

My Recovery Answer: **(required)**

My Memorable Person: **(required)**

My Memorable Person Hint:

My Memorable Date (YYYY-MM-DD): **(required)**

My Memorable Date Hint:

Please select **Continue** to proceed or click **Cancel** to end the Sign Up process.

6

Privacy

Please keep your Recovery Question, Answers and Hints secure. For more information on how your privacy is protected, please refer to our [Personal Information Collection Statement](#).

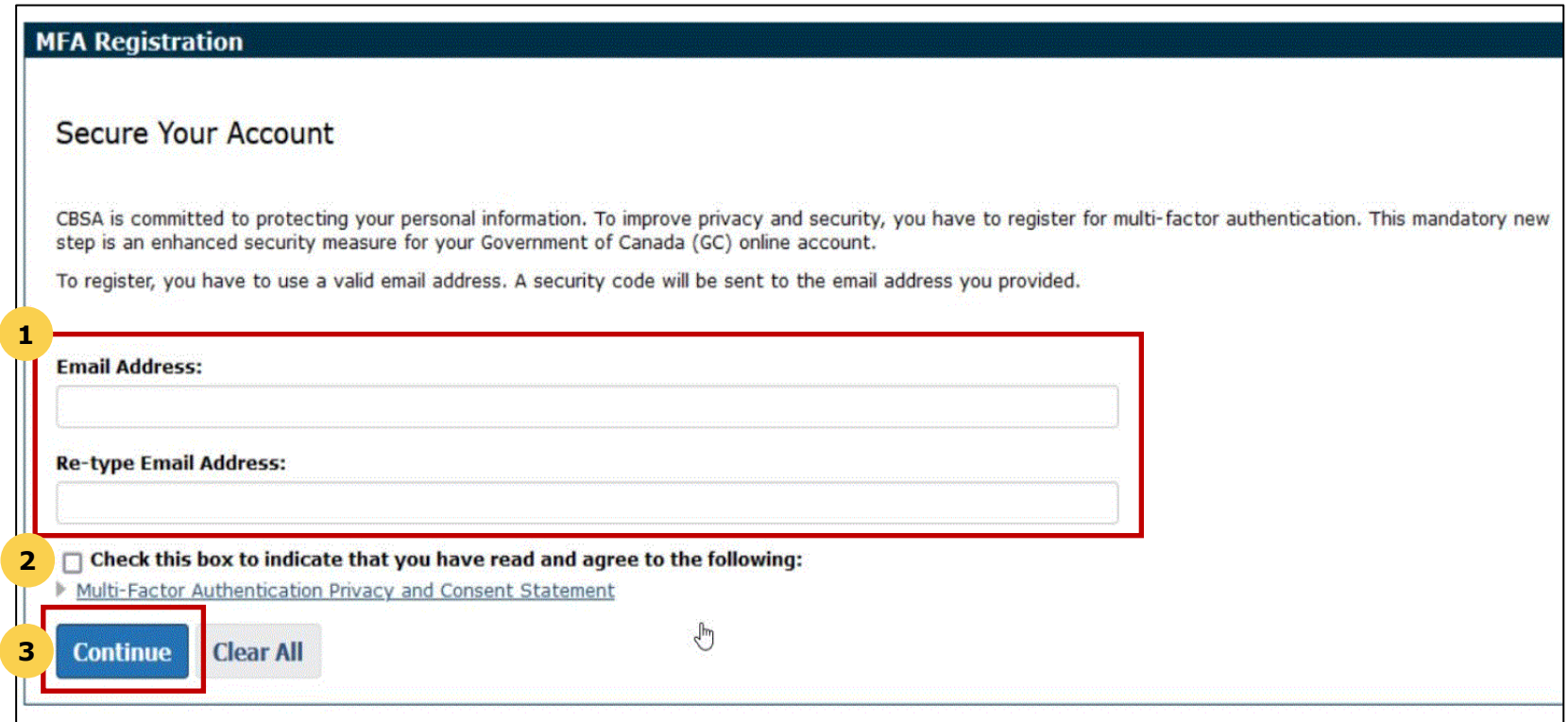
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Your answers must contain at least three characters and contain no special characters (for example: %, #, @). Your hints must contain at least three characters and may contain letters, numbers and the following punctuation characters: apostrophe ('), comma (,), dash (-), period (.) and question mark (?).

Register for Multi-Factor Authentication

Once you have logged in via Sign-In Partner or GCKey, you will be prompted to register for Multi-Factor Authentication

1. On the MFA Registration page, enter your email address in the fields provided under the headings **Email Address** and **Re-type Email Address**.
2. Agree to the terms and conditions and click Continue.
3. Click **Continue**.



MFA Registration

Secure Your Account

CBSA is committed to protecting your personal information. To improve privacy and security, you have to register for multi-factor authentication. This mandatory new step is an enhanced security measure for your Government of Canada (GC) online account.

To register, you have to use a valid email address. A security code will be sent to the email address you provided.

1 Email Address:

Re-type Email Address:

2 Check this box to indicate that you have read and agree to the following:
[Multi-Factor Authentication Privacy and Consent Statement](#)

3



Register for Multi Factor Authentication

Sign-In
Partners

GCKey

Continue to enter the code that you have received by email and click submit.

4. Check your email for a one-time passcode. The code is a **six-digit number**.
5. Enter the six-digit code in the **Security Code** field. Then, click the **Submit** button.

Multi-factor authentication

Enter One-Time Passcode

We have sent you a security code to your email address:tcp@tcp.tcp

5

Security Code

Submit

If you did not receive the one-time passcode, you may request it again. The CBSA will resend the passcode to the email address you previously provided.

Resend

Verify Your Login

Your one-time passcode to log in to your Government of Canada service is:

4

209449

This email was sent to tcp@tcp.tcp

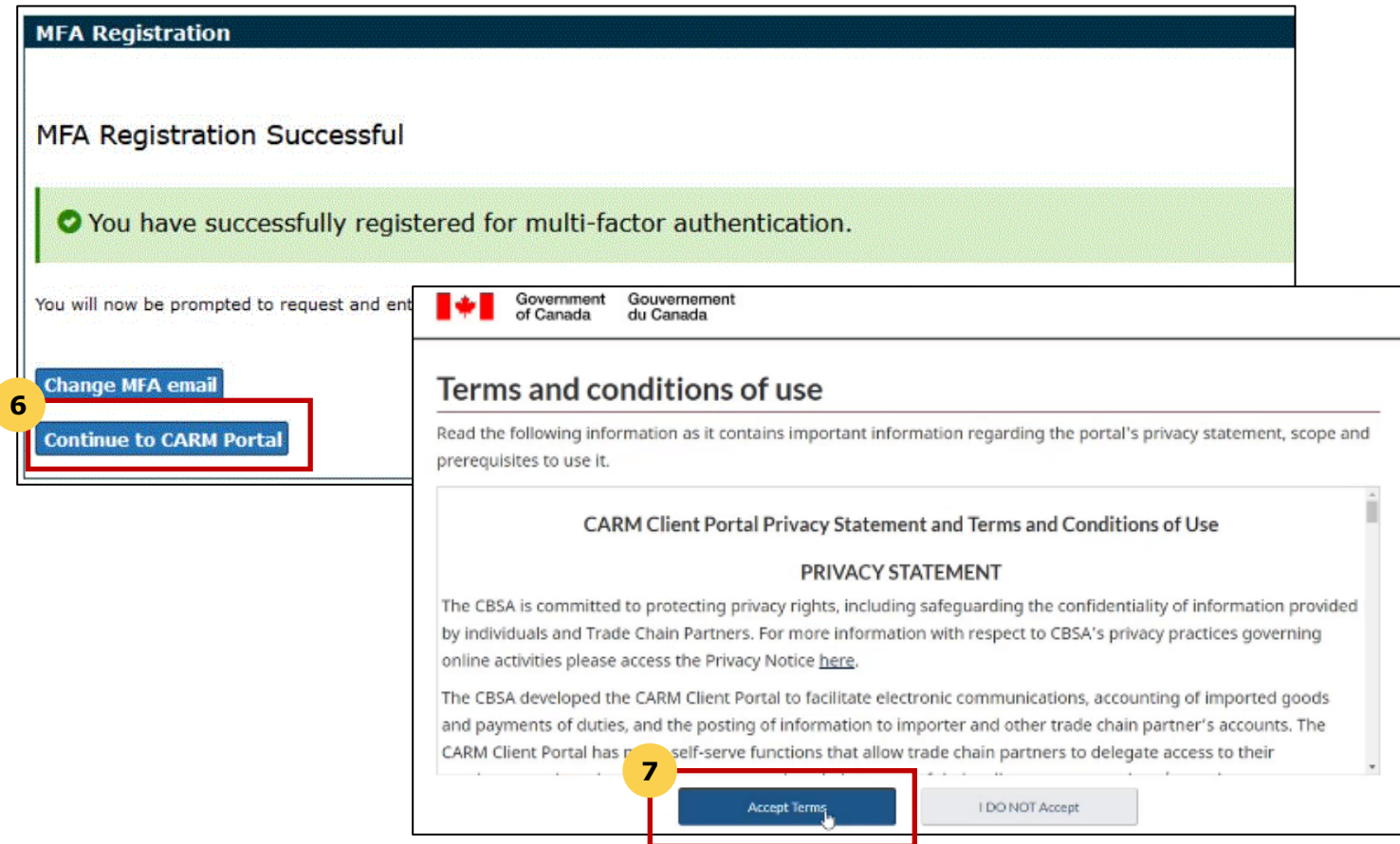
You received this email because you signed up for a Government of Canada login account.

For more information or if you received this email in error please visit:
<https://www.cbsa-asfc.gc.ca/eservices/multifactor-help-aide-multifacteur-eng.html>

Register for Multi Factor Authentication

You have now successfully registered for Multi-Factor Authentication. You will be automatically sent an email with an MFA code when signing on to any CBSA portal.

6. The registration screen will inform you of successful registration for multi-factor authentication, and you are now signed in.



The screenshot shows two overlapping web pages. The top page is titled "MFA Registration" and displays "MFA Registration Successful" with a green checkmark and the message "You have successfully registered for multi-factor authentication." Below this, there are two buttons: "Change MFA email" and "Continue to CARM Portal". A yellow circle with the number "6" is positioned over the "Continue to CARM Portal" button. The bottom page is titled "Terms and conditions of use" and contains the "CARM Client Portal Privacy Statement and Terms and Conditions of Use". It includes a "PRIVACY STATEMENT" section with text about CBSA's commitment to privacy. At the bottom of this page, there are two buttons: "Accept Terms" and "I DO NOT Accept". A yellow circle with the number "7" is positioned over the "Accept Terms" button.

7. Click **Accept Terms** to continue to the CARM Client Portal.



Personal Profile – Setup

Personal profile setup is available on account creation.

To setup your personal profile, follow the steps below:

1. Click on the **Accounts and profiles** link.
2. Click on **Personal profile**.
3. Complete the personal profile fields (name, telephone number, email address*, etc.)

*if you opt in to receiving notifications this is the email that will be used.

Government of Canada / Gouvernement du Canada

CARM Client Portal

543454996RM0002(543454996RM0002)
ImporterCompany7322 (543454996)

MENU

Upload a document | Notifications | Logout

Last logged in 2020-09-18 14:16 ET

[Setup my portal](#)
Manage the access of employees and third party businesses.

1 [Accounts and profiles](#)
View information about your personal profile, program account(s) or business.

[Financial information](#)
View the financial transaction history, statements and invoices of this program account.

Accounts and profiles

View and make updates to your personal and business profiles

2 [Personal profile](#)
Maintain individual profile information and portal preferences.

[Business profile](#)
View information about your business including: Business information, Address(es) and Ownership.

[List of program accounts](#)
A list of all the program accounts associated to your business.

[Program account profile](#)
Program account profile includes your program RM number, program name and addresses.



Personal Profile – Subscribe to Notifications

Notification setup is available on account creation and involves selecting On/ Off for receiving notifications.

To setup the notification, follow the steps below:

1. Click on the **Accounts and profiles** link.
2. Click on **Personal profile**.
3. In the **Settings and Preference section** select your preferred notification options.

Settings and Preferences

Terms of use for email notification

I have read, understood and agree to the Terms and Conditions listed above.

*** Receive e-mails about notifications (required)**

- Subscribed - I want to receive e-mails about my notifications
- Unsubscribed - I do not want to receive e-mails about my notifications

Note: You will still receive e-mails about urgent notifications, even if you are unsubscribed

*** Preferred language (required)**

- English
- French