

Registration and Authentication (R&A) and Personal Access Code (PAC) - Intranet

Phase
2



Training Guide

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Registration and Authentication (R&A) and Personal Access Code (PAC)

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Prepared in partnership with:

My Service Canada Account Group
Business Process Improvements Group
Operational Training Group
CPP/OAS Operations
Systems

For more information, please contact the Operational Training Group at: http://intracom.hq-ac.prv/isp-psr/learning/general/evaluateform_e.shtml

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Registration and Authentication (R&A) and Personal Access Code (PAC)

Section

1

1.1 Background

In 2001, Social Development Canada (SDC) introduced a five year initiative called *Modernizing Service for Canadians (MSC)*. This plan was designed to ensure that better and more responsive and efficient policies, programs and services are developed and provided to Canadians. MSC will fundamentally change the way the department thinks about what it does and how it delivers service.

As part of its MSC commitment, Service Canada has developed several on line initiatives to provide clients with alternative modes of service delivery. In support of these on line initiatives, clients must be properly identified before they are given access to on line services. In addition, clients need to be confident that their information is secure while in transit.

In order to securely validate a client's identity, the Registration and Authentication solution described in the Internet version of this guide was developed. In addition, an Administrative or Intranet component of the R&A solution was developed to support the new system and is described in this guide.

1.2 The R&A Intranet Component

The Intranet component of the Registration and Authentication system is used to support the on line authentication process for clients wishing to access on line services. In order to manage the distribution of Personal Access Codes required to confirm the identity of each client, this system provides specific information about the activity on each client account.

1.3 Use of the R&A Intranet System

The R&A Intranet system will be used by the Service Canada staff to view and complete administrative functions in the Personal Access Code accounts of our clients.

1.4 The PAC Intranet Component

The PAC Intranet component is used to respond to PAC-related inquiries. Using the PAC – Management tool, you will be able to:

- Find a client's file;
- Request a new PAC for the client;
- Disable a PAC for the client;
- Look-up the client's PAC request history; and
- Look-up the client's PAC history.



For more information on R&A and PAC, you can go to the Q's and A's under the link *Answers for Frontline Staff*. There is a "Questions and Answers: Registration and Authentication (R&A) and Personal Access Code (PAC)" at: http://intracom.hq-ac.prv/isp-psr/frontline/qa/pac-launch_e.shtml.

About this Training Guide

Section

2

2.1 Purpose

This training guide has been designed to familiarize you with the administrative functions associated with PAC accounts that will be used by Service Canada to support our Registration and Authentication service.

It will provide you with the necessary background and knowledge to understand how this system will be used.



As well, Appendix A will provide you with definitions of the standard fields that the client will see when they apply for a PAC.

2.2 Learning Objectives

Upon completion of this guide, you will be able to:

- Find a client's file;
- Request a new PAC for the client;
- Disable a PAC for the client;
- Look-up the client's PAC request history;
- Look-up the client's PAC history;
- Assist the client with problems that they may encounter at login.

2.3 References

References that may be helpful in relation to R&A and PAC are:

- [Registration and Authentication \(R&A\) and Personal Access Code \(PAC\)](#) Internet training guide;
- SDB-122: [Government On-Line: Registration and Authentication](#) ; and
- [Questions and Answers: Registration and Authentication \(R&A\) and Personal Access Code \(PAC\)](#).
- http://intracom.hq-ac.prv/isp-psr/frontline/sda_assist/welcome.htm

2.4 Set-up

This guide has been designed to demonstrate how the R&A Intranet system functions.

This component of the application will be used by designated employees of Service Canada to perform administrative functions for the system.

We have included screen illustrations, detailed explanations of the new process and other related information.

GOL Support Services

Section 3

3.1 Personal Access Code - Find Client

From the *GOL Support Services* screen, select the FIND CLIENT link under the **Personal Access Code (PAC)** section.

The screenshot shows the 'GOL Support Services' intranet page. At the top, there is a navigation bar with 'Français', 'Help', and 'Logout' links. Below this is the 'INTRANET Delivery System' logo and the main title 'GOL Support Services'. The page is organized into sections: 'GOL Applications' (with a dropdown arrow), 'Tax Information Slip On Line (TISO)' (with links for updating CPP/OAS slips and viewing TISO changes), 'Retirement Application(s) (RTRa)' (with a link to search for CPP applications), 'Personal Access Code (PAC)' (highlighted with a red box and containing a 'Find Client' link with a red arrow pointing to it), 'Statement of Contributions - Request (SOCR)' (with a link to find a request), 'Common Support Services' (with a dropdown arrow), 'View Access History (VAH)' (with a 'Find Client' link), and 'System Administration'. A blue triangle icon is visible at the bottom left of the page content area.

Next, the *Personal Access Code - Find Client* screen is displayed.

Service Canada

Canada

Français Help Logout

Menu

INTRANET Delivery System

Personal Access Code - Find Client

Please enter search criteria:

Client SIN:

OR

Personal Access Code:

OR

Postal Code:
(example: K1A 2B3)

Search Reset

[Menu]

On this screen, you can search for a client using the:

- Client SIN;
- Personal Access Code; or
- Postal Code.

It is recommended to use the Client's SIN to access the client's data.

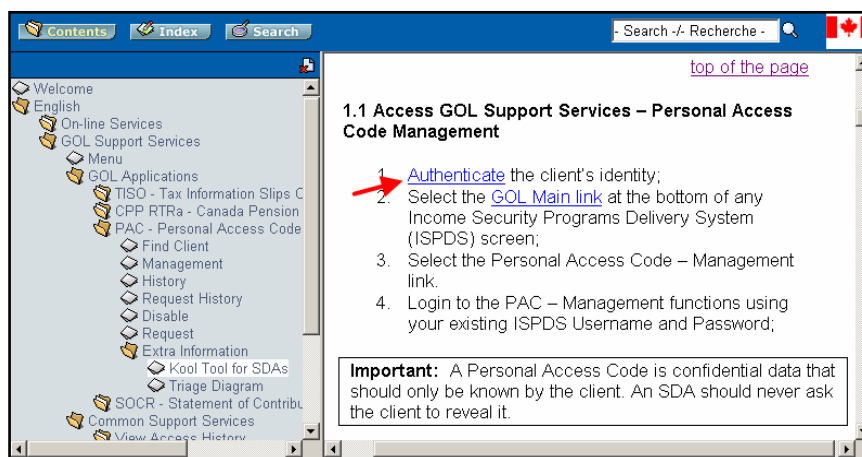
Enter the client's SIN and select the SEARCH button.



When a client contacts Service Canada regarding their PAC, you **must** authenticate the client using current business practices.

SDA ASSIST: For current business practices to authenticate a client, select the AUTHENTICATE link under section **1.1 Access GOL Support Services – Personal Access Code Management** in SDA Assist.

http://intracom.hq-ac.prv/isp-psr/frontline/sda_assist/vupi_e/GOLSS/vupi_procedures.htm#full



The screenshot shows a web browser window with a navigation menu on the left and a main content area on the right. The navigation menu includes links for Welcome, English, On-line Services, GOL Support Services, Menu, GOL Applications, TISO - Tax Information Slips C, CPP RTRa - Canada Pension, PAC - Personal Access Code, Find Client, Management, History, Request History, Disable, Request, Extra Information, Kool Tool for SDAs, Triage Diagram, SOCR - Statement of Contribu, Common Support Services, and View Access History. The main content area displays the title "1.1 Access GOL Support Services – Personal Access Code Management" and a list of four steps:

1. [Authenticate](#) the client's identity;
2. Select the [GOL Main link](#) at the bottom of any Income Security Programs Delivery System (ISPDS) screen;
3. Select the Personal Access Code – Management link.
4. Login to the PAC – Management functions using your existing ISPDS Username and Password;

An **Important:** note is displayed in a box: "A Personal Access Code is confidential data that should only be known by the client. An SDA should never ask the client to reveal it."

3.1.1 Error SIN not found

If the SIN is incorrect or if the SIN is not found, an error message similar to the one displayed below will appear.

The screenshot shows a web interface for finding a client. At the top, there is a navigation menu with links for 'Français', 'Help', 'Exit GOL', and 'Menu'. Below the menu is the 'INTRANET Delivery System' logo. The main heading is 'Personal Access Code - Find Client'. A blue prompt says 'Please enter search criteria:'. A red-bordered box contains the error message: 'Please correct the following error(s):' followed by a red bullet point: 'Invalid SIN Entered.'. Below this, there are three search options: 'Client SIN : [123456789]', 'Personal Access Code : []', and 'Postal Code : [] (example: K1A 2B3)'. There are 'Search' and 'Reset' buttons at the bottom of the form. A '[Menu]' link is located at the bottom right of the page.

To continue:

- Select the RESET button;
- Re-enter the SIN; and
- Select SEARCH button.

3.2 Personal Access Code – Management Screen

Next, the *Personal Access Code - Management* screen will be displayed.

Service Canada

Canada

Français	Help	Logout		
Menu	PAC - Find Client			

Personal Access Code - Management

Client Name: JOHN DOE
Client SIN: 123456789

Lockout Status of Client SIN - Not Locked
Current PAC Status - Active
Status of Current PAC Request - None Pending

[Personal Access Code - History](#) [Personal Access Code - Disable](#)
[Personal Access Code - Request History](#) [Personal Access Code - Request](#)

[Menu | PAC - Find Client]

This screen can be used to quickly view the status of the client's PAC. The following information is displayed:

- Client Name;
- Client SIN;
- Lockout Status of Client SIN– indicates if the client has been locked out of the on line service;
- Current PAC Status – indicates if the PAC is active, disabled, or has been replaced; and
- Status of Current PAC Request – indicates if a request for a PAC is processed, pending, code generated, failed or there are none pending.

This screen lists the administrative functions available to you.
 Select one of the following functions by selecting the link on the
Personal Access Code - Management screen:

- [Personal Access Code – History;](#)
- [Personal Access Code – Request History;](#)
- [Personal Access Code – Disable;](#)
- [Personal Access Code – Request.](#)

3.2.1 Personal Access Code - History

The ***Personal Access Code - History*** screen will display a list of
 the client’s PAC Requests.

Count	Status	Status Date	Start Date	Expiry Date	User ID
3	Replaced	YYYY-MMM-DD HH:MM:SS	YYYY-MMM-DD HH:MM:SS	YYYY-MMM-DD HH:MM:SS	GOLPACR
2	Replaced	YYYY-MMM-DD HH:MM:SS	YYYY-MMM-DD HH:MM:SS	YYYY-MMM-DD HH:MM:SS	GOLPACR
1	Active	YYYY-MMM-DD HH:MM:SS	YYYY-MMM-DD HH:MM:SS	YYYY-MMM-DD HH:MM:SS	DLABERGE

[[Menu](#) | [PAC - Find Client](#) | [PAC Management](#)]

It includes the following information:

- **Count**: How many PACs that have been created for the client;
- **Status**: The status for each PAC (‘Active’, ‘Replaced’, or ‘Disabled’);

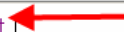
- **Status Date**: The status date, which is the date the PAC status was assigned;
- **Start Date**: The start date, which is when the PAC was created;
- **Expiry Date**: The expiry date, which is when the PAC will expire (the expiry date is always five years from the start date); and
- **User ID**: The User ID for each person that made a change to the status of the PAC (if the User ID is blank then that means the client made the change to the status of the PAC by requesting a new one over the internet).

Using this information you can advise the client on the current status of the PAC and provide them with different options as to how to proceed (such as disable a PAC, request a new PAC, etc).



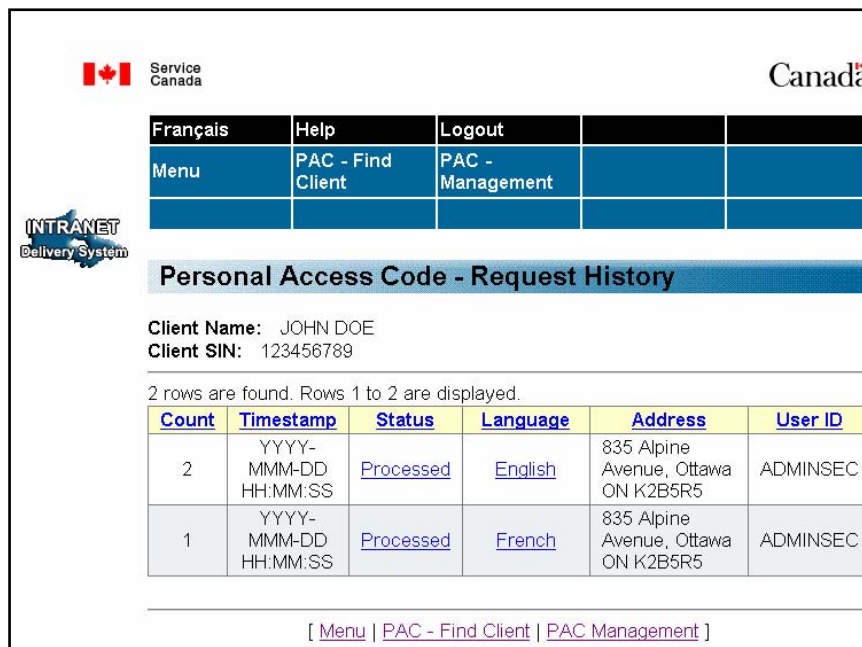
Each screen has a link back to the *PAC - Management* screen.

[[Menu](#) | [PAC - Find Client](#) | [PAC Management](#)]



3.2.2 Personal Access Code – Request History

The *Personal Access Code - Request History* screen will list each request made for a PAC for this client.



Personal Access Code - Request History

Client Name: JOHN DOE
 Client SIN: 123456789

2 rows are found. Rows 1 to 2 are displayed.

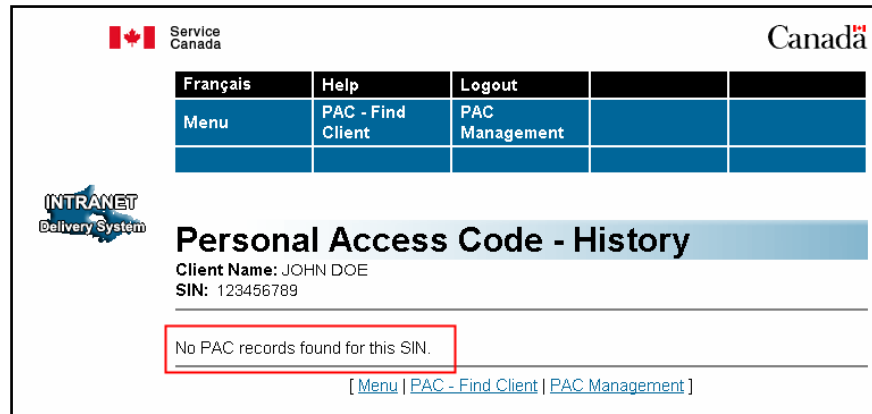
Count	Timestamp	Status	Language	Address	User ID
2	YYYY- MMM-DD HH:MM:SS	Processed	English	835 Alpine Avenue, Ottawa ON K2B5R5	ADMINSEC
1	YYYY- MMM-DD HH:MM:SS	Processed	French	835 Alpine Avenue, Ottawa ON K2B5R5	ADMINSEC

[[Menu](#) | [PAC - Find Client](#) | [PAC Management](#)]

It will display:

- **Count:** The number of PAC requests that have been made for a SIN;
- **Timestamp:** The date and time the request was made;
- **Status:** The status of the request (Pending, Code Generated, Processed, Rejected, Failed, Cancelled, None Pending);
- **Language:** The language in which the PAC letter will be printed.
- **Address:** The mailing address to which the PAC request was (or will be) delivered; and
- **User ID:** The User ID of the person who originally requested the PAC. (If the ID is blank, it means that the client requested the PAC on line).

If the client does not have any PAC records, the screen below will be displayed:



The screenshot shows a web interface for Service Canada. At the top left is the Service Canada logo. At the top right is the Canada wordmark. Below the logo is a navigation menu with the following items: Français, Menu, Help, PAC - Find Client, Logout, PAC Management. The page title is "Personal Access Code - History". Below the title, the client information is displayed: "Client Name: JOHN DOE" and "SIN: 123456789". A red box highlights the message "No PAC records found for this SIN." At the bottom, there are links for "[Menu | PAC - Find Client | PAC Management]".

Franglais	Help	Logout		
Menu	PAC - Find Client	PAC Management		

Personal Access Code - History
Client Name: JOHN DOE
SIN: 123456789

No PAC records found for this SIN.

[[Menu](#) | [PAC - Find Client](#) | [PAC Management](#)]

3.2.3 Personal Access Code - Disable

The *Personal Access Code - Disable* screen allows you (at the client's request) to Disable the client's current PAC. Remember that the client must be authenticated using current business practices before a PAC may be disabled. Once a PAC has been disabled, it may not be reactivated; the client has to request a new PAC.

The screenshot shows a web interface for Service Canada. At the top left is the Service Canada logo and the text 'Service Canada'. At the top right is the 'Canada' logo. Below the logo is a navigation menu with the following items: 'Français', 'Help', 'Logout', 'Menu', 'PAC - Find Client', and 'PAC - Management'. On the left side, there is a logo for 'INTRANET Delivery System'. The main content area has a blue header that reads 'Confirm Disabling of Personal Access Code'. Below this header, the client's information is displayed: 'Client Name: JOHN DOE' and 'Client SIN: 123456789'. The text below reads: 'Please confirm that you wish to disable the selected client's Personal Access Code (PAC). Please ensure that the client knows their current PAC cannot be re-enabled. If the client wishes to use an online service requiring a PAC in the future, they must request a new PAC **over the telephone**.' At the bottom of the form, there are two buttons: 'Disable' and 'Cancel'. A red arrow points to the 'Disable' button. At the very bottom of the screen, there is a footer with the text: '[Menu | PAC - Find Client | PAC Management]'.

Once the client's Name and SIN are displayed, select the DISABLE button at the bottom of the screen.

Next, you will be asked to confirm that you would like to disable that client's PAC.

- Select the DISABLE button to continue;
- Select the CANCEL button if you do not wish to disable the PAC.



If the PAC has a status of 'Disabled', you cannot request to disable it again. Only PACs with a status of 'Active' can be disabled. If a client has an 'Active' PAC and requests a new one, the status of the old one will change to 'Replaced'.

You cannot disable a Personal Access Code with a PAC Request status of 'Pending'. The PAC request must have a status of 'Processed' before it can be disabled.

However, disabling a Personal Access Code will only result in its usability being disabled. The PAC will still be printed and mailed by the system. The client will then be able to request a new PAC.

If a PAC request has a status of 'Pending' when the client telephones to have it disabled, you should advise the client to telephone back the next day when the status will have changed to 'Processed'. It takes 24 hours from the time the request was made for it to switch to 'Processed'.

3.2.4 Personal Access Code - Request

The *Personal Access Code - Request* screen is used to request a PAC for the client.

Service Canada

Canada

Français	Help	Logout		
Menu	PAC - Find Client	PAC - Management		

Personal Access Code - Request

Client Name: JOHN DOE
Client SIN: 123456789

Generate PAC Request

To create a request for a new PAC for the client, specify the language of printing, and select the address:

French
 English

Mailing

845 Alpine Avenue
Ottawa ON
Canada, Ontario
K2B5R5

Home

845 Alpine Avenue
Ottawa ON
Canada, Ontario
K2B5R5

845 Alpine Avenue
Ottawa ON
Canada, Ontario
K2B5R5

Statement of Contributions

68201 OTHELLO ROAD
HOPE BC
Canada, British Columbia
V0X1L1

Save Cancel

[[Menu](#) | [PAC - Find Client](#) | [PAC Management](#)]

To generate a PAC, select:

- Language of choice. (The language (English or French) that the PAC letter will be printed in);

- Mailing address. (The address the client provided us); and
- SAVE button.

There may be more than one address displayed on this screen for the client. You must ask the client to provide an address that matches our records.

If there is no address showing for the client, or the addresses showing do not match the address the client had provided:

1. Return to the ***GOL Support Services*** menu screen;
2. Update the client's address using the **ITRDS**. (You must do a search again within the PAC Management system when adding a new address for the client using the ITRDS because the PAC Intranet application has no 'refresh' capabilities. Only by performing a search again will the new address be displayed in the PAC Intranet application);



The address will be updated right away if you use the ITRDS to change the address.

However, if you use the 1J1 menu (CICS) to update the address information, it may take up to one week for the new address to take effect as transactions are updated to the Master Address File on a weekly cycle (every Thursday).

If the 1J1 menu is used to change the address, you will have to advise the client how long it will take. The client would then have the option of calling back to request a PAC or to do their request on-line.

3. Return to ***PAC Management*** screen and request a new PAC for the client.


Once you submit the request, the GOL Support Services system will automatically generate the Personal Access Code along with a letter to the client. The letter will be automatically mailed to the client.



See Appendix B for 2 examples of a PAC letter.

3.3 Logout

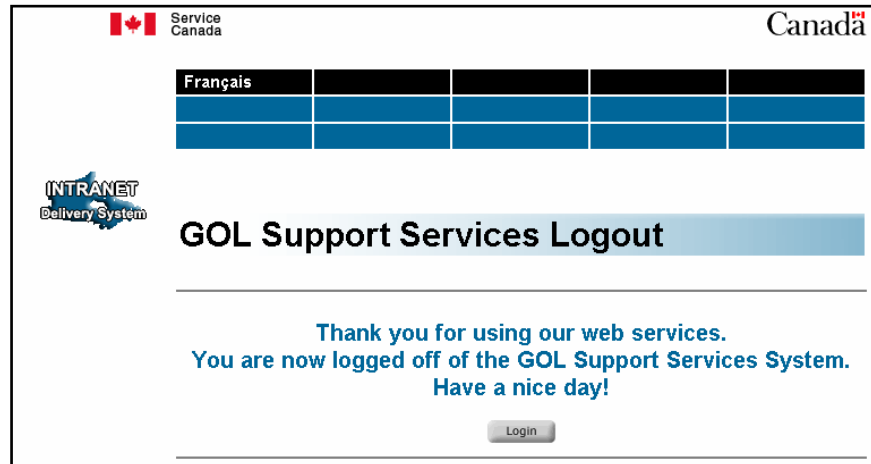
For security reasons, you are required to logout of the GOL Support Services system at the end of each session. The link to LOGOUT is located at the top of each page.

Français	Help	Logout 		
Menu	PAC - Find Client	PAC - Management		

Simply select the LOGOUT link located at the top of the page when you are ready to exit the system.

3.3.1 GOL Support Services Logout

When you have successfully logged out, the following confirmation page will be displayed:



What To Do When a Client has a Problem

Section 4

By the end of this section, you will be able to:

- Assist the client with problems that they may encounter at login.

4.1 General Difficulties

If the client is experiencing problems they can try to close their application and try again later. The client may contact us at 1 800 277-9914 or if they are using a Teletype (TTY), they may call 1 800 255-4786 (Canada and the United States).

If the client receives a message stating that the system is down or unavailable, advise the client to check back later and try again once the system is back up and running. You can contact the [National Service Desk](#) to determine exactly how long the system may be down or unavailable, and inform the client of when they should try again.

4.2 Social Insurance Registry (SIR)

There is a possibility that the information we have on file in our SIR is incorrect. When authenticating a client over the phone, pay special attention to the information that they provide.

Ask the client if the problem occurred while they were requesting a PAC on line. If so, it is certain the problem was with the SIR - the client should update their SIR information.

If this is the case, refer to the procedures for advising a client on how to update their information in the Social Insurance Registry and provide them with the telephone number for the R&A Unit in Bathurst NB at 1 866-279-5238.

You can also direct them to an [on line form](#) that they can complete to make amendment(s) to their Social Insurance Number (SIN) record and/or card.



See Appendix C for a listing of all error messages that a CPP/OAS client may see when attempting to log in to PAC.

Appendix A

Definitions

Here are definitions of the standard fields that the client will see when they apply for a PAC. This material will appear when a client selects the data element link on the *Login* screen - a pop-up window will display the appropriate text.

Social Insurance Number

The Social Insurance Number is a nine-digit number used in the administration of various Canadian government programs. Please enter all nine digits as they appear on your Social Insurance Number card, with no spaces.

First Name

Please enter only your full first name. This information will be checked against the information in the Social Insurance Number record.

Last Name

Please enter only your last name. This information will be checked against the information in the Social Insurance Number record.

Date of Birth

The year, month and day of birth fields are mandatory. The month and day of birth must be selected from the drop-down lists provided, and the year of birth must contain four digits. For example, if you were born in 1947, please enter 1947 rather than 47.

Mother's Last Name

Please enter only your mother's last name as it was at the time of her birth. Please do not provide her married name, first name or middle name. This information will be checked against the information in the Social Insurance Number record.

Once the 'Authentication' process has been completed, the selected On line service screen will appear and the client can begin their session using the on line application, such as SOC View or VUPI.

Personal Access Code

The Personal Access Code is a unique identifier that we have provided to you upon your request. In order to access the service you have selected, you must provide your Personal Access Code. It is an additional piece of information we ask for in order to ensure the confidentiality of your personal information. If you do not have a Personal Access Code, you can request one by returning to the My Service Canada Account menu.

Appendix B

Standard PAC Letter

**- IMPORTANT -
PLEASE KEEP THIS LETTER
FOR YOUR RECORDS**

Below is your Personal Access Code, as requested. You will need this code to use certain Internet services related to the Old Age Security (OAS) program and the Canada Pension Plan (CPP).

If you are receiving OAS or CPP benefits, you can use your Personal Access Code to:

- view the amount of your benefit,
- view your address or telephone number,
- view your payment destination (direct deposit or cheque address),
- view and print your CPP/OAS tax information slips.

If you have contributed to the CPP, you can use your personal access code to view your Statement of Contributions on the Internet. You may also use the information contained in your Statement of Contributions to estimate your retirement income with our online calculator.

Your Personal Access Code is valid for five years from the day it is issued. If your code expires or it is misplaced, you must re-apply. The replacement code you receive by mail automatically cancels your previous code so that it may not be used again.

Please keep your personal access code confidential. Do not provide this code when contacting us in writing or by phone. If you think that someone else may know your code, or if you misplace it, please contact us at:

Toll-free:
Teletypewriter (TTY):

For more information on the wide range of government programs and services offered to you by Service Canada, please visit our web site at: servicecanada.gc.ca.

PAC Letter for Clients Residing Outside Canada

**- IMPORTANT -
PLEASE KEEP THIS LETTER
FOR YOUR RECORDS**

Below is your Personal Access Code, as requested. You will need this code to use certain Internet services related to the Old Age Security (OAS) program and the Canada Pension Plan (CPP).

If you are receiving OAS or CPP benefits, you can use your Personal Access Code to:

- view the amount of your benefit,
- update your address or telephone number,
- update your payment destination (direct deposit or cheque address),
- view and print your CPP/OAS tax information slips.

Please note: If you live outside of Canada or your payment destination (direct deposit or cheque) is outside of Canada, you will only be able to view your address, phone number and payment destination information at this time.

If you have contributed to the CPP, you can use your Personal Access Code to view and print your CPP Statement of Contributions on the Internet. You may also use the information contained in your Statement of Contributions to estimate your retirement income with our on-line calculator.

Your Personal Access Code is valid for five years from the day it is issued. If your code expires or it is misplaced, you must re-apply. The replacement code you receive by mail automatically cancels your previous code so that it may not be used again.

Please keep your Personal Access Code confidential. Do not provide this code when contacting us in writing or by phone. If you think that someone else may know your code, or if you misplace it, please contact us:

Toll-free:
Teletypewriter (TTY):

For more information on the wide range of government programs and services offered to you by Service Canada, please visit our web site at servicecanada.gc.ca.

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Appendix C

Error Messages

The complete list of the error messages that a CPP/OAS client might encounter on the R&A login screen are:

Error Code	Error Message	Definition
R001	The information entered does not correspond to our records. Please check your information and try again. If this situation continues, please call the R&A Unit in Bathurst NB at 1 866 279-5238 between the hours of 8:30 am and 4:30 pm. local time. (Error R001)	SIN data does not match The SIN must not have a SIN restriction
R002	We are temporarily experiencing technical difficulties. Please try again later. We apologize for any inconvenience. (Error R002)	If any technical problem occurs that causes a problem during the processing of a valid transaction If any technical problem occurs on the click of the login on the Login screen
R003	Login Failure. There have been five unsuccessful attempts to login. As a security precaution, you will not be able to access this service for the next 24 hours. If you would like to resolve this issue now, please call us at 1 866 279-5238 between 8:30 a.m. and 4:30 p.m. local time. (Error R003)	A maximum of 5 consecutive unsuccessful attempts are allowed per SIN
R004	Login Failed. There have been five unsuccessful attempts to login during this session. Please close this browser window and start again. (Error R004)	A maximum of 5 attempts is allowed per session

Error Code	Error Message	Definition
R006	You must provide a valid nine-digit Social Insurance Number. Please enter all nine digits as they appear on your Social Insurance Number card, with no spaces or hyphens. (Error R006)	SIN is mandatory SIN must be 9 characters long SIN must pass Mod10 check SIN must be numeric
R007	You must provide your first name by entering alphabetic characters only. Enter your first name (given name) as shown on your identification documents (i.e. SIN, passport, citizenship documentation). Do not enter initials. Do not use your nickname. Do not put your family name in this field. (Error R007)	First Name is mandatory First Name must contain alpha characters only
R008	Please enter only your last name (family name) as shown on your identification documents (i.e. SIN, passport, citizenship document). You must provide your last name by entering alphabetic characters only. Do not put your first name in this field. (Error R008)	Last name is mandatory Last name must contain alpha characters only
R009	You have entered an invalid date of birth. The year, month and day of birth fields are mandatory. The month and day of birth must be selected from the drop-down lists provided, and the year of birth must contain four digits. For example, if you were born in 1947 please enter 1947 rather than 47. (Error R009)	Date of Birth is mandatory Date of Birth must be valid (i.e.: Feb. 30 th , 2002) Date of Birth must be before today Date of Birth must be less than 120 years ago
R010	Please enter only your mother's last name as it was at the time of her birth. Please do not provide her married name, first name, middle name or her date of birth. You must provide your mother's last name at her birth by entering alphabetic characters only. For example: When Jean's mother was born she	Mother's Last Name at birth is mandatory Mother's Last Name at birth must contain alpha characters only

Error Code	Error Message	Definition
	was given the name "Anne Marie Smith". Therefore, Jean will enter "Smith" in this field. (Error R010)	
R011	The information entered does not correspond to our information on file – please try again. (Error R011)	CPP/OAS Personal Access Code data do not match.
R012	You have entered an incorrect code. To use this application, you must enter a valid 7-character Personal Access Code (PAC) issued to you by Service Canada. No other code but your PAC will allow you to access these services. To find out how to get a Personal Access Code, click on ' <i>Frequently Asked Questions</i> ' above. (Error R012)	CPP/OAS Personal Access code is mandatory. Personal Access code must be numeric. Personal Access code must be 7 characters.
R013	The information entered does not correspond to our information on file. Please check your information and try again. If this situation continues, please call 1 866 279-5238 between the hours of 8:30 am and 4:30 pm. local time. (Error R013)	SIN and EI Access Code data do not match
R014	You must provide a valid Access Code. (Error R014)	EI Access Code is mandatory and must be 4 numeric characters
R015	You must provide a valid province or territory in the required format. Click the field name for information on where this service is available and how to complete this field. (Error R015)	Province or territory is mandatory. The service must be available in your province or territory Must be two alpha characters corresponding to the province table