



Service Canada College@ESDC

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

Participant's Guide

Government Online (GOL)

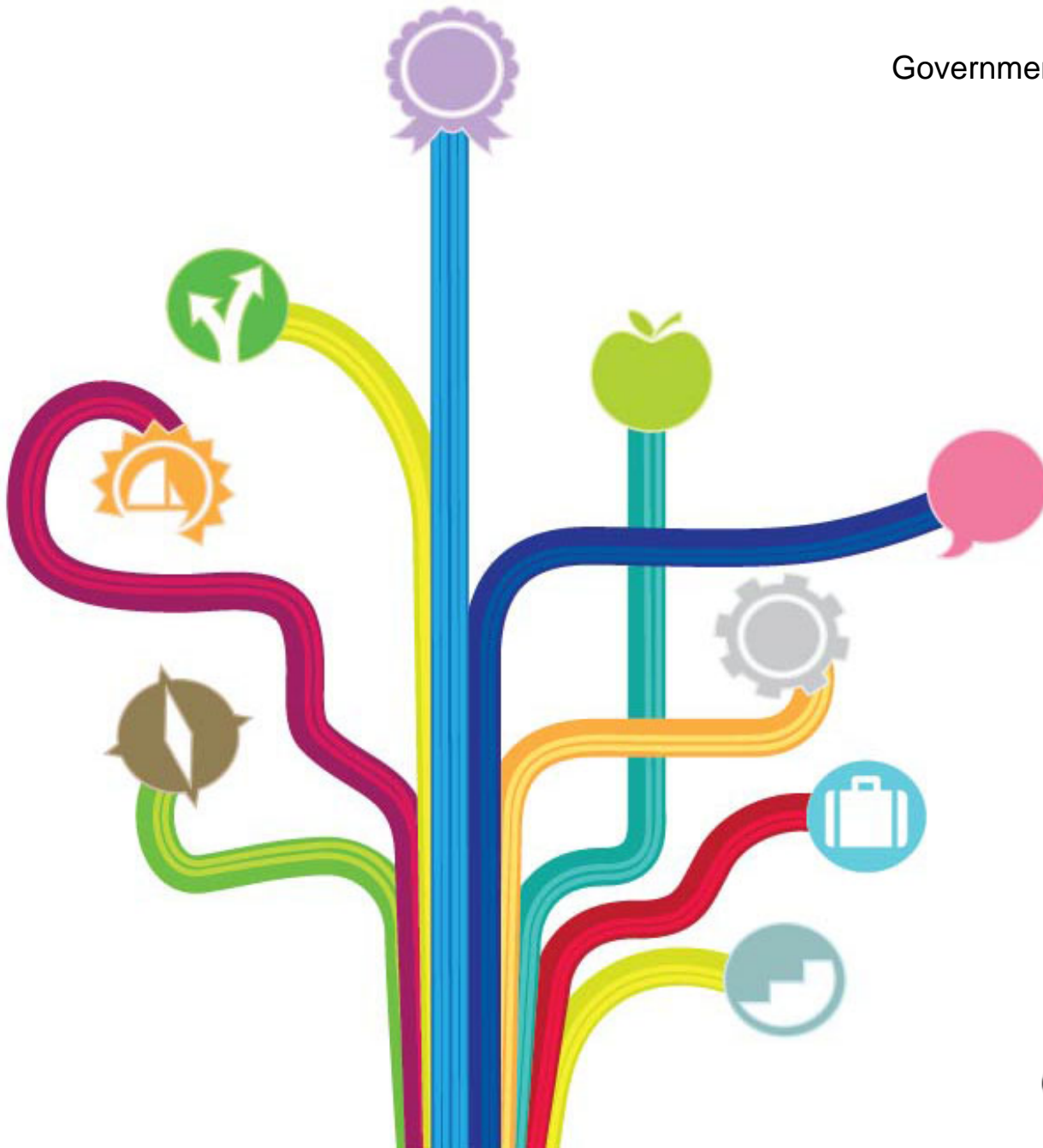


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Introduction

Purpose

This training guide has been designed to familiarize you with the Registration and Authentication (R&A) and Personal Access Code(PAC) process that is used by Service Canada to support our online services. It will provide you with the necessary background and knowledge to understand how this system is used by our clients. You will also be equipped to respond to general inquiries regarding access to online applications.

Learning Objectives

Upon completion of this guide, you will have a basic understanding of the R&A and PAC procedures and be able to respond effectively to client enquiries about this process.

Specifically you will understand:

- R&A solution; and
- PAC.

Using this Guide

This guide provides you with a detailed view of the R&A Internet component systems functionality. Since you are already able to respond to client enquiries, we will only focus on how this R&A and PAC process will affect your daily functions.

Included are examples of screen shots with detailed explanations of the process and other related information. Although you will not actually use the R&A Internet component, you will be better equipped to answer a client's questions relating to it.

Prerequisites

In order to confirm the identity of each client, this system requires that the client enter their GC Key or Sign-in Partner information in order to access their personal information. First time users will also need their Personal Access Code (PAC) in order to validate their identity.

If you need to see the steps on how to register for GC Key, Sign-in Partner, how to login to My Service Canada Account or how to navigate the Service Canada Website, you can access the My Service Canada Account computer based training (CBT) at:

<http://intracom.hq-ac.prv/sc-college/eng/nodd/training/program/cbt/msca2/msca2-info.shtml> (Select the Launch CBT link to start.)

References

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

- [SDB-129: Government On-Line: Use of Online Services by Third Parties](#);
- [SDB-122: Government On-Line: Registration and Authentication](#); and
- [Questions and Answers: Personal Access Code \(PAC\) and Registration and Authentication \(R&A\)](#).

Completion Time

This guide will take you approximately 1 hour to complete.

Learning Code

In order to have this training recorded in the list of courses that you have taken within the department, you must complete the Learning Report form – HRB2791 with the training code 25269. You can find the form on the electronic forms.

You can find the Learning Report on Electronic Forms at <http://forms-formulaires.prv/eform99/index.cfm?App=Launch&FormID=4149&GroupID=201&LANG=E>

Comments and suggestions

If you have any comments or suggestions about this module, please send an email to the Operational Training Group at Service Canada College at the following email address: NC-OTG_INQUIRIES-GFO_DEMANDES-GD

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

Background

In 2001, the former department of Social Development Canada (SDC) (now known as Employment and Social Development Canada) 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 changed the way that the department thinks about what it does and how it delivers service.

As part of its MSC commitment, Service Canada continues to develop online products to provide clients with alternative modes of service delivery.

Objective

The objective of this process was for clients to be properly identified before they were given access to online services. In addition, clients needed to be confident that their information is secure while in transit.

Benefit

The Registration and Authentication system was created in order to securely validate a client's identity. It is used by Service Canada to authenticate a client wishing to access online services. It makes the whole system much more secure, and helps to protect Canadians.

R&A process supports:

- CPP View Your Statement of Contributions (SOCV);
- View and Update Your Personal Information (VUPI);
- Personal Access Code (PAC);
- Tax Information Slips (TIS) systems;
- My Employment Insurance online (My EI online) system; and
- Record of Employment (ROE) system.

The Personal Access Code is a component of R&A. It is an extra element that provides additional security and assurance of the client's identity before access to online services is granted. First time users have to request a PAC.

Internet Component Overview

Getting Started

The R&A Internet component is used by the client to access Service Canada's online applications. The next few pages will demonstrate how this system is used by them.

Online applications are accessed from the Service Canada Internet site at:

www.servicecanada.gc.ca



Clients can also access online services through other sites, such as:

- Employment and Social Development Canada under the Service Canada link: <http://www.esdc.gc.ca/eng/home.shtml>
- CRA **Change your address** under **Links for Individuals and families** at: <http://www.cra-arc.gc.ca/menu-e.html>

The client selects their language of choice from the screen above.

On the Service Canada page, the client selects the Access My Service Canada Account link.



By selecting the Login to My Service Canada Account link from the Service Canada page, clients are directed to the My Service Canada Account screen. This screen provides information about protecting your personal information and other important information.

The screenshot shows the 'My Service Canada Account' registration page. It includes a navigation menu with 'Services for you', 'Subjects', 'Online services', 'Forms', 'A to Z', and 'Help'. The main content area is divided into 'Returning users' (with a 'Sign-In' button) and 'New users' (with a 'Register' button). A 'Please note' section provides important information about personal information protection, cookies, and browser compatibility. A 'Helpful tips' sidebar is also present on the right. The footer contains various links and contact information.

If the client is a first time user, they can select the **Register** button located in the **New users** section. They will then receive instructions on how to register for a My Service Canada Account (MSCA). Returning users can access their MSCA information by selecting the Returning users **Sign-In** button located above.



Take Note: This online session will expire if it has been inactive for 15 minutes. After 14 minutes and 30 seconds of inactivity, a pop-up, lasting 30 seconds, will appear with an option to extend their session for another 15 minutes. If the client does not respond, their session will timeout, and they will have to restart their session. For security reasons the system is not designed to save their information and they will lose all information previously entered. Clients need to ensure that they have all required information on hand prior to beginning their online request.

Before you Proceed

Once the client selects the **Register** button, they will be directed to the *My Service Canada Account*, screen. This screen informs the client about the registration process and personal information security.

The client will require an access key to proceed any further. This page allows the client to register for an access key. See the section on Prerequisites for information on how to register for an access key.

The client will also need a Personal Access Code (PAC) in order to validate their identity. If the client already has a PAC, they will proceed to the *Authentication* page that is described in this guide.

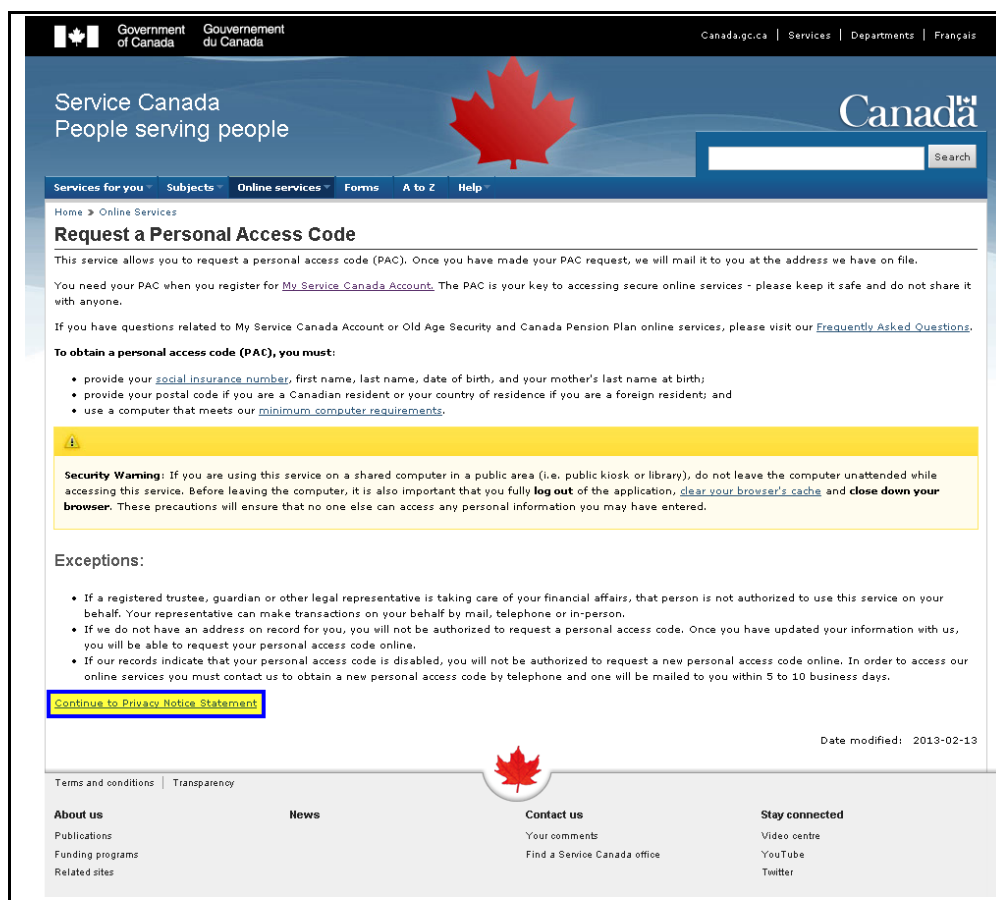


Take Note: The client's access level is based on the rules and procedures of the underlying online service. For information on which clients will be able to log in, refer to the access level section of the various procedures and training guides.

How to Request a Personal Access Code

Request a Personal Access Code

A client who selects “request personal access code online” is linked to the Request a Personal Access Code screen shown below.



The client should read the page and then select **Continue to Privacy Notice Statement**.

Privacy Notice Statement

Next, the client is asked to read and either accept or decline the Privacy Notice Statement on the screen shown below.

Government of Canada / Gouvernement du Canada

Canada.gc.ca | Services | Departments | Français

Service Canada
People serving people

Canada

Search

Services for you | Subjects | Online services | Forms | A to Z | Help

Home > Online Services

Privacy Notice Statement

You may wish to print this page for future reference as it contains important information.

Your privacy and the protection of your personal information is important to us. We will confirm your identity by matching the information you submitted on the log-in page with information contained in the Social Insurance Register, our Canada Pension Plan (CPP) and/or Old Age Security (OAS) program records. This information is needed for you to access and use the service you requested.

The collection, use and disclosure of personal information for this service is authorized and regulated by the [Canada Pension Plan Act](#), the [Old Age Security Act](#), and the [Employment Insurance Act](#). Your information may also be used for policy analysis, research and/or evaluation purposes, which could require that information under the control of Human Resources and Skills Development Canada and/or Service Canada be linked. In limited instances, we can share your information without your consent, but will do so according to the [Privacy Act](#).

The use, disclosure, and retention of your personal information for these services are described in the following [Personal Information Bank](#)s: Canada Pension Plan SDC PPU 146, Canada Pension Plan SDC PPU 140, Old Age security SDC PPU 116 and Social Insurance Register SDC PPU 390.

The information you provide is protected under the [Privacy Act](#) and applicable departmental legislation. Under the [Privacy Act](#), you have the right to access your personal information and request changes if the information is incorrect. Instructions on how you can exercise these rights are outlined in [Info Source publications](#), a copy of which is available at any Service Canada Centres.

Questions or comments regarding the administration of the Privacy Act in our Department may be directed to the Access to Information and Privacy Coordinator at:

Access to Information and Privacy
140 Promenade du Portage
Phase IV, Level 1, Mail stop 112
Gatineau QC K1A 0J9

Tel: 819-994-0416
Fax: 819-953-0659
E-mail: pcf-as-sfa-atip-aiprp@hrsdc-rhdcc.gc.ca

For more information on privacy issues and the [Privacy Act](#) in general, consult the [Office of the Privacy Commissioner](#) or call 1-800-282-1376.

[Continue](#) [Cancel](#)

Date modified: 2013-05-10

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The client can select Continue if they wish to proceed or they can select Cancel to return to Service Canada home page.

Authentication Screen

The Authentication screen is the first stage of the client's authentication process. The information submitted by the client is validated using our records and verified against the SIR database.

The client must enter the following information:

- Social Insurance Number;
- First Name;
- Last Name;
- Date of Birth; and
- Mother's Last Name at Her Birth.

If the client needs a definition for any of the fields above, they can select the Help link for that field and a pop-up window will display the appropriate text.

See Appendix A for the definitions of each of the above fields.

If the client is having problems with the Login screen, they can access the Help screen by selecting the Help link located on the Institutional menu.

When the client has entered the required information they will select **Submit**.

If the information submitted matches our records, the client will continue to the *Personal Access Code* screen. If the information is incorrect, the client will receive an error message. After five unsuccessful attempts to log into the system, the client's SIN will be locked out for 24 hours.



See Appendix B for a complete list of possible error messages and see Appendix C for a list of Frequently Asked Questions for the log-in page.

You do not have the ability to unlock a client's account. If the problem persists, advise the client to contact the Social Insurance Registry (SIR) R&A Unit in Bathurst, New Brunswick (1 866-279-5238) or by directing them to this web site:

<http://www.servicecanada.gc.ca/eng/sc/sin/index.shtml>

Personal Access Code Request Form Screen

If the client has entered the correct information in the *Login* screen and has encountered no errors, the next screen they will need to complete is the *Personal Access Code Request Form* screen. This screen is used to verify that the address where the client would like their PAC to be mailed matches the address in our records.

The screenshot shows the 'Request a Personal Access Code' form on the Government of Canada website. The page header includes the Government of Canada logo and the text 'Canada.gc.ca | Services | Departments | Français'. The main heading is 'Request a Personal Access Code' with a red maple leaf icon. Below the heading are links for 'Featured Services', 'Accessibility', and 'Help'. The form itself is titled 'Personal Access Code Request Form' and includes a 'Log out' button with the text 'Don't forget to Log out before leaving the site'. The form contains a security warning: 'As a security precaution we are only able to mail your Personal Access Code to the address we have on file for you. Please contact us if you require a change of address.' Below this is a prompt: 'Enter your Canadian Postal Code or if you are a foreign resident, select your Country of residence:'. There are two sections: 'I am a Canadian resident' with a 'Postal Code : (example: K1A2B2)' input field, and 'I am a foreign resident' with a 'Country:' dropdown menu showing 'Select one'. At the bottom of the form are 'Submit' and 'Clear' buttons. The footer includes 'Terms and conditions | Transparency', 'About Us', and 'Contact us'.

Canadian residents must:

- enter their postal code in the box titled “I am a Canadian resident”;
- and
- select Submit.

Foreign residents must:

- enter the country where they reside from the drop down box in the box titled “I am a foreign resident”;
- and
- select Submit.

As a security precaution, the client will be locked out of the system after the second unsuccessful attempt to enter correct address information. If this occurs, the client will have to request a Personal Access Code by telephone at 1 866-279-5238.

If the address information submitted matches our records, a PAC letter is automatically generated and mailed to the client. The language of the PAC letter will match the language displayed on the screen at the time of the request.



See Appendix D for examples of PAC letters that are sent to the client.



Take Note: *If the client already has a valid PAC and they request a new one, the system will generate a new PAC and automatically disable the original PAC.*

Confirmation of Request for PAC

After the Personal Access Code Request form has been successfully submitted, a confirmation page like the one below will appear. Clients should receive their PAC in the mail within five to ten business days.

The screenshot shows a web page titled "Request a Personal Access Code". At the top, there is a navigation bar with the Government of Canada logo and the text "Government of Canada / Gouvernement du Canada" and "Canada.gc.ca | Services | Departments | Français". Below the navigation bar, there is a red maple leaf logo and the word "Canada". The main content area is titled "Personal Access Code Request" and includes a "Log out" button with the text "Don't forget to Log out before leaving the site". Below this, there is a "Confirmation" section with the following text: "Thank you. We have received your request for a Personal Access Code (PAC). Your PAC will be mailed to the address we have on file for you within 5 to 10 business days. If you are a foreign resident, it may take longer than 10 business days for your PAC to reach you. Please make allowances for unforeseen delays related to international mail service." There is a link "Return to Service Canada Online Services" and a "Screen Identifier: SBT P 002" and "Date modified: YYYY-MM-DD". At the bottom, there is a footer with links for "Terms and conditions | Transparency", "About Us", and "Contact us". The footer also includes logos for "HEALTH", "TRAVEL", "SERVICE CANADA", "JOBS", and "ECONOMY" with their respective website URLs.

Unable to Process PAC Request

If the address cannot be validated, the screen shown below will appear. This screen informs the client that their request cannot be processed online. The client should select the Contact us link to display the telephone number to request their PAC.



Take Note: If a client wants to find out the status of their PAC or the status of their PAC request, they must contact us.

PAC Request Pending

If a client tries to request a PAC while one is already being processed, the client is advised that “Our records show that you have already requested a Personal Access Code (PAC). Your new request cannot be completed. If you have not received your PAC within five to ten business days of your original request, please contact us.”

Personal Access Code Disabled – Unable to Proceed

If a client tries to request a PAC while one has a status of ‘Disabled’, the client will not be able to request a new one online. The client is advised that their new request cannot be completed and that they will have to request a new PAC over the telephone.

Help for Personal Access Code

The client can access the PAC Help screen by selecting the Help link located at the top of the navigation bar.

If the client is experiencing problems they can try to close their application and try again later.



See Appendix F, the MSCA Call Centre Roles and Responsibilities, to see how calls between the Service Canada Call Centre, the EI Call Centre, and the R&A Unit in Bathurst are to be handled.

Accessing Online Services with a PAC

Once the client has completed the GC Key or Sign-In Partner registration, they are directed to the *Registration for My Service Canada Account* page. This page informs the client where they are in the registration process for MSCA. It also advises them about their privacy rights and our authority to collect their personal information before we ask them to prove who they are.

The screenshot shows the Service Canada website interface. At the top, there is a navigation bar with the text 'Service Canada People serving people' and the 'Canada' logo. Below the navigation bar, there is a search box and a menu with options like 'Services for you', 'Subjects', 'Online services', 'Forms', 'A to Z', and 'Help'. The main content area is titled 'Access My Service Canada Account' and includes a sub-header 'Choose a secure sign-in method'. There are two main sections for sign-in: 'Continue to Sign-in Partner' and 'Continue to GCKey'. The 'Sign-in Partner' section lists logos for BMO Financial Group, Choice Rewards, ING DIRECT, Scotiabank, and TD. The 'GCKey' section provides instructions for signing in with a GCKey user ID and password. The footer contains various links and information, including 'Terms and conditions', 'Transparency', 'About us', 'News', 'Contact us', 'Stay connected', and 'Canada.gc.ca'.

There are two ways a client can access their MSCA using their Access Key: either with a Sign-In partner or with a GCKey.

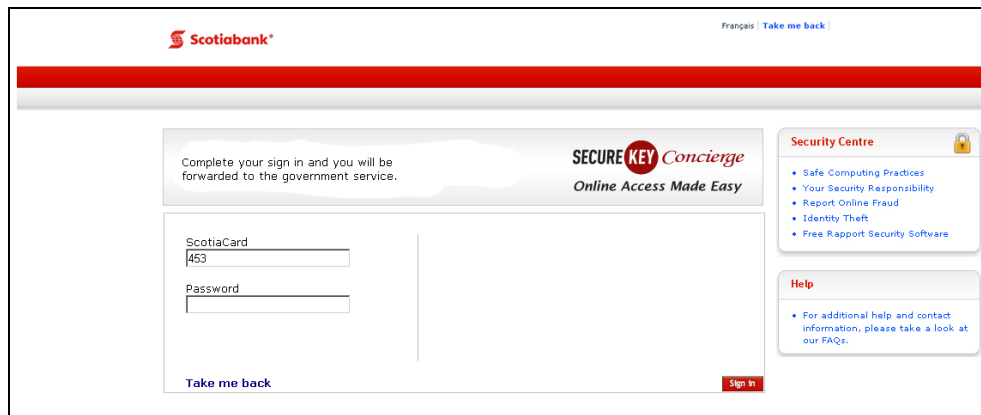
Access with a Sign-In Partner

A client can access government services by using a Sign-In Partner such as their online bank or credit card issuer. NO personal information is given to the government, and government information is not disclosed to the Sign-In Partner.

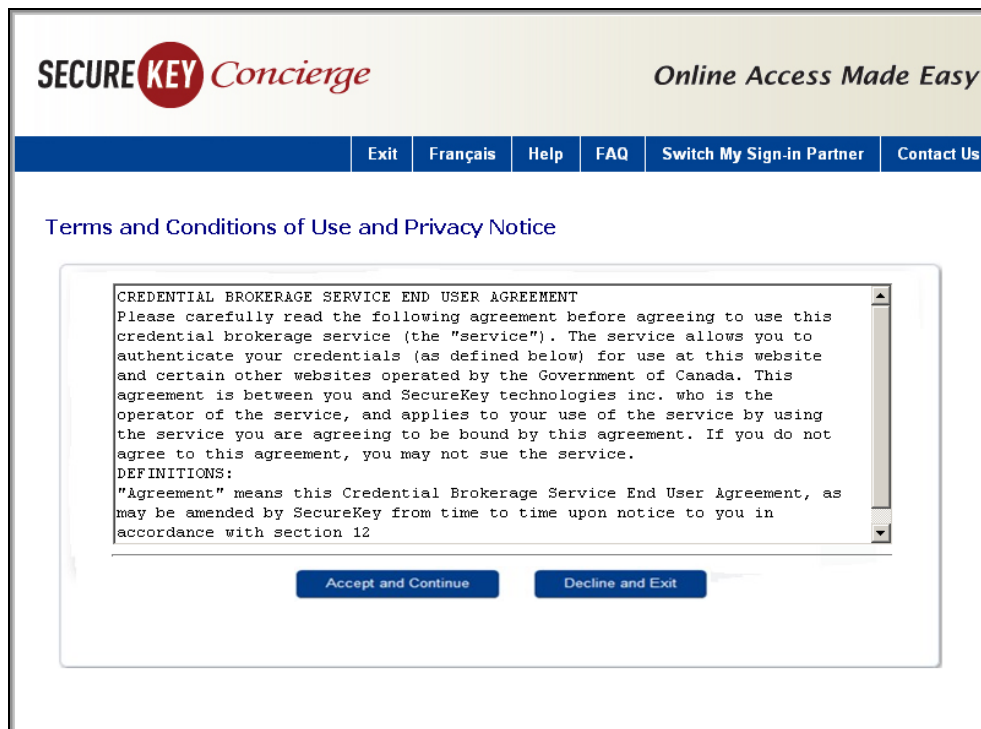
The client must first select the Sign-In Partner they wish to use. A list is provided from which they may choose.

The screenshot shows the 'SecureKey Concierge' interface for selecting a sign-in partner. At the top right, there are links for 'Exit', 'Français', 'Help', 'FAQ', 'Switch My Sign-In Partner', and 'Contact Us'. The main heading is 'SECURE KEY Concierge' with the tagline 'Online Access Made Easy'. Below this, the section is titled 'Select Sign-In Partner' with a note: 'By selecting a Sign-In Partner, you are agreeing to the Terms and Conditions and Privacy Notice of SecureKey Concierge.' A grid of six partner options is displayed: BMO Financial Group Credit Card, BMO Financial Group Debit Card, Choice Rewards CHOICE REWARDS MasterCard, ING DIRECT forward banking, Scotiabank, and TD Canada Trust EasyWeb. To the right, under the heading 'SIMPLE | CONVENIENT | SECURE', there are three bullet points: 'It's easy to use', 'We protect your privacy', and 'Your Sign-In Partner won't know which government service you're accessing and the government won't know which Sign-In Partner you're using'. At the bottom, there are links for 'Terms and Conditions', 'About SecureKey Concierge', and 'Privacy Notice'.

Once the client has selected their Sign-In Partner, they must enter the requester credentials, such as their username and password. The Scotiabank login screen can be seen here as an example.



The client must then accept the terms and conditions as well as read the privacy notice.



New users will be directed to the Client Confirmation screen. Clients see this the first time they visit the site, or if they choose to change how they sign in.

Once a client selects **Continue** on the *Client Confirmation* screen, they are brought to the *Personal information collection statement and registration* screen. This is where clients can register for their MSCA.

After agreeing to the Personal information collection statement and registration, the client is brought to the *Authentication* screen. Here the client enters their personal information including their PAC.

Authentication

Before you can access this service, you must provide the following information. All information is mandatory.

Social Insurance Number	<input type="text"/>	Help
Date of Birth	<input type="text" value="January"/> <input type="text" value="1"/>	Help
EI Access Code / CPP/OAS Personal Access Code	<input type="text"/>	Help
Province or Territory	<input type="text" value="Alberta"/>	Help

By selecting the 'Clear' button, all information that you have entered will be deleted.

By selecting the 'Login' button, you are submitting your personal information and consenting to its collection, use and disclosure in accordance with the Personal Information Collection Statement.

Next comes the terms and conditions screen and, after these are agreed to, the client is in their MSCA.

Validating your Identity

The Validating your Personal Information screen is shown below.

Home >
Registration and Authentication **Validating your personal information**

[Frequently asked questions \(FAQs\)](#)
 The user ID and password you have just entered has not been previously registered for MSCA.
 Before we can allow you to access this service, we need to verify your personal information and authenticate your userID and password.
 Please click on "Continue" to provide your information.

After agreeing to the Personal information collection statement and registration, the client The client has to prove who they are on the Authentication screen by providing their:

- Social Insurance Number;
- Date of Birth;
- access code; or
- Province of residence

As with the initial login screen, if the information is incorrect, the client will receive an error message. After five unsuccessful attempts, their SIN

will be locked out for 24 hours. If the problem persists, advise the client to contact the R&A Unit in Bathurst to update/validate their SIR information and provide them with the telephone number (1-866-279-5238).

Privacy Notice Statement

The Privacy Notice Statement is shown each time the client logs into MSCA. The client must select **I agree** at the bottom of the page to continue or **I do not agree** to cancel the process.

Help for Registration and Authentication

The client can access the R&A Help screen by selecting the Help link located at the top of the Institutional menu



Welcome Screen

The client is then brought to the home page for My Service Canada Account. They can access all services from this page. Notice that the client's name is displayed on the screen.

Government of Canada / Gouvernement du Canada | Canada.gc.ca | Services | Departments | Français

My Service Canada Account

Featured Services | Accessibility | Frequently Asked Questions | Help

Home >-----


My Service Canada Account

Welcome **JOHN DOE**
Monday January 9, 2012
Your last visit was December 12, 2011

Don't forget to **Log out** before leaving the site

MOST Popular

- View my EI messages
- View my current EI claim
- View my EI payment information
- View my Records of Employment
- Complete my EI report online



eForms
This feature allows you to update and/or submit new information regarding your claim.

Message Centre
Important notice

View/Print	Change	Apply for	Other links
------------	--------	-----------	-------------

Canada Pension Plan (CPP) / Old Age Security (OAS) Pension

- View my CPP Contributions
- View my payment information
- View my estimated monthly CPP benefits

Employment Insurance (EI)

- View my EI messages
- View my payment information
- View my current claim
- View my past claims
- View my Records of Employment
- View EI publications



Other

- View my tax slip (T4E, T4A, NR4)

Screen Identifier: MSCA M 001
Date modified: YYYY-MM-DD

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About us | Contact us

HEALTH healthycanadians.gc.ca | TRAVEL travel.gc.ca | SERVICE CANADA servicecanada.gc.ca | JOBS jobbank.gc.ca | ECONOMY actionplan.gc.ca | Canada.gc.ca

Access with a GC Key

If the client chooses to access their MSCA with a GC Key, they click on the **GK Key** button on the *Access My Service Canada Account* page.

They are then brought to the *GCKey Log In or Register* page.

GCKey Log In or Register

You have been redirected from My Service Canada Account to the Government of Canada's GCKey service. This service issues you a GCKey that allows you to securely conduct online transactions with multiple Government of Canada programs and services.

From this page, you can either follow the [Register](#) link to register for a new GCKey, or you can log in with an existing GCKey to change your Password, change your Recovery Questions and Answers or Revoke your GCKey.

If you already have a GCKey, please enter your GCKey User ID and Password below and select **Log In**. Remember that your Password contains at least one upper case letter, one lower case letter and one digit.

User ID: **(required)**

Password: **(required)**

[Forgot your password?](#)

After the client enters their User ID and Password, they are brought to the *Welcome* page. Here they have the ability to change their password or recovery questions or to revoke their GCKey.

Next is the Privacy Notice. After the client agrees to this, they are in their MSCA.

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 hyperlink on the log-in page - a pop-up window will display the appropriate text.

Social Insurance Number (SIN)

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

First name

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

Last Name

Please enter only your last name. This information will be checked against the information in your SIN 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 dropdown 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 your SIN record.

Once the authentication process has been completed, the selected E-Services page will appear and you can begin your session.

Personal Access Code (PAC)

The Personal Access Code is a unique identifier that we have provided to you upon your request. In order to access the service that you have selected, you must provide the PAC that was sent to you. 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 PAC, you can request one by returning to the E-Services menu.

Appendix B

Error Messages

If the client does not complete a field correctly, an error message will appear at the top of the page and above the field that needs to be corrected.

If, for example, the client does not correctly enter their SIN according to format rules, the log-in page will be re-displayed with the following error message: 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).

If there is no activity on the page for more than 20 minutes, the client will receive this message:

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 1 866 279-5238 between the hours of 8:30 a.m. and 4:30 p.m.. local time, Monday to Friday, except civic holidays. If you are calling from outside Canada, please call 1-506-548-7009 (long distance charges apply), from 8:00 a.m. to 8:30 p.m. (Atlantic time). (Error R001)	SIN data does not match The SIN must not have a SIN restriction
R002	We are temporarily experiencing technical difficulties. This could be due to regular maintenance which may be performed Monday to Friday between 7:00 and 9:00 am Atlantic Standard Time. Please try again later. We apologize for any inconvenience. (Error R002) Listed on SDA Assist	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 <i>Login</i> screen
R003	Login Failure. There have been five unsuccessful attempts to log in. 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, Monday to Friday, except civic holidays. If you are calling from outside Canada, please call 1-506-548-7009 (long distance charges apply), from 8:00 a.m. to 8:30 p.m. (Atlantic 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	A maximum of 5 attempts

	and start again. (Error R004)	is allowed per session
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. 30th, 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 was given the name "Anne Marie Smith". Therefore, Jean will enter "Smith" in this field. (Error R010)	Mother's last name at birth is mandatory Mother's last name at birth must contain alpha characters only
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 IITB#. 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 'Frequently Asked Questions' above. (Error R012)	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 a.m. and 4:30 p.m.. local time, Monday to Friday except Civic Holidays. If you are calling from outside Canada, please call 1-506-548-7009 (long distance charges apply), from 8:00 a.m. to 8:30 p.m. (Atlantic time). (Error R013)	SIN and EI Access Code data do not match

R014	You must provide either an Access Code or a Personal Access Code. If you have both codes, enter only one. Please click on the "Help" link at the top of this page to view additional information about these two different codes. (Error R014)	Client must enter either a 4 digit EI Access Code or a 7 digit Personal Access Code.
R015	You must enter your province or territory by selecting from the drop-down list. If you live outside of Canada, please select the last line of the drop-down list. (Error R015)	Province or Territory (or out-of-Canada info) must be selected from drop-down list.
R016	Before we can allow you to access this service we need to verify your personal information. Please call us toll free at 1-866-279-5238 between 8:30 a.m. and 4:30 p.m., local time, Monday to Friday, except civic holidays. If you are calling from outside Canada, please call 1-506-548-7009 (long distance charges apply), from 8:00 a.m. to 8:30 p.m. (Atlantic time). (Error R016)	MBUN-SIN Mapping (Service Pass) Locked. Scenario: 2 Note: MBUN = Meaningless But Unique Number. This is the 20 character alphanumeric number that is passed on by Secure Channel as the unique representation of an Access key identity.
R017	Before we can allow you to access this service we need to verify your personal information. Please call us toll free at 1-866-279-5238 between 8:30 a.m. and 4:30 p.m., local time, Monday to Friday, except civic holidays. If you are calling from outside Canada, please call 1-506-548-7009 (long distance charges apply), from 8:00 a.m. to 8:30 p.m. (Atlantic time). (Error R017)	MBUN-SIN Mapping Expired
R018	Before we can allow you to access this service we need to verify your personal information. Please call us toll free at 1-866-279-5238 between 8:30 a.m. and 4:30 p.m., local time, Monday to Friday, except civic holidays. If you are calling from outside Canada, please call 1-506-548-7009 (long distance charges apply), from 8:00am to 8:30pm (Atlantic time). (Error R018)	MBUN-SIN Mapping (Service Pass) Deactivated
R019	Before we can allow you to access this service, we need to verify your personal information. Please call us toll free at 1-866-279-5238 between 8:30 a.m. and 4:30 p.m., local time, Monday to Friday, except civic holidays.	MBUN-SIN Mapping (Service Pass) valid but SIN now has restriction Scenario: 9
R023	In order to access the online service you are requesting, you must select "Proceed" from the Personal Information Collection Statement. If you have selected the "Do Not Proceed" instead of the "Proceed" option and wish to return to the previous page to start again, select Back on your browser. If you do not wish to continue, close your browser to terminate your Access Key session. To access services through other channels, select the "Contact Us" Button above. (Error R023)	R&A Privacy Notice Statement not Accepted. Client refuses to be authenticated once and use the Access Key to access online services. Scenarios: 5, 6

R024	<p>To access the online service you are seeking, you must select "I agree" from the Terms and Conditions page.</p> <p>If you have selected "Disagree" instead and wish to return to the previous page to start again, please select BACK on your browser.</p> <p>If you do not wish to continue, logout to terminate your Access Key session. To access services through another channel, please select the "Contact Us" Button above. (Error R024)</p>	<p>Terms and Conditions not Accepted.</p> <p>Scenario: 8</p>
R025	<p>Before we can allow you to access this service, we need to verify your personal information. Please call us toll free at 1-866-279-5238 between 8:30 a.m. and 4:30 p.m., local time, Monday to Friday, except civic holidays. If you are calling from outside Canada, please call 1-506-548-7009 (long distance charges apply), from 8:00am to 8:30pm (Atlantic time).</p> <p>(Error R025)</p>	<p>Same MBUN, different SIN. (Occurs when a user was originally registered with one SIN and then enters a different SIN when required to enter additional authentication data for a higher trust level). This could occur for example in a case where a client has received a new SIN as a result of a SIN replacement (e.g. original SIN has been stolen and/or compromised, or a temporary 900-series SIN has now been replaced by a regular SIN).</p> <p>Scenarios: 14, 15</p>
R026	<p>Although a problem was detected in comparing the personal information that you have provided with that on our records, you are being allowed access to the online service requested. Please note that we will be contacting you in the near future to clarify the question of the information submitted. (Error R026)</p>	<p>Authentication failed but application allows pass through to alternate Web page.</p> <p>Scenarios: 4, 10, 13, 16, 19</p> <p>N/A for release 1.5 of My Service Canada Account, as well as for any other service involving bi-lateral exchange of personal information between client and Service Canada.</p>
R027	<p>You indicated that we should use your new Access Key in the future, but you selected the "Disagree" button.</p> <p>If you have selected "Disagree" instead of "Agree" and wish to return to the previous page to change your selection, please select BACK on your browser.</p> <p>If you do not wish to continue, logout to terminate your Access Key session. (Error R027)</p>	<p>User is trying to update his MBUN and SIN mapping (has chosen to use a new Access Key) and on the confirmation page the user select "Disagree".</p>

		Scenario: 20
R028	The service you are trying to access is under Maintenance, please call us toll free at 1-866-279-5238 between the hours of 8:30 a.m. and 4:30 p.m., local time, Monday to Friday, except civic holidays to report the problem. (Error R028)	
R040	<p>In order to access the online service you are requesting, you must select 'Proceed' from the Personal Information Collection Statement.</p> <p>If you have selected the 'Do Not Proceed' instead of the 'Proceed' option and wish to return to the previous page to start again, select Back on your browser.</p> <p>If you do not wish to continue, close your browser to terminate your session. To access services through other channels, select the 'Contact Us' Button above. (Error R040)</p>	
R041	<p>In order to access the online service you are requesting you must select 'I Agree' from the Terms and Conditions.</p> <p>If you have selected 'Disagree' instead of 'Agree' and wish to return to the previous page to start again, please select BACK on your browser.</p> <p>If you do not wish to continue, logout to terminate your session. (Error R041)</p>	

PAC Request Form Screen

The complete list of error messages that a CPP/OAS client might encounter on the PAC Request Form screen are:

Possible Conditions for SBT P 001 -Request a Personal Access Code Form	Error Codes	Messages
	P100	
	P101	
	P102	
	P103	
	P104	
	P105	<div data-bbox="1057 1465 1409 1633" style="border: 1px solid black; padding: 5px;"> The information entered does not correspond to our records – please try again. (Error P105) </div>

Common Possible Conditions	Screen Identifiers	Messages

Error Display and Validation Rules

Below are error messages and details of error display and validation rules. The validation rules and IDs correspond to the error conditions table provided previously.

ID	English	Location	Validation Rules
1	<p>"Login Failed"</p> <p>There have been five unsuccessful attempts to login during this session Please try again later</p>	On separate page	Session locked
3 to 8	<p>Please correct the following error(s):</p> <p>3 - You must provide a valid nine-digit Social Insurance Number.</p>	On login page	<p>Header for errors 3 to 8.</p> <p>SIN is mandatory</p> <p>SIN must be nine characters</p> <p>SIN must be numeric</p> <p>SIN must pass Mod 10 check</p>
	<p>4 - You must provide your first name by entering alphabetic characters only</p>	On login page	<p>First name mandatory</p> <p>First name must contain only alphabetic characters</p>
	<p>5 - You must provide your last name by entering alphabetic characters only</p>	On login page	<p>Last name is mandatory</p> <p>Last name must contain only alphabetic characters</p>
	<p>6 - You have entered an invalid date of birth.</p>	On login page	<p>Date of birth mandatory</p> <p>Date of birth must be valid</p> <p>Date of birth > today's date</p> <p>Date of birth < (today – 120 years)</p>

ID	English	Location	Validation Rules
	7 - You must provide your mother's last name at her birth by entering alphabetic characters only	On login page	Mother's last name at birth is mandatory Mother's last name at birth must contain only alphabetic characters
	8 - You must provide a valid Personal Access Code	On login page	Personal Access Code is mandatory. PAC data matches (valid) PAC numeric & seven digits (valid)
9	The information entered does not correspond to our records – please try again	On login page	SIN data does not match SIN must not have restrictions
10	The information entered does not correspond to our information on file – please try again	On login page	PAC data does not match
11	"Login Failed"	On login page	SIN locked
12	<p>We are temporarily experiencing technical difficulties Please try again later We apologize for any inconvenience</p> <p>To access our other services please visit the Canada Site's E-Services Menu (http://www.canada.gc.ca/forms-formulaires/e-services-eng.html)</p>	<p>If login option is selected then it will appear on login page However, if it is not then it will appear in a new window</p>	Technical difficulty

ID	English	Location	Validation Rules
2, 13	<p>"A problem has occurred"</p> <p>Your session has expired as a security precaution, or you have tried to access a secure page directly or through a bookmark</p> <p>Please visit the Canada Site's E-Services Menu (http://www.canada.gc.ca/forms-formulaires/e-services-eng.html) to return to the E-Service of your choice and access this service again</p>	Separate page	If the login page is accessed directly through a bookmark or the 20 minutes timeout occurs
14	<p>"Termination "</p> <p>You are leaving this session. Please confirm that you want to terminate. <yes> <no></p>	First page of the new window in which the information appears	If the user selects any of the navigation links on the top menu bar or external links (excluding Help)
15	<p>We are temporarily experiencing technical difficulties</p> <p>Please try again later</p> <p>We apologize for any inconvenience (Error R002)</p>		
16	<p>We are temporarily experiencing technical difficulties</p> <p>Please try again later</p> <p>We apologize for any inconvenience</p> <p>To access our other services please visit the Canada Site's E-Services Menu (http://www.canada.gc.ca/forms-formulaires/e-services-eng.html)</p>		

Appendix C

Login Page: Frequently Asked Questions (FAQs)

- 1. I received a message: "A problem has occurred". What does this mean?**

There are two reasons why you may have received this message:

- a) Your session may have expired due to 20 minutes or more of inactivity. We have taken this security precaution in order to protect your information on line. You may log in again at any time.
- b) You have attempted to bookmark the log-in page. You cannot bookmark the Login page because it is in a secure part of our server.

- 2. I was redirected to a "We are temporarily experiencing technical difficulties" page. What does this mean?**

At the present time, we are experiencing technical difficulties with our servers or databases.

We apologize for the inconvenience and would ask that you try again later.

- 3. Why must I provide personal information before accessing these services?**

Some of the services we offer allow you to either view or make changes to your personal information.

Before we can give you access to these services, we must be certain that we are providing these services to the correct person.

- 4. I am having difficulty submitting the information requested. What should I do?**

Before we can give you access to your personal information, we need to make sure that we are providing it to the correct person.

To do this, we need to ask you a number of questions and compare your answers with the information in our records.

If you receive a message saying that the information you provided does not match ours, please check that you are using the correct information and try again.

If this situation continues, please contact us at 1 866 279-5238 between 8:30 a.m. and 4:30 p.m. local time, Monday to Friday, except civic holidays.

5. I got a "Login Failed" message. What does this mean?

There are two reasons why you may have received this message.

- a) Error code R004 is displayed when there have been five unsuccessful attempts to log in during the same session. If this is the case, please close the browser window and start again.
- b) Error code R003 is displayed when there have been five unsuccessful attempts to log in with the personal information you provided.

The information you provide must match what we have in our records.

As a security precaution, you will not be able to access this service for 24 hours.

To resolve this issue, please call us at 1 866 279-5238 between 8:30 AM and 4:30 PM local time Monday to Friday, except civic holidays.

6. Who do I contact if I have difficulties with this site?

If you require assistance with this service, please select "Contact Us" from the top menu bar of any of our pages.


7. How do I apply for a Personal Access Code from Service Canada?

To apply for a Personal Access Code from Service Canada please copy the following URL into your Internet browser address line and select your Enter key:

<http://www.sdc.gc.ca/en/isp/common/proceed/pacinfo.shtml>

Appendix D

Standard PAC Letter for a Client Residing in Canada



Service
Canada

E-Services
333 North River Road
Ottawa ON K1A 0L1
Canada

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

YYYY-MM-DD

XXXXXXXXXXXXXXXXXXXXX XXXXXX
XXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXX XX

XX XXX XXX

Below is your personal access code, as requested. Use this code to register for My Service Canada Account and to access a wide range of online services related to the Canada Pension Plan, Old Age Security, and Employment Insurance programs.

#####

Discover the benefits of going online to view and update your information in one place using a secure Web site. Go to www.servicecanada.gc.ca/msca for more information and to register today!

Keep your personal access code confidential at all times. Do not provide this code to anyone, even when contacting us in writing or by phone. If you think that someone else may know your code, or if you have misplaced it, you can reapply for one online at www.servicecanada.gc.ca or by phone at:

Toll-free: [1-800-277-9914](tel:1-800-277-9914)
Teletypewriter (TTY): 1-800-255-4786


If the name printed on this letter is incorrect, you need to contact the Social Insurance Registration call centre [to obtain information on how](#) to update your personal information at:

Toll-free: 1-800-206-7218 and select Option 3
Teletypewriter (TTY): 1-800-926-9105


For more information on the wide range of government programs and services available to you, visit www.servicecanada.gc.ca.

Service Canada delivers Human Resources and Skills Development Canada programs and services for the Government of Canada.

SC ISP-2018 (2012-07-24) E



PAC Letter for a Client Residing Outside Canada



Service
Canada

E-Services
333 North River Road
Ottawa ON K1A 0L1
Canada

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

YYYY-MM-DD

XXXXXXXXXXXXXXXXXXXXX XXXXXX
XXXXXXXXXXXXXXXXXXXXX
XXX XXXXXX

XXXXXXX

Below is your personal access code, as requested. Use this code to register for My Service Canada Account and to access a wide range of online services related to the Canada Pension Plan, Old Age Security, and Employment Insurance programs.

#####

Discover the benefits of going online to view your information in one place using a secure Web site. Go to **www.servicecanada.gc.ca/msca** for more information and to register today!

Keep your personal access code confidential at all times. Do not provide this code to anyone, even when contacting us in writing or by phone. If you think that someone else may know your code, or if you have misplaced it, you can reapply for one online at **www.servicecanada.gc.ca** or by phone at:

1-613-957-1954


If the name printed on this letter is incorrect, you need to contact the Social Insurance Registration call centre [to obtain information on how](#) to update your personal information at:

1-506-548-7961 (long distance charges will apply)


For more information on the wide range of government programs and services available to you, visit **www.servicecanada.gc.ca**.

Service Canada delivers Human Resources and Skills Development Canada
programs and services for the Government of Canada.

SC ISP-2019 (2012-07-24) E



Standard PAC Letter for a Client Residing in the US



Service
Canada

E-Services
333 North River Road
Ottawa ON K1A 0L1
Canada

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

YYYY-MM-DD

XXXXXXXXXXXXXXXXXXXXX XXXXXX
XXXXXXXXXXXXXXXXXXXXX
XXX XXXXXX

XXX

Below is your personal access code, as requested. Use this code to register for My Service Canada Account and to access a wide range of online services related to the Canada Pension Plan, Old Age Security, and Employment Insurance programs.

#####

Discover the benefits of going online to view your information in one place using a secure Web site. Go to **www.servicecanada.gc.ca/msca** for more information and to register today!

Keep your personal access code confidential at all times. Do not provide this code to anyone, even when contacting us in writing or by phone. If you think that someone else may know your code, or if you have misplaced it, you can reapply for one online at **www.servicecanada.gc.ca** or by phone at:

Toll-free: [1-800-277-9914](tel:1-800-277-9914)
Teletypewriter (TTY): 1-800-255-4786


If the name printed on this letter is incorrect, you need to contact the Social Insurance Registration call centre [to obtain information on how](#) to update your personal information at:

Toll-free: 1-800-206-7218 and select Option 3
Teletypewriter (TTY): 1-800-926-9105

For more information on the wide range of government programs and services available to you, visit **www.servicecanada.gc.ca**.

Service Canada delivers Human Resources and Skills Development Canada
programs and services for the Government of Canada.

SC ISP-2023 (2012-07-24) E

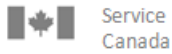


Appendix E

Proactive Mailout of Personal Access Codes

Since March 5, 2008, Service Canada has proactively been sending Canadian residents who have applied for Canada Pension Plan Retirement benefits a letter with a PAC once they are approved for the CPP Retirement benefit and as of May 19, 2009, to Canadian residents who are turning 65 and for whom their disability benefit is being automatically converted to the CPP retirement benefit. This letter is sent only to new applicants who have not already requested and received a PAC.

Please see the Service Delivery Bulletin for more information.



E-Services
333 North River Road
Ottawa ON K1A 0L1
Canada

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

YYYY-MM-DD

XXXXXXXXXXXXXXXXXXXXX XXXXXX
XXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXX XX
XX XXX XXX

As a Canada Pension Plan and/or Old Age Security beneficiary, Service Canada would like to invite you to find out about our online services by providing you with your own personal access code. Use this code to register for My Service Canada Account and to access a wide range of online services related to the Canada Pension Plan and Old Age Security programs.

#####

Discover the benefits of going online to view and update your information in one place using a secure Web site. Go to www.servicecanada.gc.ca/msca for more information and to register today!

Keep your personal access code confidential at all times. Do not provide this code to anyone, even when contacting us in writing or by phone. If you think that someone else may know your code, or if you have misplaced it, you can reapply for one online at www.servicecanada.gc.ca or by phone at:

Toll-free: 1-800-277-9914
Teletypewriter (TTY): 1-800-255-4786

If the name printed on this letter is incorrect, you need to contact the Social Insurance Registration call centre to obtain information on how to update your personal information at:

Toll-free: 1-800-206-7218 and select Option 3
Teletypewriter (TTY): 1-800-926-9105

For more information on the wide range of government programs and services available to you, visit www.servicecanada.gc.ca.

Service Canada delivers Human Resources and Skills Development Canada programs and services for the Government of Canada.

SC ISP-2024 (2012-07-24) E



Appendix F

MSCA Call Centre Roles and Responsibilities

Call Centre	Roles and Responsibilities
<p>GC Key Client Service Centre (CSC)</p> <p>Toll-free: 1-855-438-1102 (Canada & US)</p> <p>Toll-free TTY: 1-855-438-1103</p> <p>Outside Canada and US 1-800-2318-6290 <i>*Dial the international dialing code followed by the number</i></p> <p>Hours of service: 24 hours / 7 days</p>	<p>To assist users with any items related to GCKey credential (e.g. GCKey login, GCKey registration, GCKey service browser requirements, etc.).</p> <p>To refer users to the SecureKey Concierge User Help Desk for difficulties with Secure Key Concierge and Sign-in Partner credentials.</p> <p>To refer users to R&A Help Desk for assistance with the online registration and authentication process only. This phone number appears as required in R&A online error messages when a user is unsuccessful during the Service Canada registration process (e.g. first login). This phone number is only meant for online authentication user support for the R&A pages – e.g. after the GCKey login/registration steps and should only be provided after it has been confirmed that the client requires assistance after successfully completing the GCKey and SecureKey Concierge registration or sign-in.</p> <p>To refer users to the Employment Insurance (EI) Call Centers if they require program related assistance or need to obtain an EI access code.</p> <p>To refer users to the Canada Pension Plan and Old Age Security (CPP/OAS) Call Centers if they require program related assistance or need to obtain a Personal Access Code (PAC).</p> <p>To refer users back to My Service Canada Account once they are able to login with GCKey.</p>
<p>SecureKey Concierge User Help Desk (UHD)</p> <p>Toll-free: 1-855-433-5397</p>	<p>To assist users who experience difficulties with Secure Key Concierge and Sign-in Partner credentials and answer their questions on the service and its partners.</p> <p>To refer banking clients to their banking institutions as required.</p> <p>To refer users to R&A Help Desk for assistance with the online</p>

<p>Toll-free TTY: 1-855-224-1714</p> <p>Outside Canada and the United States Toll-free: 1-800-7328-7358 <i>*Dial the international dialing code followed by the number</i></p> <p>Hours of service: 24 hours / 7 days</p>	<p>registration and authentication process only. This phone number appears as required in R&A online error messages when a user is unsuccessful during the Service Canada registration process (e.g. first login). This phone number is only meant for online authentication user support for the R&A pages – e.g. after the GCKey login/registration steps and should only be provided after it has been confirmed that the client requires assistance after successfully completing the GCKey and SecureKey Concierge registration or sign-in.</p> <p>To refer users to the GCKey Client Service Centre for any issues related to GCKey credential (e.g. GCKey login, GCKey registration, GCKey browser requirements, etc.).</p> <p>To refer users to the Employment Insurance (EI) Call Centers if they require program related assistance or need to obtain an EI access code.</p> <p>To refer users to the Canada Pension Plan and Old Age Security (CPP/OAS) Call Centers if they require program related assistance or need to obtain a Personal Access Code (PAC).</p>
<p>Registration and Authentication (R&A) Help Desk</p> <p>Toll-free: 1-866-279-5238</p> <p>Outside Canada and the United States: 1-506-548-7009</p> <p>Hours of service: Monday to Friday, 8:30 a.m. to 4:30 p.m. (caller's local time)</p>	<p><i>To assist users through the online registration and authentication process only. This phone number appears as required in R&A online error messages when a user is unsuccessful during the Service Canada registration process (e.g. first login).</i></p> <p><i>On the first login, an attempt can be unsuccessful for the following reasons:</i></p> <ul style="list-style-type: none"> <i>- a Social Insurance Register (SIR) record mismatch,</i> <i>- a user has tried 5 unsuccessful attempts to gain access and their SIN is now locked for 24 hours,</i> <i>- the wrong EI access code or PAC (for EI or CPP/OAS) was entered.</i> <p><i>On a return visit, during an identity validation attempt, an unsuccessful attempt can occur due to a restriction (also known as a flag) on the SIR.</i></p> <p><i>To refer users to the Employment Insurance (EI) Call Centers if they require program related assistance or need to obtain an EI access code.</i></p> <p><i>To refer users to the Canada Pension Plan and Old Age Security (CPP/OAS) Call Centers if they require program related</i></p>

assistance or need to obtain a Personal Access Code (PAC).

To refer users to the GCKey Client Service Centre for any issues related to GCKey credential (e.g. GCKey login, GCKey registration, GCKey browser requirements, etc.).

To refer users to the SecureKey Concierge User Help Desk for difficulties with Secure Key Concierge and Sign-in Partner credentials.

To report Service Canada systems technical issues to the IT National Service Desk

NOTE: There are some combined MSCA and ROE Web pages such as error codes, help link, etc. that Bathurst may receive calls from ROE Web users, please note that Bathurst is just to refer those users to the ECC, contact information listed below:

Employer Contact Centre (ECC)

Toll-free : 1 800 367-5693

Toll-free TTY: 1-855-881-9874

Hours of service:

Monday to Friday, 7 a.m. to 8 p.m. (caller's local time) To assist clients with program specific questions regarding records of employment (ROE) and ROE Web online service options and to obtain an Activation Code

To assist clients with online support issues such as navigation and technical troubleshooting of ROE Web online products services.

To refer users to the GCKey Client Service Centre for any issues related to GCKey credential (e.g. login, registration, browser requirements, etc.).

To refer users to the SecureKey Concierge User Help Desk for difficulties with the Sign-in Partner login.

To report Service Canada systems technical issues to the IT

<p>Employment Insurance (EI) Call Centres</p> <p>Toll-free : 1 800 206-7218</p> <p>Toll-free TTY: 1 800 529-3742</p> <p>Hours of service: Monday to Friday, 8:30 a.m. to 4:30 p.m. (caller's local time)</p>	<p>National Service Desk as outlined in the Common Reference Tool.</p> <p>To assist clients with program specific questions regarding Employment Insurance programs, online service options and to obtain an Access Code.</p> <p>To assist clients with general online support issues such as navigation and troubleshooting of MSCA and MEIIO Online services.</p> <p>To refer users to the Canada Pension Plan and Old Age Security (CPP/OAS) Call Centers if they require program related assistance or need to obtain a Personal Access Code (PAC).</p> <p>To refer users to the GCKey Client Service Centre for any issues related to GCKey credential (e.g. GCKey login, GCKey registration, GCKey browser requirements, etc.).</p> <p>To refer users to the SecureKey Concierge User Help Desk for difficulties with Secure Key Concierge and Sign-in Partner credentials.</p> <p>To refer users to R&A Help Desk for assistance with the online registration and authentication process only. This phone number appears as required in R&A online error messages when a user is unsuccessful during the Service Canada registration process (e.g. first login). This phone number is only meant for online authentication user support for the R&A pages – e.g. after the GCKey login/registration steps and should only be provided after it has been confirmed that the client requires assistance after successfully completing the GCKey and SecureKey Concierge registration or sign-in.</p> <p>To report Service Canada systems technical issues to the IT National Service Desk as outlined in the Common Reference Tool and SDA Assist.</p>
<p>Canada Pension Plan and Old Age Security (CPP/OAS) Call Centres</p> <p>Toll-free (English service): 1-800-277-9914</p> <p>Toll-free (French</p>	<p>To assist clients with program specific questions regarding Canada Pension Plan and Old Age Security programs</p> <p>To assist clients with general online support issues such as navigation and troubleshooting of MSCA and CPP and OAS Online services (VUPI, TISO, SOCV, RTRa, PAC, CRIC).</p> <p>To request a Personal Access Code (PAC) on the client's behalf.</p>

<p>service): 1-800-277-9915</p> <p>From outside Canada and the United States:</p> <p>1-613-957-1954 (collect calls accepted)</p> <p>Toll-free TTY: 1-800-255-4786</p> <p>Hours of service: Monday to Friday, 8:30 a.m. to 4:30 p.m. (caller's local time)</p>	<p>To refer users to the Employment Insurance (EI) Call Centers if they require program related assistance or need to obtain an EI access code.</p> <p>To refer users to the GCKey Client Service Centre for any issues related to GCKey credential (e.g. GCKey login, GCKey registration, GCKey browser requirements, etc.).</p> <p>To refer users to the SecureKey Concierge User Help Desk for difficulties with Secure Key Concierge and Sign-in Partner credentials.</p> <p>To refer users to R&A Help Desk for assistance with the online registration and authentication process only. This phone number appears as required in R&A online error messages when a user is unsuccessful during the Service Canada registration process (e.g. first login). This phone number is only meant for online authentication user support for the R&A pages – e.g. after the GCKey login/registration steps and should only be provided after it has been confirmed that the client requires assistance after successfully completing the GCKey and SecureKey Concierge registration or sign-in</p> <p>To report Service Canada systems technical issues to the IT National Service Desk as outlined in the Common Reference Tool and SDA Assist.</p>
<p>1 800 O-Canada</p> <p>Toll-free: 1-800-622-6232</p> <p>Toll-free TTY: 1-800-926-9105</p> <p>Outside Canada and the United States: List of Toll free numbers available: http://www.servicecanada.gc.ca/eng/common/contactus/phone.shtml</p> <p>Hours of service:</p>	<p>To assist callers with general enquiries regarding Government of Canada programs and services.</p> <p>To refer users to the GCKey Client Service Centre for any issues related to GCKey credential (e.g. GCKey login, GCKey registration, GCKey browser requirements, etc.).</p> <p>To refer users to the SecureKey Concierge User Help Desk for difficulties with Secure Key Concierge and Sign-in Partner credentials.</p> <p>To refer users to R&A Help Desk for assistance with the online registration and authentication process only. This phone number appears as required in R&A online error messages when a user is unsuccessful during the Service Canada registration process (e.g. first login). This phone number is only meant for online authentication user support for the R&A pages – e.g. after the</p>

<p>Monday to Friday, 8 a.m. to 8 p.m. (caller's local time)</p>	<p>GCKey login/registration steps and should only be provided after it has been confirmed that the client requires assistance after successfully completing the GCKey and SecureKey Concierge registration or sign-in</p> <p>To refer users to the Employment Insurance (EI) Call Centers if they require program related assistance or need to obtain an EI access code.</p> <p>To refer users to the Canada Pension Plan and Old Age Security (CPP/OAS) Call Centers if they require program related assistance or need to obtain a Personal Access Code (PAC).</p> <p>To refer users to other Government of Canada departmental programs for questions that relate to the use or access of their online services and client validation.</p>
<p>Social Insurance Number Registration Liaison and Enquiries Help Desk</p> <p>Toll-free: 1-800-206-7218, Option 3</p> <p>Outside Canada: 1-506-548-7961</p> <p>Hours of service: Monday to Friday, 8:30 a.m. to 4:30 p.m. (caller's local time)</p>	<p>To assist users on all questions related to the confirmation of a SIN, Proof of Identity requirements to obtain one, lost or stolen SIN and/or identity, errors, amendments or omissions to the Social Insurance Register (SIR) database including any restrictions, release of information to various individuals, agencies (both federal and provincial) as well as private sectors (i.e. employers and banks).</p> <p>To refer users to the Employment Insurance (EI) Call Centers if they require program related assistance or need to obtain an EI access code.</p> <p>To refer users to the Canada Pension Plan and Old Age Security (CPP/OAS) Call Centers if they require program related assistance or need to obtain a Personal Access Code (PAC)</p>
<p>National Service Desk (NSD)</p> <p>Toll-free: 1-800-268-0408</p>	<p><i>For Service Canada Employees only. This number must not be given out to callers. NSD will not return calls to citizens.</i></p> <p>To receive requests from internal clients/agents</p> <p>To refer Service Canada system or application problems reports to IITB for resolution.</p>