

# CARM Client Portal Setup Guide

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## 3. Create a user profile

2024

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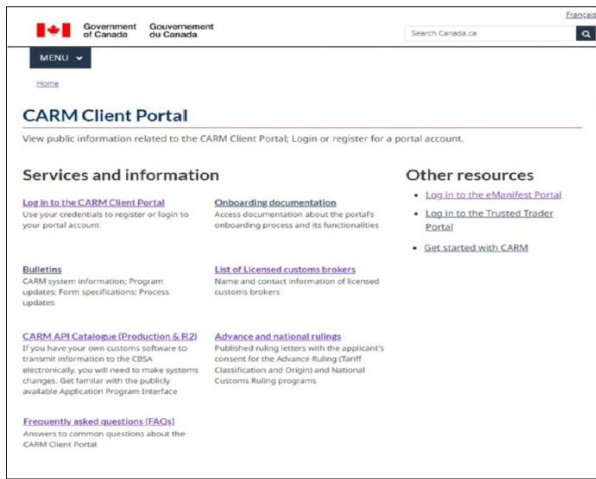
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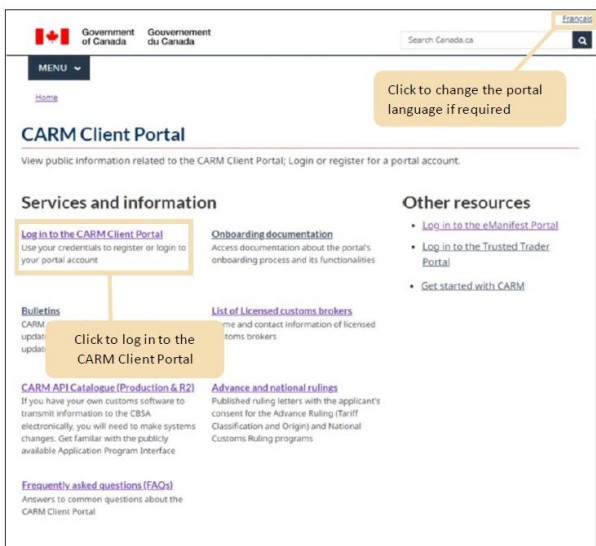
# 1) Accessing the CARM Client Portal

To access the CARM Client Portal, individuals must first open the CBSA webpage, the link to which can be found below:

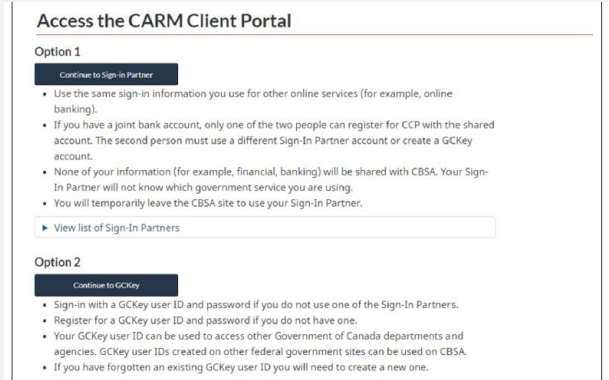
1. Upon launching the CARM Client Portal, you will see the CARM Client Portal home page.



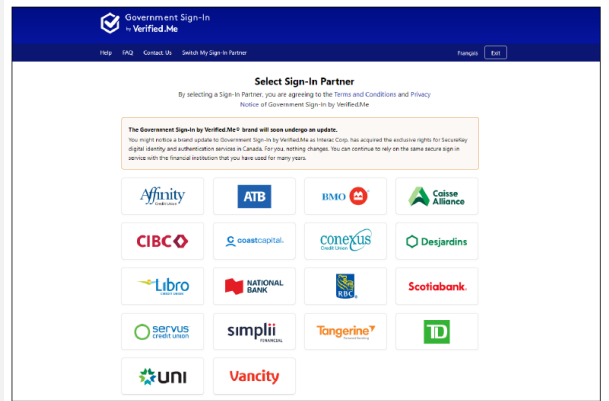
2. In order to create and/or access your portal account, go to the **Log in to the CARM Client Portal** link under **Services and Information**.



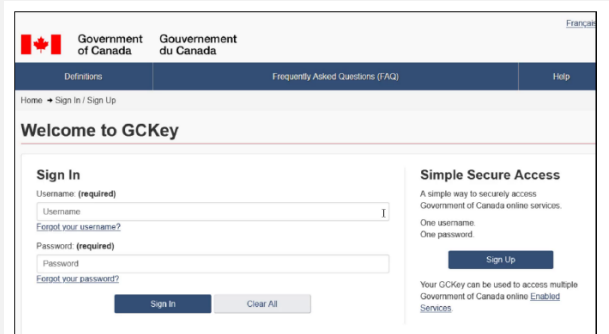
3. Steps for logging in using both methods are detailed on the following pages.



## 3-1. Logging in with a Sign-In Partner



## 3-2. Logging in using an existing GCKey





# 3) Registering for Multi-Factor Authentication

Once you have signed in using either a Sign-In Partner or GCKey, you will be taken to the multi-factor authentication registration page.

1. On the multi-factor authentication registration page, **enter your email address** in the fields provided:

**MFA Registration**

Secure Your Account

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

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

Email Address:

Re-type Email Address:

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

2. **Check the box** to indicate that you have read and that you agree to the multi-factor authentication privacy and consent statement.

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

CBSA is committed to protecting your personal information. To improve privacy and security, you have to register for a multi-factor authentication.

This mandatory new step is an enhanced security measure against an unauthorized access to your business account associated with the commercial portal(s).

You have to provide a valid email address, which will be shared with a third party (2Keys), so they can send you an email with a security code for the second factor authentication.

If you:

- have read the above statement completely,
- understand that Canada Border Services Agency will protect your personal information in accordance with the Privacy Act,
- understand that your personal email address will only be used for sending you the security code by 2Keys for in-transit data transmission,
- your email address will not be permanently stored by 2Keys once the security code is sent, rather your email address will be deleted permanently,
- allow Canada Border Services Agency to disclose your personal email information to 2Keys, and
- you would like to proceed with the MFA registration,

please check the box above.

Note: As a consequence of withholding the consent, you will not be able to access the commercial portal(s).

3. **Check your email** for a one-time passcode. The passcode is a six-digit

Verify Your Login

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

**209449**

This email was sent to tcp@tcp.tcp

4. Enter this passcode in the Security Code field. Then, click the **Submit** button.

Multi-factor authentication

Enter One-Time Passcode

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

Security Code  
209449

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

5. The registration screen will inform you of successful registration for multi-factor authentication. If you click Change MFA email, you will need to repeat this process. If you click **Continue to CARM Client Portal**, you will be taken to the Terms and conditions of use page.

MFA Registration Successful

You have successfully registered for multi-factor authentication.

You will now be prompted to request and enter a new security code each time you access your Government of Canada online account with GCKey.

6. Click the **Accept Terms** button to continue.

Government of Canada / Gouvernement du Canada

Terms and conditions of use

Read the following information as it contains important information regarding the portal's privacy statement, scope and prerequisites to use it.

CARM Client Portal Privacy Statement and Terms and Conditions of Use

PRIVACY STATEMENT

The CBSA is committed to protecting privacy rights, including safeguarding the confidentiality of information provided by individuals and Trade Chain Partners. For more information with respect to CBSA's privacy practices governing online activities please access the Privacy Notice [here](#).

The CBSA developed the CARM Client Portal to facilitate electronic communications, accounting of imported goods and payments of duties, and the posting of information to importer and other trade chain partner's accounts. The CARM Client Portal has many self-serve functions that allow trade chain partners to delegate access to their

# 4) Logging in with Multi-Factor Authentication

When you log in to the CCP (using either the Sign-In Partner or GCKey option), you will be taken to the Multi-factor authentication page.

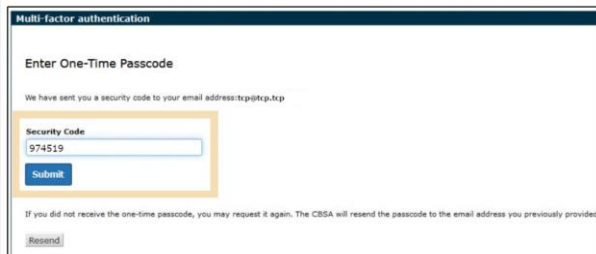
1. On the Multi-factor authentication page, click the **Continue** button to send the security code to your email address.



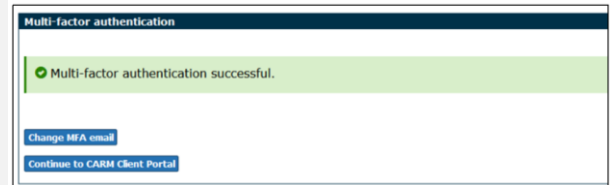
2. **Check your email** for the one-time passcode, which is a six-digit number.



3. **Enter the passcode** received via email in the Security Code field. Click **Submit** to continue.



4. If you entered the correct passcode, the message Multi-factor authentication successful will be displayed.



5. If you click **Continue to the CARM Client Portal**, you will first be taken to a page that shows the Terms and conditions of use page. Click **Accept terms** to continue.



# 5) Creating your personal profile

When you first log in to the CCP (using either the Sign-In Partner or GCKey option), you will be prompted to create your personal profile.

1. Your personal profile contains your contact details, as well as settings and preferences.

**Create your personal profile**  
Your contact details will be used to communicate important updates.

**User information**

- \* First Name (required)
- \* Last Name (required)

**Contact Information**

- \* Telephone number (including area code) (required)
- Extension
- \* Email address (required)
- \* Confirm e-mail address (required)

**Settings and Preferences**

- \* Receive e-mails about notifications (required)
  - Subscribed - I want to receive e-mails about my notifications.
  - Unsubscribed - I do not want to receive e-mails about my notifications.Note: You will still receive e-mails about urgent notifications, even if you are unsubscribed.
- \* Preferred language (required)
  - English
  - French

2. Once you have added your personal information and have identified your preferences for notifications and preferred language, you will be prompted to create security questions and answers for subsequent identity verification attempts.

**Security questions**  
Your selected questions and answers will be used for identity verification when calling the CESA phone support in regards to activities on this account.

- \* Question 1 (required)
- \* Answer 1 (required)
- \* Question 2 (required)
- \* Answer 2 (required)
- \* Question 3 (required)
- \* Answer 3 (required)

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