ENGLISH

Creating a My Ontario Account to access ServiceOntario Account
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Introduction

The Government of Ontario is changing the way users access secure government services. Services that previously used ONe-Key credentials are switching to a new My Ontario Account service. My Ontario Account allows for increased security and authentication, while providing an improved experience to users.

**Note:** ONe-Key is no longer available for access. If you previously used ONe-Key to log into your ServiceOntario Account, you will need to migrate your ONe-Key over to a My Ontario Account. Create or use an existing My Ontario Account and select "yes" when prompted about migration.

If you do not have a previous ONe-Key account, you can create a new My Ontario Account to access ServiceOntario Account services.
Creating a My Ontario Account for new ServiceOntario Account users

If you:
- Have never registered a ServiceOntario Account
- Do not have a ONe-Key login ID
- Do not have a My Ontario Account

Use these directions to create a My Ontario Account.

You can also use your online banking credentials to create a My Ontario Account through Sign-In Partner.

1. Open your internet browser.
2. Access ServiceOntario Account dashboard and/or from your desired service.
3. Select Create/Sign into My Ontario Account
4. Select **Create Account**. The Create Account page appears.

5. Enter your email address that will be associated to your My Ontario Account.

6. Create a My Ontario Account password. The password rules will be displayed.

   **Password rules:**
   - At least 8 characters
   - At least 1 number
   - At least 1 symbol
• At least 1 lowercase letter
• At least 1 UPPERCASE letter
• Do not use any part of your username

7. Select the checkbox to agree to the Terms of Service.
8. Select the Create Account button.

   a. A notice appears.

   b. An email is sent to the email address you entered.

9. Find the email in your inbox sent from noreply@signin.ontario.ca with the subject line “Activate My Ontario Account”. (If the email is not there, check your spam and junk mail folders).
10. Open the email. The email contains an activation link that expires in one hour. Select the **Start Activation** link.

Hello,

The set up of your account is a two-step process. First, please verify your email address by clicking the following link. Next, you’ll be redirected to a page to complete the activation of your account:

![Start Activation](image)

This link will expire in 1 hour.

If your activation link has expired, please [reset your password](url) to start the process again.

If you have questions, please go to the Sign In page and click the “Contact us” link.

Bonjour,

11. The following page will appear in another window.
12. Select Complete Activation.
13. You will be asked about migrating your ONe-Key account to My Ontario Account. Please select No.
14. Select the checkbox to agree to the terms and conditions.,
15. Select Continue.

16. Your ServiceOntario Account set-up is now complete. Select Continue and you will be redirected to the ServiceOntario Account dashboard or your desired service.
Creating a My Ontario Account for new ServiceOntario Account users using Sign-In Partner (online banking credential)

If you:
- Have never registered a ServiceOntario Account
- Do not have a ONe-Key login ID
- Do not have a My Ontario Account
- Have a valid online banking credential

Use these directions to create a My Ontario Account using Sign-In Partner.

1. Open your internet browser.
2. Access ServiceOntario Account dashboard and/or from your desired service.
3. Select Create/Sign into My Ontario Account
4. Select the **Sign-In Partner**.

![Sign-In Partner](image)

5. Please select your preferred language.

![Language Selection](image)

*Interac® sign-in service*

**Please select language**

The Interac® sign-in service lets you access an online service by using a "Sign-In Partner" such as your online bank. No passwords or other personally identifiable information is exchanged. The online service name is not disclosed to the Sign-In Partner.

- **English**
- **Cancel**

*Service d'ouverture de session Interac®*

**Veuillez sélectionner la langue**

Le Service d'ouverture de session Interac® vous permet d'accéder aux services en ligne par l'intermédiaire d'un "partenaire de connexion" tel que votre banque en ligne. Aucun mot de passe ni autre renseignement d'identification personnelle n'est divulgué au service en ligne ou à le Service d'ouverture de session Interac®. De même, le nom du service en ligne n'est pas communiqué au partenaire de connexion.

- **Français**
- **Annuler**
6. Please select your affiliated bank and sign-in using your online banking credential.
7. Select **Accept and Continue** to accept the **Terms and Conditions of Use and Privacy Notice.**

**Terms and Conditions of Use and Privacy Notice**

**INTERAC SIGN-IN SERVICE END USER AGREEMENT**

PLEASE CAREFULLY READ THE FOLLOWING AGREEMENT BEFORE AGREEING TO USE THIS INTERAC SIGN-IN SERVICE (THE "SERVICE"). THE SERVICE ALLOWS YOU TO AUTHENTICATE YOUR CREDENTIALS (AS DEFINED BELOW) FOR USE AT THIS WEBSITE AND CERTAIN OTHER WEBSITES OPERATED BY THE GOVERNMENT OF CANADA. THIS AGREEMENT IS BETWEEN YOU AND 2859824 ONTARIO LIMITED, A SUBSIDIARY OF INTERAC CORP., WHO IS THE OPERATOR OF THE SERVICE, AND APPLIES TO YOUR USE OF THE SERVICE. BY USING THE SERVICE YOU ARE AGREED TO BE BOUND BY THIS AGREEMENT. IF YOU DO NOT AGREE TO THIS AGREEMENT, YOU MAY NOT USE THE SERVICE.

**DEFINITIONS:**

"Agreement" means this Interac sign-in service End User Agreement, as may be amended by Interac from time to time upon notice to you in accordance with section 11 hereof.

"Credential Service Provider" means the financial institution, or other service provider, that
8. Provide your email address that will be associated to your My Ontario Account and press Continue.

9. An email is sent to the email address you entered.
   a. Locate the email in your inbox sent from noreply@signin.ontario.ca with the subject “Activate My Ontario Account”. (If the email is not there, check your spam and junk mail folders).
b. Open the email. The email contains a code that expires in 5 minutes.

*Un message en français suit.*

Hi,

You are receiving this email so we can confirm this email address for your account.

Please use the following one-time code to complete verifying your email address:

```

```

The one-time code will expire in 5 minutes or earlier if your session becomes inactive.

Bonjour,

Nous vous envoyons ce message afin de confirmer cette adresse courriel pour votre compte.

Veuillez utiliser le code à usage unique suivant pour achever la vérification de votre adresse courriel :

```

```

Le code à usage unique expirera dans les 5 minutes si votre séance devient inactive.
c. Enter the one-time code in the “Verification code” box, accept the Terms and Conditions and select Continue.
10. Please select **Continue** to proceed with creating your ServiceOntario Account.

![Your account has been activated]

11. You will be asked about migrating your ONe-Key account to My Ontario Account. Please select **No**.

![Set up your ServiceOntario account]
12. Select the checkbox to accept the **terms and conditions**.

13. Select **Continue**.

14. Your ServiceOntario Account set-up is now complete. Select **Continue** and you will be redirected to the ServiceOntario Account dashboard or your desired service.
Creating a My Ontario Account for existing ServiceOntario Account users using ONe-Key ID

If you:
- have registered a ServiceOntario Account using ONe-Key ID
- do not have a My Ontario Account

Use these directions to create a My Ontario Account. You will need your existing ONe-Key ID account and password.

1. Open your internet browser.
2. Access ServiceOntario Account dashboard and/or from your desired service
3. Select Create/Sign into My Ontario Account
4. Select **Create Account**. The Create Account page appears.

5. Enter your email address that will be associated to your My Ontario Account.

6. Create a My Ontario Account password. The password rules will be displayed.

   **Password rules:**
   - At least 8 characters
   - At least 1 number
   - At least 1 symbol
   - At least 1 lowercase letter
   - At least 1 UPPERCASE letter
   - Do not use any part of your username
7. Select the checkbox to agree to the **Terms of Service**.
8. Select the Create Account button.
   a. A notice appears.

   ![Verification email sent](image)

   To finish creating an account, check your email.
   If you can't find the email, please check your spam and junk folders.

   [Back to Sign In]

   b. An email is sent to the email address you entered.

9. Find the email in your inbox sent from noreply@signin.ontario.ca with the subject line “Activate My Ontario Account”. (If the email is not there, check your spam and junk mail folders).

   **STG No Reply [My Ontario Account | Compte Mon Ontario]**
   **Activate My Ontario Account / Activer le compte Mon Ontario**
   **CAUTION -- EXTERNAL E-MAIL - Do not click links or open attachments unless**
10. Open the email. The email contains an activation link that expires in one hour. Select the **Start Activation** link.

Hello,

The set up of your account is a two-step process. First, please verify your email address by clicking the following link. Next, you’ll be redirected to a page to complete the activation of your account:

[Start Activation]

This link will expire in 1 hour.

If your activation link has expired, please [reset your password] to start the process again.

If you have questions, please go to the Sign In page and click the “Contact us” link.

Bonjour,

11. The following page will appear in another window.
12. Select Complete Activation.
13. You will be asked about migrating your ONe-Key account to My Ontario Account. Please select Yes.
14. Enter your ONe-Key ID and password and press Continue. Note: if you have forgotten your ONe-Key ID and/or password, please select “Can’t access your account?".
15. After successfully logging in, you will be redirected to the ServiceOntario Account dashboard or your desired service. This will also confirm that the migration was successful.
Migrating an existing ServiceOntario Account using ONe-Key ID to an existing My Ontario Account

If you:
- Have an existing ServiceOntario Account using ONe-Key ID
- Have an existing My Ontario Account not linked to a ServiceOntario Account

Use these directions to migrate your existing ServiceOntario Account using ONe-Key ID to an existing My Ontario Account.

1. Open your internet browser.
2. Access ServiceOntario Account dashboard and/or from your desired service.
3. Select Create/Sign into My Ontario Account
4. Enter your email and password for your existing My Ontario Account and select the Sign-In.

![Sign-In Form](image)

5. You will be asked about migrating your ONe-Key account to My Ontario Account. Please select **Yes**.
6. Enter your ONe-Key ID and password and press **Continue**. **Note:** if you have forgotten your ONe-Key ID and/or password, please select “Can't access your account?”. 
7. After successfully logging in, you will be redirected to the ServiceOntario Account dashboard or your desired service. This will also confirm that the migration was successful.