

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

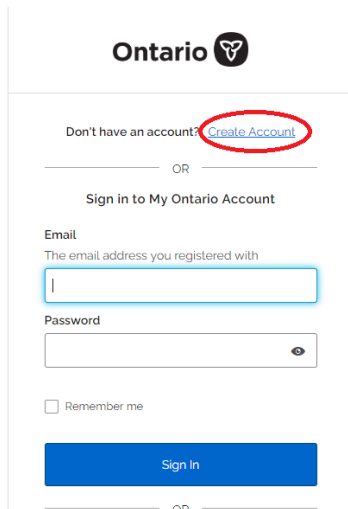
Use these directions to create a My Ontario Account.


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**

The screenshot shows the ServiceOntario Account dashboard. At the top, there is a green header with the ServiceOntario logo and a 'Français' link. Below the header, there is a navigation bar with 'My Ontario Account' and 'Log in' links. The main content area is titled 'ServiceOntario Account' and contains a 'System Alert' section. The alert text states: 'A corporation/entity may hire a firm (i.e. an intermediary to transact on its behalf). Complete the [survey](#) to join the new **Ontario Business Registry Partner Portal**, and the Ministry will contact you if you have been accepted. For more information, visit the new [OBR Partner Portal page](#)'. Below this, a 'NOTE' states: 'The Small Claims Court E-Filing Service is available to plaintiffs only for the filing and/or issuance of documents listed in [Rule 1.05.3 of the Rules of the Small Claims Court](#). Other documents may be filed and/or issued through the Justice Services Online (JSO) [Small Claims Court Submissions Online Portal \(pursuant to Rule 1.05.4\)](#), in-person or by email.' Further down, it says: 'ONe-Key is no longer available for access. If you previously logged into your ServiceOntario Account using ONe-Key, you will need to migrate your account over to My Ontario Account by creating or using an existing My Ontario Account and selecting "yes" when prompted about migration.' Below this, it says: 'If you do not have a previous ONe-Key account, you can create a new My Ontario Account to access ServiceOntario Account services.' At the bottom, it says: 'For more help setting up your account, please refer to the [My Ontario Account help guide](#)'. A blue button labeled 'Create/Sign into My Ontario Account' is located at the bottom of the alert section.

4. Select **Create Account**. The Create Account page appears.



Ontario 

Don't have an account? [Create Account](#)

OR

Sign in to My Ontario Account

Email
The email address you registered with

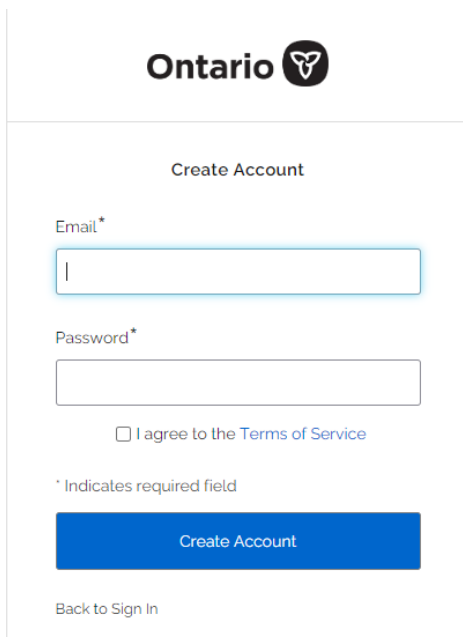
Password


☐ Remember me

[Sign In](#)

OR

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



Ontario 

Create Account

Email*

Password*

☐ I agree to the [Terms of Service](#)

* Indicates required field

[Create Account](#)

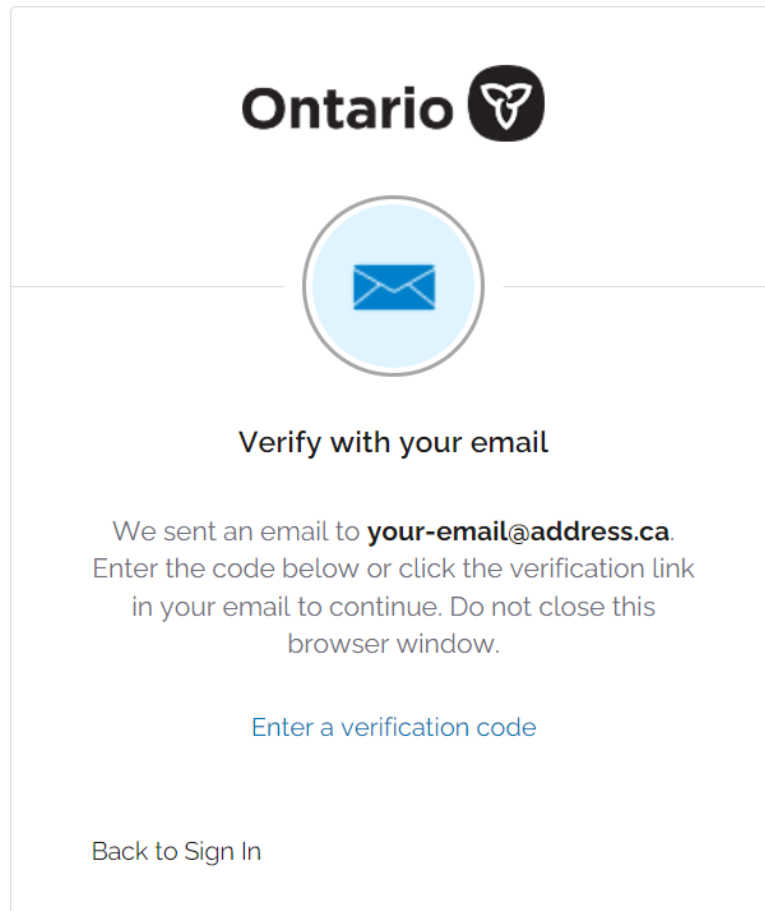
[Back to Sign In](#)

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).

STG No Reply [My Ontario Account | Compte My 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 and a verification code that expire in 30 minutes.

a) Select the **Activate your account** link

Hello,

Please activate your account by entering this verification code in the Verify with your email page:

374711

Or, if you're on the same device and browser click on this link:


[Activate your account](#)

This activation link and code will expire in 30 minutes.


If you did not activate your account within 30 minutes of receiving this email, you can easily resend another activation email within 24 hours of creating your account:

b) Alternatively, you can **input the code** on the account creation page.

Ontario




Verify with your email



Haven't received an email? [Send again](#)

We sent an email to **your-email@address.ca**.
Enter the code below or click the verification link
in your email to continue. Do not close this
browser window.

Enter Code

 This field cannot be left blank

Verify

[Back to Sign In](#)

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

ServiceOntario

Français

[My Ontario Account](#) | [Log in](#)

Set up your ServiceOntario account

Are you migrating a ONe-Key account to My Ontario Account?

If you previously logged into a ServiceOntario Account using a ONe-Key login, you will need to migrate your account in order to keep your existing services and information. You will only be able to migrate over your existing data the first time you set up your My Ontario Account. **If you select "No", you will NOT be able to migrate your existing ONe-Key account later.**

☐ Yes ☐ No

[Privacy](#)

[Accessibility](#)

[Contact us](#)

[Terms of use](#)

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12. Select the checkbox to agree to the **terms and conditions.**,
13. Select **Continue.**

The email address used to create your My Ontario Account is pre-populated below and will be the default email address used to create your ServiceOntario Account.

Email address
[redacted]@ontario.ca

Terms and conditions

Inactive accounts

Your ServiceOntario account will be deleted after 30 months of inactivity. You will be notified via email 60 and 30 days before your account is deleted.

Draft forms

Partially completed forms will be available through your ServiceOntario account for 12 months. You will be notified via email twice (at 60 and 30 days) before a draft form is deleted from your account.

With the following exceptions:

Security guard, private investigator or agency.
Partially completed applications will be available through your ServiceOntario account for 30 days. You will be notified via email when a draft application expires in your ServiceOntario account. Submitted applications for which payment is pending will be available through your ServiceOntario account indefinitely.

☐ I agree to the terms and conditions above

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.

ServiceOntario Français

My Ontario Account | Log out

Set up your ServiceOntario account

Thank you! Your ServiceOntario account has been set up.

Continue

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**

The screenshot shows the ServiceOntario Account dashboard. At the top, there is a green header with the ServiceOntario logo and a 'Français' link. Below the header, there is a navigation bar with 'My Ontario Account' and 'Log in' links. The main content area is titled 'ServiceOntario Account' and contains a 'System Alert' section. The alert text states: 'A corporation/entity may hire a firm (i.e. an intermediary to transact on its behalf). Complete the [survey](#) to join the new **Ontario Business Registry Partner Portal**, and the Ministry will contact you if you have been accepted. For more information, visit the new [QBR Partner Portal page](#)'. Below this, a 'NOTE' states: 'The Small Claims Court E-Filing Service is available to plaintiffs only for the filing and/or issuance of documents listed in [Rule 1.05.3](#) of the [Rules of the Small Claims Court](#). Other documents may be filed and/or issued through the Justice Services Online (JSO) [Small Claims Court Submissions Online Portal](#) (pursuant to [Rule 1.05.4](#)), in-person or by email.' Further down, it says: 'ONe-Key is no longer available for access. If you previously logged into your ServiceOntario Account using ONe-Key, you will need to migrate your account over to My Ontario Account by creating or using an existing My Ontario Account and selecting "yes" when prompted about migration.' Below this, it says: 'If you do not have a previous ONe-Key account, you can create a new My Ontario Account to access ServiceOntario Account services.' At the bottom, it says: 'For more help setting up your account, please refer to the [My Ontario Account help guide](#)'. At the very bottom, there is a blue button labeled 'Create/Sign into My Ontario Account'.

4. Select the **Sign-In Partner**.

Don't have an account? [Create Account](#)

OR

Sign in to My Ontario Account

Email
The email address you registered with

Password

☐ Remember me



Sign In

OR

Sign-In Partner





















[Need help signing in?](#)

5. Please select your preferred language.

<p> Interac® sign-in service</p> <p>Please select language</p> <p>The <i>Interac®</i> 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.</p> <p>English Cancel</p>	<p> Service d'ouverture de session <i>Interac</i>™</p> <p>Veillez sélectionner la langue</p> <p>Le Service d'ouverture de session <i>Interac</i>™ 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 au Service d'ouverture de session <i>Interac</i>™. De même, le nom du service en ligne n'est pas communiqué au partenaire de connexion.</p> <p>Français Annuler</p>
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6. Please select your affiliated bank and sign-in using your online banking credential.

By using the *Interac*® sign-in service to select a Sign-In Partner, you are agreeing to the Terms and Conditions and Privacy Notice of the *Interac*® sign-in service.

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 AGREEING 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

Accept and Continue

Decline and Exit

8. Provide your email address that will be associated to your My Ontario Account and press **Continue**.

Ontario 

Add your email address to continue

We have noticed that you are using our Sign-In Partner *Interac®* sign-in service for the first time.

To use this service, you will have to add your email address. You will only have to do this once.

Email

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).

STG No Reply [My Ontario Account | Compte My Ontario]
[Activate My Ontario Account / Activer le compte Mon Ontario](#)
CAUTION -- EXTERNAL E-MAIL - Do not click links or open attachments unless

- 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**.


Ontario 





Haven't received the code? [Resend code](#)

Verify with Email Authentication

A verification code was sent to
@ontario.ca.
Check your email and enter the code below.

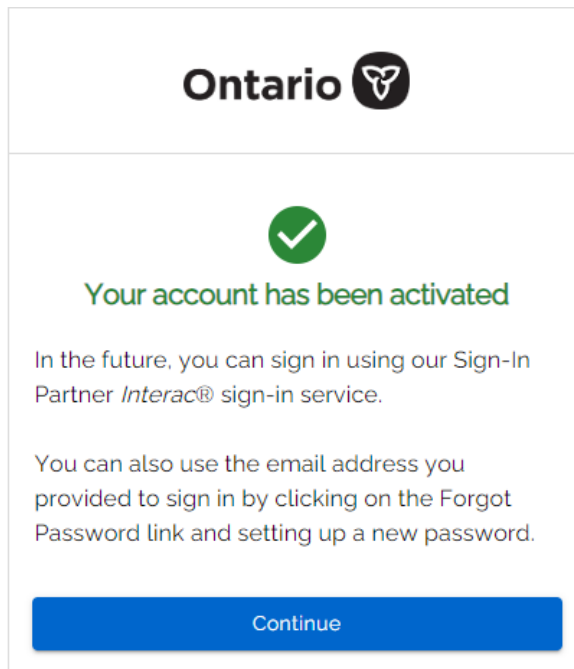
Verification code

☒ I agree to the [Terms of Service](#) for account validation

Continue

[← Back](#)

10. Please select **Continue** to proceed with creating your ServiceOntario Account.



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

ServiceOntario

Français

My Ontario Account | Log in

Set up your ServiceOntario account

Are you migrating a ONE-Key account to My Ontario Account?

If you previously logged into a ServiceOntario Account using a ONE-Key login, you will need to migrate your account in order to keep your existing services and information. You will only be able to migrate over your existing data the first time you set up your My Ontario Account. **If you select "No", you will NOT be able to migrate your existing ONE-Key account later.**

☐ Yes ☐ No

[Privacy](#)
[Terms of use](#)

[Accessibility](#)

[Contact us](#)
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12. Select the checkbox to accept the **terms and conditions**.
13. Select **Continue**.

The email address used to create your My Ontario Account is pre-populated below and will be the default email address used to create your ServiceOntario Account.

Email address
[redacted]@ontario.ca

Terms and conditions

Inactive accounts

Your ServiceOntario account will be deleted after 30 months of inactivity. You will be notified via email 60 and 30 days before your account is deleted.

Draft forms

Partially completed forms will be available through your ServiceOntario account for 12 months. You will be notified via email twice (at 60 and 30 days) before a draft form is deleted from your account.

With the following exceptions:

Security guard, private investigator or agency.
Partially completed applications will be available through your ServiceOntario account for 30 days. You will be notified via email when a draft application expires in your ServiceOntario account. Submitted applications for which payment is pending will be available through your ServiceOntario account indefinitely.

☐ I agree to the terms and conditions above

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.

ServiceOntario Français

My Ontario Account | Log out

Set up your ServiceOntario account

Thank you! Your ServiceOntario account has been set up.

Continue

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**

The screenshot shows the ServiceOntario Account dashboard. At the top, there is a green header with the ServiceOntario logo and a 'Français' link. Below the header, there is a navigation bar with 'My Ontario Account' and 'Log in' links. The main content area is titled 'ServiceOntario Account' and contains a 'System Alert' section. The alert text states: 'A corporation/entity may hire a firm (i.e. an intermediary to transact on its behalf). Complete the [survey](#) to join the new **Ontario Business Registry Partner Portal**, and the Ministry will contact you if you have been accepted. For more information, visit the new [OBR Partner Portal page](#)'. Below this, a 'NOTE' states: 'The Small Claims Court E-Filing Service is available to plaintiffs only for the filing and/or issuance of documents listed in [Rule 1.05.3 of the Rules of the Small Claims Court](#). Other documents may be filed and/or issued through the Justice Services Online (JSO) Small Claims Court Submissions Online Portal (pursuant to Rule 1.05.4), in-person or by email.' Further down, the text explains that ONe-Key is no longer available for access and that users need to migrate their account to a My Ontario Account. It also mentions that if a user does not have a previous ONe-Key account, they can create a new My Ontario Account. At the bottom, there is a button labeled 'Create/Sign into My Ontario Account' and a link to the 'My Ontario Account help guide'.

ServiceOntario Français

[My Ontario Account](#) | [Log in](#)

ServiceOntario Account

System Alert:

A corporation/entity may hire a firm (i.e. an intermediary to transact on its behalf). Complete the [survey](#) to join the new **Ontario Business Registry Partner Portal**, and the Ministry will contact you if you have been accepted. For more information, visit the new [OBR Partner Portal page](#)

NOTE: The Small Claims Court E-Filing Service is available to plaintiffs only for the filing and/or issuance of documents listed in [Rule 1.05.3 of the Rules of the Small Claims Court](#). Other documents may be filed and/or issued through the Justice Services Online (JSO) Small Claims Court Submissions Online Portal (pursuant to Rule 1.05.4), in-person or by email.

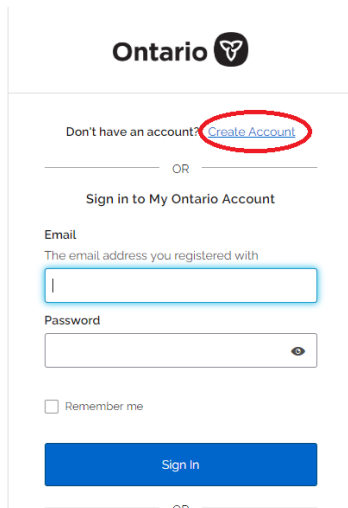
ONe-Key is no longer available for access. If you previously logged into your ServiceOntario Account using ONe-Key, you will need to migrate your account over to My Ontario Account by creating or using an existing My Ontario Account and selecting "yes" when prompted about migration.


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

For more help setting up your account, please refer to the [My Ontario Account help guide](#)

[Create/Sign into My Ontario Account](#)

1. Select **Create Account**. The Create Account page appears.



Ontario 

Don't have an account? [Create Account](#)

OR

Sign in to My Ontario Account

Email
The email address you registered with

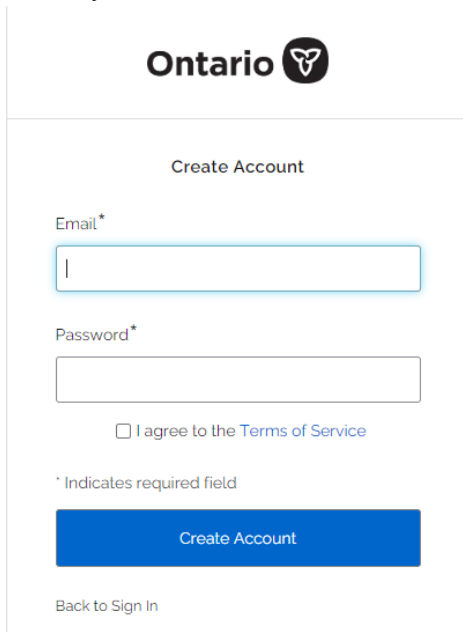
Password


☐ Remember me

[Sign In](#)

OR

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



Ontario 

Create Account

Email *

Password *

☐ I agree to the [Terms of Service](#)

* Indicates required field

[Create Account](#)

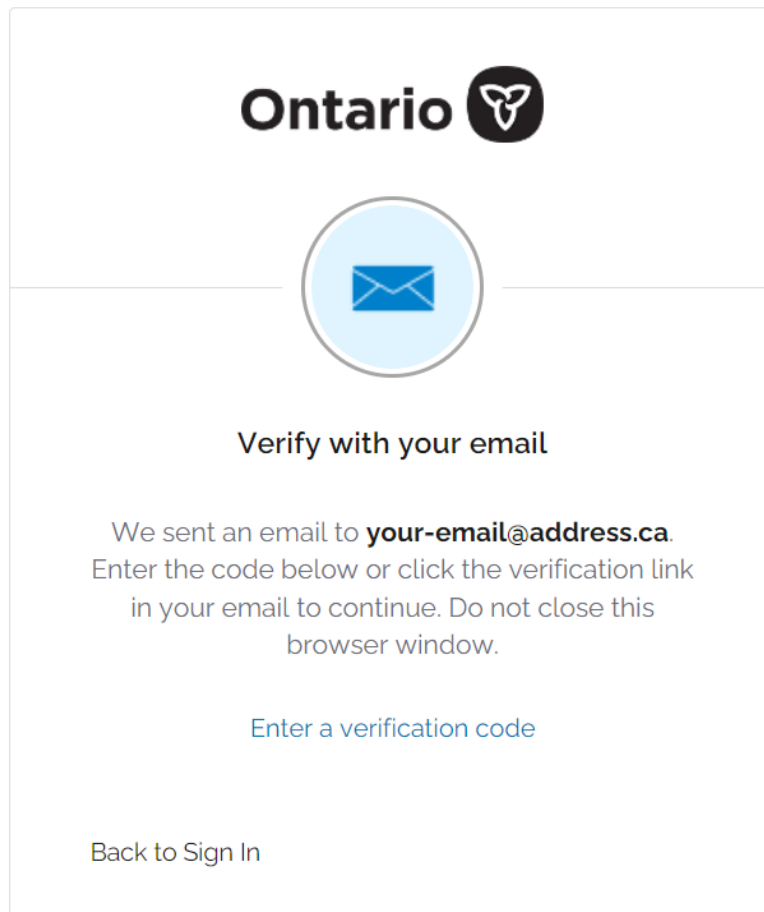
[Back to Sign In](#)

3. 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

4. Select the checkbox to agree to the **Terms of Service**.
5. Select the Create Account button.
 - a. A notice appears.



- b. An email is sent to the email address you entered.
6. 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 My Ontario]
Activate My Ontario Account / Activer le compte Mon Ontario
CAUTION -- EXTERNAL E-MAIL - Do not click links or open attachments unless

7. Open the email. The email contains an activation link and a verification code that expire in 30 minutes.

a) Select the **Activate your account** link

Hello,

Please activate your account by entering this verification code in the Verify with your email page:

374711

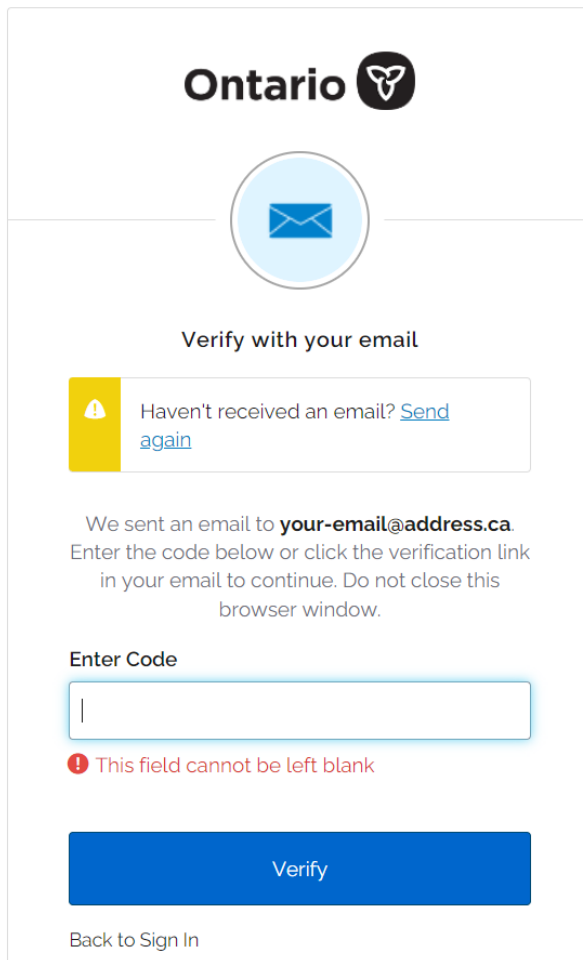
Or, if you're on the same device and browser click on this link:

[Activate your account](#)

This activation link and code will expire in 30 minutes.

If you did not activate your account within 30 minutes of receiving this email, you can easily resend another activation email within 24 hours of creating your account:

b) Alternatively, you can **input the code** on the account creation page.



The screenshot shows the Ontario account verification interface. At the top is the Ontario logo. Below it is a blue envelope icon inside a circle. The heading "Verify with your email" is centered. A yellow box with an exclamation mark icon contains the text "Haven't received an email? [Send again](#)". Below this, a message states: "We sent an email to **your-email@address.ca**. Enter the code below or click the verification link in your email to continue. Do not close this browser window." There is a text input field labeled "Enter Code" with a red error message below it: "This field cannot be left blank". A blue "Verify" button is positioned below the input field. At the bottom left, there is a link that says "Back to Sign In".

8. You will be asked about migrating your ONE-Key account to My Ontario Account. Please select **Yes**.

Set up your ServiceOntario account

Are you migrating a ONe-Key account to My Ontario Account?

If you previously logged into a ServiceOntario Account using a ONe-Key login, you will need to migrate your account in order to keep your existing services and information. You will only be able to migrate over your existing data the first time you set up your My Ontario Account. **If you select "No", you will NOT be able to migrate your existing ONe-Key account later.**

☐ Yes ☐ No

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[Accessibility](#)

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9. 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?".

Set up your ServiceOntario account

Are you migrating a ONe-Key account to My Ontario Account?

If you previously logged into a ServiceOntario Account using a ONe-Key login, you will need to migrate your account in order to keep your existing services and information. You will only be able to migrate over your existing data the first time you set up your My Ontario Account. **If you select "No", you will NOT be able to migrate your existing ONe-Key account later.**

☒ Yes ☐ No

Enter your existing ONe-Key ID and password to migrate your ONe-Key Account.

ONe-key ID:

Password:

[Can't access your account?](#)

Continue

12. 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.

ServiceOntarioFrançais

[My Ontario Account](#) | [Log out](#)

[Account homepage](#)

Account homepage

Note: For your security, you will be automatically logged out of your account after 15 minutes of inactivity.

Account homepage
Activities
Profiles
Profile 1
Account settings
Account help
ServiceOntario privacy
Terms and conditions
Recommended
Add a service

[View profile](#) | [Edit profile](#)

Profile 1

Enrolled services

Date ▼	Service name
You are not currently enrolled in any services. Add a service.	

Activities ([View most recent](#) , [View all](#))

Date/time ▼	Activity	Status
You have no activities		

View activities by month: Select month ▼ Select year ▼ View

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**

ServiceOntario

My Ontario Account | Log in

ServiceOntario Account

System Alert:

A corporation/entity may hire a firm (i.e. an intermediary to transact on its behalf). Complete the [survey](#) to join the new **Ontario Business Registry Partner Portal**, and the Ministry will contact you if you have been accepted. For more information, visit the new [OBR Partner Portal page](#)

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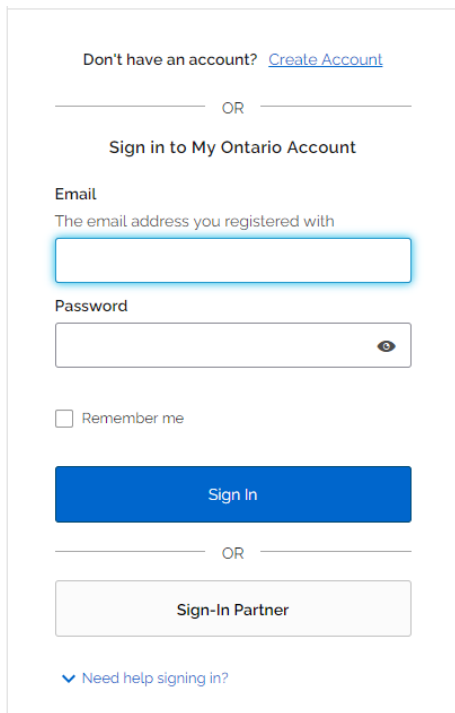
ONe-Key is no longer available for access. If you previously logged into your ServiceOntario Account using ONe-Key, you will need to migrate your account over to My Ontario Account by creating or using an existing My Ontario Account and selecting "yes" when prompted about migration.

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

For more help setting up your account, please refer to the [My Ontario Account help guide](#)

Create/Sign into My Ontario Account

4. Enter your email and password for your existing My Ontario Account and select the **Sign-In**.



Don't have an account? [Create Account](#)

OR

Sign in to My Ontario Account

Email
The email address you registered with

Password

☐ Remember me

Sign In

OR

Sign-In Partner

[Need help signing in?](#)

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?”.

Set up your ServiceOntario account

Are you migrating a ONe-Key account to My Ontario Account?

If you previously logged into a ServiceOntario Account using a ONe-Key login, you will need to migrate your account in order to keep your existing services and information. You will only be able to migrate over your existing data the first time you set up your My Ontario Account. **If you select "No", you will NOT be able to migrate your existing ONe-Key account later.**

☒ Yes ☐ No

Enter your existing ONe-Key ID and password to migrate your ONe-Key Account.

ONe-key ID:

Password:

[Can't access your account?](#)

Continue

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.

ServiceOntarioFrançais

[My Ontario Account](#) | [Log out](#)

[Account homepage](#)

Account homepage

Note: For your security, you will be automatically logged out of your account after 15 minutes of inactivity.

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Add a service

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Profile 1

Enrolled services

Date ▼	Service name
You are not currently enrolled in any services. Add a service.	

Activities (View most recent , [View all](#))

Date/time ▼	Activity	Status
You have no activities		
View activities by month: <input type="text" value="Select month"/> <input type="text" value="Select year"/> <input type="button" value="View"/>		