

How to create an account in CARM

You can watch this walkthrough video:

<https://www.cbsa-asfc.gc.ca/multimedia/carm-gcra/portal-portail-r1-1-eng.html>

Go to the website: <https://ccp-pcc.cbsa-asfc.cloud-nuage.canada.ca/en/auth/login>

You have 2 options to access CARM Client Portal

1. The Sign-In Partner option allows users to log in through the web portal of their financial service provider. Sign-In Partners are financial institutions and banks that have partnered with SecureKey Technologies to enable their customers to use their online credentials to log in to other secure sites.

All individuals and businesses who use this option must have a pre-existing account with the selected partner.

After selecting your Sign-In Partner from the list of available institutions, you will be directed to the Partner's sign-in page to log in using your credentials.

The full list of available Sign-In Partners can be found by clicking the following link: List of [Sign-In Partners](#)

Option 1:

Continue to Sign-in Partner

- Use the same sign-in information you use for other online services (for example, online banking).
- If you have a joint bank account, only one of the two people can register for CCP with the shared account. The second person must use a different Sign-In Partner account or create a GCKey account.
- None of your information (for example, financial, banking) will be shared with CBSA. Your Sign-In Partner will not know which government service you are using.
- You will temporarily leave the CBSA site to use your Sign-In Partner.

2. A GCKey is a unique credential that protects your communications with online Government programs and services.

Option 2:

Continue to GCKey

- Sign-in with a GCKey user ID and password if you do not use one of the Sign-In Partners.
- Register for a GCKey user ID and password if you do not have one.
- Your GCKey user ID can be used to access other Government of Canada departments and agencies. GCKey user IDs created on other federal government sites can be used on CBSA.
- If you have forgotten an existing GCKey user ID you will need to create a new one.

For this guide, we will use Continue to GCKey

Click on **Sign Up** and just fill out all the information asked

Home → Sign In / Sign Up

Welcome to GCKey

Sign In

Username: (required)

Password: (required)

Sign In Clear All

[Forgot your username?](#) • [Forgot your password?](#)

Simple Secure Access

A simple way to securely access Government of Canada online services.

One username.
One password.

Sign Up

Your GCKey can be used to access multiple Government of Canada online [Enabled Services](#).

Please select **Exit** to leave the GCKey service and return to the Government of Canada online service.

Agree with the **Terms and Conditions of Use** by clicking on **I accept**

Home → GCKey Sign Up Step 1 of 5

Terms and Conditions Username Password Questions and Answers Email

Terms and Conditions of Use

In return for the Government of Canada providing you with a GCKey, you agree to abide by the [GCKey Terms and Conditions of Use which includes the Privacy Notice](#).

By selecting the **I accept** button, you have read and agree to the [GCKey Terms and Conditions of Use which includes the Privacy Notice](#). You can choose to not sign up for a GCKey by selecting **I decline** to end this process.

I accept **I decline**

Date modified: 2023-11-01

Create your **Username** as per the specifications provided. Click **Continue** when done

Home → GCKey Sign Up Step 2 of 5

Terms and Conditions Username Password Questions and Answers Email

Create Your Username

← Back

Your username must contain at least eight characters and be unique to you. When creating your Username, we recommend that you:

- make your Username easy for you to remember and hard for others to guess;
- avoid using personal information such as your name, Social Insurance Number (SIN), mailing address or email address;
- always keep your Username secure and do not share it with anyone.

Create Your Username: (required)

Please select **Continue** to proceed or click **Cancel** to end the Sign Up process.

Continue Clear All Cancel

Privacy

Please keep your Username secure. For more information on how your privacy is protected, please refer to our [Privacy Notice](#).

Username Checklist

- Minimum 8 characters
- May contain:
 - Upper case letter(s)
 - Lower case letter(s)
 - French character(s)
 - Digit(s)
 - Special character(s)

Create your Password. Click Continue

[Home](#) → GCKey Sign Up Step 3 of 5

Terms and Conditions > Username > **Password** > Questions and Answers > Email

Create Your Password ← Back

Your Password must be between eight and sixteen characters, contain at least one upper case letter, one lower case letter and one digit, and must not contain 3 or more consecutive characters from your Username.

Create Your Password: **(required)**

Confirm Your Password: **(required)**

Please select **Continue** to proceed or click **Cancel** to end the Sign Up process.

Continue Clear All Cancel

Privacy

Please keep your Password secure. For more information on how your privacy is protected, please refer to our [Privacy Notice](#).

Password Checklist

- 8-16 Characters
- Does not contain 3 consecutive characters from Username
- Valid characters
- Lower case letter(s)
- Upper case letter(s)
- Digit(s)
- Passwords match

Create your Recovery Questions and click Continue when done

[Home](#) → GCKey Sign Up Step 4 of 5

Terms and Conditions > Username > Password > **Questions and Answers** > Email

Create Your Recovery Questions, Answers and Hints ← Back

Your Recovery Question, Answers and Hints are used to help you if you forget your Password. Please complete all the required fields below to continue the Sign Up process.

Select a Recovery Question: **(required)**

Please select a question...

My Recovery Answer: **(required)**

My Memorable Person: **(required)**

My Memorable Person Hint:

My Memorable Date (YYYY-MM-DD): **(required)**

My Memorable Date Hint:

Please select **Continue** to proceed or click **Cancel** to end the Sign Up process.

Continue Clear All Cancel

Privacy

Please keep your Recovery Question, Answers and Hints secure. For more information on how your privacy is protected, please refer to our [Privacy Notice](#).

ⓘ

Your answers must contain at least three characters and contain no special characters (for example: %, #, @). Your hints must contain at least three characters and may contain letters, numbers and the following punctuation characters: apostrophe ('), comma (,), dash (-), period (.) and question mark (?).

* Optional Account Recovery which you can skip if you prefer not to setup

[Home](#) → GCKey Sign Up Step 5 of 5

Terms and Conditions > Username > Password > Questions and Answers > **Email**

Optional Account Recovery ← Back

To recover your username and password, you have the option to recover via email. If you do not wish to provide an email address at this time, you may skip this step. Email can be added later.

We will use your email to

- Confirm your email address
- Recover your username and/or password
- Notify you of account changes

A verification email will be sent to the address you provide.

Email Address: **(required)**

Confirm Email Address: **(required)**

Please select **Continue** to proceed or click **Cancel** to end the Sign Up process.

Continue Clear All Cancel

Select **Skip** to proceed without adding an email.

Skip

Email Checklist

- Be valid
- Match the "Confirm Email Address"
- Be unique

Confirmation Page, click **Continue** to finalize the process

[Home](#) → GCKey Sign Up Complete

GCKey Sign Up Complete

You have successfully created your GCKey.

Your Username is: Alex_firstchoice

Please select **Continue** to leave the GCKey service and return to the Government of Canada online service.

[Privacy](#)

Please keep your Username secure. For more information on how your privacy is protected, please refer to our [Privacy Notice](#).

Continue

Date modified: 2023-11-01

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](#)

Continue **Clear All**

2. Check the box to indicate that you have read and agree to the multi-factor authentication privacy and consent statement. It is recommended that you click the link below it to read it first. Then, click Continue.

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,

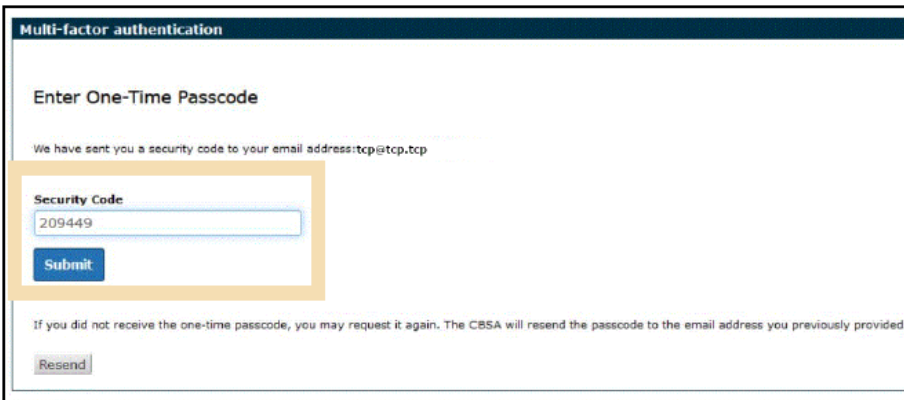
please check the box above.

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 number.



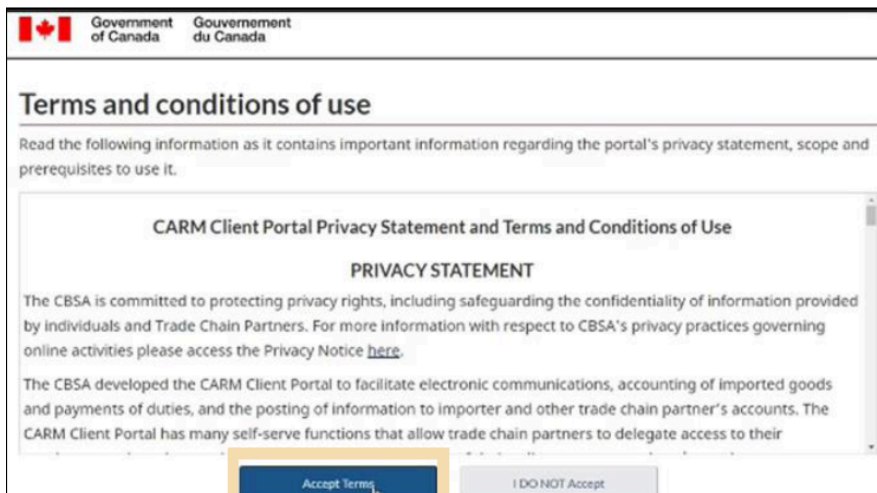
4. Enter this passcode in the Security Code field. Then, click the Submit button.



5. The registration screen will inform you of successful registration for multi-factor authentication.



6. Click the Accept Terms button to continue.



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

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 CBSA 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)

Version 0.1.55

After your profile creation, you will be greeted with the First time setup page, from which two options will be available: **Request access to my employer**, or **Register my business**.

CARM Client Portal

[Personal profile](#) | [Logout](#)

First time setup

Request access to my employer

Are you an **employee** who needs to be associated to your employer's registered business?

You will need to know your employer's 9-digits business number (BN9).

Find a business

Business number (BN9) (maximum 9 characters) (required)

Register my business

Are you a **business account manager** who wants to use the CARM Client Portal for your business?

You will need to have access to privileged information for this process.

1. Request access to an employer

This option is intended for employees who wish to request access to a business account that is already registered on the portal. Employees will be asked to enter the Business Number (or BN9), and to provide a reason for requesting access.

First time setup

Request access to my employer

Are you an **employee** who needs to be associated to your employer's registered business?

You will need to know your employer's 9-digits business number (BN9).

Find a business

Business number (BN9) (maximum 9 characters) (required)

Found match

Business operating/trade name
ImporterCompany1755

Specify why you need access

Comments (maximum 256 characters) (required)

This field is required.

2. Register your business (Click [Here](#) for the video walkthrough)

This option is intended for authorized users with access to privileged information and will allow the user to set up and complete registration for a business on the portal.

It is important to note that the user who completes the registration of the business on the CARM Client Portal will **automatically become the associated Business Account Manager (BAM)**, or the person with ultimate account authority. A business account can only be registered once, but its Business Account Manager can assign other users a BAM role (or other user roles) through the employee management page.

Upon clicking **Register My Business**, you will be greeted with the following screen that details the business linking requirements:

[Home](#) > [Setup my Portal](#)

Business linking requirements

To link your business to the portal you will need a **Business Number (BN)** and an **import-export program account (RM)**.

A Business Number is a 9-digit number assigned by the Canada Revenue Agency (CRA). It is the standard identifier for businesses and is unique to a business or legal entity.

It is a 15-digit number assigned by the Canada Revenue Agency (CRA), made up of the 9-digit business number followed by a 6-digit alphanumeric number used to identify the business import-export accounts (e.g., 123456789RM0001).

An example of a Business Number RM account

Business number									Reference number					
1	2	3	4	5	6	7	8	9	R	M	0	0	0	2
Program identifier														

To find out how to register for both a business number and an import/export program account, go to [How to register for a business number or Canada Revenue Agency program accounts](#). If you are a Non-Resident, please contact your designated [Non-Resident Tax Services Office](#).

If you already have a Business Number RM account, click next to continue linking your business.

[← Previous](#) [Next →](#)

Enter your **Canada Business number** (first 9 digits) then enter **0001** for the Importer Program Reference Number:

MENU Personal profile | [Logout](#)

[Home](#) > [Setup my Portal](#) > [Requirements](#)

Enter your business number and program reference number

* Business number (999999999) (required) ⓘ

* Importer program reference number (RM1234) (required) ⓘ

RM

I, Alex Nicolas, certify that I am hereby authorized to act on behalf of the business to conduct trade activities with the Canada Border Services Agency (CBSA)

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Version 1.15.0

Input your business information. You will need to validate your account by entering your Legal Entity name and legal address. Ensure it is identical to the information the Canada Revenue Agency (CRA) has on file about your company. You will get an error message if you input anything different from the CRA's information.


[Home](#) > [Setup my Portal](#) > [Business Number](#)

Validate your business information

Fill in the fields below to validate your business. If you encounter errors, make sure you have entered the exact legal entity name for your business.

If you are a sole proprietor, use your personal legal name (for example, Jane Doe). In all other scenarios, you should use the legal corporate name of your business (for example, ABC Incorporated).

Business number
786620419

* Legal entity name or Operating name (max. 175 characters) (required) 

Legal entity address details

Enter the physical or mailing address of the legal entity (BN9) that is currently on file with the Canada Revenue Agency (CRA).

P.O. box/R.R.

* Address Line 1 (required)

Address Line 2

* Country (required)

Province/State

* City (required)


Postal/Zip Code

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[Next →](#)

When you enter everything correctly the system will be able to locate your account and direct you to the confirm registration page:

CARM Client Portal

MENU  [Personal profile](#) | [Logout](#)

[Home](#) > [Setup my Portal](#) > [Business Name](#)

Confirm registration

Review the business information provided and confirm registration.

As a result of this process, you will be assigned the role of business account manager for this account. The **Setup my portal** section can be used to give your employees or representatives access to your program account(s).

Business number	Legal entity name
786620419	BROBUY INC.

Identified program account(s)

The following programs were found to be associated to your business. If the information below is incorrect, please contact the CBSA at 1-800-461-9999.

Program Account Numbers
786620419RM0001

[← Previous](#) [Confirm](#)

If you have previous transactions then you will need to validate your Transaction Information first. Please reach out to carm@ups.com for your previous transaction details.

You will need to answer one or more questions about your account:

The date (MM/YYYY) and the balance of a Statement of Account (SOA) within the last six years of the current date

The date (MM/YYYY) and the exact amount of a payment that has been applied to your account within the last six years of the current date

The transaction number and the total amount of duties and taxes for an import accounting transaction accepted by the CBSA within the last six years of the current date

Validate your transaction information

Answer the following question(s) for the identified program account. If you encounter errors, make sure you have entered the appropriate answer.

Business number RM account
737238949RM0001

*** Question 1 (required)**

The total amount of duties and taxes for an import accounting transaction accepted by the CBSA from 2018-01-09 to current ▼

*** Transaction number (required)** ⓘ

15669009159

*** Total amount of duties and taxes (required)** ⓘ

363.09 SCA

*** Question 2 (required)**

Provide an exact amount of a payment that has been applied to your account since 2018-01-09 ▼

*** Payment date (required)** ⓘ

11/2023 📅

*** Payment amount (required)** ⓘ

19054.97 SCA

When all entered is correct then you will be directed to the Confirm Registration page:

Confirm registration

Review the business information provided and confirm registration.

As a result of this process, you will be assigned the role of business account manager for this account. The **Setup my portal** section can be used to give your employees or representatives access to your program account(s).

Business number	Legal entity name
737238949	AFCLIG LLC

Identified program account(s)

The following programs were found to be associated to your business. If the information below is incorrect, please contact the CBSA at 1-800-461-9999.

Program Account Numbers

737238949RM0001

← Previous

Confirm

After successfully registering your business to your account, you will be directed to the CARM main page:

MENU ▾ [Upload a document](#) | [Notifications](#) | [Logout](#)

Last logged in 2023-12-29 02:50 ET

⚠ Multiple Business Account Managers (Code: 99999)

Your business account currently only has one appointed Business Account Manager. To avoid the possibility of losing the ability to manage your business in case your personal account is no longer accessible, navigate to 'Manage my employees' to assign additional user(s) as Business Account Manager.

Setup my portal
Manage the access of employees and third party businesses.

Accounts and profiles
View information about your personal profile, program account(s) or business.

Financial information
View the financial transaction history, statements and invoices of this program account.

Payments
Manage your payment options.

Declarations
View information about commercial account declarations (CAD).

Rulings
Request, view and manage your ruling requests.

Recent Transactions ⓘ [View all transactions](#)

Transaction date	Description	Amount	Status
2024-01-02	Payment Lot	\$-628.45	Credit open
2023-12-13	Assessment (B3)	\$263.18	Receivable open
2023-12-04	Assessment (B3)	\$365.27	Receivable open
2023-11-30	Payment Lot	\$-19,054.97	
2023-11-14	Assessment (B3)	\$711.14	Receivable Paid

Most requested

- [Upload a document](#)
- [Manage pending employee requests](#)
- [Manage pending third party requests](#)
- [Transaction history](#)
- [Request a ruling](#)

Financial ⓘ

Rulings ⓘ

Access requests ⓘ