



GETTING READY FOR CARM: PREPARE TO BE ONBOARDED

Obtaining a GCKey

An important part of preparing to onboard your company into the CARM Client Portal is determining which of your employees and/or service providers will need to perform activities in the Portal. **To help keep your information secure, a GCKey or Sign-in Partner is required for every individual to create their user account in the CARM Client Portal.**

What is a GCKey?

A GCKey is a unique credential that allows you to securely access the Government of Canada's online services. One GCKey can be used by an individual to access multiple online Government programs and services and on multiple computers.

How do I obtain a GCKey?

GCKeys can now be acquired within minutes. You can register for a new GCKey by following the instructions on the [CARM Client Portal landing page](#).

Key Points for Consideration

- **GCKeys used to log-in to the CARM Portal are specific to the CARM User.** GCKeys are not assigned to a company or shared by multiple users.
- **An individual may have as many GCKeys as they desire (ex. for personal and work purposes, or for each Government of Canada service).** If you already have a GCKey that you use for other services, (such as eManifest), you may also use it to log-in to CARM. If you prefer to have a GCKey that you use specifically for CARM, you can create a new one. NOTE: Employers are encouraged to consider aligning protocols for employee use of GCKeys for CARM with their broader corporate IT security policies.
- **REMEMBER: You must remember the log-in information for each of your GCKeys.** If you choose to use separate GCKeys for different purposes and/or services, you must ensure that you know the log-in information for each of them.
- **You may also choose to use a Sign-in Partner to log-in to the CARM Client Portal.** A Sign-in Partner is a financial institution or bank that has partnered with SecureKey Technologies to enable their customers to use their online credentials. To log-in to the CARM Client Portal using a Sign-in Partner, you must be registered for online banking access at a participating institution. Contact your financial institution for assistance.
- **Whether using a GCKey or Sign-in Partner, your log-in information should be kept secure and only used by you** – no post-it notes on your computer!

This document was prepared in consultation with the Canada Border Services Agency (CBSA) to provide a practical resource to support CARM implementation