



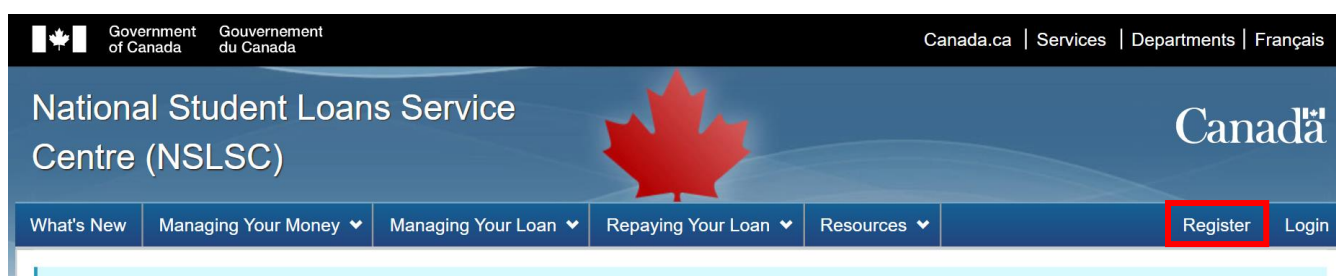
NSLSC Account Registration

Step by Step

You will need your **Social Insurance Number (SIN)**, **Date of Birth (DOB)**, and your 10-digit **Master Student Financial Assistance Agreement (MSFAA) number** to complete the registration process.

If you do not have an active MSFAA number, you may be able to generate and use a **temporary Secure Access Code (SAC)** instead.

1. Click on the **Register** button on the **National Student Loans Service Centre (NSLSC)** Homepage.



Welcome to the National Student Loans Service Centre.

The National Student Loans Service Centre is pleased to provide you with access to online services.



Login to your NSLSC Account

Login using GCKey or a Sign-In Partner

Login



Register your NSLSC Account

Register today to access your personalized account.

Register

Tweets by @nslsc



National Student Loans Service Centre
@nslsc

Have questions? We have answers! You can use the Instant Answers feature on [NSLSC.ca](https://nslsc.ca) to find answers to commonly asked questions.



Dec 2, 2022



National Student Loans Service Centre
@nslsc

Embed

View on Twitter

2. Enter your **Social Insurance Number (SIN)** and click **Continue**.

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National Student Loans Service Centre (NSLSC)

What's New | Managing Your Money | Managing Your Loan | Repaying Your Loan | Resources | Register | Login

[Home](#) → Register Your Online Account

Register Your Online Account

In April 2018, the NSLSC launched a new registration and login process using Government of Canada's cyber-authentication for any student who was required to complete a Master Student Financial Assistance Agreement (MSFAA). This registration process includes setting up a new username and password with GCKey or using your banking information credentials with a Sign-In Partner.

We have extended the new registration process to all NSLSC online users. In order to access your online account you **must** register using GCKey or a Sign-In Partner.

It is important to remember your credentials when registering your online account to prevent being locked out.

If you have already registered using GCKey or a Sign-In Partner, [login now](#).

Providing your personal information for the online registration process for the Canada Student Financial Assistance Program is voluntary. However should you choose not to provide your personal information you will not have access to an online account. The personal information you are providing is for authentication of your identity and creation of your online account.

Why do I need to enter my Social Insurance Number (SIN)?

To help transition you through this new process, your SIN will be used to determine if you have already registered using GCKey or a Sign-In Partner.

Once we have determined this, we will redirect you to an information page that explains the next steps or we will direct you to login.

Your SIN will not be stored or used for any other reason but to help you complete your registration.


You must complete this new registration process to access your loan account information.

*** Social Insurance Number(required)**

Continue

Entering your **Social Insurance Number (SIN)** will result in one of four outcomes:

- ➡ **New User Registration** – You have applied for a student loan for the first time. You will need to create a new National Student Loans Service Centre (NSLSC) account and submit an electronic Master Student Financial Assistance Agreement (eMSFAA) form. [Click here for the New User Registration steps.](#)
- ➡ **Transition User Registration** – You were registered with the National Student Loans Service Centre (NSLSC) before April 2018, but haven't accessed your account since then. You will be required to register again using a Sign-In Partner or GCKey. [Click here for the Transition User Registration steps.](#)
- ✓ **Already Registered** – You have previously registered with a Sign-In Partner or GCKey. A pop-up message on your screen will confirm your registration and provide a link to log in to your NSLSC account.

 **If your Social Insurance Number (SIN) cannot be validated** – A message will be displayed, indicating that you do not have a National Student Loans Service Centre (NSLSC) account and you will be asked to re-enter your Social Insurance Number (SIN). If you continue to experience issues, please call us at **1-888-815-4514**, Monday to Friday, between 8:00 a.m. and 8:00 p.m., your local time.

New User Registration

3. Familiarize yourself with the registration steps and click the **Register** button to continue.



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National Student Loans Service Centre (NSLSC)

What's New | Managing Your Money | Managing Your Loan | Repaying Your Loan | Resources | Register | Login

[Home](#) → Welcome

Welcome to the National Student Loans Service Centre (NSLSC)

Please review this page as we highlight what you will need to complete, the information you should have available and how long the process will take. There are two steps required to register your account and access your funding:

1. Confirm your identity AND
2. Complete the electronic version of your Master Student Financial Assistance Agreement (MSFAA)

You will need to have the following information:

- Bank account information (Transit, Institution and Account number)
- Social Insurance Number (SIN)
- MSFAA # (this is a ten digit number) If you did not receive this number, please contact your province or territory
- Date of Birth

The registration process will take approximately 30 minutes. Once you finish registering your account and completing your MSFAA, you will be able to:

- Set up your account to receive funds
- Track your student loan and grant status
- Receive important updates and alerts
- Update your profile page and contact information

Plus, you will find many helpful tools, tips, and other resources from the NSLSC to make it easier for you to manage your student funding.

Important Information for your Registration:

- **You must protect your personal information.** We recommend that you sign out, clear your browser's cache, and close down your browser after you finish your online session.
- **You must have cookies enabled in your browser.** If cookies are disabled in your browser's security settings, you will have trouble signing in and you won't be able to use the National Student Loans Service Centre (NSLSC) Account.
- To use the NSLSC Account you must have access to a modern Web browser. This could include such browsers as Internet Explorer (version 11 or newer), Edge, Chrome, Firefox and Safari (version 5 or newer). We also support browsers for all 3 mobile operating systems. In addition, you must ensure that JavaScript is enabled to load the application. Please make sure to update your browser and/or settings before using the NSLSC Account.
- The NSLSC Account does not use **pop-ups** to request personal information such as Social Insurance Numbers, bank account or credit card numbers.

To protect your personal information we recommend that you:
Sign out, clear your browser's cache, and close down your browser session after you finish your online session.

Register




If your Registration steps look different from the screen above, you may have previously registered an account before April 2018 and will need to re-register.

[Click here to view the registration steps for a Transition User.](#)

4. There are two ways to continue the Registration process: **Sign-In Partner** allows you to use your online banking credentials via a Financial Institution, or you can choose to use **GCKey**.


Whichever option you choose will determine how you log in to your account in the future.



Government of Canada
Gouvernement du Canada

Canada.ca | Services | Departments | Français


National Student Loans Service
Centre (NSLSC)



What's New | Managing Your Money | Managing Your Loan | Repaying Your Loan | Resources

Register | Login

[Home](#) → Access my NSLSC account

 **Did you forget the answers to your security questions?**

Check out [What's New](#) to learn how to re-gain access to your NSLSC account and avoid being locked out.

Access my NSLSC account

You will be redirected to a third party website to log in to your account . After you complete this process, you will be redirected back to the NSLSC website.

At your next login, please use the same sign-in method that you used when you last logged in to your account.

IMPORTANT NOTE: If you can't remember the answers to your security questions, use the Verified.Me option to access your account.

Choose from one of two options to access NSLSC

Option 1

Continue to Sign-In Partner

- Use the same sign-in information you use for your online banking services.
- None of your information (e.g. financial, banking) will be shared with the NSLSC. Your Sign-In Partner will not know which government service you are using.
- You will temporarily leave the NSLSC site to use your Sign-In Partner.
- Do not register with a Sign-In Partner if you have already registered with GCKey (see option 2 below).


















[View the full list of sign-in partners](#)

OR

Option 2

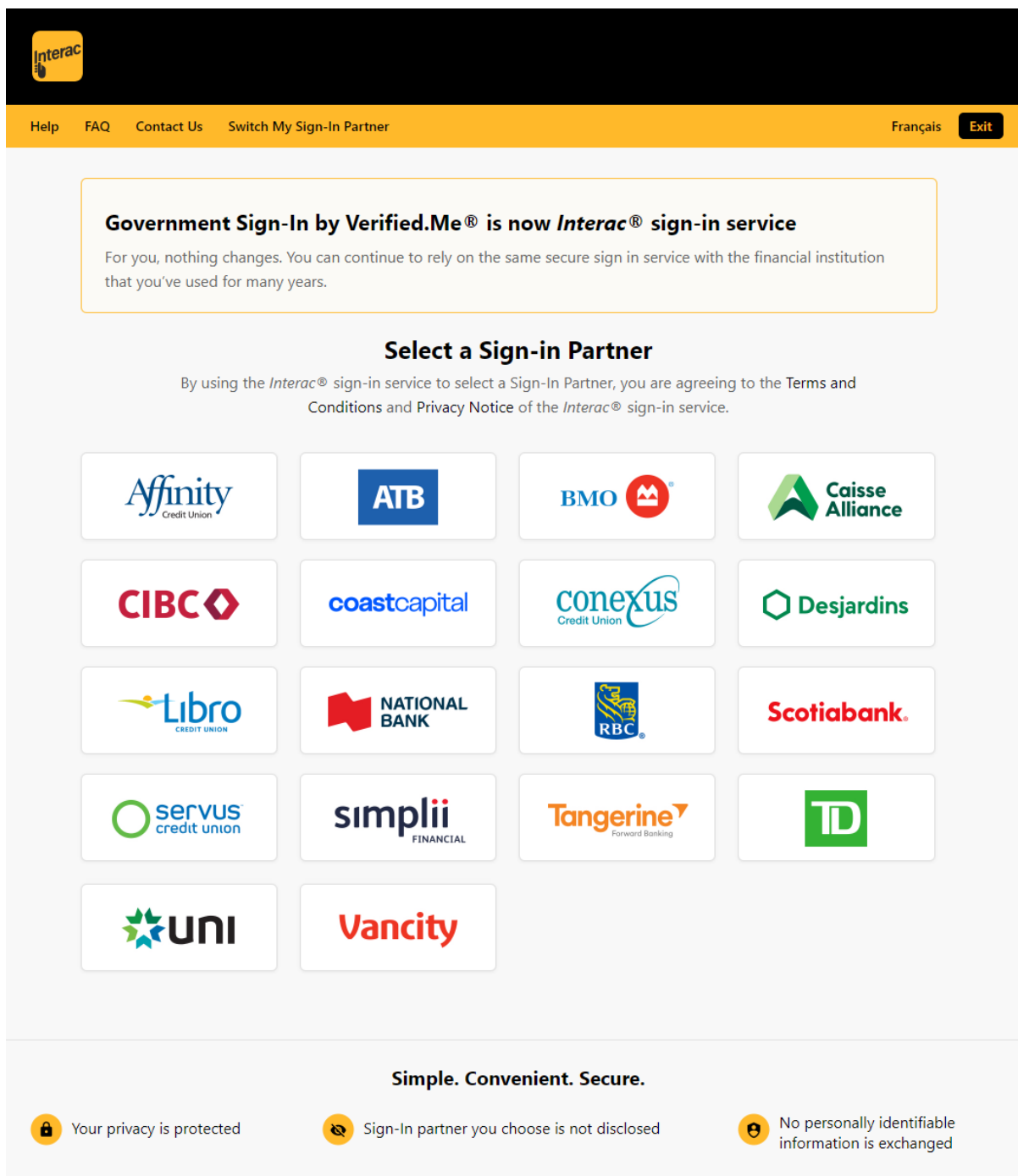
Continue to GCKey

- Sign in to your secure NSLSC account with your existing GCKey username and password.
- Register for a GCKey username and password if you have forgotten your existing one or if you do not have one.
- Do not register for a GCKey username if you have already registered with a Sign-In Partner (see option 1 above).



Sign-In Partner

Sign-In Partner is a credential broker service that acts as a bridge between the Government of Canada and participating credential service providers. **Interac sign-in service** allows you to log in using your existing online banking credentials if you have an account with one of the participating Sign-In Partners (Financial Institutions). If you want to proceed with a Sign-In Partner, select **Continue to Sign-In Partner** and choose your Financial Institution from the list. You will temporarily be redirected from the National Student Loans Service Centre (NSLSC) website to use your Sign-In Partner credentials.



The screenshot shows the Interac Sign-In Partner selection interface. At the top is the Interac logo. Below it is a navigation bar with links: Help, FAQ, Contact Us, Switch My Sign-In Partner, Français, and an Exit button. A central message box states: "Government Sign-In by Verified.Me® is now Interac® sign-in service. For you, nothing changes. You can continue to rely on the same secure sign in service with the financial institution that you've used for many years." Below this is the heading "Select a Sign-in Partner" with a subtext: "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." A grid of 18 financial institution logos is displayed: Affinity Credit Union, ATB, BMO, Caisse Alliance, CIBC, coastcapital, conexus Credit Union, Desjardins, Libro CREDIT UNION, NATIONAL BANK, RBC, Scotiabank, servus credit union, simplii FINANCIAL, Tangerine Forward Banking, TD, UNI, and Vancity. At the bottom, three security assurances are listed: "Your privacy is protected", "Sign-In partner you choose is not disclosed", and "No personally identifiable information is exchanged".




Your Financial Institution may prompt you for some form of Multi-factor Authentication (MFA) to confirm your identity to access the *Interac verification service*. For example, you may be asked to answer a security question(s) or will be required to generate a code to verify your identity.

GCKey

If you want to sign in with GCKey, select **Continue to GCKey**. You can sign up for a GCKey username and password if you do not have one.

- If you have used GCKey before, you can enter your existing GCKey username.
- If you have forgotten your existing GCKey username, you will have to create a new one by clicking the “Sign Up” button.



Government
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Gouvernement
du Canada

[Français](#)

DefinitionsFrequently Asked Questions (FAQ)Help

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.

Exit



As part of the Sign Up process for GCKey, you will need to set up Recovery Questions that can be used in the future to reset or recover a forgotten GCKey password. Please keep a record of your security questions. It is also recommended to add your email address to your GCKey profile to recover your GCKey username if you forget it.

5. Once you complete the registration process with either a Sign-In Partner or GCKey, you will be directed to the **Privacy Notice and Terms and Conditions** pages. If you agree to the terms, select "**I Agree**".

Government of Canada
Gouvernement du Canada

[Français](#)

MENU

[Canada.ca](#) > Registration and Authentication


Menu

Help

Frequently asked questions (FAQs)

Log Out

Privacy notice and terms and conditions



You may want to print this page for future reference since it contains important information.

Registering for the National Student Loans Service Centre Account

To complete the National Student Loans Service Centre (NSLSC) Account registration and authentication process, we have to validate your identity. Identity validation is also a mandatory step to be considered for the online registration process of the Canada Student Financial Assistance Program (CSFA Program). To do so electronically, you need to provide:

- your 10 digit MSFAA number or Secure Access Code;
- your Social Insurance Number; and
- your date of birth

If you do not agree to the Terms and Conditions and do not agree to provide your personal information, you will not be able to register for and use the NSLSC online account. In addition, if you do not complete this electronic identity validation process, you will not be considered for the CSFA Program unless you validate your identity through another process. Contact the NSLSC for details.

Protecting your personal information and privacy is important to us.

The personal information you provide to validate your identity and to register for the NSLSC will only be used to match information in the Social Insurance Registry, Secure Key/GCKey and Registration and Authentication process and at the NSLSC. If the matches are successful, you will be registered and authenticated with Employment and Social Development Canada/NSLSC, and you will have immediate access to a secure online NSLSC account through which you may complete and accept your loan agreement.

For subsequent visits to the NSLSC online account, you will be able to log in simply by providing your user ID and password. Unless you choose to change your user ID and password, you will not need to provide your personal information again.

I agree

I disagree

Continued on next page



Menu

Help

Frequently asked
questions (FAQs)

Log Out

Privacy notice and terms and conditions



You may want to print this page for future reference since it contains important information.

Privacy notice

The National Student Loans Service Centre (NSLSC) Account personal information collection statement

We are committed to providing measures that respect and value your privacy. This statement summarizes the privacy practices that apply when your online identity registration and authentication for the NSLSC Account has been successful and you can access the online services available through the NSLSC.

Collecting, using and disclosing personal information in relation to this online service is for the administration and enforcement of the Canada Student Financial Assistance Program (CSFA Program) and is authorized by the *Canada Student Financial Assistance Act* (CSFAA) and the *Canada Student Loans Act* (CSLA), in accordance with the *Privacy Act* and Part 4 of the *Department of Employment and Social Development Act* (DESDA).

The Social Insurance Number (SIN) is collected under the authority of the CSFAA and the CSLA, and in accordance with the Treasury Board Secretariat Directive on the SIN, which lists the CSFAA and the CSLA as authorized users of the SIN. The SIN will be used as a file identifier, and, along with the other information you provide, will also be used to validate your application, and to administer and enforce the CSFA Program.

Administration and enforcement of the CSFA Program means development and operation of the program, including investigations into allegations of wrongdoing, audits, and policy analysis, research and evaluation. These activities may involve the matching of various sources of data that are under the control of the Government of Canada.

If you do not provide your personal information, you will not be able to access this online service.

Your interactions within the NSLSC on-line account are being recorded through a web analytics tool. For more information, please visit www.canada.ca/en/transparency/privacy.html.

Under the provisions of the *Privacy Act*, individuals have the right to the protection of, access to, and correction of their personal information which is described in Personal Information Bank PPU 030. A detailed description of the Personal Information Banks and instructions for making formal requests about your personal information are outlined in the [Info Source publications](http://www.canada.ca/infosource-ESDC) available at Service Canada Centres or online on the following Web site: www.canada.ca/infosource-ESDC. You have the right to file a complaint with the Privacy Commissioner of Canada regarding an institution's handling of your personal information at www.priv.gc.ca/en/

Questions or comments about how DESDA or the *Privacy Act* is administered may be directed to the Access to Information and Privacy Coordinator at:


Employment and Social Development Canada
Access to Information and Privacy Coordinator
Phase IV, Level 12, Mail Stop 1203
140 Promenade du Portage
Gatineau, QC K1A 0J9
Telephone: 819-654-6981
Facsimile: 819-953-0659
NC-COMM-ATIP-AIPRP-GD@hrsdc-rhdcc.gc.ca
[ATIP Online Request](#)

Additional information on privacy issues and the *Privacy Act* in general may also be obtained from the [Office of the Privacy Commissioner](#) at **1-800-282-1376**.

I agree

I disagree

You will then be directed to a new page to create your profile. You will need to enter your **Social Insurance Number (SIN)**, and then click **Continue**.

Government of Canada
Gouvernement du Canada

[Français](#)

Search Canada.ca

MENU

[Canada.ca](#) > Registration and Authentication

Menu

Help

Frequently asked questions (FAQs)

Log Out

Create my profile

Enter Your Social Insurance Number

* Social Insurance Number:
(required)

Help

Continue

Continued on next page

6. Next, you will be asked to enter your **Master Student Financial Assistance Agreement (MSFAA) number or temporary Secure Access Code (SAC)**, **Date of Birth**, and set up **5 Security Questions and Answers**. This will link to your selected Login option (Sign-In Partner or GCKey) with your NSLSC account.

👉 Your 10-digit MSFAA number is issued by your Province and is required to complete the online registration. If you are unable to locate your MSFAA number, call us at **1-888-815-4514**. Our agents are available to assist you Monday to Friday, from 8:00 a.m. to 8:00 p.m., your local time.

If you are a Transition User, you will be required to generate a temporary Secure Access Code (SAC) as part of the registration process. This code can be used instead of the Master Student Financial Assistance Agreement (MSFAA) number. [Click here for more information on how to generate a temporary SAC.](#)

The screenshot shows the 'Create my profile' page on the Government of Canada website. At the top, there is a header with the Canadian flag, the text 'Government of Canada / Gouvernement du Canada', a search bar with 'Search Canada.ca', and a 'Français' link. Below the header is a 'MENU' dropdown. The main content area has a breadcrumb 'Home > Registration and Authentication'. On the left is a 'Menu' sidebar with links for 'Help', 'Frequently asked questions (FAQs)', and 'Log Out'. The main section is titled 'Create my profile' and contains a light blue information box stating: 'Please complete your profile information to register. This information will allow National Student Loans Service Centre to communicate important messages and notifications to you.' Below this are three required fields: 1. 'Master Student Financial Agreement (MSFAA) or Temporary Secure Access Code (SAC) (required)' with a text input and a 'Help' button. 2. 'Date of Birth (required)' with separate input boxes for 'Year', 'Month', and 'Day', each with a 'Help' button. 3. 'Security questions' section with 'Question 1 (required)' as a dropdown menu (showing 'What is the first name of the person you went to your prom with?') and 'Answer 1 (required)' as a text input.

💡 For your 5 Security Questions, you can select the question of your choice from a drop-down list. Please select questions that are relevant to you and enter answers that you can easily recall. **The answers are case-sensitive.**

After entering your Master Student Financial Assistance Agreement (MSFAA) number (or Secure Access Code (SAC)), Date of Birth and 5 Security Questions, click **Continue** to confirm your profile.



Please take a moment to review your profile.

- **You may want to keep a record of this page including all your security questions and answers for future reference.**
- You will be required to answer 3 of your 5 security questions anytime you change your Sign-In Partner or GCKey username or switch the sign-in method to your National Student Loans Service Centre (NSLSC) account.

The screenshot shows the 'Confirm my profile' page. At the top, there is a header with the Government of Canada logo and a search bar. Below the header, there is a 'MENU' dropdown. The main content area is titled 'Confirm my profile' and contains the following information:

- A message: 'Please take a moment to review your profile. If you are satisfied with the information provided, please Continue.'
- A section for 'Master Student Financial Agreement (MSFAA) or Temporary Secure Access Code (SAC)' with a redacted field.
- A section for 'Date of Birth' with a redacted field.
- A section for 'Security questions' with five questions and answers:
 - Question 1: What is the first name of the person you went to your prom with? Answer: steve
 - Question 2: What is your favourite charity? Answer: sickkids
 - Question 3: What is your favourite sport? Answer: baseball
 - Question 4: What is the middle name of your oldest sibling? Answer: joseph
 - Question 5: In what city or town did your mother and father meet? Answer: toronto
- A note: 'For more information visit the help guide.'
- A note: 'You may wish to print this page for future reference and keep it in a safe place since it contains important information on recovering your account.'
- Buttons for 'Submit' and 'Back'.


If you are satisfied with the information you provided, please click **Submit**. If you would like to edit the information, click **Back**.

7. Multi-Factor Authentication (MFA)

The Government of Canada implemented Multi-Factor Authentication (MFA) for all GCKey and Sign-In Partner users, that allows a user to confirm their identity. You will be required to enter a one-time security code before gaining access to your secure National Student Loans Service Centre (NSLSC) account. This step is mandatory to complete the login process.

You have 4 Multi-Factor Authentication (MFA) options to choose from:

- Register with the Authenticator app
- Register with Text message (SMS)
- Register with a Voice message
- Register with Passcode Grid



Government
of Canada

Gouvernement
du Canada

Français

Search Canada.ca

MENU

[Canada.ca](#) > Registration and Authentication

Menu

Help

Frequently asked questions (FAQs)

Log Out

Secure your account


We are committed to protecting your personal information. To improve privacy and security, you have to register for multi-factor authentication. This **mandatory** step is an enhanced security measure for your Government of Canada (GC) online account. We will ask you to authenticate your account each time you sign in.

To register for multi-factor authentication, choose **one** of the following options:

- **Authenticator app:** Download a free secure authenticator app on your smartphone/tablet. The app will create a security code to validate access to your account. You don't need to be connected to a mobile signal to get your code. No personal information is shared between these apps and the Government of Canada.
- **Text message (SMS):** Register with SMS to validate access to your account. Use your cell phone number to receive a security code by text message.
- **Voice message:** Register with voice to validate access to your account. Use your cell phone or landline number to receive a phone call providing you with a security code.
- **Passcode Grid:** You may use the Passcode Grid option if you can't use a telephone to receive a security code. The Passcode Grid is a table similar to a Bingo card. We will ask you for a security code combination to validate access to your account.


Select a security method

Authenticator app




Register with app

Text message



Register with SMS

Voice message



Register with voice


Passcode Grid

	A	B	C	D
1				
2				
3				
4				

Register with Passcode Grid

Authenticator App

If you are a GCKey user, you can download a free authenticator app on your smartphone or tablet from the app store. Once received, this code is good for a single sign-in session for a limited time. You will only need a connection to the internet and don't need a mobile signal to receive the security code through the app.

**Government
of Canada****Gouvernement
du Canada**

Français

Search Canada.ca

MENU

[Canada.ca](#) > Registration and Authentication

Menu

Help

Frequently asked questions (FAQs)

Log Out

Multi-factor authentication

Preparing your device

You can use an authenticator app on your smartphone/tablet to register for multi-factor authentication. The app will create a 6-8 digits security code every 30 seconds. Use this code to validate your access.

You won't need a mobile signal or wait for a text message to get your security code.

Don't have an authenticator app?

You can download a free authenticator app on your device. These apps are available through the application store on your device.

We suggest you choose an authenticator app that you trust. Read and understand the terms and conditions and/or notices before installing the app.

Already have an authenticator app installed?

Open the authenticator app on your device to add your new Government of Canada account. It will be displayed as Canada.ca (National Student Loan Service Centre (NSLSC) xxxxxx).


1. On most apps, tap on the plus (+) sign to add a new account
2. Select the option to scan a QR code

When you are ready to scan the QR code, continue to the next page.

ContinueBack

Text Message (SMS)


You can register with your smartphone number to receive a security code by SMS text message. If you have an international phone number, please choose the appropriate country from the drop-down menu and enter your phone number without the country code.



Government
of Canada

Gouvernement
du Canada

[Français](#)



MENU ▾

[Canada.ca](#) > Registration and Authentication

Menu

Help


Frequently asked questions (FAQs)

Log Out

Multi-factor authentication

Register with SMS (text message)

Enter your cell phone number to register for multi-factor authentication. You must be able to receive SMS.

 Standard message and data rates may be charged by your service provider.

* Country (required)

* Phone number

(Enter your 10 digits North American phone number (e.g.: 0123456789). For international phone numbers, select the country and enter the phone number without the country code.)

(required)


* Confirm phone number (required)

Continue

Back

Voice Message

Similar to the SMS text message option, you can register with your landline phone number to receive a security code by phone call. If you have an international phone number, please choose the appropriate country from the drop-down menu and enter your phone number without the country code.

 Government of Canada / Gouvernement du Canada

Français

Search Canada.ca

MENU

[Canada.ca](#) > Registration and Authentication

Menu

Help


Frequently asked questions (FAQs)

Log Out

Multi-factor authentication

Register with voice

Enter your cell phone or landline number to register for multi-factor authentication.

 Standard message and data rates may be charged by your service provider.

*** Country (required)**

CANADA

*** Phone number**
(Enter your 10 digits North American phone number (e.g.: 0123456789). For international phone numbers, select the country and enter the phone number without the country code.)
(required)

*** Confirm phone number (required)**

ContinueBack

Passcode Grid

You may use the unique Passcode Grid option if you are unable to use a telephone to receive a one-time passcode sent by the authenticator app, SMS, or automated voice message. **You will need to save or print this grid for future use.** When you sign in, you will be asked to enter a combination of values from your unique Passcode Grid.

Government of Canada

Gouvernement du Canada

Search Canada.ca

Fr an ais

MENU

Canada.ca > Registration and Authentication

Menu

Help

Frequently asked questions (FAQs)

Log Out

Multi-factor authentication

Register with Passcode Grid

With this option, you will receive a unique Passcode Grid created just for you. You will need to **save or print** it for future use.

The Passcode Grid is a table made up of numbered rows and lettered columns, with unique values in each cell. When you sign in, you will be asked to enter a combination of values from the Passcode Grid.

How to use your Passcode Grid

You will be prompted to enter specific grid values every time you sign in.

- Find the coordinates on your Passcode Grid (e.g.: [E,2][C,4][E,4]).
- Enter each value in the required fields (e.g.: KJ5, US5, RH6).

Validate your Passcode Grid

Serial number of your Passcode Grid: 095458

* Enter the security code for the following coordinates. (required)

[E,2] [C,4] [E,4]

Continue Back


	A	B	C	D	E
1	4E2	L9J	L75	Y7Z	YJX
2	KLK	UA8	XRE	EJZ	KJ5
3	6SY	XA2	6K6	4U6	Y58
4	5ZS	EEH	US5	7EQ	RH6
5	QJR	YSJ	XLF	58H	ZW5

Create Passcode Grid

Passcode Grids are unique to each person. Keep your grid in a safe place. When you are ready to create your Passcode Grid, continue to the next page.


Continue Back

Once you complete the registration process and have set up the Multi-Factor Authentication, you will have access to your NSLSC account. From there you can update your personal information and manage various aspects of your student loan.

 Government of Canada / Gouvernement du Canada

Canada.ca | Services | Departments | Français

National Student Loans Service Centre (NSLSC)



Canada


[What's New](#) | [Managing Your Money](#) | [Managing Your Loan](#) | [Repaying Your Loan](#) | [Resources](#) | [My Inbox](#) | [My Account](#)


My Dashboard

Funding Tracker


Current Step: MSFAA Signed


Your provincial/territorial financial aid office will send a funding request to the National Student Loans Service Centre close to the start of your studies. Once we receive this request, your funding details will be available here on your online account.

**MSFAA Signed**
Signed on May 30, 2019

**Funding Request Received**

**Pending Confirmation From Your School**

**Pending Release**

**Funding is On The Way**

Notifications

Check your inbox to keep up-to-date with the latest news on your account.


[My Inbox](#)

Loan Summary

Go to My Funding to view the current status of your loan(s).

[My Funding](#)


Tips and Tools



Update Your Profile

Easily update your contact information including your email address, telephone number(s) and address(es).

[Update Your Profile](#)



Repayment Assistance Plan

If you are having difficulty making your payments, you have options such as applying for the Repayment Assistance Plan.

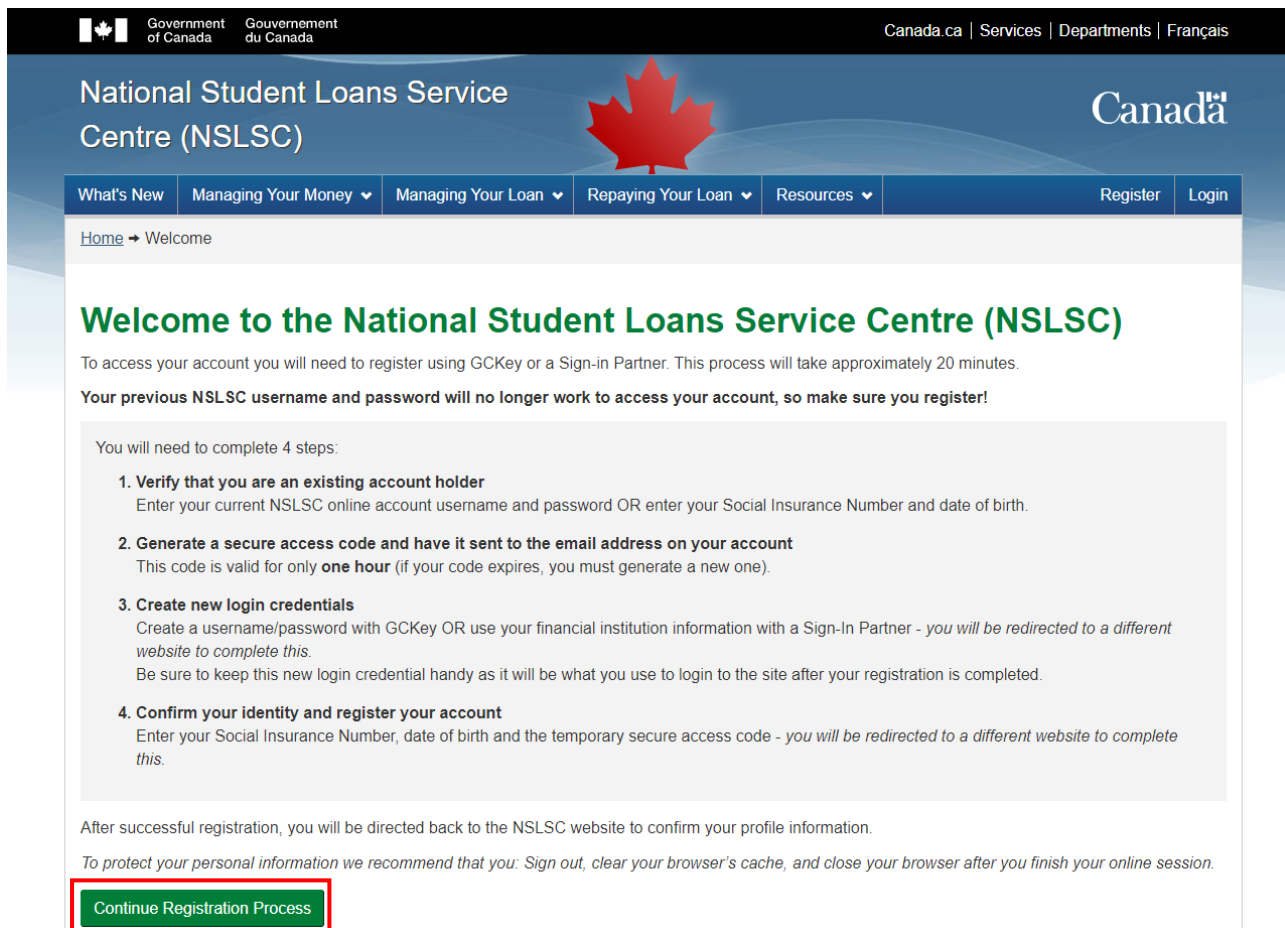
[Learn more about RAP](#)

Thank you for registering your NSLSC account!



Transition User Registration

3a. If you were previously registered with the National Student Loans Service Centre (NSLSC) (prior to April 2018), but haven't access your account since then, you will need to re-register. Familiarize yourself with the registration steps and click **Continue Registration Process**.



The screenshot shows the NSLSC website's 'Welcome' page. At the top, there's a header with the Government of Canada logo and navigation links. Below this, the page title 'National Student Loans Service Centre (NSLSC)' is displayed. A navigation bar contains links like 'What's New', 'Managing Your Money', 'Managing Your Loan', 'Repaying Your Loan', 'Resources', 'Register', and 'Login'. The main content area starts with a breadcrumb 'Home → Welcome' and a large green heading 'Welcome to the National Student Loans Service Centre (NSLSC)'. Below this, a message states that users need to register using GCKey or a Sign-in Partner, and that previous usernames and passwords are no longer valid. A list of four steps for registration is provided: 1. Verify that you are an existing account holder, 2. Generate a secure access code, 3. Create new login credentials, and 4. Confirm your identity and register your account. At the bottom, a green button labeled 'Continue Registration Process' is highlighted with a red box.

Government of Canada / Gouvernement du Canada | Canada.ca | Services | Departments | Français

National Student Loans Service Centre (NSLSC)

What's New | Managing Your Money | Managing Your Loan | Repaying Your Loan | Resources | Register | Login

Home → Welcome

Welcome to the National Student Loans Service Centre (NSLSC)

To access your account you will need to register using GCKey or a Sign-in Partner. This process will take approximately 20 minutes.

Your previous NSLSC username and password will no longer work to access your account, so make sure you register!

You will need to complete 4 steps:

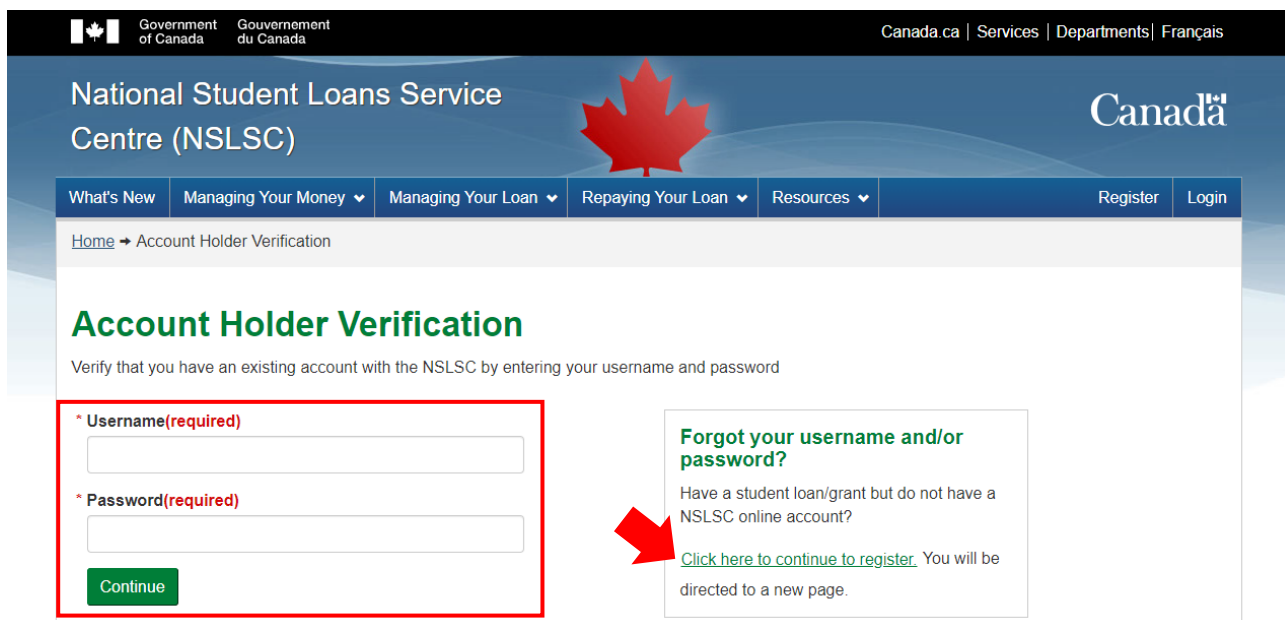
- 1. Verify that you are an existing account holder**
Enter your current NSLSC online account username and password OR enter your Social Insurance Number and date of birth.
- 2. Generate a secure access code and have it sent to the email address on your account**
This code is valid for only **one hour** (if your code expires, you must generate a new one).
- 3. Create new login credentials**
Create a username/password with GCKey OR use your financial institution information with a Sign-In Partner - *you will be redirected to a different website to complete this.*
Be sure to keep this new login credential handy as it will be what you use to login to the site after your registration is completed.
- 4. Confirm your identity and register your account**
Enter your Social Insurance Number, date of birth and the temporary secure access code - *you will be redirected to a different website to complete this.*

After successful registration, you will be directed back to the NSLSC website to confirm your profile information.

To protect your personal information we recommend that you: Sign out, clear your browser's cache, and close your browser after you finish your online session.

Continue Registration Process

3b. Verify you are an existing account holder by using your **NSLSC account username and password**. If you do not remember these credentials select **Click here to continue to register**.



The screenshot shows the 'Account Holder Verification' page on the NSLSC website. The header and navigation bar are identical to the previous page. The main content area has a breadcrumb 'Home → Account Holder Verification' and a heading 'Account Holder Verification'. Below the heading, a message asks users to verify their existing account by entering their username and password. There are two input fields: 'Username(required)' and 'Password(required)', both with red asterisks indicating they are required. A green 'Continue' button is located below the password field. To the right of the input fields, there is a link 'Click here to continue to register' with a red arrow pointing to it. The link text says 'Click here to continue to register. You will be directed to a new page.'

Government of Canada / Gouvernement du Canada | Canada.ca | Services | Departments | Français

National Student Loans Service Centre (NSLSC)

What's New | Managing Your Money | Managing Your Loan | Repaying Your Loan | Resources | Register | Login

Home → Account Holder Verification

Account Holder Verification

Verify that you have an existing account with the NSLSC by entering your username and password

* Username(required)

* Password(required)

Continue

Forgot your username and/or password?
Have a student loan/grant but do not have a NSLSC online account?
[Click here to continue to register.](#) You will be directed to a new page.

3c. Upon clicking **Click here to continue to register**, you will be directed to a new page to enter your **Date of Birth** and **Social Insurance Number (SIN)**.

The screenshot shows the NSLSC website header with the Canadian flag and the text "Government of Canada / Gouvernement du Canada". The main navigation bar includes links for "What's New", "Managing Your Money", "Managing Your Loan", "Repaying Your Loan", "Resources", "Register", and "Login". The page title is "National Student Loans Service Centre (NSLSC)". The breadcrumb trail is "Home > Account Holder Verification". The main heading is "Account Holder Verification". Below this, a message states: "In order to register your NSLSC online account, please enter your date of birth and Social Insurance Number (SIN) below. Please note that your SIN will not be stored in our system and will only be used to verify that you have an existing NSLSC loan/grant." The form contains two required fields: "Date Of Birth(required)" with three dropdown menus and "Social Insurance Number(required)" with a text input field. A "Continue" button is at the bottom. A red box highlights the form fields, and another red box highlights the "Continue" button.

Canada.ca | Services | Departments | Français

National Student Loans Service Centre (NSLSC)

What's New | Managing Your Money | Managing Your Loan | Repaying Your Loan | Resources | Register | Login

Home > Account Holder Verification

Account Holder Verification

In order to register your NSLSC online account, please enter your date of birth and Social Insurance Number (SIN) below.

Please note that your SIN will not be stored in our system and will only be used to verify that you have an existing NSLSC loan/grant.

* Date Of Birth(required)

* Social Insurance Number(required)

To learn more about the policies that govern the collection and use of your personal information, please [visit the Privacy Page](#).

By pressing the "Continue" button, you are confirming that you have accessed the Privacy Notice Statement and are now ready to provide your personal information in accordance with it.

Continue

3d. **Generate My Secure Access Code (SAC)**. The Secure Access Code (SAC) will be sent to the email address on file with your account. If you used your username and password in the previous step, you will have the opportunity to update your email address on file.

The screenshot shows the NSLSC website header with the Canadian flag and the text "Government of Canada / Gouvernement du Canada". The main navigation bar includes links for "What's New", "Managing Your Money", "Managing Your Loan", "Repaying Your Loan", "Resources", "Register", and "Login". The page title is "National Student Loans Service Centre (NSLSC)". The breadcrumb trail is "Home > Your Temporary Secure Access Code". The main heading is "Your Temporary Secure Access Code". Below this, a message states: "You will now be asked to generate a temporary Secure Access Code that you will use to register your National Student Loans Service Centre account. This temporary Secure Access Code is valid for a single use only and will expire one hour from the time you generate it. It will be sent to your email address on file." The form contains an "Email Address" field with the text "TPLT@ZFAV.GA" and an "Update Email Address on File" button. A "Generate My Secure Access Code" button is at the bottom.

Canada.ca | Services | Departments | Français

National Student Loans Service Centre (NSLSC)

What's New | Managing Your Money | Managing Your Loan | Repaying Your Loan | Resources | Register | Login

Home > Your Temporary Secure Access Code

Your Temporary Secure Access Code

You will now be asked to generate a temporary Secure Access Code that you will use to register your National Student Loans Service Centre account. This temporary Secure Access Code is valid for a single use only and will expire one hour from the time you generate it. It will be sent to your email address on file.

Email Address

TPLT@ZFAV.GA

Update Email Address on File

Generate My Secure Access Code

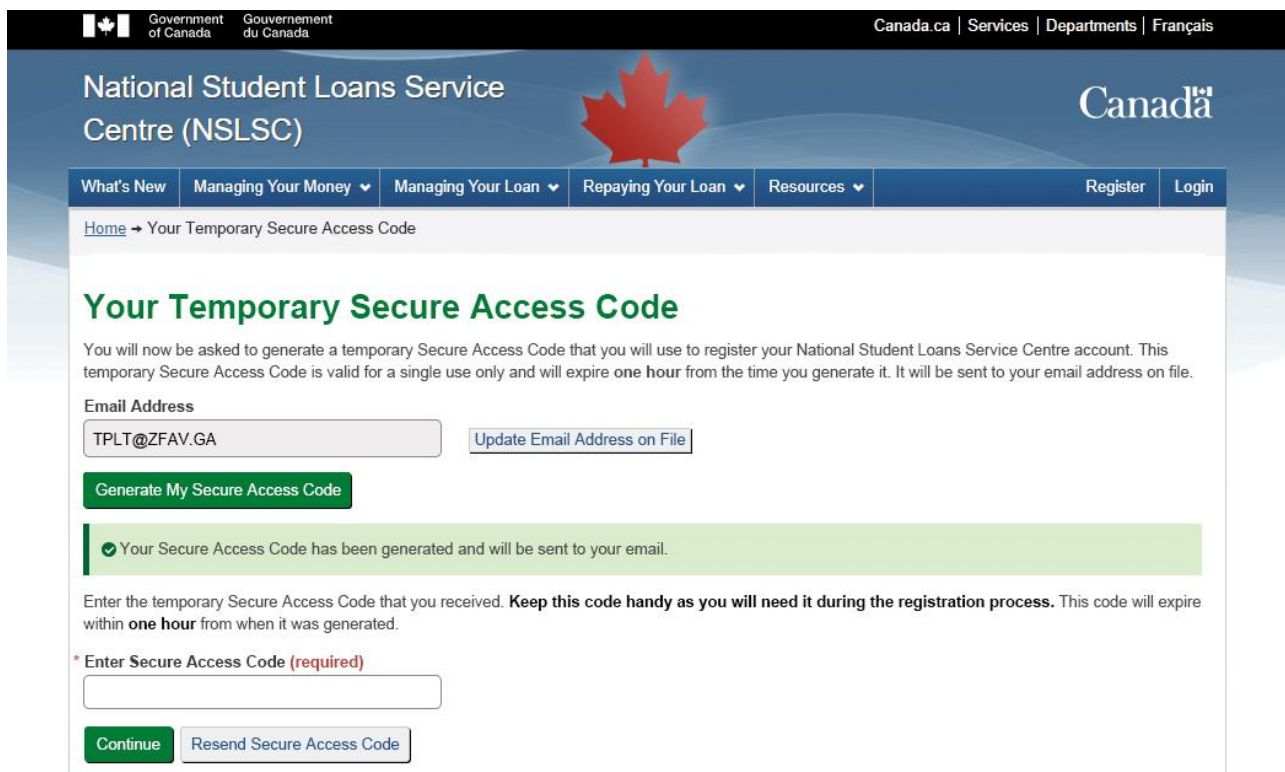
Continued on next page

It can take a few minutes to receive the email containing your temporary **Secure Access Code (SAC)**. If you can't find the email, please try the following:

- Check your Spam and Junk folder
- Search your email for messages from **info@nslsc.ca** with the subject line **Your secure Access Code/Votre code d'accès sécurisé**

This code is only valid for a single use and **expires after one hour**. If this code expires, you must generate a new one.

3e. Enter the Secure Access Code (SAC) you receive via email on the website and select **Continue**. Keep this code handy as it will be required again during **Step 6** of the registration process.



The screenshot shows the NSLSC website interface. At the top, there is a header with the Government of Canada logo and navigation links for Canada.ca, Services, Departments, and Français. Below this is the main header for the National Student Loans Service Centre (NSLSC) with a red maple leaf logo. A navigation bar contains links for What's New, Managing Your Money, Managing Your Loan, Repaying Your Loan, and Resources, along with Register and Login buttons. The main content area is titled 'Your Temporary Secure Access Code' and explains that a temporary SAC will be generated and sent to the user's email. It includes a form for the Email Address (currently TPLT@ZFAV.GA) and a button to 'Update Email Address on File'. A green button labeled 'Generate My Secure Access Code' is present. Below this, a green message box states: 'Your Secure Access Code has been generated and will be sent to your email.' Further down, instructions state to enter the temporary SAC received, keep it handy, and that it expires within one hour. A red asterisk indicates that entering the SAC is required. There is a text input field for the SAC, a green 'Continue' button, and a 'Resend Secure Access Code' button.

Once you have successfully entered your Secure Access Code (SAC), [click here to return to Step 4 of the Registration Process](#).