Transact
How To Guides

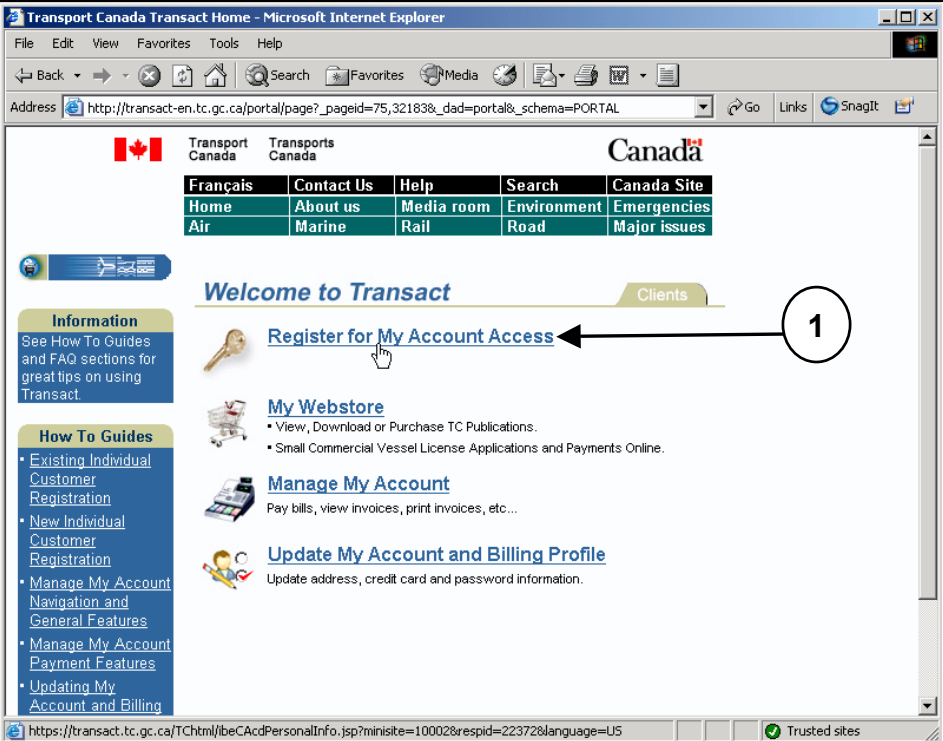## Existing Individual Customer Registration

Welcome to Transact.

This guide demonstrates how individuals who are already Transport Canada customers can sign-up for access to their personal account.
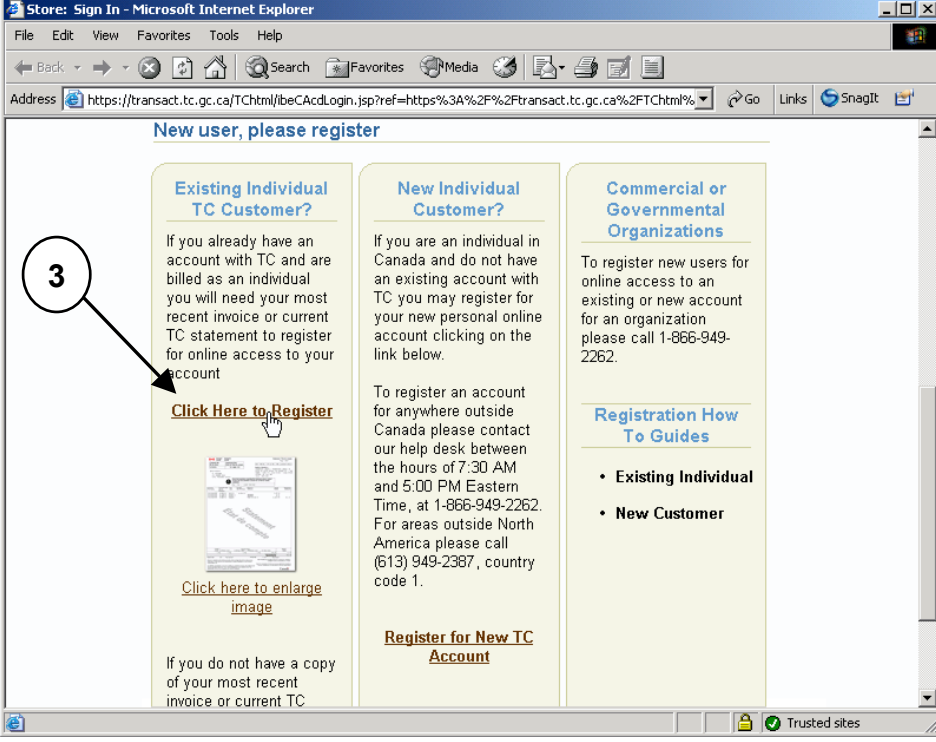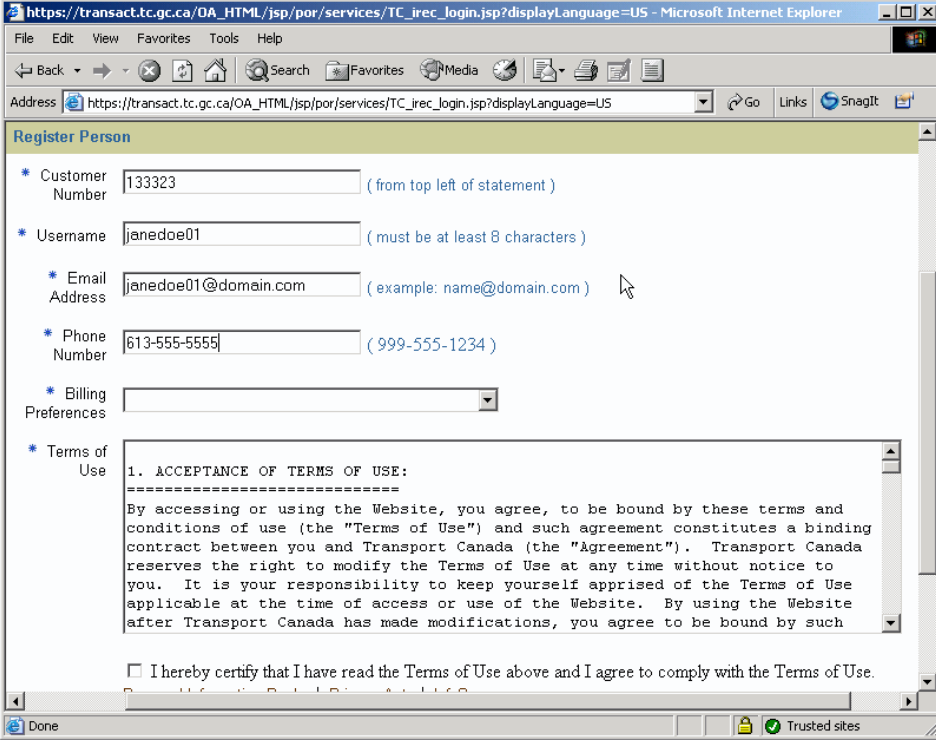
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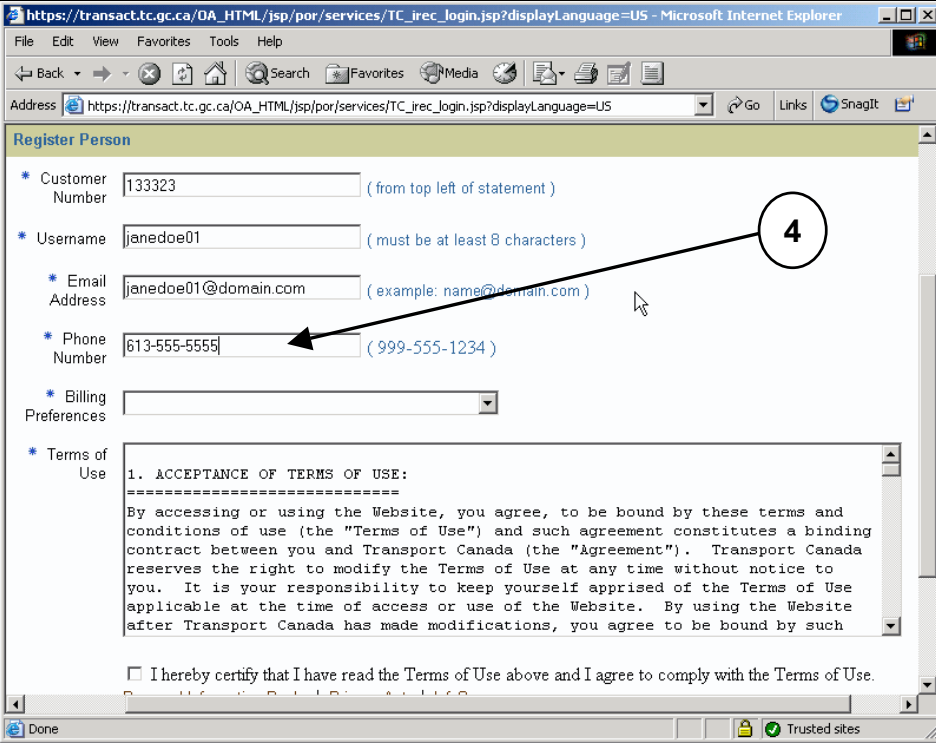| Step 1: Registering for Account Access	Instructions
	Existing individual customers can easily sign-up for online access to their Transport Canada (TC) account. To begin: 1. On the Transact home page, click on the **Register for My Account Access** link. **Note:** Commercial or governmental organizations who want to register users for online access to their existing or new organization account need to contact Technical Support between the hours of 7:30 AM and 5:00 PM Eastern Time at 1-866-949-2262. For areas outside North America, please call 613-949-2387, country code 1.

Step 1: Registering for Account Access *Cont…*	Instructions
	2. On the **Sign In** page, scroll down to the **New user, please register** section. 3. Click on the **Click Here to Register** link.

Step 2: Entering Registration Details	Instructions
	All fields on the registration page must be completed before an account can be created. To proceed: 1. Enter your account number in the **Customer Number** field. It can be found in the top left section of your TC statement or invoice. 2. Enter your preferred username in the **Username** field. The username must be at least 8 characters in length. 3. Enter your email address in the **Email Address** field. This address will be used for all Transact email correspondence with you (e.g. your

		registration confirmation email).
Step 2: Entering Registration Details *Cont…*		**Instructions**
		4. Enter your phone number in the **Phone Number** field. The number must include both your area code and local number.

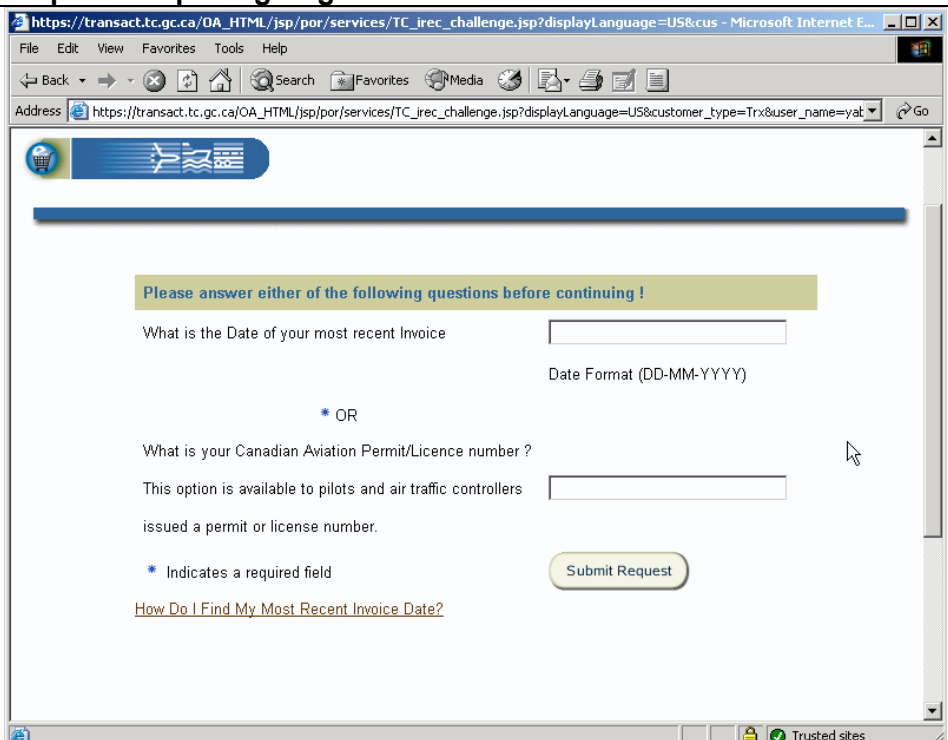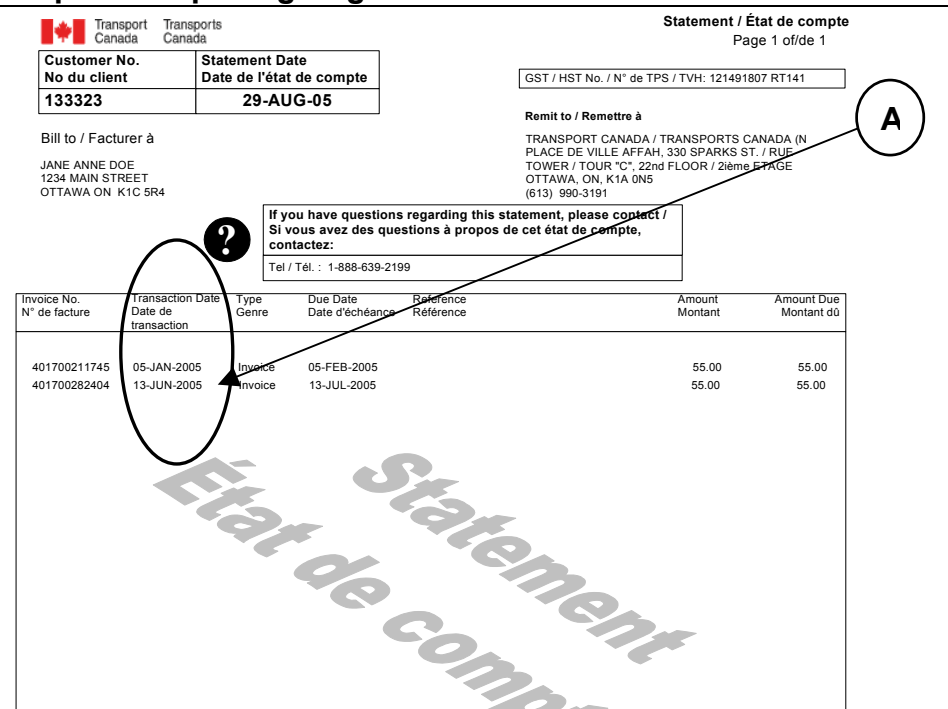| Step 2: Entering Registration Details *Cont…*	Instructions
	5. In the **Billing Preferences** field, select one of the two different methods for receiving billing correspondence from Transport Canada: a) **Email Notification of Invoices and Statements only**: Once you have selected this option, each time a new invoice or interest charge is added to your account you will only receive email notifications. b) **Paper Invoices and Statements only**: By selecting this option, you will continue to receive hard copy invoices and statements from TC in the mail.

Step 3: Agreeing to the Terms of Use	Instructions
	1. Read Transport Canada's Terms of Use completely. 2. If you agree to the Terms of Use, click on the check box to indicate that you have read, understood and agree to comply with the Terms of Use. 3. Then, click on the **Submit Request** button. **Note:** You cannot register for Transact access without accepting the Terms of Use.

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Step 4: Completing Registration	Instructions
	Have a copy of your most recent invoice or Transport Canada statement ready so you can answer the challenge response question and complete the registration process. OR Enter your Canadian Aviation Permit/Licence number to complete the registration process.

Step 4: Completing Registration *Cont…*	Instructions
	A. If you have a Transport Canada Statement, your most recent invoice date can be found in the second column "Transaction Date".
Step 4: Completing Registration *Cont…*	**Instructions**

B. If you have a Transport Canada Invoice, your most recent invoice date can be found in the top right section of the invoice in the box named "Date".

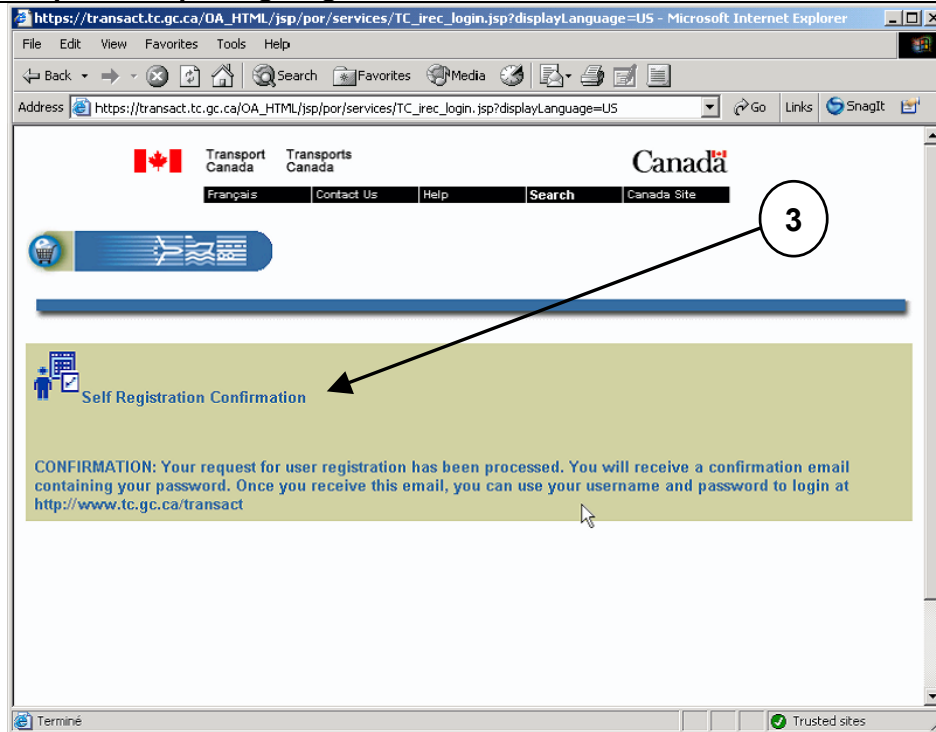**Step 4: Completing Registration** *Cont…*

Instructions

1A. Enter the date of your most recent invoice using the date format "DD-MM-YYYY".

OR

1B. Enter your Canadian Aviation Permit/Licence number.

2. Click on the **Submit Request** button

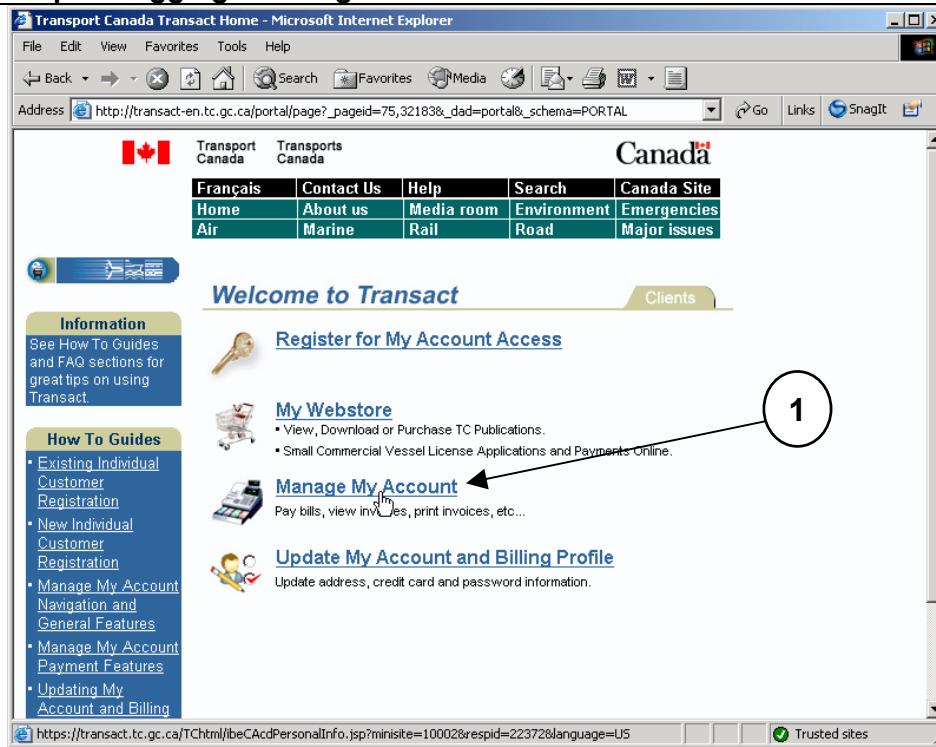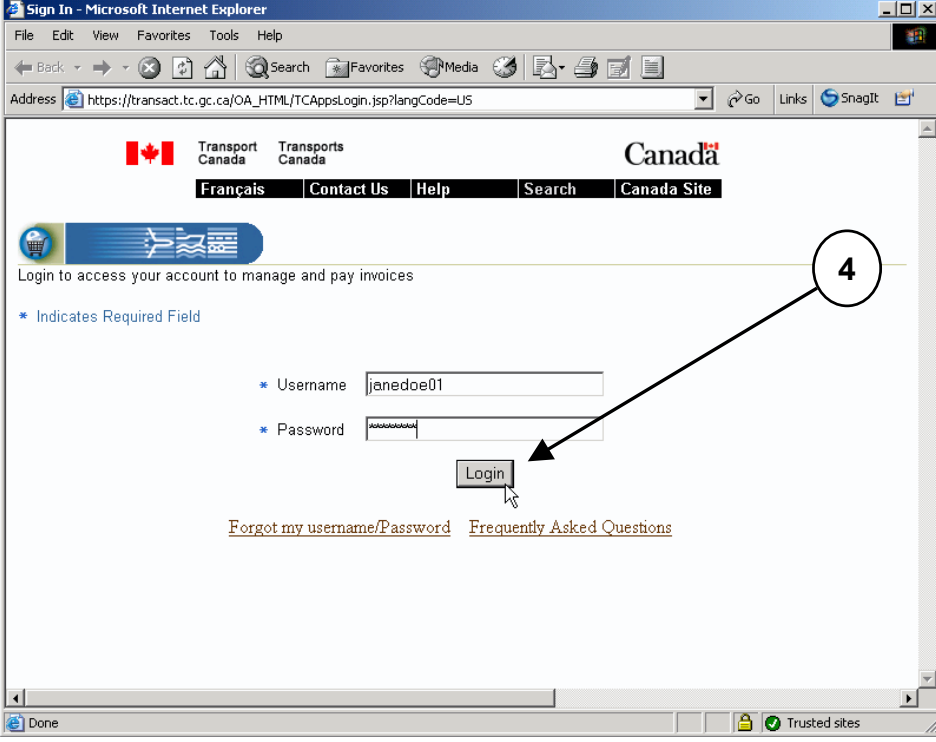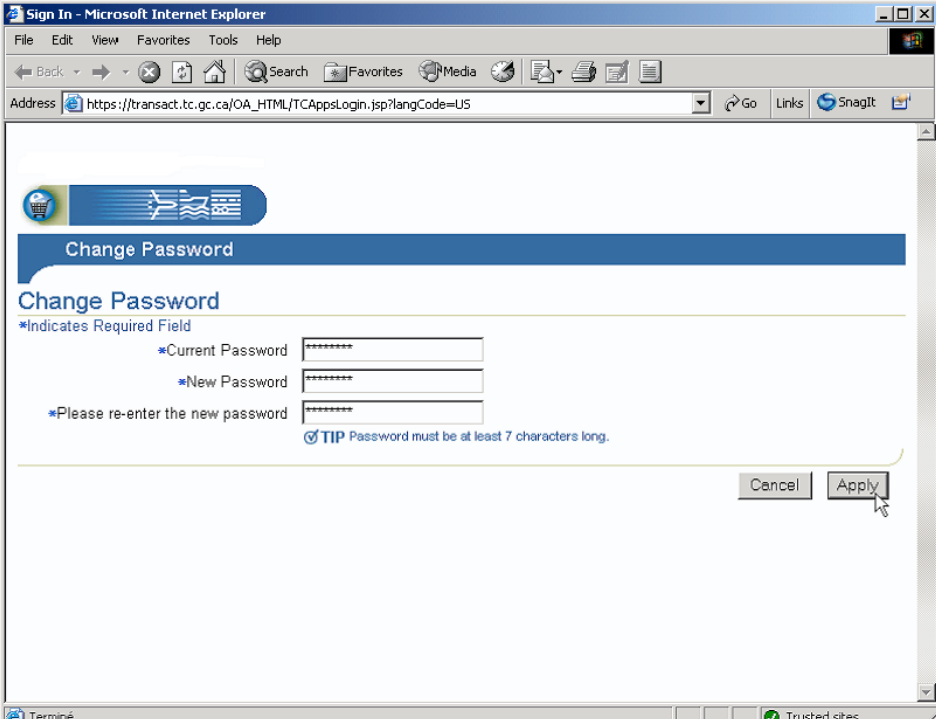| Step 4: Completing Registration *Cont…*	Instructions
	3. A confirmation page will appear that informs you that your registration request has been processed. 4. You will also receive an email with the password you will need to login to Transact and access your account. **Note:** You should receive a confirmation email containing your Transact password within 30 minutes. If you have not received the confirmation email after 30 minutes, please contact Technical Support between the hours of 7:30 AM and 5:00 PM Eastern time at 1-866-949-2262. For areas outside North America, please call 613-949-2387, country code 1.
Step 5: Logging in Using Your Account for the First Time	**Instructions**
	Whether entering the Webstore or the Manage my Account web application, the first time you login to Transact after registering you will have to change your password. This is illustrated below using Manage my Account but the essential steps are the same. To proceed: 1. On the Transact home page, click on the **Manage My Account** link.

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Step 5: Logging in Using Your Account for the First Time *Cont…*	Instructions
	2. Enter your username in the **Username** field. 3. Enter the password that you received in your confirmation email in the **Password** field. 4. Click on the **Login** button.
Step 5: Logging in Using Your Account for the First Time *Cont…*	**Instructions**
	5. You will be prompted to change your password. Enter the password from your confirmation email in the **Current Password** field. 6. Enter a new password in the **New Password** field and then re-enter the password in the **Re-enter New Password** field. 7. Click on the **Apply** button. **Note:** Passwords must be at least seven characters in length, contain at least one number and one alpha character, and contain no repeating characters.