



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.

Transact-01

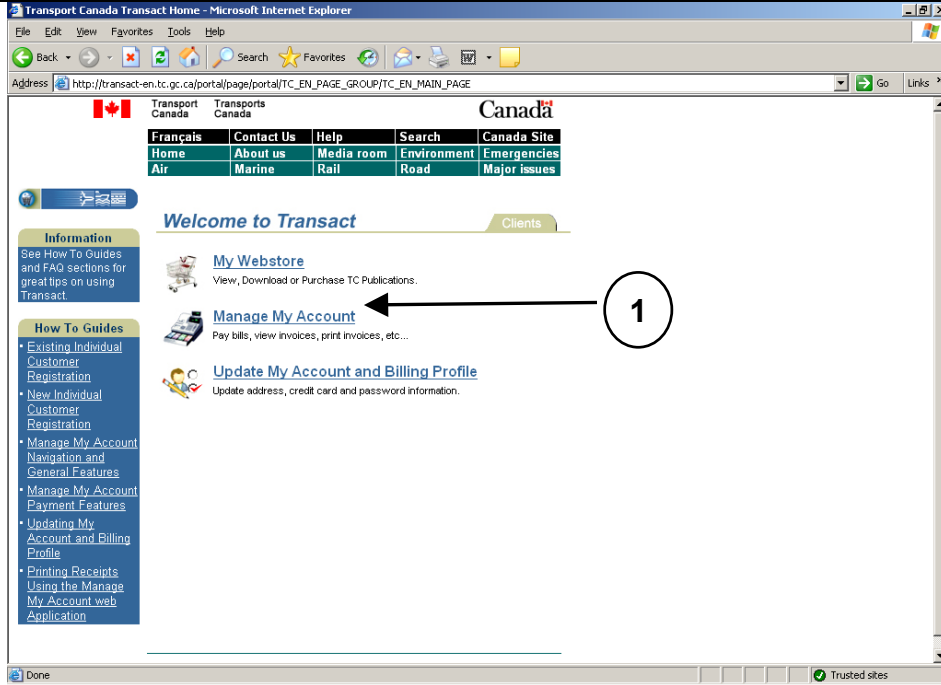
Table of Contents

Step 1: Registering for Account Access	3
Step 2: Entering Registration Details.....	4
Step 3: Agreeing to the Terms of Use.....	6
Step 4: Completing Registration	6
Step 5: Logging in Using Your Account for the First Time.....	9

Transact How To Guides

Existing Individual Customer Registration

Step 1: Registering for Account Access



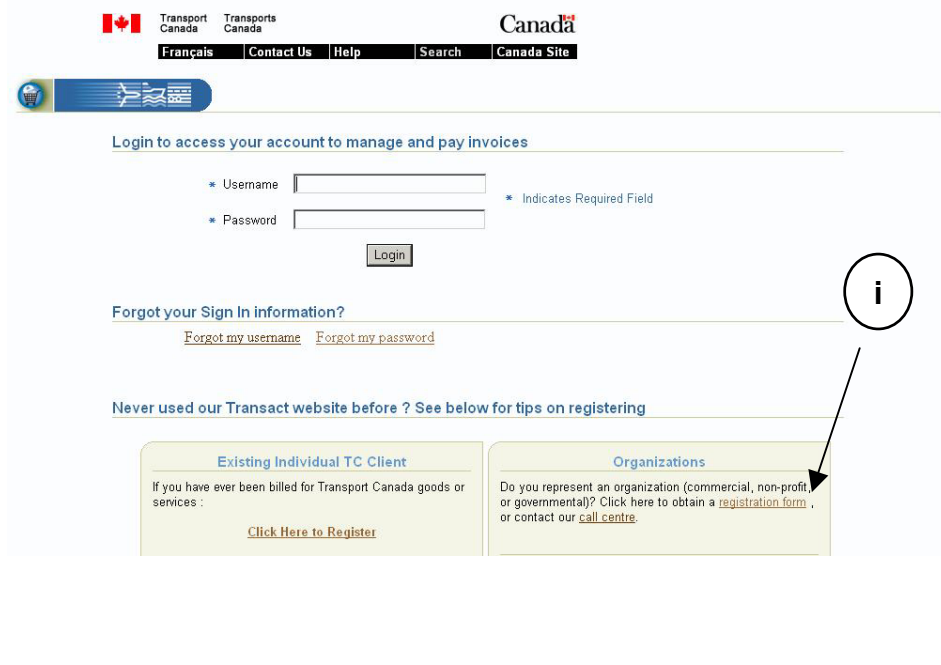
Instructions

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 **Manage My Account** link.

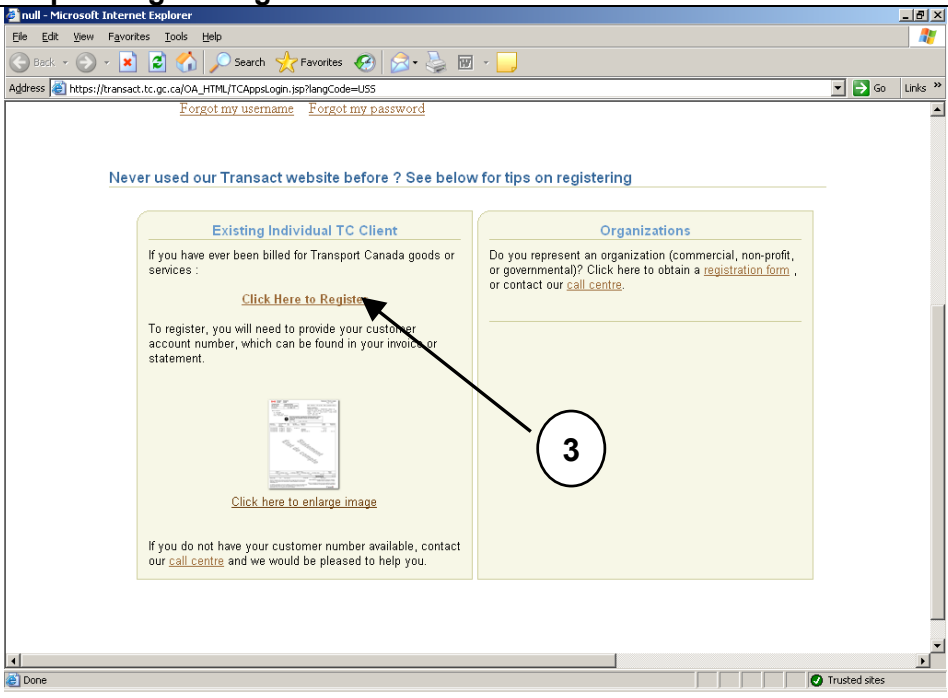
Note: Commercial, non-profit or governmental organizations who want to register users for online access to their existing or new organization account can contact Technical Support between the hours of 7:30 AM and 5:00 PM Eastern Time at 1-866-949-2262. For areas outside North America, please call 613-949-2387, country code 1.

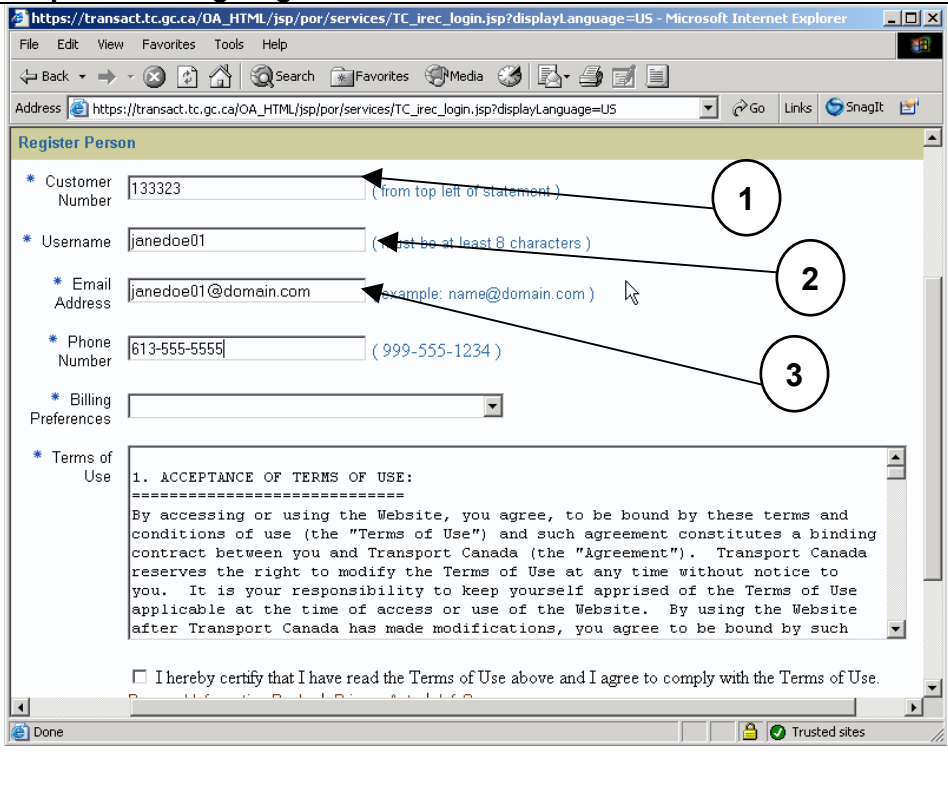
i. Alternatively, organizations may access an online registration form by clicking on the **Manage My Account** link and selecting the **Registration Form** link in the **Organizations** column. The form can then be completed and mailed to the address indicated on the form itself.



Transact How To Guides

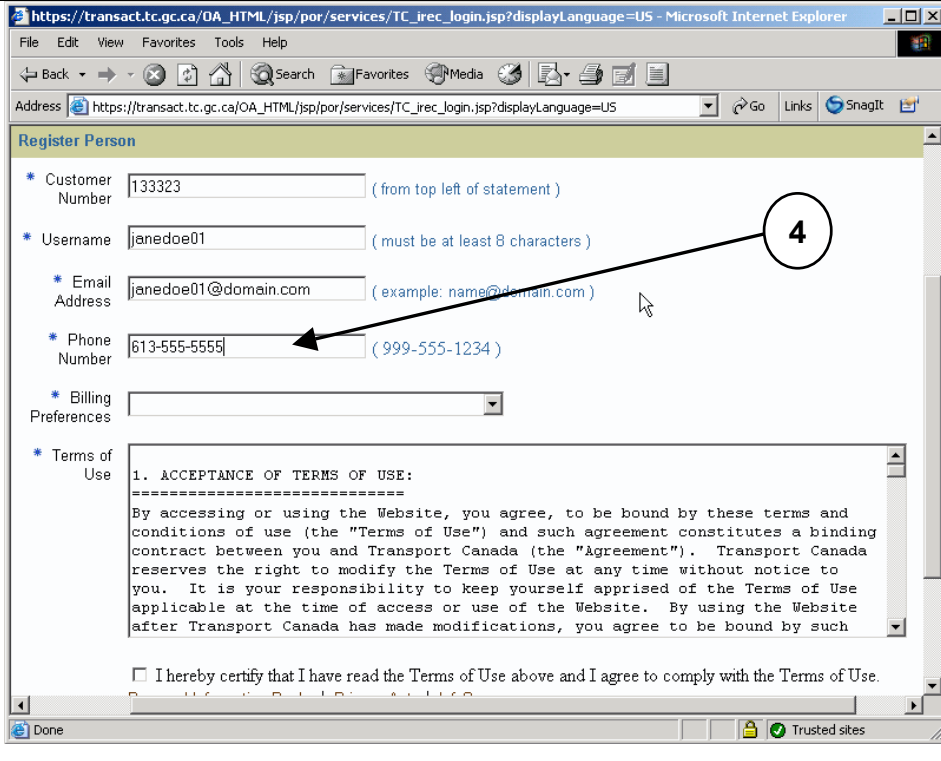
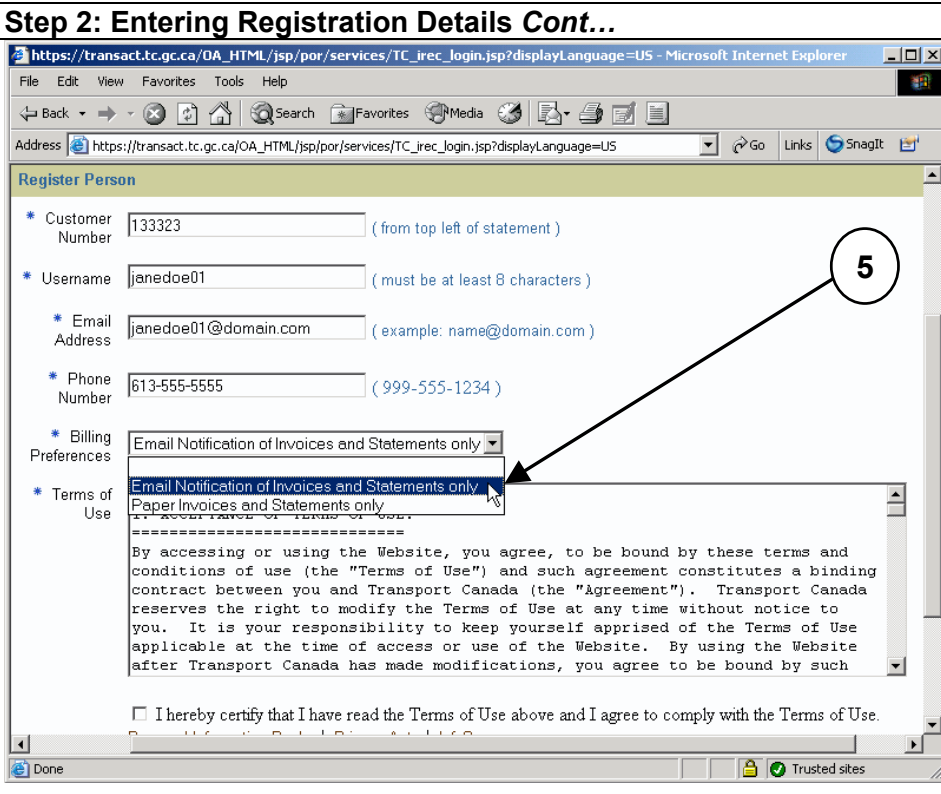
Existing Individual Customer Registration

Step 1: Registering for Account Access Cont...	Instructions
	<ol style="list-style-type: none"> 2. On the Login page, scroll down to the “Never used our Transact website before?” section. 3. Click on the Click Here to Register link.

Step 2: Entering Registration Details	Instructions
	<p>All fields on the registration page must be completed before an account can be created. To proceed:</p> <ol style="list-style-type: none"> 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).

Transact How To Guides

Existing Individual Customer Registration

Step 2: Entering Registration Details Cont...	Instructions
	<p>4. Enter your phone number in the Phone Number field. The number must include both your area code and local number.</p>
	<p>5. In the Billing Preferences field, select one of the two different methods for receiving billing correspondence from Transport Canada:</p> <ul style="list-style-type: none"> 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.

Transact How To Guides

Existing Individual Customer Registration

Step 3: Agreeing to the Terms of Use

Phone Number: 613-555-5555 (999-555-1234)

Billing Preferences: Email Notification of Invoices and Statements only

Terms of Use: 1. ACCEPTANCE OF TERMS OF USE: By accessing or using the Website, you agree, to be bound by these terms and conditions of use (the "Terms of Use") and such agreement constitutes a binding contract between you and Transport Canada (the "Agreement"). Transport Canada reserves the right to modify the Terms of Use at any time without notice to you. It is your responsibility to keep yourself apprised of the Terms of Use applicable at the time of access or use of the Website. By using the Website after Transport Canada has made modifications, you agree to be bound by such

I hereby certify that I have read the Terms of Use above and I agree to comply with the Terms of Use.

[Personal Information Bank](#) | [Privacy Act](#) | [InfoSource](#)

* Indicates a required field

[Important Notices](#)

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.

Step 4: Completing Registration

Please answer either of the following questions before continuing !

What is the Date of your most recent Invoice

Date Format (DD-MM-YYYY)

* OR

What is your Canadian Aviation Permit/Licence number ?

This option is available to pilots and air traffic controllers issued a permit or license number.

* Indicates a required field

[How Do I Find My Most Recent Invoice Date?](#)

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.

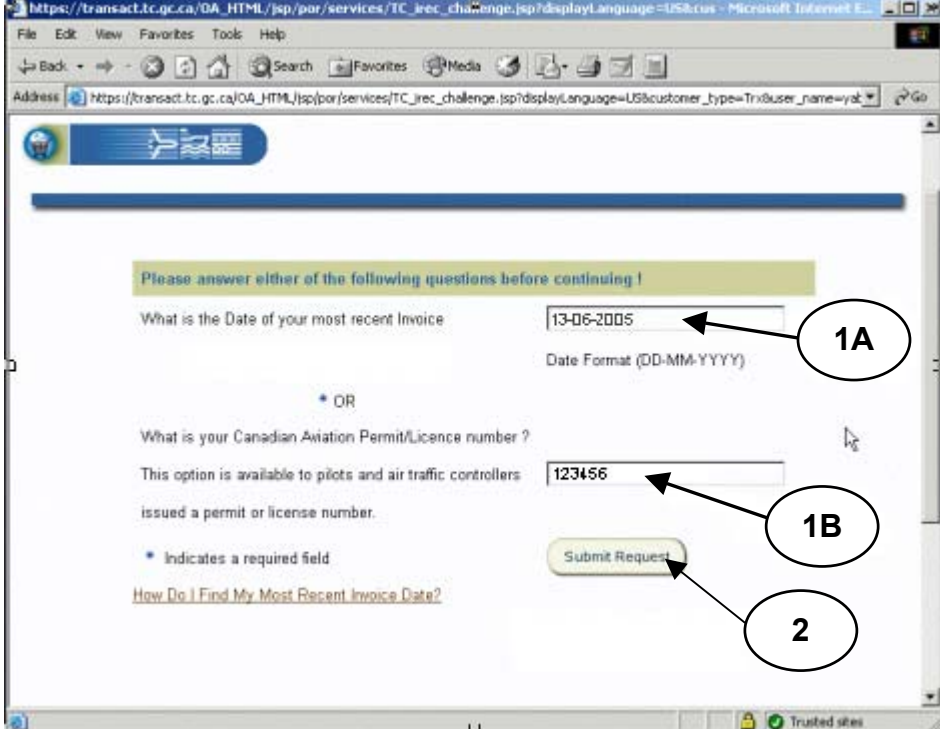
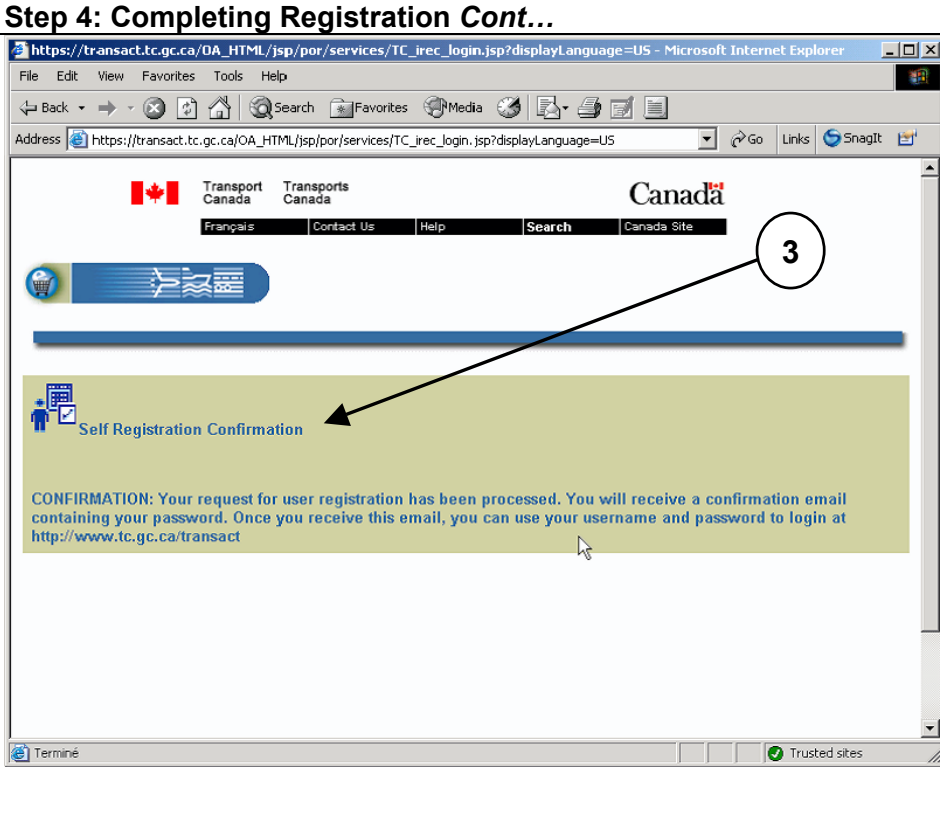
Transact How To Guides

Existing Individual Customer Registration

Step 4: Completing Registration Cont...	Instructions																									
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="display: flex; align-items: center;"> <div> <p style="font-size: 8px; margin: 0;">Transport Canada / Transports Canada</p> </div> </div> <div style="text-align: right;"> <p style="font-size: 8px; margin: 0;">Statement / État de compte Page 1 of/de 1</p> </div> </div> <div style="margin-top: 10px;"> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 8px;"> <tr> <td style="width: 50%;">Customer No. / No du client</td> <td style="width: 50%;">Statement Date / Date de l'état de compte</td> </tr> <tr> <td>133323</td> <td>29-AUG-05</td> </tr> </table> </div> <div style="margin-top: 10px;"> <p style="font-size: 8px; margin: 0;">Bill to / Facturer à</p> <p style="font-size: 8px; margin: 0;">JANE ANNE DOE 1234 MAIN STREET OTTAWA ON K1C 5R4</p> </div> <div style="margin-top: 10px;"> <p style="font-size: 8px; margin: 0;">Remit to / Remettre à</p> <p style="font-size: 8px; margin: 0;">TRANSPORT CANADA / TRANSPORTS CANADA (N PLACE DE VILLE AFFAH, 330 SPARKS ST. / RUE TOWER / TOUR "C", 22nd FLOOR / 2ième ETAGE OTTAWA, ON, K1A 0N5 (613) 990-3191</p> </div> <div style="margin-top: 10px;"> <p style="font-size: 8px; margin: 0;">GST / HST No. / N° de TPS / TVH: 121491807 RT141</p> </div> <div style="margin-top: 10px;"> <p style="font-size: 8px; margin: 0;">If you have questions regarding this statement, please contact / Si vous avez des questions à propos de cet état de compte, contactez:</p> <p style="font-size: 8px; margin: 0;">Tel / Tél. :</p> </div> <div style="margin-top: 10px;"> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 8px;"> <thead> <tr> <th style="width: 15%;">Invoice No. / N° de facture</th> <th style="width: 15%;">Transaction Date / Date de transaction</th> <th style="width: 10%;">Type / Genre</th> <th style="width: 15%;">Due Date / Date d'échéance</th> <th style="width: 15%;">Reference / Référence</th> <th style="width: 10%;">Amount / Montant</th> <th style="width: 10%;">Amount Due / Montant dû</th> </tr> </thead> <tbody> <tr> <td>401700211745</td> <td>05-JAN-2005</td> <td>Invoice</td> <td>05-FEB-2005</td> <td></td> <td style="text-align: right;">55.00</td> <td style="text-align: right;">55.00</td> </tr> <tr> <td>401700282404</td> <td>13-JUN-2005</td> <td>Invoice</td> <td>13-JUL-2005</td> <td></td> <td style="text-align: right;">55.00</td> <td style="text-align: right;">55.00</td> </tr> </tbody> </table> </div>	Customer No. / No du client	Statement Date / Date de l'état de compte	133323	29-AUG-05	Invoice No. / N° de facture	Transaction Date / Date de transaction	Type / Genre	Due Date / Date d'échéance	Reference / Référence	Amount / Montant	Amount Due / Montant dû	401700211745	05-JAN-2005	Invoice	05-FEB-2005		55.00	55.00	401700282404	13-JUN-2005	Invoice	13-JUL-2005		55.00	55.00	<p style="font-size: 12px; margin: 0;">A. If you have a Transport Canada Statement, your most recent invoice date can be found in the second column "Transaction Date".</p>
Customer No. / No du client	Statement Date / Date de l'état de compte																									
133323	29-AUG-05																									
Invoice No. / N° de facture	Transaction Date / Date de transaction	Type / Genre	Due Date / Date d'échéance	Reference / Référence	Amount / Montant	Amount Due / Montant dû																				
401700211745	05-JAN-2005	Invoice	05-FEB-2005		55.00	55.00																				
401700282404	13-JUN-2005	Invoice	13-JUL-2005		55.00	55.00																				
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="display: flex; align-items: center;"> <div> <p style="font-size: 8px; margin: 0;">Transport Canada / Transports Canada</p> </div> </div> <div style="text-align: right;"> <p style="font-size: 8px; margin: 0;">Invoice / Facture Page: 1 of/de 1</p> </div> </div> <div style="margin-top: 10px;"> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 8px;"> <tr> <td style="width: 50%;">Invoice No. / N° de facture</td> <td style="width: 50%;">Date (D/J-M-Y/A)</td> </tr> <tr> <td>401700282404</td> <td>13-06-2005</td> </tr> <tr> <td colspan="2">Customer No. / N° du client : 133323</td> </tr> <tr> <td colspan="2">GST / HST No. / N° de TPS / TVH: 121491807 RT141</td> </tr> </table> </div> <div style="margin-top: 10px;"> <p style="font-size: 8px; margin: 0;">Bill to / Facturer à</p> <p style="font-size: 8px; margin: 0;">JANE ANNE DOE 1234 MAIN STREET OTTAWA ON K1C 5R4</p> </div> <div style="margin-top: 10px;"> <p style="font-size: 8px; margin: 0;">Remit to / Remettre à</p> <p style="font-size: 8px; margin: 0;">TRANSPORT CANADA / TRANSPORTS CANADA (N PLACE DE VILLE AFFAH, 330 SPARKS ST / RUE TOWER / TOUR "C", 22nd FLOOR / 22ième ETAGE OTTAWA, ON, K1A 0N5 (613) 990-3191</p> </div> <div style="margin-top: 10px;"> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 8px;"> <thead> <tr> <th style="width: 60%;">Description / Détails</th> <th style="width: 10%;">Price / Prix</th> <th style="width: 10%;">Quantity / Quantité</th> <th style="width: 20%;">Amount / Montant</th> </tr> </thead> <tbody> <tr> <td>401P DAPLS Invoices NCR</td> <td style="text-align: right;">55.00</td> <td style="text-align: center;">1</td> <td style="text-align: right;">55.00</td> </tr> <tr> <td colspan="4" style="font-size: 8px; margin-top: 5px;"> 730564 Charge for processing of medical certificate - MER date 2005/03/17 CAR 104.06(a) Schedule IV - 20 / 730564 Un frais à l'égard du traitement du certificat médical - date du REM 2005/03/17 RAC 104.06 (a) Annexe IV - 20 </td> </tr> </tbody> </table> </div>	Invoice No. / N° de facture	Date (D/J-M-Y/A)	401700282404	13-06-2005	Customer No. / N° du client : 133323		GST / HST No. / N° de TPS / TVH: 121491807 RT141		Description / Détails	Price / Prix	Quantity / Quantité	Amount / Montant	401P DAPLS Invoices NCR	55.00	1	55.00	730564 Charge for processing of medical certificate - MER date 2005/03/17 CAR 104.06(a) Schedule IV - 20 / 730564 Un frais à l'égard du traitement du certificat médical - date du REM 2005/03/17 RAC 104.06 (a) Annexe IV - 20				<p style="font-size: 12px; margin: 0;">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".</p>					
Invoice No. / N° de facture	Date (D/J-M-Y/A)																									
401700282404	13-06-2005																									
Customer No. / N° du client : 133323																										
GST / HST No. / N° de TPS / TVH: 121491807 RT141																										
Description / Détails	Price / Prix	Quantity / Quantité	Amount / Montant																							
401P DAPLS Invoices NCR	55.00	1	55.00																							
730564 Charge for processing of medical certificate - MER date 2005/03/17 CAR 104.06(a) Schedule IV - 20 / 730564 Un frais à l'égard du traitement du certificat médical - date du REM 2005/03/17 RAC 104.06 (a) Annexe IV - 20																										

Transact How To Guides

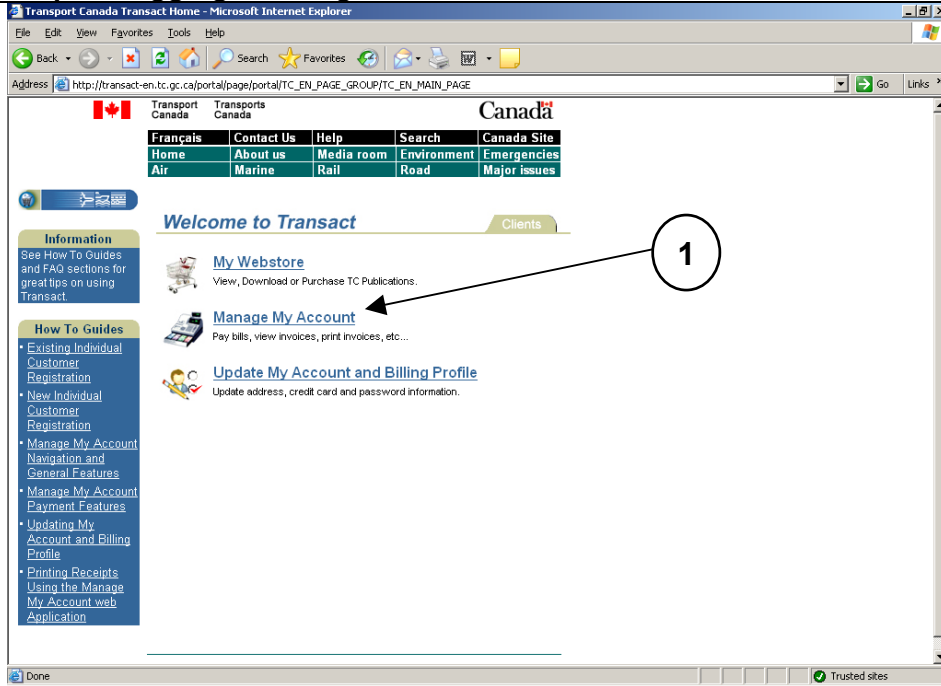
Existing Individual Customer Registration

Step 4: Completing Registration Cont...	Instructions
 <p>1A. Enter the date of your most recent invoice using the date format "DD-MM-YYYY".</p> <p>OR</p> <p>1B. Enter your Canadian Aviation Permit/Licence number.</p> <p>2. Click on the Submit Request button</p>	
 <p>3. A confirmation page will appear that informs you that your registration request has been processed.</p> <p>4. You will also receive an email with the password you will need to login to Transact and access your account.</p> <p>5. Close this window.</p> <p>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.</p>	

Transact How To Guides

Existing Individual Customer Registration

Step 5: Logging in Using Your Account for the First Time

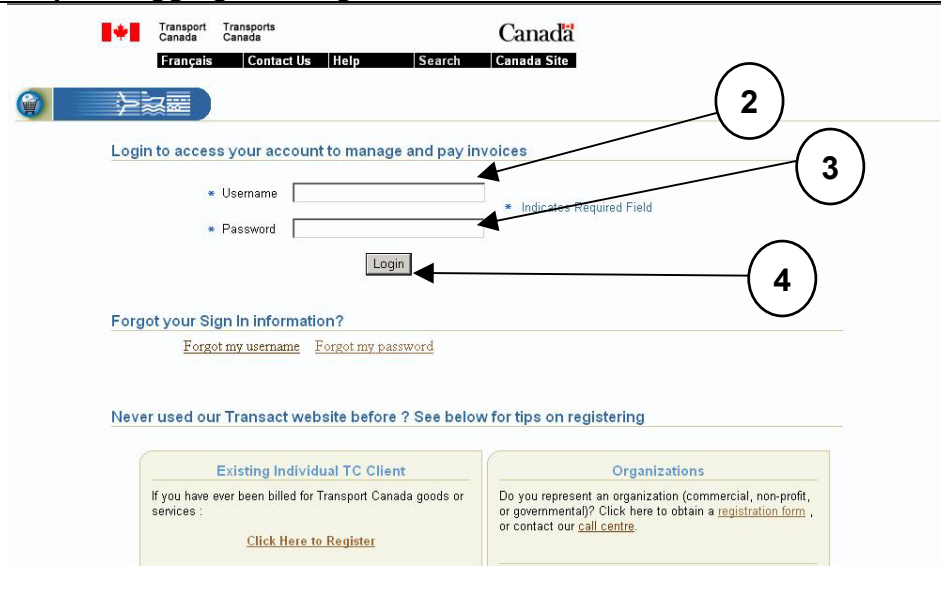


Instructions

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.

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.

Transact How To Guides

Existing Individual Customer Registration

Step 5: Logging in Using Your Account for the First Time *Cont...*

The screenshot shows a Microsoft Internet Explorer browser window displaying the 'Change Password' page. The address bar shows the URL: https://transact.tc.gc.ca/OA_HTML/TCAppsLogin.jsp?langCode=US. The page has a blue header with the text 'Change Password'. Below the header, there are three password input fields: 'Current Password', 'New Password', and 'Please re-enter the new password'. Each field is preceded by an asterisk indicating it is a required field. A tip below the fields states: 'TIP Password must be at least 7 characters long.' At the bottom right of the form area, there are two buttons: 'Cancel' and 'Apply'. The browser's status bar at the bottom shows 'Terminé' and 'Trusted sites'.

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.