



CARM

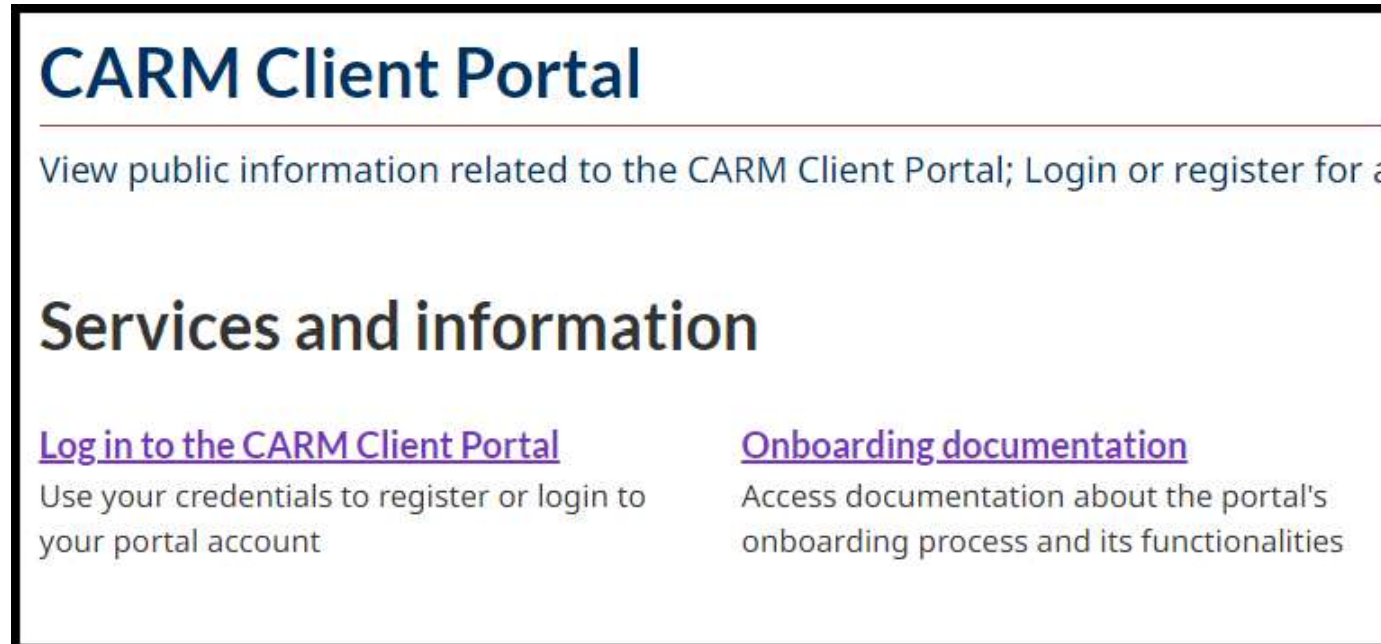
Delegate a Secondary User as a Business Account Manager (BAM)

A Step-by-Step Guide

1

Secondary BAM – CARM Client Portal login

Each user must have their own login. We recommend creating a GCKey by signing up with Option 2. <https://ccp-pcc.cbsa-asfc.cloud-nuage.canada.ca/en/homepage>.

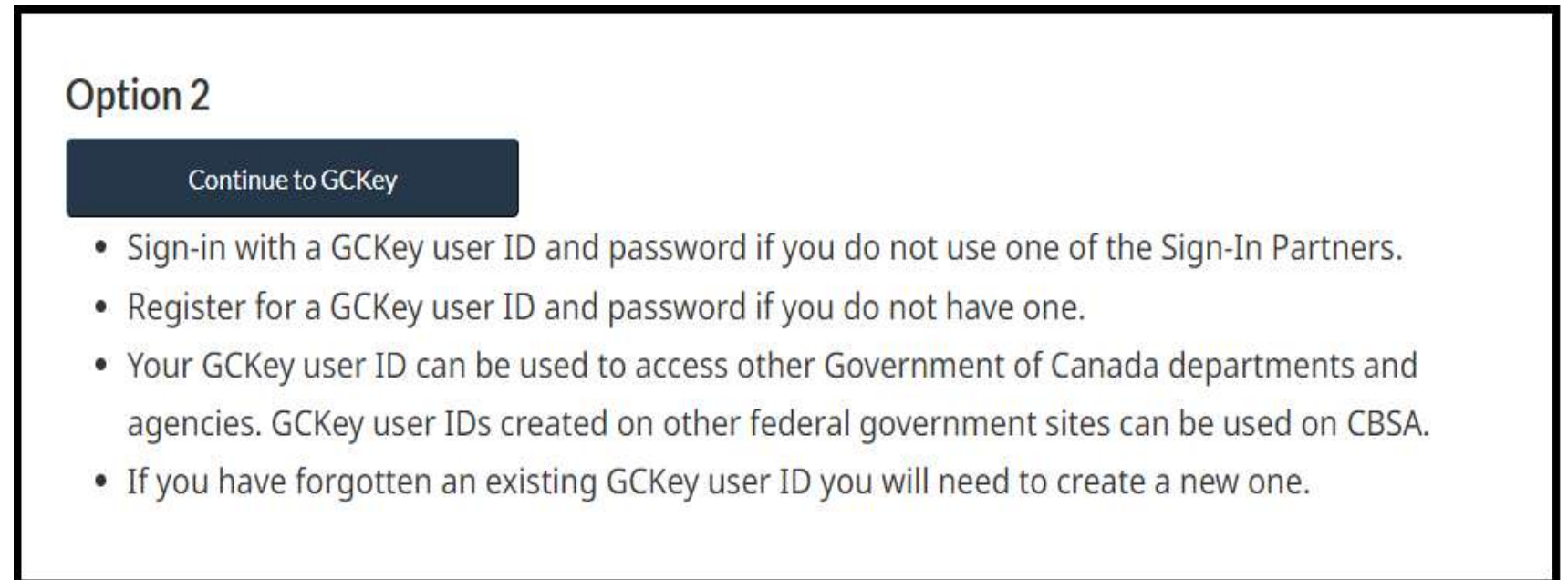


CARM Client Portal
View public information related to the CARM Client Portal; Login or register for a

Services and information

[Log in to the CARM Client Portal](#)
Use your credentials to register or login to your portal account

[Onboarding documentation](#)
Access documentation about the portal's onboarding process and its functionalities



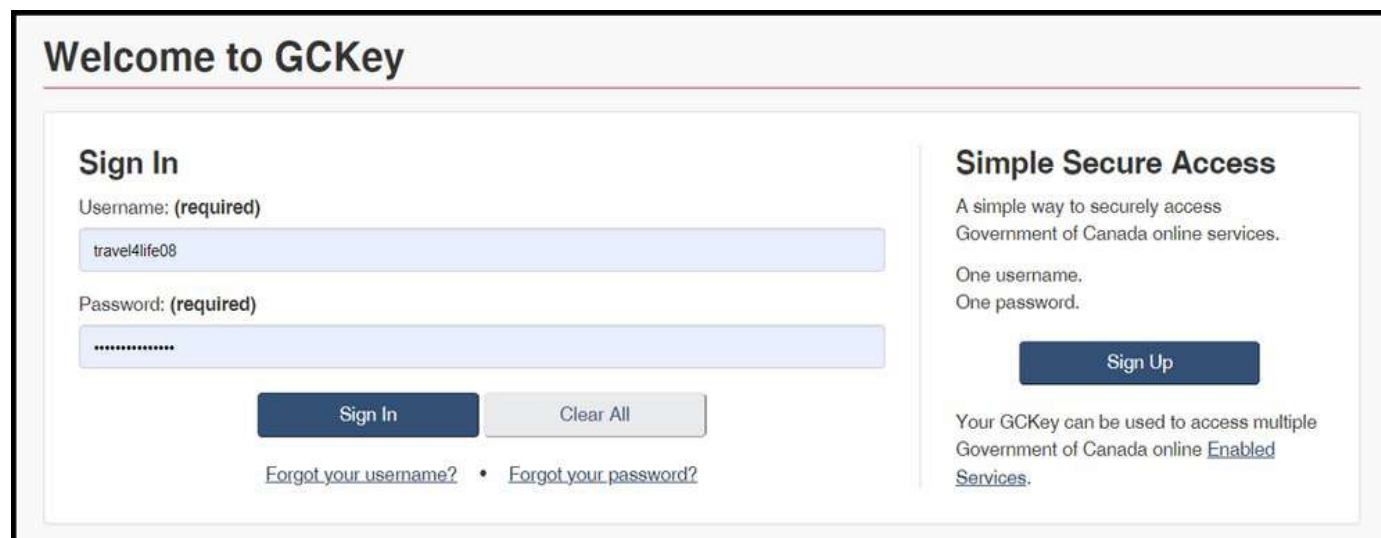
Option 2

[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.

2

Obtain a GCKey



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](#).



**To obtain a GCKey, create a username and password.
Select “Simple Secure Access”**

3

GCKey Recovery Questions

Create Your Recovery Questions, Answers and Hints

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)**

My Recovery Answer: **(required)**

Privacy

Please keep Answers and information please refer



Note -
Keep a copy of your recovery questions in case you misplace your password

4

Email Recovery

Optional Account Recovery

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.

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



Note -
If you have other GCKeys associated with your email you will want to skip this step.

Currently you can only have this option to 1 GCKey, it will remove you email from any other GCKey you have, just skip this step then

5 Set up Multi-Factor Authenticator

You will receive confirmation your GCKey is complete, then set-up your multi-factor authentication

Secure Your Account

CBSA is committed to protecting your personal information. To improve privacy and security, you are implementing 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.

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**

6 Enter Pin

Enter the one-time pin sent to your email address. This step will be required each time you login.
Click on “Continue to CARM Client Portal”.



MFA Registration Successful

You have successfully registered for multi-factor authentication.

You will now be prompted to request and enter a new security code each time you access your Government of Canada online account.

Change MFA email

Continue to CARM Client Portal

7

Set up your CARM Client Portal profile

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

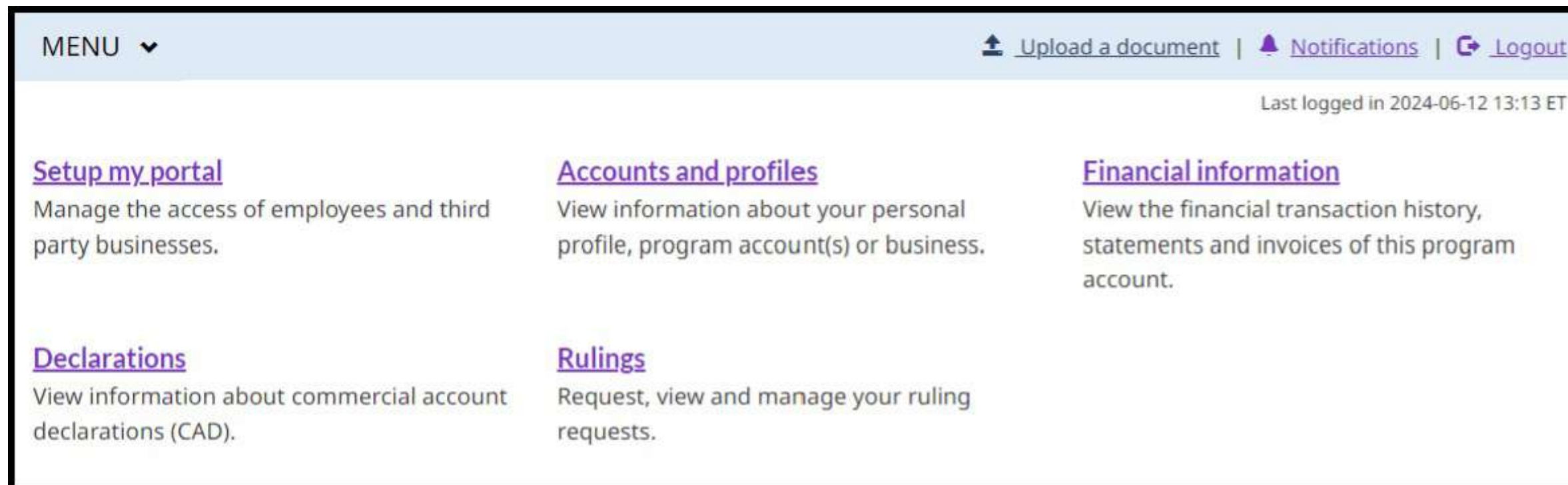
Are you a **business account manager** who wants to use the CARM Client Portal for your business?

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

- This is your portal profile and will require separate security questions.
- **Request access to your business by adding in your business number.**
- **Include a quick message to your employer (primary BAM) to grant you BAM access.**
- **Log out and await approval, once granted you must log in from the beginning.**

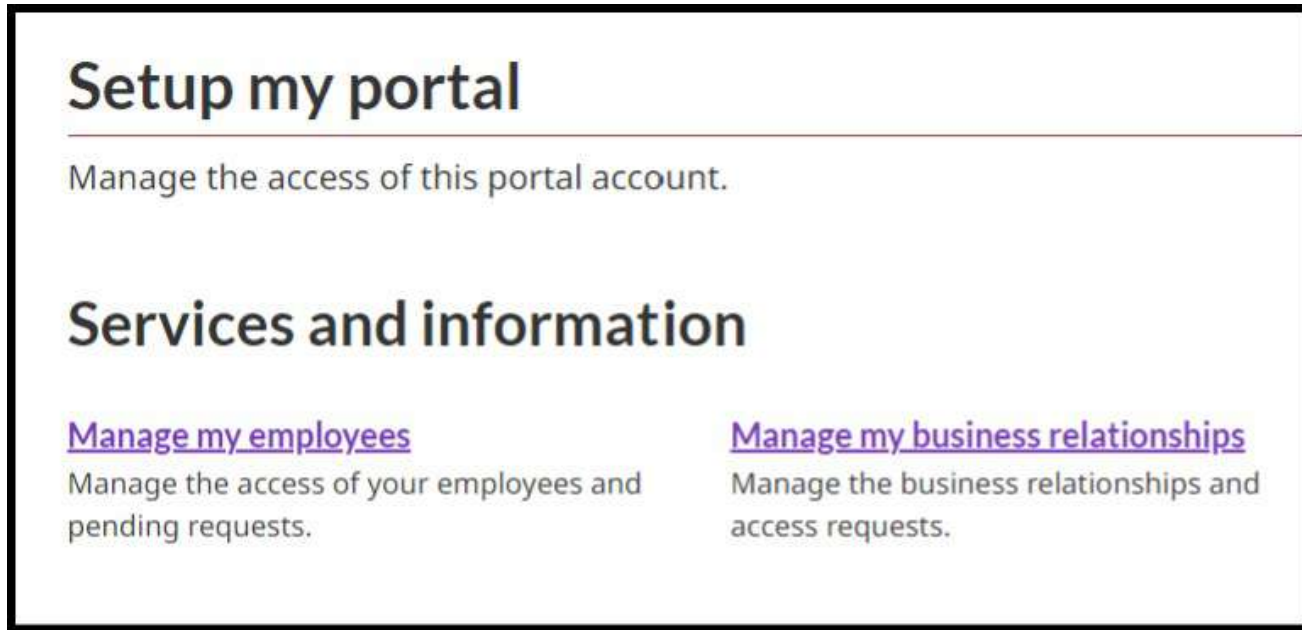
8 Primary BAM: Delegate Secondary BAM

- Once your secondary BAM has created a GCKey and requested access, log into your portal to delegate them as a BAM.
On the main page, go to “Setup my portal”.

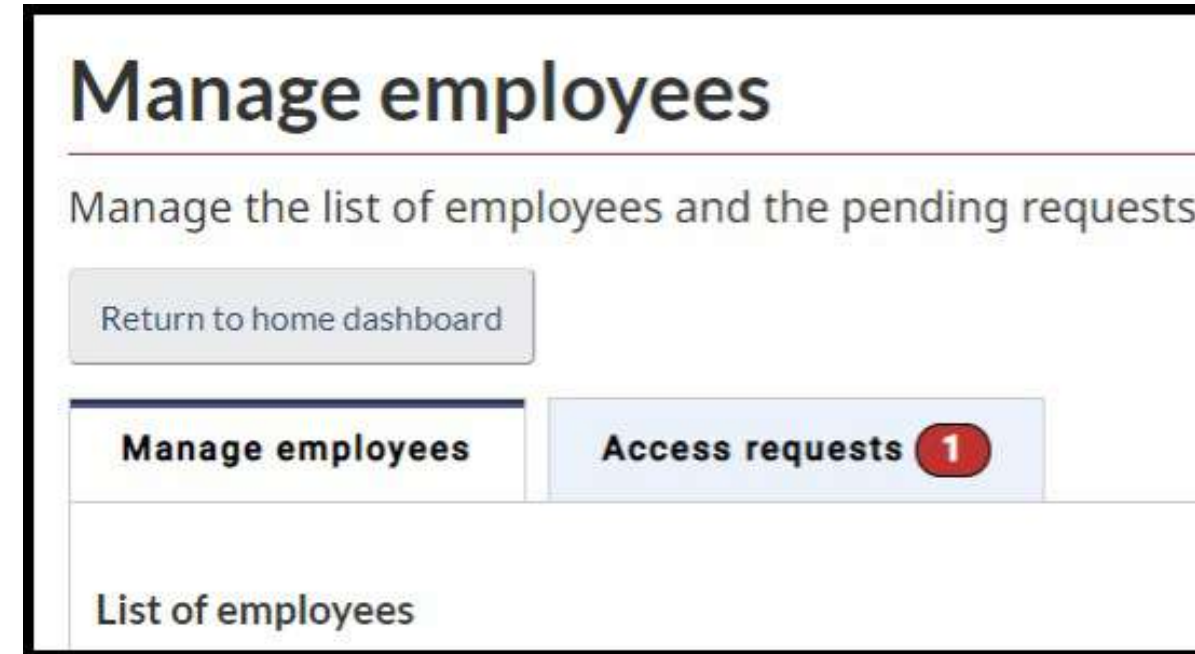


9 Approve Secondary BAM

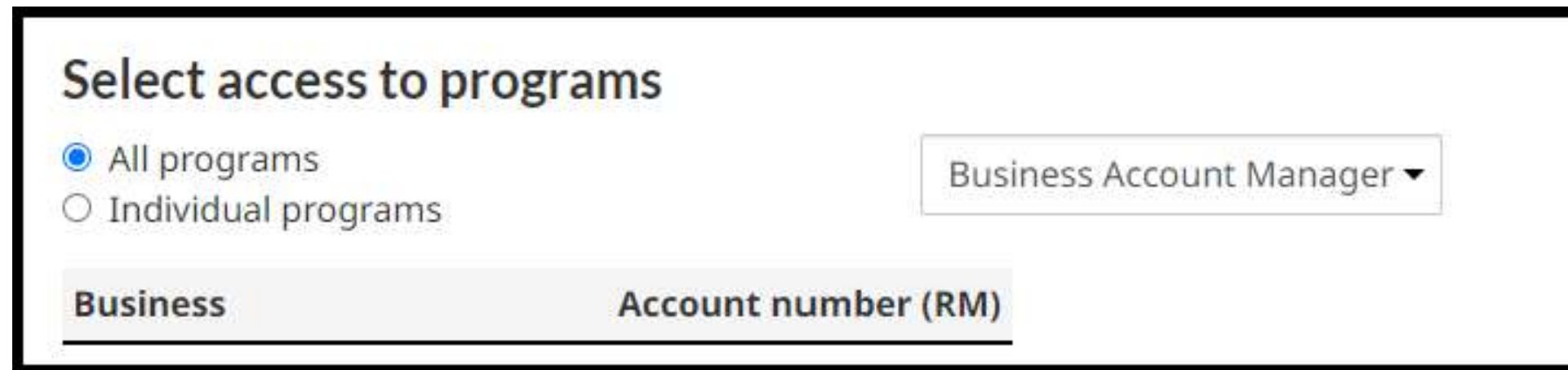
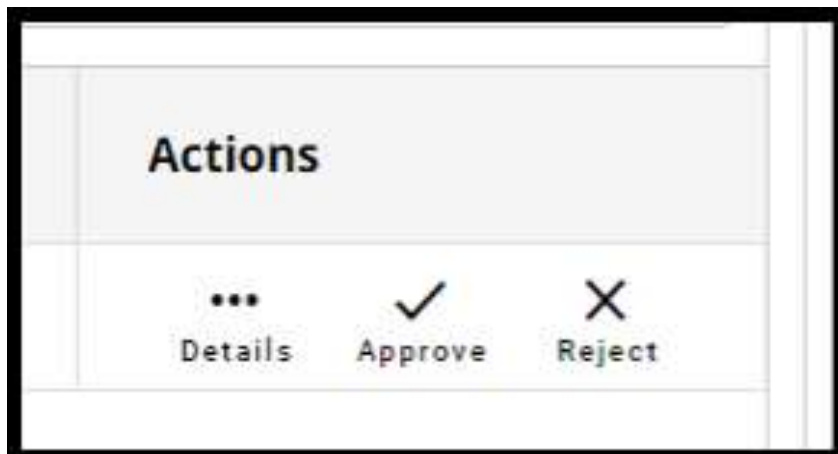
Click on “Manage my employees”



Click on “Access requests”



Click on “Approved”



- Select Business Account Manager
- Click on “Next”
- Click on “Approve”