



FCAC SECURE PORTAL

EXTERNAL USER GUIDE



JUNE 2022
VERSION 1.1

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1.Document purpose

The purpose of this document is to provide a walkthrough of how to sign-up and log into FCAC's Secure Portal (Portal). It is also intended as a step-by-step instruction guide for navigating the various functionalities. This document will be updated as required.

2.FCAC Secure portal overview

The [Portal](#) provides regulated entities (collectively, "RE", "institutions") with a method by which they comply with their legislative and supervisory reporting requirements and submit those reports to the Financial Consumer Agency of Canada (FCAC) (e.g., complaint records).

The [Terms of Use](#) set out the terms and conditions under which you may access and use the portal on behalf of your institution.

3.Account management

3.1 Account contacts and security

Each institution can have one or more portal users, to a maximum of 5. Each institution will have only 1 portal administrator (included as part of the maximum 5 users), who can administer the portal user access rights for their respective institution.

3.2 Account and contact creation

FCAC will request each institution to provide contacts for the Portal (to a maximum of 5) and identify one of those contact as the Portal Admin¹ role. Once that contact record is added to the system, the contact will receive an activation email to initiate portal access.

FCAC recommends portal users to use user IDs approved by their institution. Portal users who represent more than one institution must use a unique user ID for each institution they represent.

¹ A Portal Admin will be able to manage the account contact on the Portal (add, remove, edit a portal user, and update the organization profile).



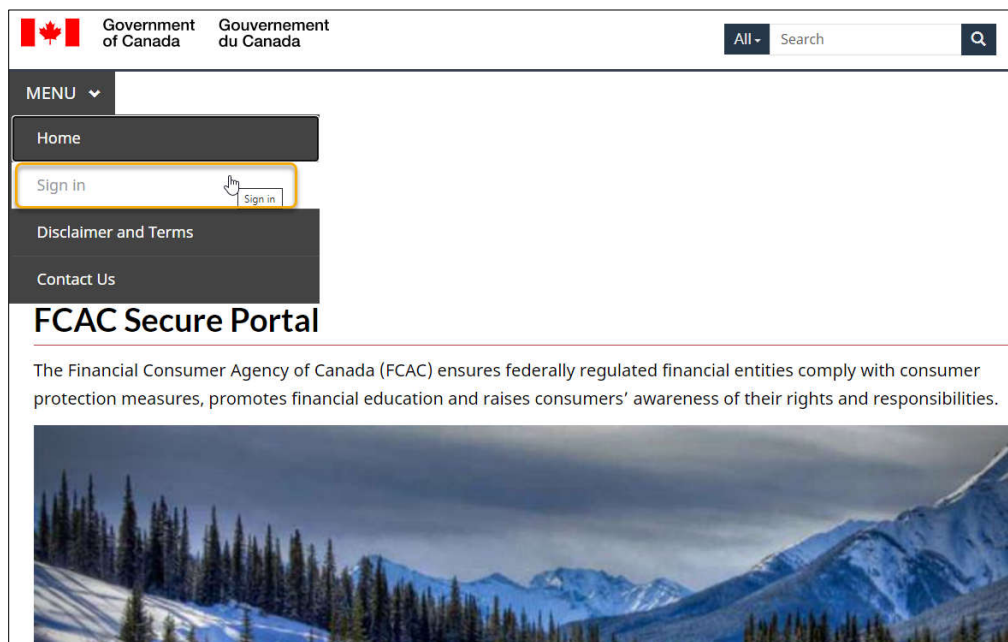
4. User authentication

4.1 Sign-up process

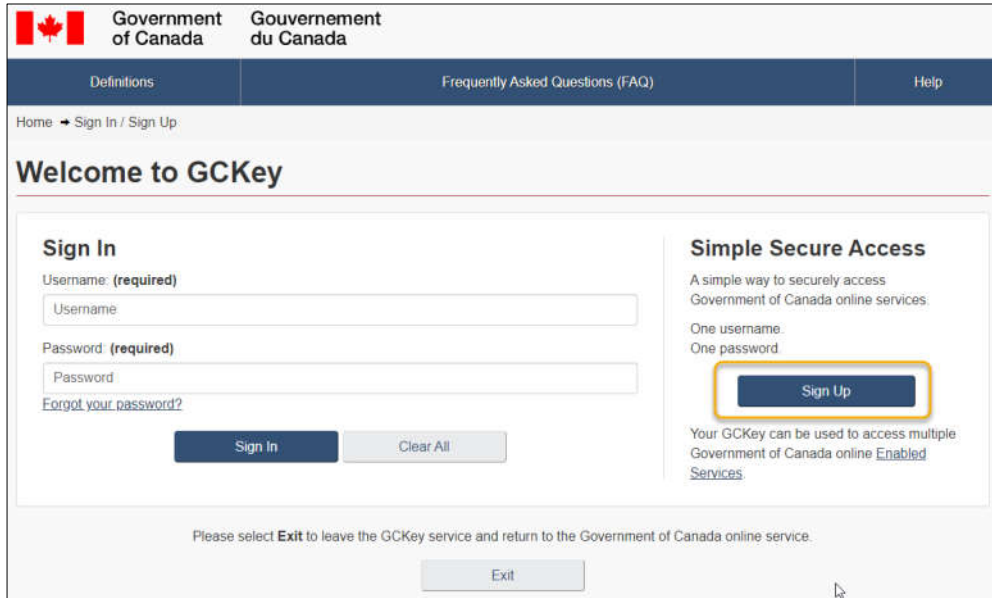
4.1.1 - Once a contact is approved by FCAC, the Sign-up process is initiated. The user will receive the following email in their mailbox:



4.1.2 Navigate to the Portal Homepage and click on Sign-in:



4.1.3 The user will be redirected to *Sign-In Canada* to generate a [GCKey](#)². Select the **Sign-Up** button to the right of your screen.




4.1.4 Please read the *Terms and Conditions of Use*. Select the **I accept** button after you have read the *Terms and Conditions of Use*.



² FCAC is leveraging GCKey for the authentication process. To obtain further information about GCKey, please refer to [About GCKey](#) and GCKey's [Frequently Asked Questions](#).

4.1.5 Create a username. We ask that you use usernames approved by your institution (e.g., johnsmithABCBank). Click **Continue**.

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[Home](#) → GCKey Sign Up Step 2 of 5

Terms and Conditions

Username

Password

Questions and Answers

Email

Create Your Username

Your username must contain at least eight characters and be unique to you. When creating your Username, we recommend that you:

- make your Username easy for you to remember and hard for others to guess;
- avoid using personal information such as your name, Social Insurance Number (SIN), mailing address or email address;
- always keep your Username secure and do not share it with anyone.

Create Your Username: (required)

Please select **Continue** to proceed or click **Cancel** to end the Sign Up process.

Continue

Clear All

Cancel


Privacy

Please keep your Username secure. For more information on how your privacy is protected, please refer to our [Privacy Notice](#).


Username Checklist

- Minimum 8 characters
- May contain:
 - Upper case letter(s)
 - Lower case letter(s)
 - French character(s)
 - Digit(s)
 - Special character(s)

4.1.6 Create a password with a minimum 8-character length. Click **Continue**.



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Create Your Password

Your Password must be between eight and sixteen characters, contain at least one upper case letter, one lower case letter and one digit, and must not contain 3 or more consecutive characters from your Username.

Create Your Password: (required)

Strength: Strong

Confirm Your Password: (required)

Please select **Continue** to proceed or click **Cancel** to end the Sign Up process.

Continue

Clear All

Cancel


Privacy

Please keep your Password secure. For more information on how your privacy is protected, please refer to our [Privacy Notice](#).

Password Checklist

- ✓ 8-16 Characters
- ✓ Does not contain 3 consecutive characters from Username
- ✓ Valid characters
- ✓ Lower case letter(s)
- ✓ Upper case letter(s)
- ✓ Digit(s)
- ✓ Passwords match

4.1.7 Choose your recovery questions, answer, and hints. Click **Continue** once complete.



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[Home](#) → GCKey Sign Up Step 4 of 5

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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)**

My Memorable Person: **(required)**

My Memorable Person Hint:

My Memorable Date (YYYY-MM-DD): **(required)**

My Memorable Date Hint:

Please select **Continue** to proceed or click **Cancel** to end the Sign Up process.

Continue

Clear All

Cancel


Privacy

Please keep your Recovery Question, Answers and Hints secure. For more information on how your privacy is protected, please refer to our [Privacy Notice](#).

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Your answers must contain at least three characters and contain no special characters (for example: %, #, @). Your hints must contain at least three characters and may contain letters, numbers and the following punctuation characters: apostrophe ('), comma (,), dash (-), period (.) and question mark (?).

4.1.8 - You have the option to recover your username and password via email. If you choose to proceed, enter your email address and click **Continue**. If you wish to proceed without adding an email, select **Skip**.



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Email

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.

Continue

Clear All

Cancel


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

Skip

Email Checklist

- Be valid
- Match the "Confirm Email Address"
- Be unique

4.1.9 GCKey Sign up is complete. Click **Continue**.



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[Home](#) → GCKey Sign Up Complete

GCKey Sign Up Complete

You have successfully created your GCKey.

Your Username is:


Please select **Continue** to leave the GCKey service and return to the Government of Canada online service.

Continue

Privacy

Please keep your Username secure. For more information on how your privacy is protected, please refer to our [Personal Information Collection Statement](#).

4.1.10 The user will be redirected to the Terms of Use for the FCAC Secure Portal. Please read and accept the *Terms of Use*. Click **Submit**.



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Terms of Use for the FCAC Secure Portal

1. Introduction

1.1. The FCAC Secure Portal (Portal) is an initiative of the Financial Consumer Agency of Canada (FCAC).

1.2. The purpose of the Portal is to provide regulated entities with a method by which they submit legislative and supervisory reporting requirements to FCAC (e.g., complaint records).

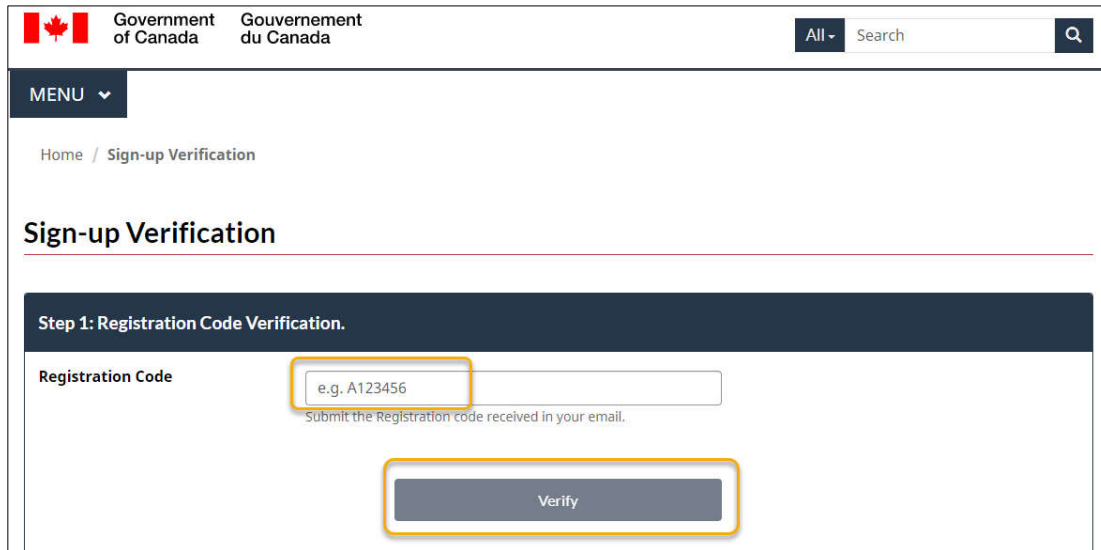
1.3. These Terms of Use for the FCAC Secure Portal set out the terms and conditions under which users of the Portal (referred to as “you” within this document) may access and use the Portal on behalf of a regulated entity. Regulated entities must inform FCAC in writing of their users of the Portal, including advising FCAC of users who no longer require access to the Portal. FCAC reserves the right to limit the number of Portal users per regulated entity.

2. Acceptance of Terms of Use

2.1. By accessing and using the Portal, you agree to be bound by these Terms of Use for the FCAC Secure Portal and the privacy and global notices seen on the Portal website (collectively referred to as the “Terms”).

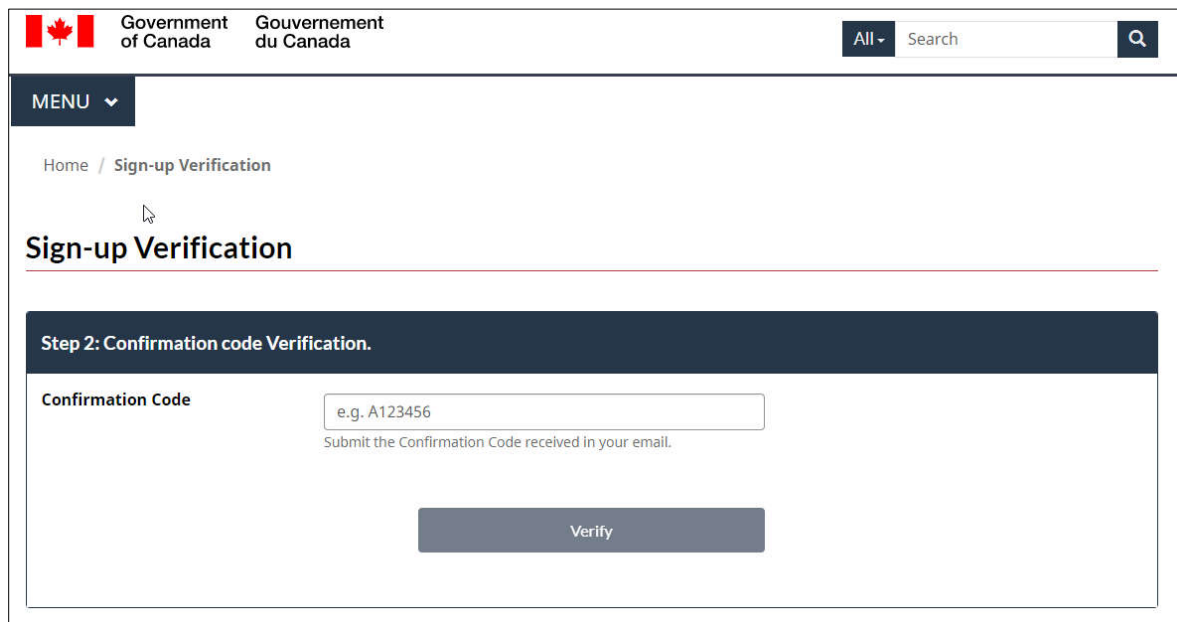
2.2. By signifying your acceptance of the Terms, including accessing and using the Portal, you are indicating your acceptance for yourself and, if acting on behalf of the regulated entity, for that regulated entity, and agree to be bound by these Terms. If you are agreeing to these Terms on behalf of the regulated entity you represent and warrant that you have full legal authority to bind the regulated entity.

4.1.11 The user will be prompted to enter the Registration Code received in **Step 4.1.1** Enter the **Registration Code** and click **Verify**.



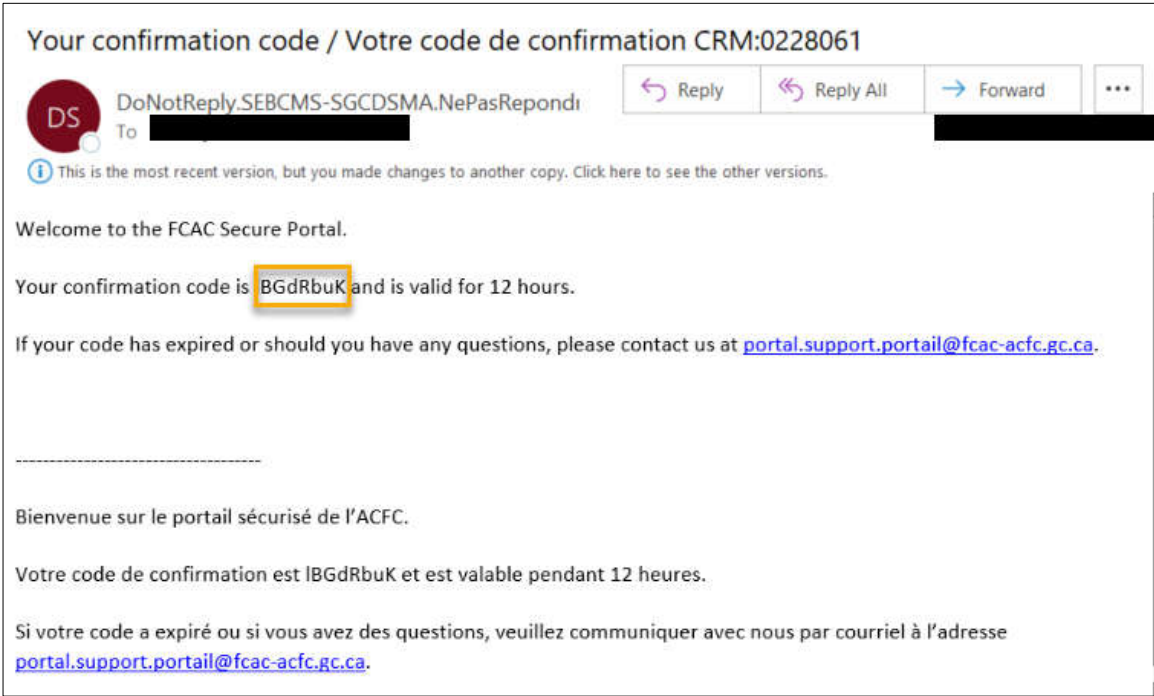
The screenshot shows the 'Sign-up Verification' page for the Government of Canada. The page title is 'Sign-up Verification'. Below the title, there is a dark blue header bar with the text 'Step 1: Registration Code Verification.' The main content area contains a form with a label 'Registration Code' and a text input field containing 'e.g. A123456'. Below the input field, there is a small instruction: 'Submit the Registration code received in your email.' At the bottom of the form, there is a large grey button labeled 'Verify'.

4.1.12 The user will then be prompted to enter a **Confirmation Code**. This code is automatically sent to the user once they have completed **Step 4.1.10**. This is the second step in the Sign-up process.

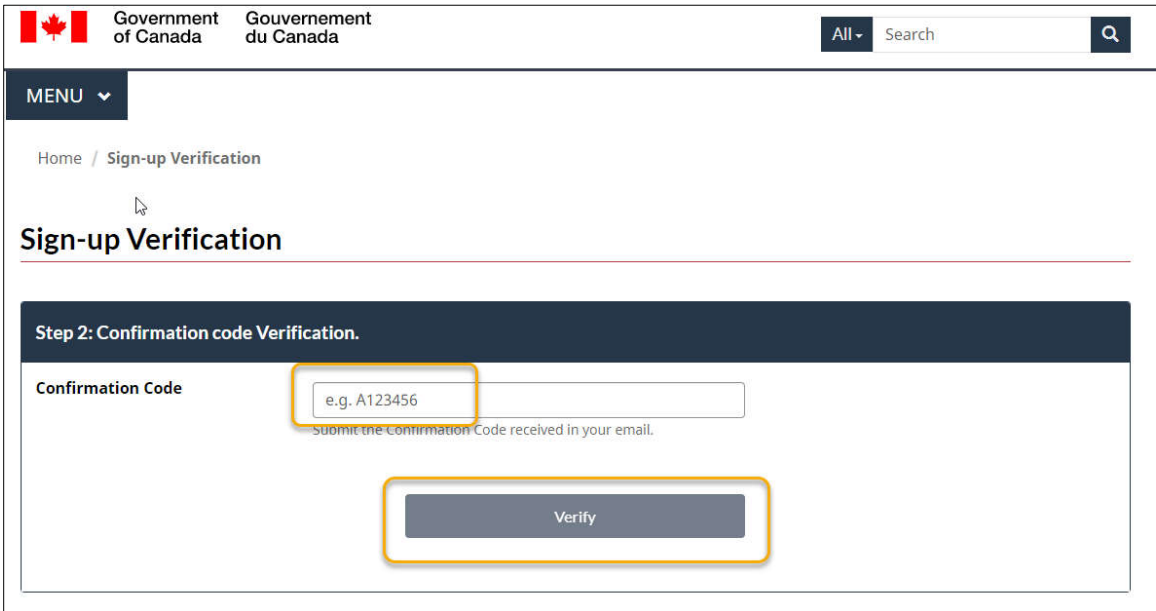


The screenshot shows the 'Sign-up Verification' page for the Government of Canada. The page title is 'Sign-up Verification'. Below the title, there is a dark blue header bar with the text 'Step 2: Confirmation code Verification.' The main content area contains a form with a label 'Confirmation Code' and a text input field containing 'e.g. A123456'. Below the input field, there is a small instruction: 'Submit the Confirmation Code received in your email.' At the bottom of the form, there is a large grey button labeled 'Verify'.

4.1.13 The user will receive a **Confirmation Code** once **Step 4.1.10** is complete. This is the second step in the Sign-up process. -



4.1.14 Enter the **Confirmation Code** received in **Step 4.1.12** and click **Verify**. -

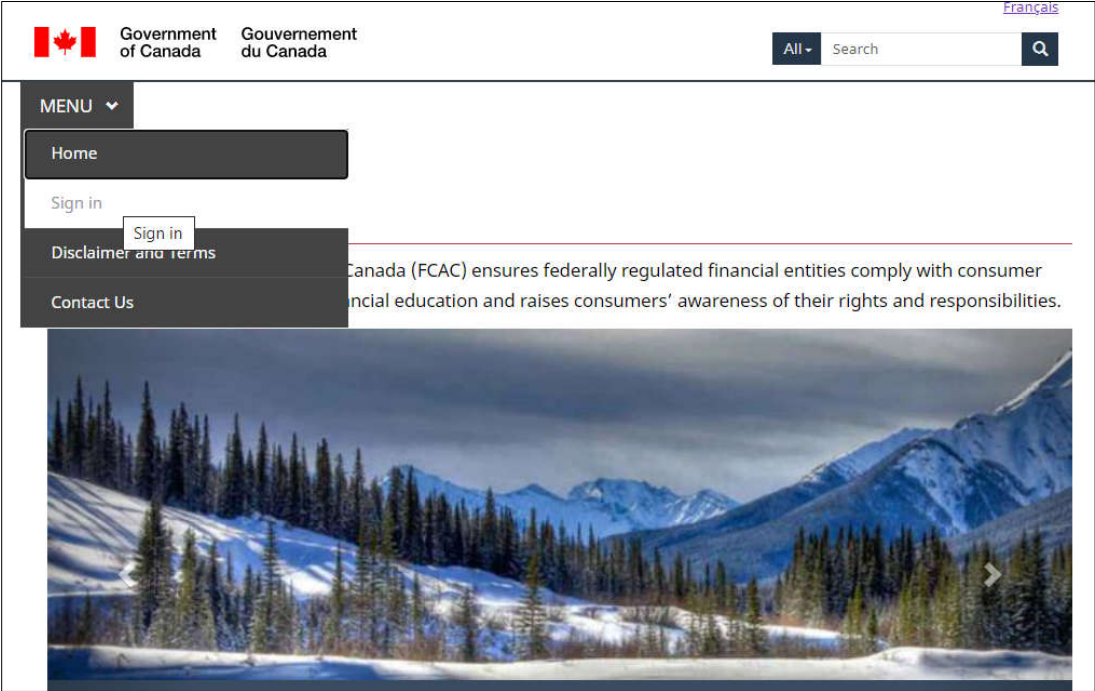


4.1.15 The Sign-up process is complete. The user is redirected to the [Portal](#) homepage. -

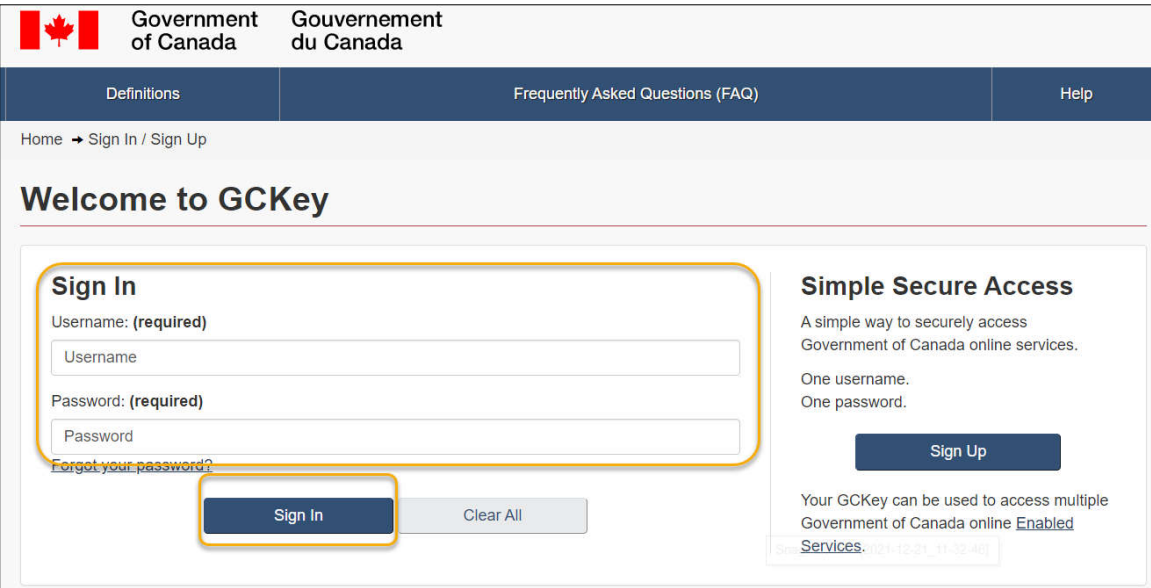
4.2 Sign-in process □

4.2.1 - Once a user has completed the Sign-in process (see Section 4.1), the user can access the [Portal](#). -

4.2.2 - On the Portal homepage, click on **Sign In**. -



4.2.3 - The user will be redirected to GCKey. Enter the **Username** and **Password** created in **Step 4.1.6**. Click **Sign In**. -





4.2.4 Once the user has been authenticated, click **Continue**. -



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[Home](#) → Welcome johnsmithfcac

Welcome johnsmithfcac

You last signed in with your GCKey on Wednesday, December 22, 2021 at 15:55:50 ET.

From this page you can [Change Your Password](#), [Change Your Recovery Questions](#) or [Revoke Your GCKey](#).

To help protect your information, please remember to sign out and close your browser before leaving this computer unattended.

Please select **Continue** to return to the [Government of Canada online service](#).

Continue

Options


[Change Your Password](#)

[Change Your Recovery Questions](#)


[Revoke Your GCKey](#)

[Sign Out](#)

4.2.5 The Sign-in process is complete. The user is redirected to their institution's landing page. -



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FCAC Secure Portal

The Financial Consumer Agency of Canada (FCAC) ensures federally regulated financial entities comply with consumer protection measures, promotes financial education and raises consumers' awareness of their rights and responsibilities.



Welcome to the Portal launch

ABC Bank

Address
123 Ottawa Street
Ottawa, Ontario, K1K1K1

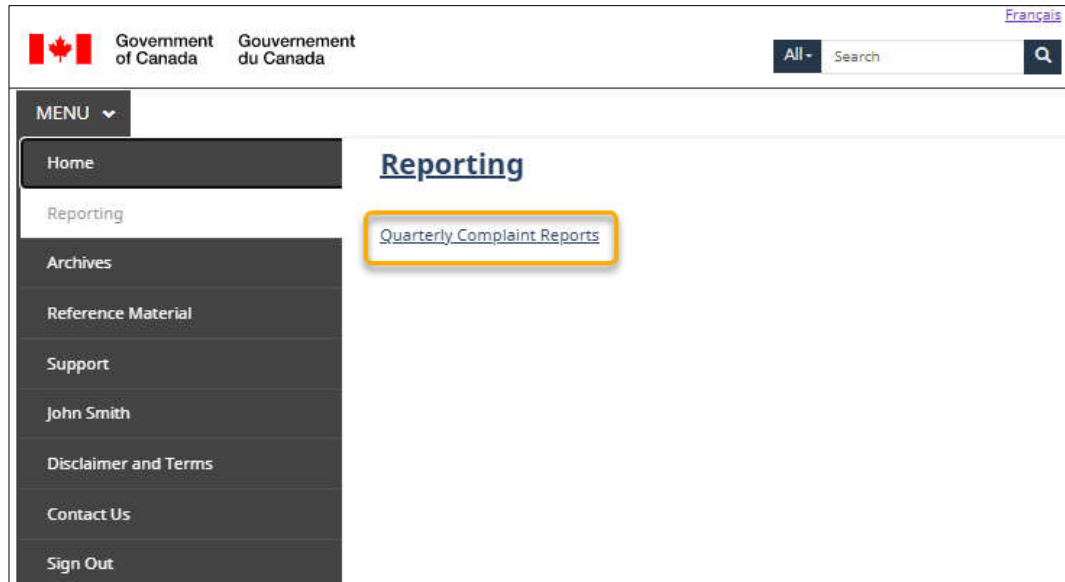
Senior Supervisor
[Redacted]
[Redacted]



5.Complaint reporting

5.1 Uploading a complaints package □

5.1.1 Click on **Reporting – Quarterly Complaint Process** to start the uploading process. -



5.1.2 Select the Package file for the respective quarter.

Quarterly Complaint Reporting						
Available Package List						
Fiscal Year ↑	Quarter ↑	Version	Submission Status	Number of Complaints	Modified By	Modified On
FY2021	4	1				12/22/2021 12:00 AM
Archived Package List						
Fiscal Year ↑	Quarter ↑	Version	Submission Status	Number of Complaints	Modified By	Modified On
There are no records to display.						



- 5.1.3 Once the package has been selected, JSON files can either be uploaded using the **Upload selected files** button or files can be dragged and dropped into the drop box.

QCR Package

FY2021 Q4 - Package Details - V1

Submission Status

Submission Status Message

No complaints ☐

Choose a file to upload to the package or drag it here.

Upload selected files

- 5.1.4 - Once all JSON files are uploaded for the respective reporting quarters, click **Upload selected files**. *If an institution does not have any complaints to report in the respective quarter, select **No complaints**.*

QCR Package

FY2021 Q4 - Package Details - V1

Submission Status

Submission Status Message

No complaints ☐

Choose a file to upload to the package or drag it here.

Upload selected files

File Name	# Complaints	# Errors	Date Modified	Messages
-----------	--------------	----------	---------------	----------

- 5.1.5 Upload process is complete.



5.2 Submitting a package ☐

5.2.1 - All files uploaded to the package must pass the validation phase prior to submission.

5.2.2 - Once all the files are uploaded to the package pass the validation phase, the user can click - on **Submit package**. -

QCR Package

FY2021 Q4 - Package Details - V1

Submission Status

Submission Status Message

Choose a file to upload to the package or drag it here.

Upload selected files

File Name	# Complaints	# Errors	Date Modified	Messages
16 MB.json	15000	0	2021-12-22	Valid

Submit package

Created On

2021-12-21

Modified By

John Smith

Modified On

2021-12-22

5.2.3 QCR Package successfully submitted. Submission process complete. -

QCR Package

The package was successfully submitted and is now waiting to be processed.

FY2021 Q4 - Package Details - V1

Submission Status

Pending

Submission Status Message

The package was successfully submitted and is now waiting to be processed.

File Name	# Complaints	# Errors	Date Modified	Messages
16 MB.json	15000	0	2021-12-22	Valid



6.Functional menu

The menu is where users will find access to the various functional areas:

- Reporting
 - This is where users will find the reporting tools for their organization's reporting requirements. -
- Organization management -
 - This is where the Portal Administrator can view all actions completed by the institution's users and manage user accounts.
- Reference material
 - This area is where users will find frequently asked questions and answers, as well as other pertinent information. -
- Support -
 - This is where users can submit questions and/or requests to FCAC (e.g., can't access the reporting area, need to update a user, etc.).
- User profile
 - This area allows users to manage their own contact information. -
- Archives -
 - This is where users will find archived announcements, notifications, and activity history (please note only the organization's Portal Admin will have access to all activity history, regular users will only have access to their own activity history).
- Disclaimer and Terms
 - This is where users can access the Portal Terms of Use and the legal disclaimer.
- Contact us
 - This section provides pertinent FCAC contact information.

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