



Ask OMAFRA O*Ne-key* Enrolment Guide

Including steps to create your O*Ne-key* User ID and Password

Contents

Ask OMAFRA ONE-key Enrolment Guide 1

Introduction 3

 Purpose of this Guide..... 3

 What is ONE-key and why do I need it? 3

 Why do I need a Personal Access Code (PAC) and a Personal Identification
 Number (PIN)? 3

 Understanding the Process 3

Step 1: Create ONE-Key Account 5

Step 2: Enroll in Ask OMAFRA Portal with PAC and PIN..... 8

 For more information 10

 Appendix – Keeping Track of My Login Information 11

Introduction

Purpose of this Guide

The **Ask OMAFRA Enrolment Guide** provides the step-by-step instructions on how to:

1. Get *ONE-key* access to Ontario government services.
2. Request a Personal Access Code (PAC) and a Personal Identification Number (PIN) for the Ask OMAFRA Portal.
3. Enrol for the Ask OMAFRA Portal using the PAC and PIN.

What is *ONE-key* and why do I need it?

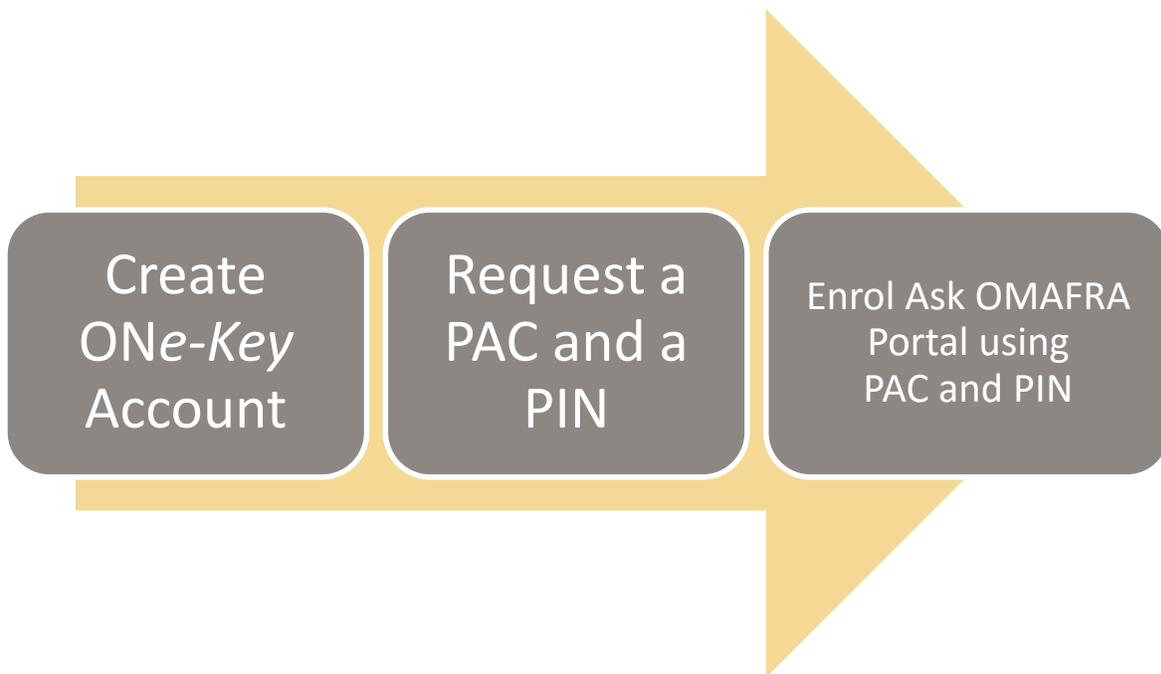
ONE-key provides an extra level of security for organizations accessing Ontario Government services. Once you have a *ONE-key* ID and password you'll use them to log in directly to services that you have enrolled for.

Why do I need a Personal Access Code (PAC) and a Personal Identification Number (PIN)?

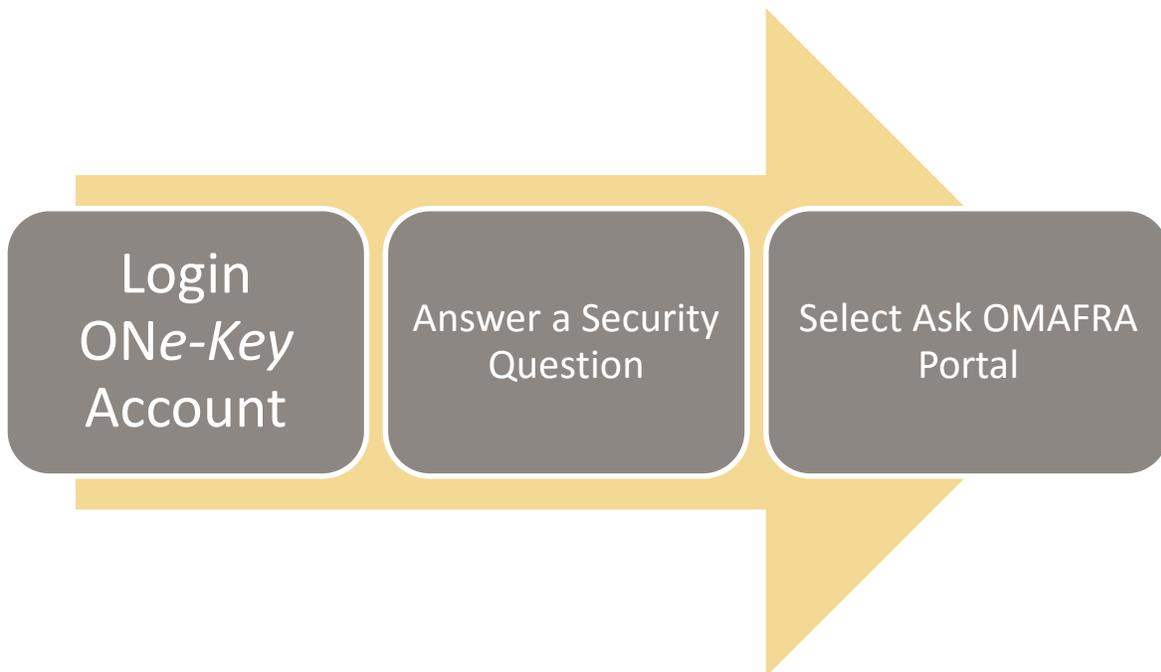
Because your *ONE-key* account can be used for multiple services in the Ontario Government, a separate self-enrolment process is used to fine-tune your access to a specific service. Once you link your PAC and PIN to your *ONE-key* account you will only ever have to log in using your *ONE-key ID, password and PIN*.

Understanding the Process

The following is the steps you'll use to get access to Ask OMAFRA portal.



Once you login with your PAC and PIN, next time you want to access to Ask OMAFRA Portal, all you need to remember is your One-Key ID, ONe-key password and PIN.

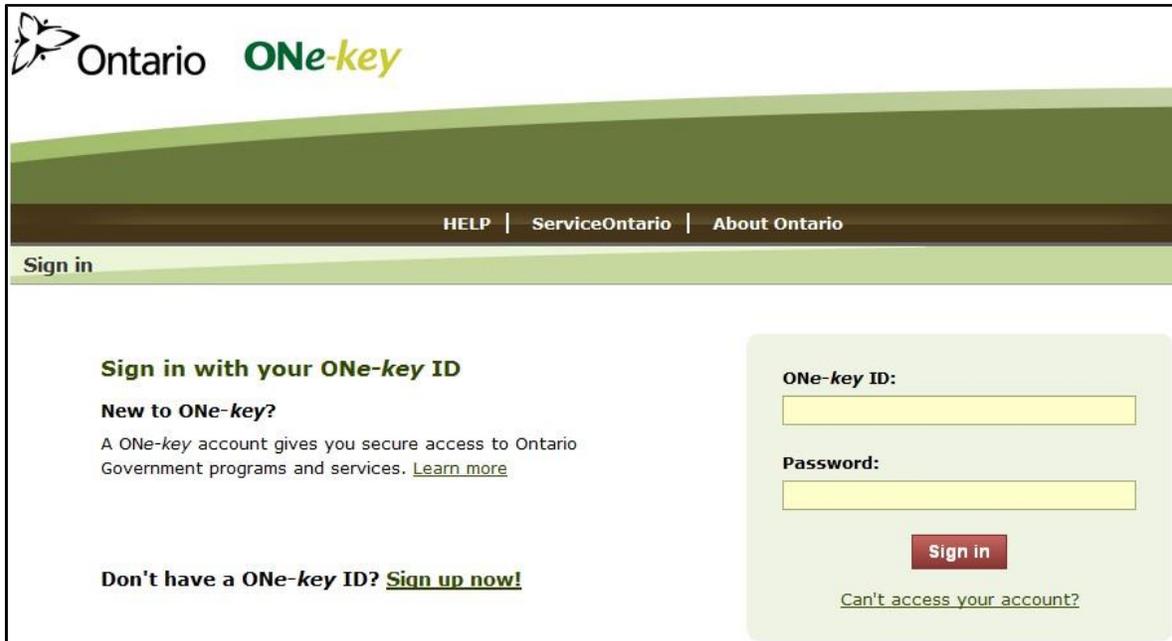


Step 1: Create ONe-Key Account

Before you can access one or more services offered on Ask OMAFRA Portal, you must have a ONe-key account that includes a user ID and password. This is a one-time process.

1. Open your internet browser and go to the Ontario ONe-key website by entering the URL www.one-key.gov.on.ca and press **ENTER**.

The ONe-key log in page appears.



The screenshot shows the Ontario ONe-key login page. At the top left is the Ontario logo and the text "Ontario ONe-key". Below this is a navigation bar with links for "HELP", "ServiceOntario", and "About Ontario". The main heading is "Sign in". The page is divided into two columns. The left column contains the text "Sign in with your ONe-key ID", "New to ONe-key?", a paragraph explaining the account's purpose with a "Learn more" link, and a link "Don't have a ONe-key ID? Sign up now!". The right column contains a form with two input fields labeled "ONe-key ID:" and "Password:", a red "Sign in" button, and a link "Can't access your account?".

2. Click **Sign Up Now**.

The **ONe-key** Account Registration page appears.



The screenshot shows the Ontario ONe-key Account Registration page. At the top is a navigation bar with links for "Help", "ServiceOntario", and "About Ontario". The main heading is "ONe-key Account Registration". Below this is a section titled "Create your ID and Password" with a note "(*) indicates a mandatory field". There are three input fields: "* Choose your ONe-key ID:", "* Password:", and "* Confirm your password:". Below the fields is a checkbox with the text "I accept the Terms and Conditions of Use and I have reviewed the Notice of Collection". At the bottom, there is a link "Need assistance? Please call ServiceOntario at 416-326-1234 (GTA) or 1-800-267-8097".

(Partial window only)

3. Create your ONE-key ID.

You can create an anonymous ID, for example “myid1234” or a personalized ID that may identify you, for example your email address. You can include an underscore (_). The ID must:

- Be between 8 to 100 characters
- Contain at least one letter

4. Create your Password.

It cannot be the same as your ONE-key ID. Password rules\requirements are:

- Passwords are case sensitive
- No spaces are allowed
- Minimum 8 to maximum 16 characters
- Contain at least one upper and one lower case letter
- Contain at least one number
- Contain at least one special character, such as ~ ! @ + * () % \$ #

NOTE: Never share your password with anyone. You can change your password after completing the registration via the “Change Password” function available in the “Manage My Account” menu.

5. Retype your password again in the Confirm your password box.

6. Check the checkbox if you accept the Terms and conditions of Use and Notice of Collection.

7. The next step is to enter security information that you will be able to use to recover your password in case you forget it. Select questions from the drop down and type in the answer to the question.

- Answers must be between minimum 3 to maximum 64 characters
- Answers are not case-sensitive

Password Recovery Info (*) indicates a mandatory field

If you forget your password you can create a new one, after answering a set of security questions. Create your own set of security questions and answers below.

* Security Question 1: -- Select a question -- Refresh Questions

* Question 1 Answer:

* Security Question 2: -- Select a question -- Refresh Questions

* Question 2 Answer:

* Security Question 3: -- Select a question -- Refresh Questions

* Question 3 Answer:

(Partial window only)

8. Repeat step 7 for all three questions.

- Answers cannot be repeated

NOTE: Recommend that you write down your security questions and answers for password recovery purpose and keep this information in a secure location. See Appendix: Keeping Track of My Login Information at the end of this guide to keep track of the information you enter.

9. Last step to register your *ONE-key* Account is providing an email address that you want to associate with the account, so you can recover your ID in case you forget it.

Optional ID Recovery Info

By providing your email address you can recover your *ONE-key* ID in case you forget it. You can enter your email address at a later date if you do not want to provide it now, via the Change Account Recovery Info option.

Email Address:

[Cancel](#) [Sign up](#)

10. Click **Sign Up** when you fill out all the information. The Confirmation page appears.



[Help](#) | [Logout](#)

ONE-key Account Registration

Confirmation

You have successfully registered your *ONE-key* account. Your *ONE-key* ID is: **canary123**

ONE-key gives you secure access to Ontario Government online services. You can login at any time on the *ONE-key* portal to manage your *ONE-key* account (change ID, change password, change language preferences, etc.) and to enrol for accessing the available online services.

Please print this page for your records and store it in a secure manner. Do not share your *ONE-key* ID or password with anybody.

[Continue](#)

Need more assistance? Please call ServiceOntario at 416-326-1234 (GTA) or 1-800-267-8097.

11. Click **Continue** if you want to continue your enrolment in the Ask OMAFRA Portal. Otherwise, click **Logout** of the ONE-Key.

If you have any questions about One-Key, please call Service Ontario at 416-326-123 (GTA) or 1-800-267-8097.

Step 2: Enroll in Ask OMAFRA Portal with PAC and PIN

Now that you have your ONE-key ID, password, PAC and PIN you can log into ONE-key and access the AskOMAFRA portal.

1. Once you log into ONE-key, select “Ask OMAFRA” from the list of services A to Z.



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2. Enter the Program Access Code (PAC) supplied to you in the field provided, then press “Submit”

Enrol in the Ask OMAFRA Portal

* Required Field

Program Access Code (PAC): *

Please enter your Program Access Code (PAC)

(partial window only)

3. Enter the Personal Identification Number (PIN) supplied to you in the field provided, then press “Submit”.

Note: this PIN will be requested from you every time you log into Ask OMAFRA. Please keep it somewhere safe for future use.

Enrolment for Ask OMAFRA Portal

This will give you access to the **Ask OMAFRA Portal**.

* Required Field

Personal Identification Number: *

Please enter the Personal Identification Number (PIN) from your *PIN* letter.

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4. Read through the Terms and Conditions. If you agree, press the “I agree” button to continue. If you do not agree, press the “I do NOT agree” button and you will be routed away from the Ask OMAFRA portal.
5. If you pressed “I agree” in step 4, you will be routed to the Ask OMAFRA portal link. Press the “Ask OMAFRA” link.
6. Enter the PIN number provided to you, then press “Submit”. You will then be routed to the Ask OMAFRA portal home page.



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For more information

If you have any questions about One-Key, please call Service Ontario at 416-326-123 (GTA) or 1-800-267-8097.

If you have any questions relate to Ask OMAFRA, please contact the AICC at:

Phone: 1-877-424-1300

TTY: 1-855-696-2811

E-mail: Ask.OMAFRA.Portal@ontario.ca

Appendix – Keeping Track of My Login Information

ONE-key ID

Password

PIN

Security Question 1

Security Answer 1

Security Question 2

Security Answer 2

Security Question 3

Security Answer 3

Recommendation: After your account is set up, be sure to store this in a secure location.