

How to Create, Login, and Update Your AFSC Connect Account



Creating a New Online Account

1. Go to www.afsc.ca homepage and click **Login** at the top right.
2. Click on **Login to AFSC Connect**.
3. Click on **Create Account** and the User Registration window will open
4. Enter **Basic Information**
 - Existing AFSC Clients/New Users
Enter your Basic Information First Name, Middle Name (optional), Last Name, *Email, Confirm Email, Province
**Note: The Email Address used must be unique to yourself, can only be linked to one person's online account, and must match your personal email address on file with AFSC. If your email address does not match the email address AFSC has on file, you will receive an error message when logging in. If you do receive an error, call the AFSC Client Service Centre toll free at 1.877.899.2372.*
 - Third Party Representatives
If you are an employee of a third party company who will use AFSC Connect to manage business on behalf of a client, enter your Basic Information First Name, Middle Name (optional), Last Name, *Email, Confirm Email, Province.
**Note: The Email Address used must be unique to yourself, as the third party representative. Do not use the AFSC client's business email address or the clients personal email address. If you do receive an error, call the AFSC Client Service Centre toll free at 1.877.899.2372.*
5. Under **Create Your Unique Username and Password** enter:
 - Username
 - o Cannot be changed once registration is complete
 - o Must be 3 to 12 alphanumeric characters. It is not case sensitive
 - o Must not contain any special characters
 - o Must not contain a space
 - Password
 - o Must be a minimum of 8 characters. It is case sensitive
 - o Must contain at least 1 upper case letter, 1 lower case letter and 1 number
 - o Confirm password

6. AFSC ID and Third Party Section (if applicable)

- Existing AFSC Clients

Enter your *AFSC Identification Number (AFSC ID) without the '870' prefix. Leave the Third Party section blank.

**Note: If you need immediate access to your AFSC Connect account, you should skip entering your AFSC ID at this stage and update this in your profile later (see Update your Existing Account section below). If you enter the AFSC ID now, it may take up to three business hours for account approval to be completed and you will not be able to login until you receive a confirmation email and click the confirmation link.*

- Third Party Representatives

Enter your information in the Third Party information section. Leave the AFSC ID section blank. It may take up to three business hours for account approval to be completed and you will not be able to login until you receive a confirmation email and click the confirmation link.

7. Click **Create Account** button. You will see a message to confirm registration request. Click on the **Finish** button.

8. Activate your AFSC Connect account. (If you skipped Step 6 for now, this step must still be completed.)

- Check your email for an email with subject Confirm Your Email Address from no-reply@afsc.ca. It may take up to 15 minutes to receive this email.
- Click on the link in the email to complete the online activation process and set up your security profile
- Enter Username and click **Continue**
- Enter Password and click on **Enter**

9. Read Your Security Profile features and click on the **Register** button

- Security Image and Phrase will open
- Select Get a new image and phrase or
- Select the Accept this image and phrase button

10. Create three Security Questions

- Each answer needs to be a minimum of 4 characters long and all three answers must be different
- Click on **Enter** after each question

11. The Electronic Access Agreement will open

- Read the Agreement and click in the checkbox for "I agree to these terms and conditions"
- Click the **Submit** button

Welcome to AFSC Connect!



Logging Into Your Existing Account

1. Go to www.afsc.ca homepage and click **Login** at the top right.
2. Click **Login to AFSC Connect**.
3. You will be prompted to enter your current username. Click **Continue** and enter your password. Click **Enter**.
 - If you receive a single sign on error, there may be an email address conflict. Call the AFSC Client Service Centre toll free at 1.877.899.2372.
 - If you have forgotten your Username, click on **Forgot Username**
 - If you have forgotten your Password, once you enter your username, click **Enter** and then click **Forgot Password?**



Updating Your Existing Account

1. Login to your AFSC Connect Account
2. Click your **Profile** in AFSC Connect and then expand your Personal profile.
3. Click on **Change Password**.
4. From here you can manage these areas of your profile:
 - Add/remove AFSC ID
 - Update login email address
 - Change password
 - Change challenge questions