


How to Update or Create a New Online Account

Updating Your Existing Account

Use the following steps to update your existing account. Once you are logged in you will be able to update your information.

1. Go to www.afsc.ca and select **Login** or click on **AFSC Connect** to open Login page. Click on **Login to AFSC Connect**. You will be prompted to enter your current username. Click **Continue** and enter your password. Click **Enter**.
 - If you have forgotten your **Username**, click on **Forgot Username**
 - If you have forgotten your Password, once you enter your username and click **Enter** you can click **Forgot Password?**
 - If this is the first time you have logged in for 2018; you may be prompted to update your information
2. Click your **Profile**  in AFSC Connect and then expand your **Personal** profile. Click on **Change Password**
 - From here you can manage your profile: Update login email address, Add AFSC ID, Remove AFSC ID, change password and change challenge questions

Creating a New Online Account

If you do not already have access, please use the following steps to to create your new web account.

1. Go to www.afsc.ca and select **Login** or click on **AFSC Connect** to open Login page. Click on **Login to AFSC Connect**. You will be prompted to enter your current username. Click on **Create Account** and User Registration window opens
2. Enter 'Basic Information'
 - First Name
 - Middle Name (optional)
 - Last Name
 - Email
 - Confirm Email
 - Province
3. Enter 'Create Your Unique Username and Password'
 - **Username**
 - Must be 3 to 12 alphanumeric characters and is not case sensitive
 - Must not contain any special characters
 - Must not contain a space
 - This cannot be changed once registration is complete
 - **Password**
 - Must be a minimum of 8 characters and is case sensitive
 - Must contain at least 1 upper case letter, 1 lower case letter and 1 number
 - Confirm password

4. For **Existing Clients** with an AFSC Identification Number (AFSC ID)
 - Enter AFSC ID without the '870' prefix
 - Your request will be sent for approval and you will be able to proceed with the following steps once your request is processed. You will receive an email once the process is complete.
5. Click **Create Account** button
 - A message will be received to confirm registration request
 - Click on the **Finish** button
6. **Check your email to complete registration**
 - You will receive an email to Confirm Your Email Address from **no-reply@afsc.ca** (it may take up to 15 minutes to receive this email)
 - This is important as your account will not be activated until this step has been completed
 - 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**
7. Read **Your Security Profile** features and click on the **Register** button
 - **Security Image and Phrase** is opened
 - Select **Get a new image and phrase** or
 - Select the **Accept this image and phrase** button
8. Answer the 3 **Security Questions** and click on **Enter** after each question
 - The **Electronic Access Agreement** is opened
 - Read the Agreement and click in the checkbox for "I agree to these terms and conditions" and click the **Submit** button

Welcome to AFSC Connect!

9. Email address must match email address previously submitted to AFSC or you will receive this message:



If you do receive the above message, please call AFSC Client Contact Centre toll free at **1.877.899.2372**