

# Media Report 09 August 2019, 2 of 2

## How do I register for My VAC Account?

### Frequently Asked Questions Reference "My VAC Account?"

- What is My VAC Account?

My VAC Account is a simple and secure way to do business online with Veterans Affairs Canada (VAC)

- What can I do with My VAC Account?

With My VAC Account, you can:

- learn about VAC benefits and services
- apply online for VAC benefits and services
- upload documents to support your applications
- track the status of your applications
- view a summary of your benefits
- sign up for direct deposit or change your banking information
- connect directly with VAC staff through secure messaging
- update your personal information

- Who can register for My VAC Account?

You can register for My VAC Account if you are a:

- Veteran
- Canadian Armed Forces (CAF) or RCMP member
- Family member directly in receipt of benefits from VAC

- How do I register for My VAC Account?

For details on the registration process, visit the [Registration page](#).

- I tried to register for My VAC Account but it didn't work. What do I do now?

If you have read the instructions on the [Registration](#) page and the Frequently Asked Questions and you are still having trouble with the registration process, please [contact us](#).

## Your Online Credentials

- What is a credential?

'Credentials' in information systems are widely used to control an individual's access to information or services. The combination of a card number or username and password is a widely-used example of a credential. The Government of Canada uses electronic credentials to allow users to communicate securely with online-enabled Government of Canada services.

- How do I get a username and password for My VAC Account?

You establish a username and password during the registration process. You either create a new one, using GCKey, or you may be able to use an existing online credential, through Sign-In Partner.

- What is GCKey?

The GCKey is a unique electronic credential that allows you to communicate securely with any of the Government of Canada's enabled services. You can create one GCKey and use it to access multiple enabled services.

Your GCKey can expire. The system requires you to use your GCKey at least once every two years, otherwise it will expire. If your GCKey expires, you will be required to register for a new one; you will also need to re-register with any enabled service you were previously using.

- What is Sign-In Partner?

Sign-In Partner is a third-party commercial credential service provider, which allows you to use an existing online credential to register for My VAC Account. The available commercial credential services are BMO Financial Group, CHOICE REWARDS MasterCard, CIBC Canadian Imperial Bank of Commerce, Desjardins Group, RBC Royal Bank, Scotiabank, Tangerine, National Bank of Canada, Affinity Credit Union and TD Bank Group.

Using Sign-In Partner to register for My VAC Account is easy. Your online banking information is familiar: you may already be using it on a regular basis. It's convenient: since you don't have to remember a different username and password. It's safe: financial institutions are committed to security and privacy, in line with regulatory and industry best practices.

- Who are the Sign-In Partners?

There are several financial institutions that have partnered with the Government of Canada. These are BMO Financial Group, CHOICE REWARDS MasterCard, CIBC Canadian Imperial Bank of Commerce, Desjardins Group, RBC Royal Bank, Scotiabank, Tangerine, National Bank of Canada, Affinity Credit Union and TD Bank Group. It is expected that other Sign-In Partners will be added in the future, so keep checking the

list of Sign-In Partners when you log in to access Government of Canada services.

•What is the difference between GCKey and Sign-In Partner?

Both services allow you to login to My VAC Account and there is no difference in the level of security. The difference is GCKey allows you to create a username and password, whereas with Sign-In Partner you log in to My VAC Account using your online banking information, if you have an account with BMO Financial Group, CHOICE REWARDS MasterCard, CIBC Canadian Imperial Bank of Commerce, Desjardins Group, RBC Royal Bank, Scotiabank, Tangerine and TD Bank Group.

•Why do I need a GCKey or Sign-In Partner for My VAC Account?

To ensure that you are the only person accessing your account, you need a unique credential. To ensure security and privacy for our registered users we have two convenient choices to acquire this credential – GC Key or Sign-In Partner.

•Will my banking or credit card information be shared with the Government of Canada?

No. If you use the Sign-In Partner credential, none of your personal or banking information is shared with My VAC Account by your financial institution. In fact, the Sign-In Partner doesn't even share which financial institution you are using to access My VAC Account. The Sign-In Partner verifies your online credentials and that you are registered with My VAC Account.

•Why isn't my bank or credit card company on your list?

It is expected that other financial institutions will be added in the future. Keep checking for yours when you log on to My VAC Account. In the meantime, you can still access My VAC Account by creating a username and password using GCKey.

•I have an account or credit card with one of these financial institutions but I'm not set up for online banking. Can I still use the Sign-In Partner credential?

No. You must be registered for online banking to register for a Sign-In partner credential. Please contact your bank to request their online banking service. Without online banking, you can still access My VAC Account by creating a username and password using GCKey.

## **Verify your Identity**

•I already have a unique username and password through GCKey or Sign-In Partner. Why do I need another way for VAC to verify my identity?

If you've done business with VAC in the past, this step ensures the protection of your online security. Given the sensitivity of the information on My VAC Account, an added layer of security is standard.

•Do I have a choice regarding how I want to prove my identity?

Yes, you have three choices. You can choose to verify your identity:

- Online by answering a series of security questions;
- In person or via telephone. Once VAC has verified your identity, you will receive an enrollment code
- Through Canada Revenue Agency's process which involves registering for a CRA My Account.

•If I prefer to verify my identity online, what are the security questions I will be asked?

You will be asked a series of five security questions based on information in your file that only you and Veterans Affairs will know.

•Am I required to have an enrolment code and also answer the security questions?

If you choose to use an enrolment code, you will be asked to enter some personal information as a means of confirming your identity.

•Will I be required to verify my identity each time I login to My VAC Account?

No, you will only be asked to verify your identity when you register for My VAC Account. When you login, you will only be required to enter your secure online credential using either GCKey or Sign-In Partner.

•My Sign-In Partner knows who I am, why do I still have to verify my identity to register for My VAC Account?

The Sign-In Partner doesn't provide any identity information to the Government of Canada. It simply validates your username or card number and password. Each government service requires your personal information based on their specific needs and to determine eligibility or entitlement. The Government of Canada must adhere to the Privacy Act which restricts the information that can be shared between departments and agencies.

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## **Sajjan praises DND planning, diversity, people**

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The Chronicle Herald

Defence Minister Harjit Sajjan took to the offensive to promote his federal Liberal government's Strong, Secured, Engaged policy. "Our people are at the core of our defence policy," Sajjan told about 100 people at a Halifax Chamber of Commerce luncheon. [READ MORE](#)

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## [Aldergrove's Armed Forces engineers commended both overseas and locally](#)

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Aldergrove Star

The 272 Street command post near 40 Avenue is not your typical Canadian Armed Forces (CAF) base. It contains Reserve Construction Engineering Flight 192 (192 CEF), a part-time group of soldiers who come from engineering-related trades, capable of supporting the Royal Canadian Air Force in deployed operations. Whether as electricians, carpenters, plumbers, generator and fuel and environmental technicians, as well as financial clerks and mobile support units — they complete community projects as a form of training for tasks overseas. [READ MORE](#)

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## [Douze organismes pressent Trudeau d'interdire la vente des blindés à l'Arabie saoudite](#)

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TVA Nouvelles

Douze organismes de défense des droits de la personne pressent le premier ministre Justin Trudeau d'interdire la vente de véhicules blindés légers (VLB) à l'Arabie saoudite. En octobre 2018, le premier ministre canadien a indiqué vouloir réviser les permis d'exportation vers le royaume saoudien, mais rien n'a été fait depuis, ont déploré mardi les signataires, parmi lesquelles se trouvent Oxfam, Médecins du monde et Amnistie internationale. [LIRE PLUS](#)

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## [Man and dog duo paddle from Fort McMurray to Yellowknife for veterans](#)

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CBC News

A longtime canoeist and his furry best friend arrived in Yellowknife recently, after paddling from Alberta to raise money and awareness about veterans with PTSD. Mike Ranta travelled about 1,500 kilometres from Fort McMurray, AB, on the Athabasca River to Great Slave Lake. It took 22 days — a “short trip” compared to the five weeks Ranta said he expected. Spitzii — a purebred, 11-year-old Finnish Spitz — joined him. “He's my campsite soldier, my best friend, my bear scare,” said Ranta. “I take him on all my trips. He's been on every single one of them.” [READ MORE](#)

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## [Thai army destroys thousands of landmines in jungle](#)

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Yahoo!

Pulling back to a safe distance atop a hill, Thai troops recently blew up thousands of anti-personnel landmines with controlled explosions that sent black plumes of smoke high above jungle treetops. Thailand is one of more than 160 countries to have signed the Ottawa Treaty, which prohibits the use and stockpiling of the destructive weapon and aims to clear all mines by 2025. [READ MORE](#)

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## [Début de la fin de l'Opération PRESENCE au Mali](#)

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45e Nord

Le départ graduel des militaires canadiens de l'Opération PRESENCE avec la Mission des Nations Unies au Mali (MINUSMA) a commencé. Les militaires canadiens déployés cessent donc les tâches de transport aérien pour se concentrer uniquement sur les opérations d'évacuation médicale jusqu'à la fin août. La mission centrale des quelques 250 militaires est d'offrir à la MINUSMA la capacité d'évacuer des forces de l'ONU par les airs pour des raisons médicales, et ce, en tout temps. [LIRE PLUS](#)