

# Portal Account

## Need Help Instructions

### Create a Portal Account

You need to create a portal account to apply for a student loan or Provincial Training Allowance. Select **Create Portal Account** menu option. You must create a username, create a secret password, select three challenge questions and have a valid email address. You will be asked for your email address again when you apply for assistance. Make sure the email address is the one you commonly use so that you can receive communications. Because usernames and email addresses must be unique, you will not be able to create a new portal account with a previously used username or email address.

Choose a password and select challenge questions that you will remember and that will not be easy for other people to guess.

Your portal username must be 6 – 20 alphanumeric characters. Your password must be 8 to 20 characters in length and it must contain at least one uppercase letter, at least one lower case letter and at least one number. Your password may also contain standard punctuation and other characters such as: !@#\$%^&\*()\_-=|\\{}[]'";?/<>.,

Select challenge questions that only you know the answers to and that you will remember. Please note, the challenge questions and answers you assign to your portal account will be used every time you log in. If you forget your username or password, the challenge questions will be used to identify you so that you can retrieve your portal username and/or reset your password.

Always keep your username, password and challenge questions/answers confidential so that no one else can access your portal account.

If you need to update your username, password or email address you may do so by selecting **Update Portal Account** menu option which is available after you have created your portal account.

If you are having trouble creating a portal account or accessing your portal account, contact the Student Service Centre at 1-800-597-8278.

If you are applying for student loans, your assessment results will be electronically posted to your portal account in the Message Centre. You will be advised by email when the information has been posted. Make sure you keep this email address up to date and that you review the emails you receive with subject "Important Student Loan Information".

### Login

You must login to your portal account to apply for assistance. Select **Portal Account Login** menu option and enter your username, password and answer a challenge question.

If you forget your username, select **Forgot Username** menu option.

If you forget your password, select **Forgot Password** menu option.

If you need to update your username, password or email address you may do so by selecting **Update Portal Account** menu option after you have logged into your portal account.

Always keep your username, password and questions/answers confidential so that no one else can access your account.

If you are having trouble creating an account or accessing your account, contact the Student Service Centre at 1-800-597-8278.

### Update Portal Account

If you know your username, password and a challenge question and answer, you can make changes to your username, password or email address. Make sure you keep your email address up-to-date as it will be used to communicate student loan information to you.

You will be required to enter your username, current password and answer a challenge question to update the information.