

ENGLISH

Creating a My Ontario Account to access ServiceOntario Account

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Introduction

The Government of Ontario is changing the way users access secure government services. Services that previously used ONE-Key credentials are switching to a new My Ontario Account service. My Ontario Account allows for increased security and authentication, while providing an improved experience to users.

Note: ONE-Key is no longer available for access. If you previously used ONE-Key to log into your ServiceOntario Account, you will need to migrate your ONE-Key over to a My Ontario Account. Create or use an existing My Ontario Account and select "yes" when prompted about migration.

If you do not have a previous ONE-Key account, you can create a new My Ontario Account to access ServiceOntario Account services.

Creating a My Ontario Account for new ServiceOntario Account users

If you:

- Have never registered a ServiceOntario Account
- Do not have a ONe-Key login ID
- Do not have a My Ontario Account

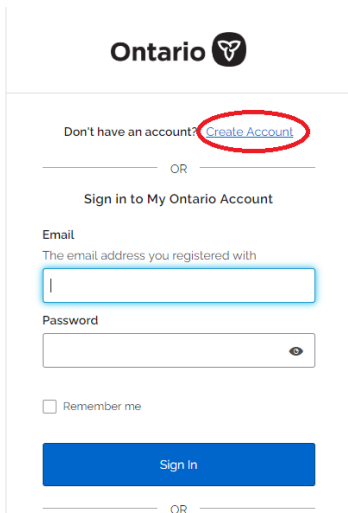
Use these directions to create a My Ontario Account.

You can also use your online banking credentials to create a My Ontario Account through [Sign-In Partner](#).

1. Open your internet browser.
2. Access [ServiceOntario Account](#) dashboard and/or from your desired service.
3. Select **Create/Sign into My Ontario Account**

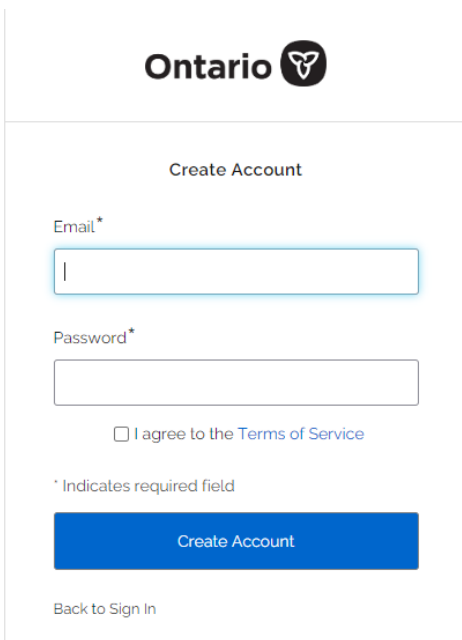
The screenshot shows the ServiceOntario website interface. At the top, there is a green header with the ServiceOntario logo on the left and the word "Français" on the right. Below the header, there is a navigation bar with "My Ontario Account" and "Log in" links. The main content area is titled "ServiceOntario Account" and contains a "System Alert" section. The alert text reads: "A corporation/entity may hire a firm (i.e. an intermediary to transact on its behalf). Complete the [survey](#) to join the new **Ontario Business Registry Partner Portal**, and the Ministry will contact you if you have been accepted. For more information, visit the new [OBR Partner Portal page](#)". Below this, a "NOTE" states: "The Small Claims Court E-Filing Service is available to plaintiffs only for the filing and/or issuance of documents listed in [Rule 1.05.3 of the Rules of the Small Claims Court](#). Other documents may be filed and/or issued through the Justice Services Online (JSO) [Small Claims Court Submissions Online Portal \(pursuant to Rule 1.05.4\)](#), in-person or by email." Further down, it says "ONe-Key is no longer available for access. If you previously logged into your ServiceOntario Account using ONe-Key, you will need to migrate your account over to My Ontario Account by creating or using an existing My Ontario Account and selecting 'yes' when prompted about migration." It then adds "If you do not have a previous ONe-Key account, you can create a new My Ontario Account to access ServiceOntario Account services." At the bottom of the alert section, it says "For more help setting up your account, please refer to the [My Ontario Account help guide](#)". A dark blue button with white text "Create/Sign into My Ontario Account" is positioned at the bottom of the alert section.

4. Select **Create Account**. The Create Account page appears.



The screenshot shows the Ontario login page. At the top is the Ontario logo. Below it, the text "Don't have an account?" is followed by a blue link "Create Account" which is circled in red. Below this is a horizontal line with "OR" in the center. Underneath is the heading "Sign in to My Ontario Account". There are two input fields: "Email" with the placeholder "The email address you registered with" and "Password" with a toggle icon. A checkbox labeled "Remember me" is below the password field. A blue "Sign In" button is at the bottom. A horizontal line with "OR" is at the very bottom.

5. Enter your email address that will be associated to your My Ontario Account.



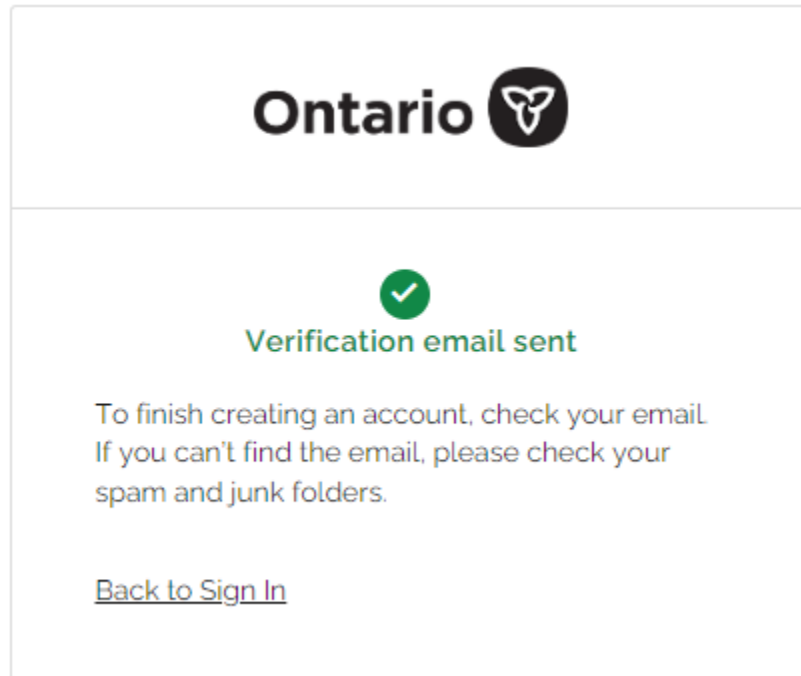
The screenshot shows the "Create Account" page. At the top is the Ontario logo. Below it is the heading "Create Account". There are two input fields: "Email*" and "Password*", both with asterisks indicating they are required. Below the password field is a checkbox labeled "I agree to the Terms of Service". A note below that says "* Indicates required field". A blue "Create Account" button is at the bottom. A link "Back to Sign In" is at the very bottom.

6. Create a My Ontario Account password. The password rules will be displayed.

Password rules:

- At least 8 characters
- At least 1 number
- At least 1 symbol

- At least 1 lowercase letter
 - At least 1 UPPERCASE letter
 - Do not use any part of your username
7. Select the checkbox to agree to the **Terms of Service**.
 8. Select the Create Account button.
 - a. A notice appears.



- b. An email is sent to the email address you entered.
9. Find the email in your inbox sent from noreply@signin.ontario.ca with the subject line "Activate My Ontario Account". (If the email is not there, check your spam and junk mail folders).

STG No Reply [My Ontario Account | Compte My Ontario]
Activate My Ontario Account / Activer le compte Mon Ontario
CAUTION -- EXTERNAL E-MAIL - Do not click links or open attachments unless

10. Open the email. The email contains an activation link that expires in one hour.
Select the **Start Activation** link.

Un message en français suit.

Hello,

The set up of your account is a two-step process. First, please verify your email address by clicking the following link. Next, you'll be redirected to a page to complete the activation of your account:

[Start Activation](#)

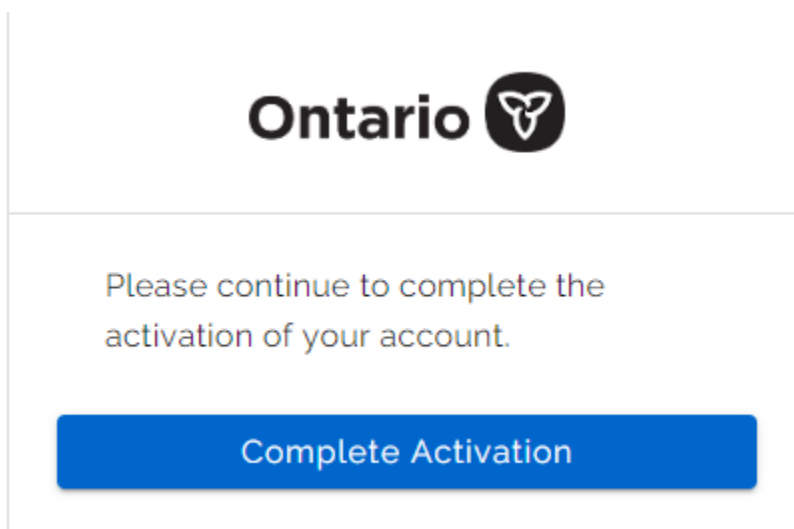
This link will expire in 1 hour.

If your activation link has expired, please [reset your password](#) to start the process again.

If you have questions, please go to the Sign in page and click the "Contact us" link.

Bonjour,

11. The following page will appear in another window.



12. Select Complete Activation.

13. You will be asked about migrating your ONE-Key account to My Ontario Account. Please select **No**.

ServiceOntario Français

[My Ontario Account](#) | [Log in](#)

Set up your ServiceOntario account

Are you migrating a ONE-Key account to My Ontario Account?

If you previously logged into a ServiceOntario Account using a ONE-Key login, you will need to migrate your account in order to keep your existing services and information. You will only be able to migrate over your existing data the first time you set up your My Ontario Account. **If you select "No", you will NOT be able to migrate your existing ONE-Key account later.**

Yes No

[Privacy](#) [Accessibility](#) [Contact us](#)

[Terms of use](#) © King's Printer for Ontario 2023

14. Select the checkbox to agree to the **terms and conditions.**
15. Select **Continue.**

The email address used to create your My Ontario Account is pre-populated below and will be the default email address used to create your ServiceOntario Account.

Email address
[REDACTED]@ontario.ca

Terms and conditions

Inactive accounts

Your ServiceOntario account will be deleted after 30 months of inactivity. You will be notified via email 60 and 30 days before your account is deleted.

Draft forms

Partially completed forms will be available through your ServiceOntario account for 12 months. You will be notified via email twice (at 60 and 30 days) before a draft form is deleted from your account.

With the following exceptions:

Security guard, private investigator or agency.
Partially completed applications will be available through your ServiceOntario account for 30 days. You will be notified via email when a draft application expires in your ServiceOntario account. Submitted applications for which payment is pending will be available through your ServiceOntario account indefinitely.

I agree to the terms and conditions above

Continue

16. Your ServiceOntario Account set-up is now complete. Select **Continue** and you will be redirected to the ServiceOntario Account dashboard or your desired service.

ServiceOntario Français

My Ontario Account | Log out

Set up your ServiceOntario account

Thank you! Your ServiceOntario account has been set up.

Continue

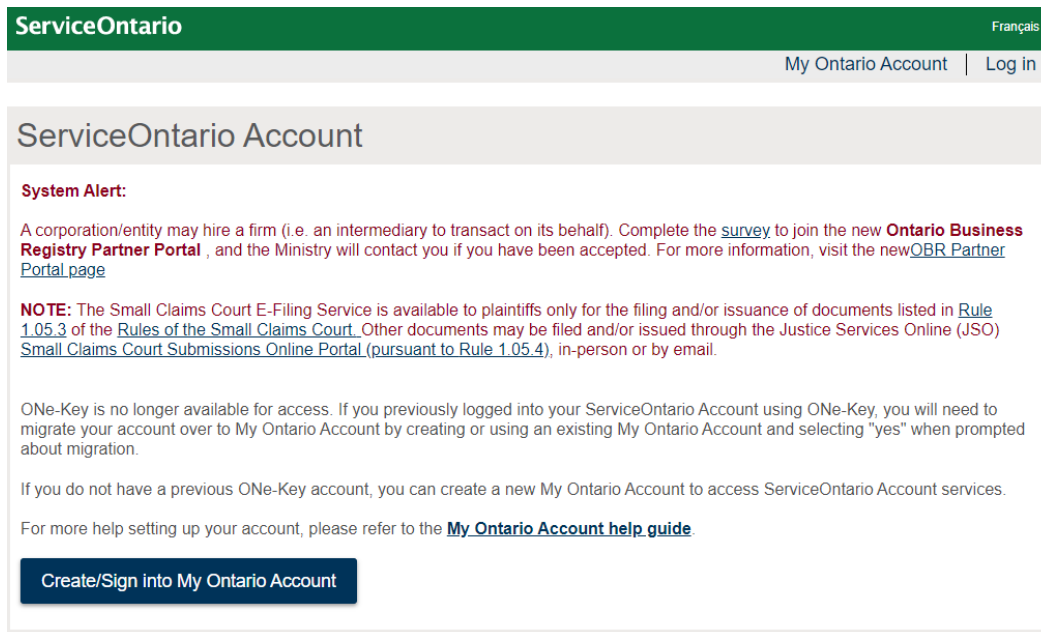
Creating a My Ontario Account for new ServiceOntario Account users using Sign-In Partner (online banking credential)

If you:

- Have never registered a ServiceOntario Account
- Do not have a ONE-Key login ID
- Do not have a My Ontario Account
- Have a valid online banking credential

Use these directions to create a My Ontario Account using Sign-In Partner.

1. Open your internet browser.
2. Access [ServiceOntario Account](#) dashboard and/or from your desired service.
3. Select **Create/Sign into My Ontario Account**



The screenshot shows the ServiceOntario Account dashboard. At the top, there is a green header with the ServiceOntario logo and a 'Français' link. Below the header, there are links for 'My Ontario Account' and 'Log in'. The main content area is titled 'ServiceOntario Account' and contains a 'System Alert' section. The alert text reads: 'A corporation/entity may hire a firm (i.e. an intermediary to transact on its behalf). Complete the [survey](#) to join the new **Ontario Business Registry Partner Portal**, and the Ministry will contact you if you have been accepted. For more information, visit the new [QBR Partner Portal page](#)'. Below the alert, there is a 'NOTE' section: 'NOTE: The Small Claims Court E-Filing Service is available to plaintiffs only for the filing and/or issuance of documents listed in [Rule 1.05.3](#) of the [Rules of the Small Claims Court](#). Other documents may be filed and/or issued through the Justice Services Online (JSO) [Small Claims Court Submissions Online Portal](#) (pursuant to [Rule 1.05.4](#)), in-person or by email.' Further down, there is a paragraph: 'ONE-Key is no longer available for access. If you previously logged into your ServiceOntario Account using ONE-Key, you will need to migrate your account over to My Ontario Account by creating or using an existing My Ontario Account and selecting "yes" when prompted about migration.' Below this, another paragraph states: 'If you do not have a previous ONE-Key account, you can create a new My Ontario Account to access ServiceOntario Account services.' At the bottom of the alert section, there is a link: 'For more help setting up your account, please refer to the [My Ontario Account help guide](#)'. At the very bottom of the screenshot, there is a dark blue button with white text that says 'Create/Sign into My Ontario Account'.

4. Select the **Sign-In Partner**.

Don't have an account? [Create Account](#)

OR

Sign in to My Ontario Account

Email
The email address you registered with

Password

Remember me



Sign In

OR

Sign-In Partner





















[Need help signing in?](#)

5. Please select your preferred language.

 Interac® sign-in service Please select language <p>The <i>Interac®</i> sign-in service lets you access an online service by using a "Sign-In Partner" such as your online bank. No passwords or other personally identifiable information is exchanged. The online service name is not disclosed to the Sign-In Partner.</p> <p>English Cancel</p>	 Service d'ouverture de session <i>Interac</i>™ Veillez sélectionner la langue <p>Le Service d'ouverture de session <i>Interac</i>™ vous permet d'accéder aux services en ligne par l'intermédiaire d'un « partenaire de connexion » tel que votre banque en ligne. Aucun mot de passe ni autre renseignement d'identification personnelle n'est divulgué au service en ligne ou à le Service d'ouverture de session <i>Interac</i>™. De même, le nom du service en ligne n'est pas communiqué au partenaire de connexion.</p> <p>Français Annuler</p>
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6. Please select your affiliated bank and sign-in using your online banking credential.

By using the *Interac*® sign-in service to select a Sign-In Partner, you are agreeing to the Terms and Conditions and Privacy Notice of the *Interac*® sign-in service.

7. Select **Accept and Continue** to accept the **Terms and Conditions of Use and Privacy Notice**.

Terms and Conditions of Use and Privacy Notice

INTERAC SIGN-IN SERVICE END USER AGREEMENT

PLEASE CAREFULLY READ THE FOLLOWING AGREEMENT BEFORE AGREEING TO USE THIS *INTERAC* SIGN-IN SERVICE (THE "SERVICE"). THE SERVICE ALLOWS YOU TO AUTHENTICATE YOUR CREDENTIALS (AS DEFINED BELOW) FOR USE AT THIS WEBSITE AND CERTAIN OTHER WEBSITES OPERATED BY THE GOVERNMENT OF CANADA. THIS AGREEMENT IS BETWEEN YOU AND 2859824 ONTARIO LIMITED, A SUBSIDIARY OF INTERAC CORP., WHO IS THE OPERATOR OF THE SERVICE, AND APPLIES TO YOUR USE OF THE SERVICE. BY USING THE SERVICE YOU ARE AGREEING TO BE BOUND BY THIS AGREEMENT. IF YOU DO NOT AGREE TO THIS AGREEMENT, YOU MAY NOT USE THE SERVICE.

DEFINITIONS:


"Agreement" means this *Interac* sign-in service End User Agreement, as may be amended by Interac from time to time upon notice to you in accordance with section 11 hereof.

"Credential Service Provider" means the financial institution, or other service provider, that

Accept and Continue

Decline and Exit

8. Provide your email address that will be associated to your My Ontario Account and press **Continue**.



Add your email address to continue

We have noticed that you are using our Sign-In Partner *Interac*® sign-in service for the first time.

To use this service, you will have to add your email address. You will only have to do this once.

Email

Continue

9. An email is sent to the email address you entered.
 - a. Locate the email in your inbox sent from noreply@signin.ontario.ca with the subject “Activate My Ontario Account”. (If the email is not there, check your spam and junk mail folders).

STG No Reply [My Ontario Account | Compte My Ontario]
[Activate My Ontario Account / Activer le compte Mon Ontario](#)
CAUTION -- EXTERNAL E-MAIL - Do not click links or open attachments unless

b. Open the email. The email contains a code that expires in 5 minutes.

Un message en français suit.

Hi,

You are receiving this email so we can confirm this email address for your account.

Please use the following one-time code to complete verifying your email address:



The one-time code will expire in 5 minutes or earlier if your session becomes inactive.

Bonjour,


Nous vous envoyons ce message afin de confirmer cette adresse courriel pour votre compte.


Veillez utiliser le code à usage unique suivant pour achever la vérification de votre adresse courriel :




Le code à usage unique expirera dans les 5 minutes si votre séance devient inactive.


- c. Enter the one-time code in the “Verification code” box, accept the **Terms and Conditions** and select **Continue**.

Ontario 



 Haven't received the code? [Resend code](#)

Verify with Email Authentication

A verification code was sent to
@ontario.ca.
Check your email and enter the code below.

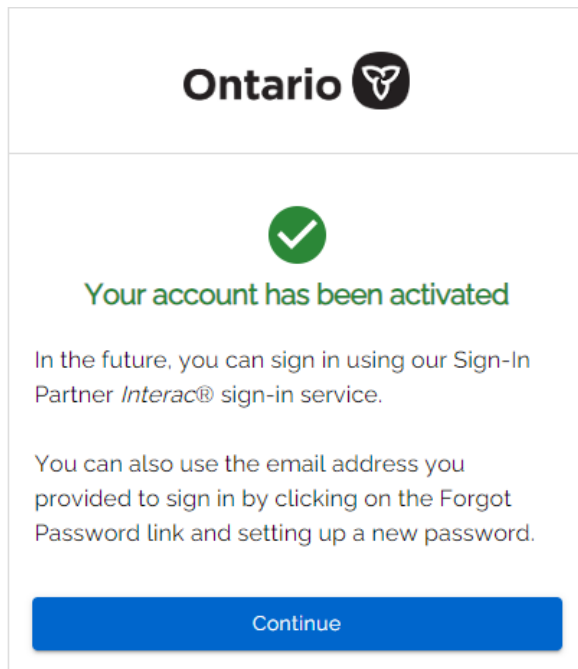
Verification code

I agree to the [Terms of Service](#) for account validation

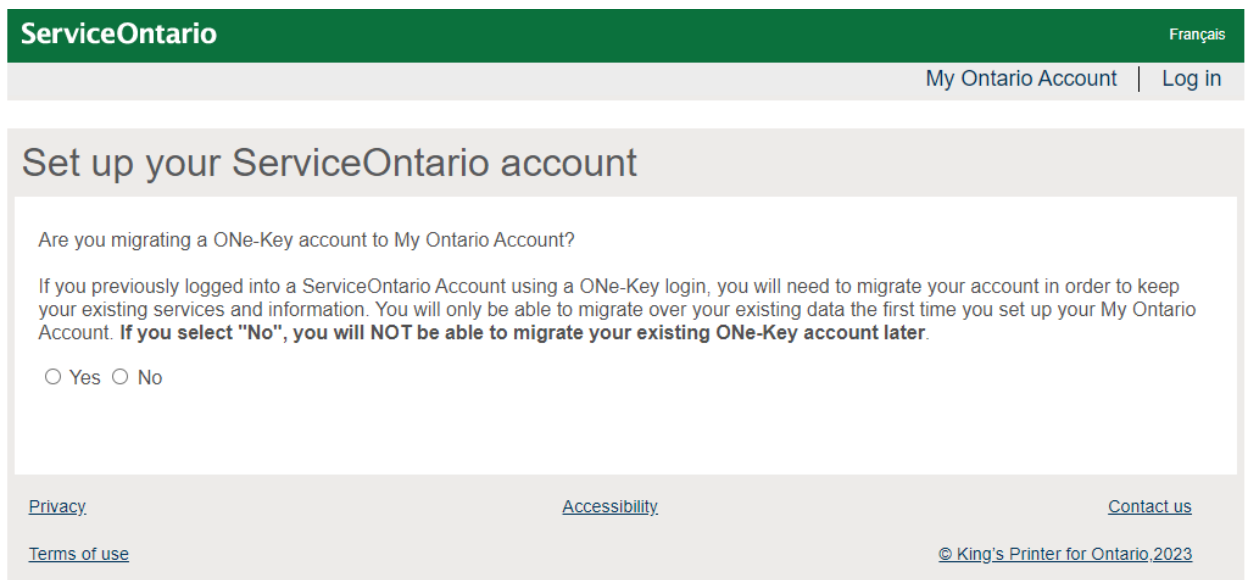
Continue

[← Back](#)

10. Please select **Continue** to proceed with creating your ServiceOntario Account.



11. You will be asked about migrating your ONE-Key account to My Ontario Account. Please select **No**.



12. Select the checkbox to accept the **terms and conditions**.
13. Select **Continue**.

The email address used to create your My Ontario Account is pre-populated below and will be the default email address used to create your ServiceOntario Account.

Email address
[REDACTED]@ontario.ca

Terms and conditions

Inactive accounts

Your ServiceOntario account will be deleted after 30 months of inactivity. You will be notified via email 60 and 30 days before your account is deleted.

Draft forms

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With the following exceptions:

Security guard, private investigator or agency.
Partially completed applications will be available through your ServiceOntario account for 30 days. You will be notified via email when a draft application expires in your ServiceOntario account. Submitted applications for which payment is pending will be available through your ServiceOntario account indefinitely.

I agree to the terms and conditions above

[Continue](#)

14. Your ServiceOntario Account set-up is now complete. Select **Continue** and you will be redirected to the ServiceOntario Account dashboard or your desired service.

ServiceOntario Français

My Ontario Account | [Log out](#)

Set up your ServiceOntario account

Thank you! Your ServiceOntario account has been set up.

[Continue](#)

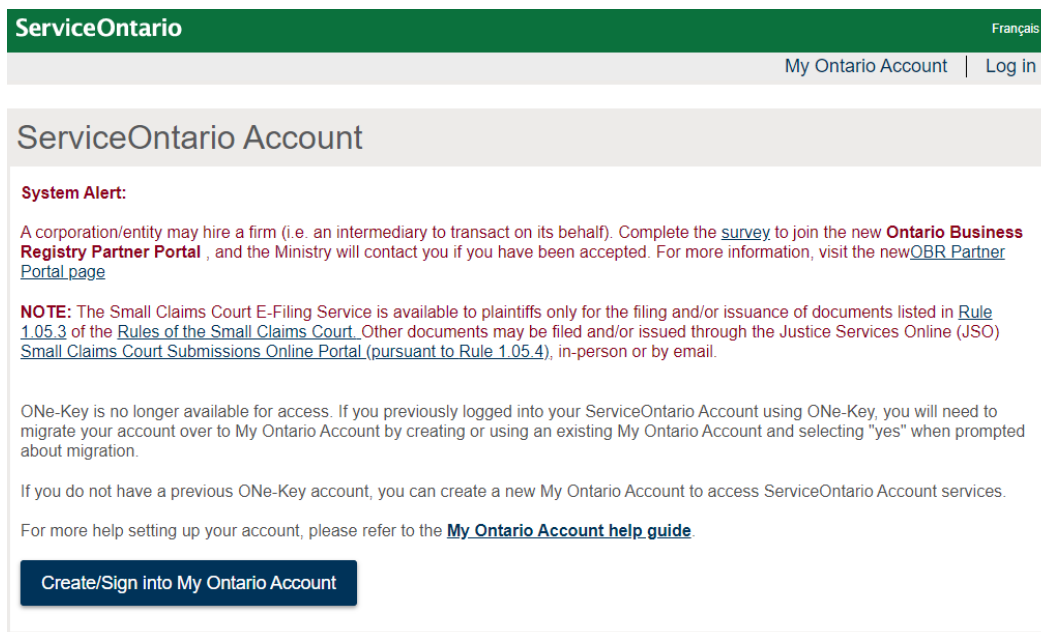
Creating a My Ontario Account for existing ServiceOntario Account users using ONe-Key ID

If you:

- have registered a ServiceOntario Account using ONe-Key ID
- do not have a My Ontario Account

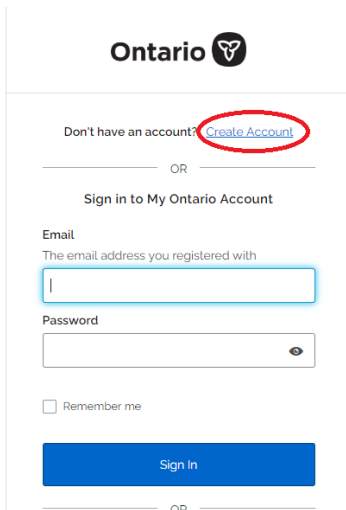
Use these directions to create a My Ontario Account. You will need your existing ONe-Key ID account and password.

1. Open your internet browser.
2. Access [ServiceOntario Account](#) dashboard and/or from your desired service
3. Select **Create/Sign into My Ontario Account**



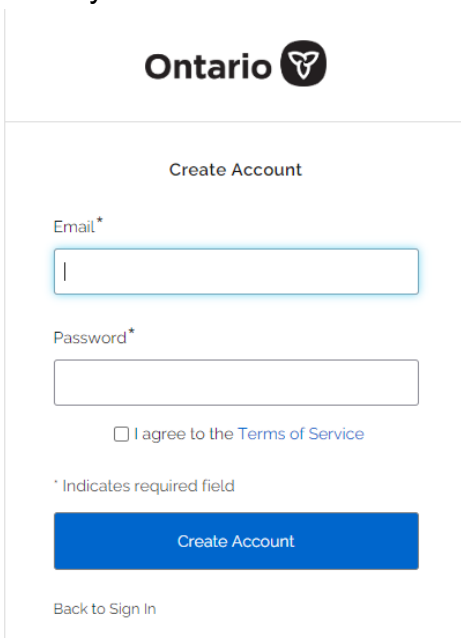
The screenshot shows the ServiceOntario website interface. At the top, there is a green header with the ServiceOntario logo on the left and a 'Français' link on the right. Below the header, there is a navigation bar with 'My Ontario Account' and 'Log in' links. The main content area is titled 'ServiceOntario Account' and contains a 'System Alert' section. The alert text reads: 'A corporation/entity may hire a firm (i.e. an intermediary to transact on its behalf). Complete the [survey](#) to join the new **Ontario Business Registry Partner Portal**, and the Ministry will contact you if you have been accepted. For more information, visit the new [OBR Partner Portal page](#)'. Below this, a 'NOTE' states: 'The Small Claims Court E-Filing Service is available to plaintiffs only for the filing and/or issuance of documents listed in [Rule 1.05.3 of the Rules of the Small Claims Court](#). Other documents may be filed and/or issued through the Justice Services Online (JSO) [Small Claims Court Submissions Online Portal](#) (pursuant to Rule 1.05.4), in-person or by email.' Further down, it says: 'ONe-Key is no longer available for access. If you previously logged into your ServiceOntario Account using ONe-Key, you will need to migrate your account over to My Ontario Account by creating or using an existing My Ontario Account and selecting "yes" when prompted about migration.' Below that, it says: 'If you do not have a previous ONe-Key account, you can create a new My Ontario Account to access ServiceOntario Account services.' At the bottom of the alert section, there is a link to the [My Ontario Account help guide](#). At the very bottom of the screenshot, there is a dark blue button with the text 'Create/Sign into My Ontario Account'.

4. Select **Create Account**. The Create Account page appears.



The screenshot shows the Ontario login page. At the top is the Ontario logo. Below it, the text "Don't have an account?" is followed by a blue link "Create Account" which is circled in red. Below this is a horizontal line with "OR" in the center. Underneath is the heading "Sign in to My Ontario Account". There are two input fields: "Email" with the subtext "The email address you registered with" and "Password" with an eye icon for visibility. A checkbox labeled "Remember me" is below the password field. A blue "Sign In" button is at the bottom of the form.

5. Enter your email address that will be associated to your My Ontario Account.



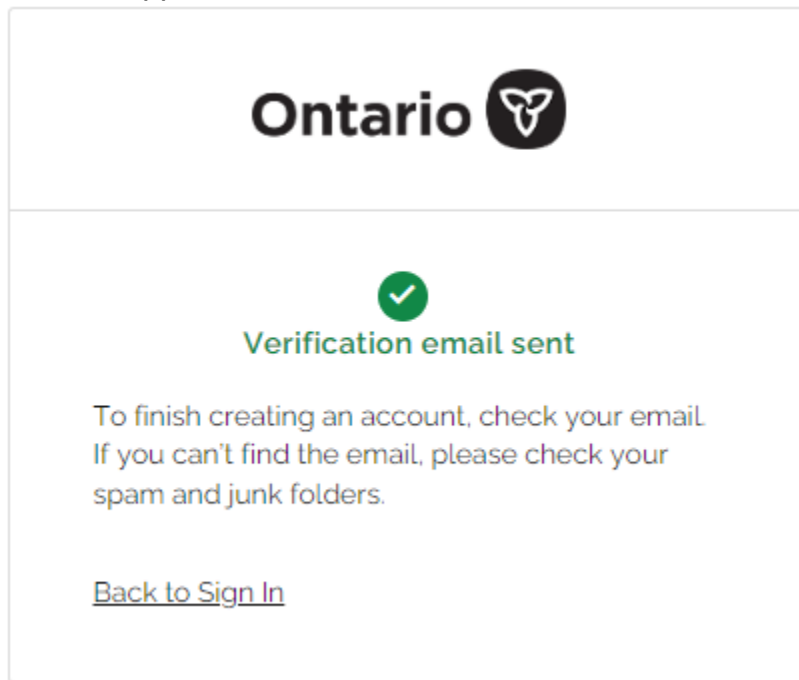
The screenshot shows the "Create Account" page. At the top is the Ontario logo. Below it is the heading "Create Account". There are two input fields: "Email*" and "Password*", both with asterisks indicating they are required. Below the password field is a checkbox labeled "I agree to the Terms of Service". A note below the checkbox says "* Indicates required field". A blue "Create Account" button is at the bottom of the form. At the very bottom, there is a link "Back to Sign In".

6. Create a My Ontario Account password. The password rules will be displayed.

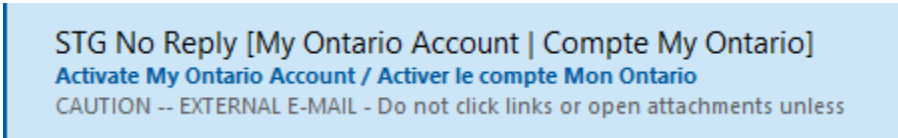
Password rules:

- At least 8 characters
- At least 1 number
- At least 1 symbol
- At least 1 lowercase letter
- At least 1 UPPERCASE letter
- Do not use any part of your username

7. Select the checkbox to agree to the **Terms of Service**.
8. Select the Create Account button.
 - a. A notice appears.



- b. An email is sent to the email address you entered.
9. Find the email in your inbox sent from noreply@signin.ontario.ca with the subject line "Activate My Ontario Account". (If the email is not there, check your spam and junk mail folders).



10. Open the email. The email contains an activation link that expires in one hour. Select the **Start Activation** link.

Un message en français suit.

Hello,

The set up of your account is a two-step process. First, please verify your email address by clicking the following link. Next, you'll be redirected to a page to complete the activation of your account:

[Start Activation](#)

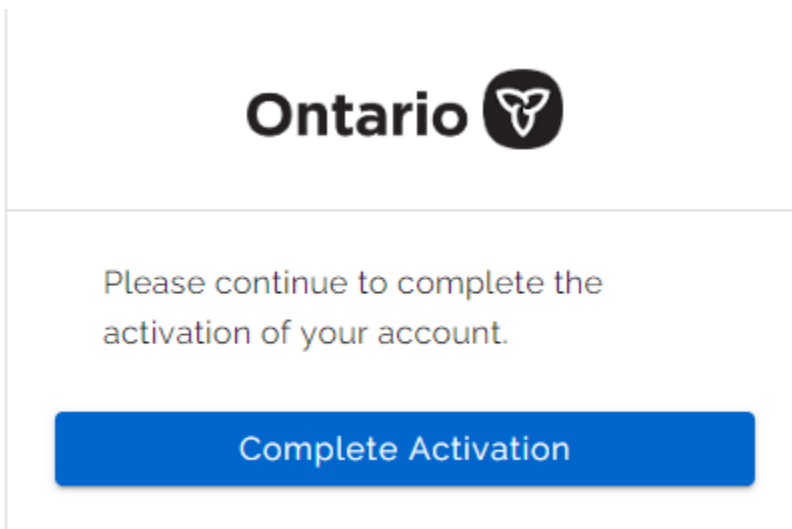
This link will expire in 1 hour.

If your activation link has expired, please [reset your password](#) to start the process again.

If you have questions, please go to the Sign in page and click the "Contact us" link.

Bonjour,

11. The following page will appear in another window.



12. Select Complete Activation.
13. You will be asked about migrating your ONE-Key account to My Ontario Account. Please select **Yes**.
14. Enter your ONE-Key ID and password and press **Continue**. **Note:** if you have forgotten your ONE-Key ID and/or password, please select “Can’t access your account?”.

Set up your ServiceOntario account

Are you migrating a ONE-Key account to My Ontario Account?

If you previously logged into a ServiceOntario Account using a ONE-Key login, you will need to migrate your account in order to keep your existing services and information. You will only be able to migrate over your existing data the first time you set up your My Ontario Account. **If you select "No", you will NOT be able to migrate your existing ONE-Key account later.**

Yes No

Enter your existing ONE-Key ID and password to migrate your ONE-Key Account.

ONE-key ID:

Password:

[Can't access your account?](#)

Continue

15. After successfully logging in, you will be redirected to the ServiceOntario Account dashboard or your desired service. This will also confirm that the migration was successful.

ServiceOntario Français

My Ontario Account | Log out

[Account homepage](#)

Account homepage

Note: For your security, you will be automatically logged out of your account after 15 minutes of inactivity.

Account homepage [View profile](#) | [Edit profile](#)

Activities

Profiles

Profile 1

Account settings

Account help

ServiceOntario privacy

Terms and conditions

Recommended

Add a service

Profile 1

Enrolled services

Date ▼	Service name
You are not currently enrolled in any services. Add a service .	

Activities ([View most recent](#) , [View all](#))

Date/time ▼	Activity	Status
You have no activities		

View activities by month:

Migrating an existing ServiceOntario Account using ONe-Key ID to an existing My Ontario Account

If you:

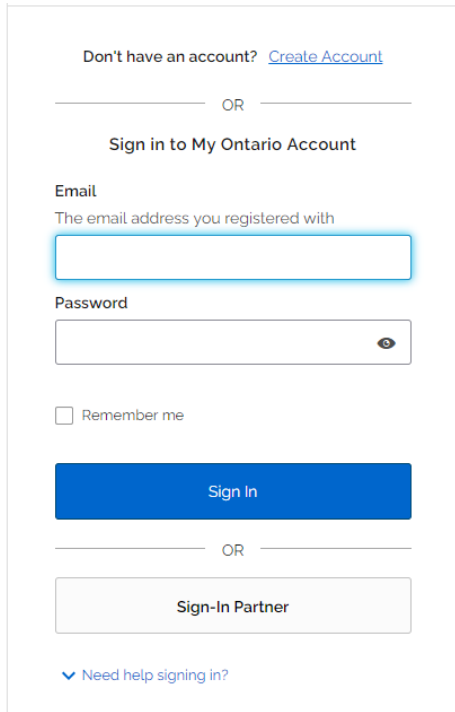
- Have an existing ServiceOntario Account using ONe-Key ID
- Have an existing My Ontario Account not linked to a ServiceOntario Account

Use these directions to migrate your existing ServiceOntario Account using ONe-Key ID to an existing My Ontario Account.

1. Open your internet browser.
2. Access [ServiceOntario Account](#) dashboard and/or from your desired service.
3. Select **Create/Sign into My Ontario Account**

The screenshot shows the ServiceOntario website interface. At the top, there is a green header with the text "ServiceOntario" on the left and "Français" on the right. Below the header, there is a navigation bar with "My Ontario Account" and "Log in" links. The main content area is titled "ServiceOntario Account" and contains a "System Alert" section. The alert text reads: "A corporation/entity may hire a firm (i.e. an intermediary to transact on its behalf). Complete the [survey](#) to join the new **Ontario Business Registry Partner Portal**, and the Ministry will contact you if you have been accepted. For more information, visit the new [OBR Partner Portal page](#)". Below this, a "NOTE" states: "The Small Claims Court E-Filing Service is available to plaintiffs only for the filing and/or issuance of documents listed in [Rule 1.05.3 of the Rules of the Small Claims Court](#). Other documents may be filed and/or issued through the Justice Services Online (JSO) [Small Claims Court Submissions Online Portal](#) (pursuant to Rule 1.05.4), in-person or by email." Further down, it says: "ONe-Key is no longer available for access. If you previously logged into your ServiceOntario Account using ONe-Key, you will need to migrate your account over to My Ontario Account by creating or using an existing My Ontario Account and selecting 'yes' when prompted about migration." It then adds: "If you do not have a previous ONe-Key account, you can create a new My Ontario Account to access ServiceOntario Account services." At the bottom of the alert section, it says: "For more help setting up your account, please refer to the [My Ontario Account help guide](#)". A dark blue button with white text "Create/Sign into My Ontario Account" is positioned at the bottom of the alert section.

4. Enter your email and password for your existing My Ontario Account and select the **Sign-In**.



Don't have an account? [Create Account](#)

OR

Sign in to My Ontario Account

Email
The email address you registered with

Password

Remember me

Sign In

OR

Sign-In Partner

[Need help signing in?](#)

5. You will be asked about migrating your ONE-Key account to My Ontario Account. Please select **Yes**.

6. Enter your ONE-Key ID and password and press **Continue**. **Note:** if you have forgotten your ONE-Key ID and/or password, please select “Can’t access your account?”.

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Yes No

Enter your existing ONE-Key ID and password to migrate your ONE-Key Account.

ONE-key ID:

Password:

[Can't access your account?](#)

Continue

7. After successfully logging in, you will be redirected to the ServiceOntario Account dashboard or your desired service. This will also confirm that the migration was successful.

ServiceOntario Français

My Ontario Account | Log out

[Account homepage](#)

Account homepage

Note: For your security, you will be automatically logged out of your account after 15 minutes of inactivity.

Account homepage [View profile](#) | [Edit profile](#)

Activities

Profiles

Profile 1

Account settings

Account help

ServiceOntario privacy

Terms and conditions

Recommended

Add a service

Profile 1

Enrolled services

Date ▼	Service name
You are not currently enrolled in any services. Add a service	

Activities ([View most recent](#) , [View all](#))

Date/time ▼	Activity	Status
You have no activities		

View activities by month: