

CEBA Portal Registration & Sign-in Guide

Objective:

The objective of this guide is to describe the steps required for Loan Holders to successfully register for, and sign into a CEBA Portal Account. This guide will also outline the instructions for recovering lost or forgotten usernames and passwords.

Table of contents

CEBA Portal Sign-In & Registration - Home Page	3
Registration Step 1 – Find My Loan	4
Registration Step 2 – User Information	6
Registration Step 3 – Contact Phone	7
Registration Step 4 – Code Validation.....	8
Registration Step 5 – Finish	9
Sign-in Step 1 – CEBA Portal Home Page	10
Sign-in Step 2 – Code Validation	11
Sign-in Step 3 – Success	12
Forgot Username Step 1 – Confirm Account Information	13
Forgot Username Step 2 – Code Validation	14
Forgot Username Step 3 – Username Successfully Recovered	15
Forgot Password Step 1 – Confirm Account Information	16
Forgot Password Step 2 – Code Validation.....	17
Forgot Password Step 3 – Reset Password	18
Forgot Password Step 4 – Reset Password	19

Registration Steps

0

CEBA Portal Sign-In & Registration - Home Page

Government
of CanadaGouvernement
du Canada[Français](#)

CEBA Portal Sign-in & Registration

CEBA Portal Sign-in

If you have already registered for an account, sign in to access your loan information.


Username (required)

[Forgot username](#)

Password (required)

 [Show password](#)

[Forgot password](#)

☐ I'm not a robot 

Sign in

CEBA Portal Registration

If you have not already registered for a CEBA Portal account, please register here. You will need your CEBA Identification Number and a mobile or landline phone. It should take just a few minutes.

Register for CEBA Portal

- To create a CEBA Portal Account, visit the CEBA Portal home page at: <https://account-compte.ceba-cuec.ca>.
- There are 4 possible paths you can access from this screen:
 1. CEBA Portal Sign-in for existing CEBA Portal Account users
 2. Forgot Username for existing CEBA Portal Account users
 3. Forgot Password for existing CEBA Portal Account users
 4. CEBA Portal Registration for users who have not already registered for a CEBA Portal Account
- To create a CEBA Portal Account, you must select “Register for CEBA Portal”.

Registration Steps

1

Registration Step 1 – Find My Loan

Government
of CanadaGouvernement
du Canada[Français](#)

CEBA Portal Registration



Find My Loan

CEBA Identification Number (required)

Your CEBA Identification Number is a 12-digit number starting with **967** and can be found on the mailing you received informing you that your loan has been transferred to the CEBA Program.

Business phone number (required)

Please enter the 10-digit phone number that was on the file with your financial institution at the time your CEBA Loan was transferred to the CEBA Program.

☒ I'm not a robot

- After you select “Register for CEBA Portal” on the home page, you will be brought to the first registration step, “Find My Loan”.
- The first piece of information you must provide is your “CEBA Identification Number”. This number starts with “967” and can be found on your Loan Assignment Notice you received in the mail.
- The second piece of information you need to provide is your “Business Phone Number” which is the most recent phone number your Financial Institution had on file when they assigned your loan to the CEBA Program.
- If you do not have your CEBA Identification Number or know the “Business Phone Number” on file with your Financial Institution at the time of assignment, please call the CEBA Call Center at 1-888-324-4201.

Registration Steps

- The final action you must complete is the reCAPTCHA check, to prove you are a person and not a robot.
- When you have completed all three required fields select "Find my loan", and the system will locate your loan using the information you provided. If the loan is found, you will be taken to step 2 of registration – User Information. If the system cannot find your loan you will need to verify the information provided and try to find your loan once corrected.

Registration Steps

2

Registration Step 2 – User Information

CEBA Portal Registration



Create Your Username and Password



We have found the CEBA Loan associated with the CEBA Identification Number ending in 999. Please continue your registration below.

Create username (required)

Your username needs to be 6 to 12 characters long and contain only letters and numbers.

Create password (required)

Your password needs to be at least 12 characters long, and include at least 2 of the following character types: capital letters, lowercase letters, and numbers.

[Show password](#)

Confirm password (required)

[Show password](#)

[Terms & Conditions](#)

☒ I have read and agree to the Terms & Conditions above (required)

[Previous](#)[Continue](#)

- Once the system locates your loan, you will be required to create a unique username and password.
- Your username must be 6 to 12 characters long and contain only capital letters and numbers. Special characters are not allowed.
- Your password needs to be at least 12 characters long and include at least 2 of the following character types: capital letters, lowercase letters, and numbers. Special characters are not allowed.
- You must agree to the Terms & Conditions outlined within the “CEBA Portal End User Agreement” otherwise you cannot proceed with registration.
- Once you have filled in all the required fields and press “Continue” you will be brought to step 3 of registration – Contact Phone.

Registration Steps

3

Registration Step 3 – Contact Phone

Government
of CanadaGouvernement
du Canada[Français](#)

CEBA Portal Registration



One-Time Verification Phone Number and Preferred Method

Please enter a phone number and select your preferred method below to receive a one-time verification code to enrol in two-step verification.



The phone number entered will be used to receive a one-time verification code in the next step and each time you sign into the CEBA Portal. To change this number later, you will need to contact the CEBA Call Centre at 1-888-324-4201.

10-Digit phone number (required) ⓘ

Carrier charges may apply.

+1

Preferred method (required) ⓘ

- ☐ Send code by text message
☐ Send code by phone call

[Previous](#)[Send code](#)

- Once you have set up your username, and password and accepted the Terms & Conditions, you are required to perform a One-Time Verification Code validation. You must provide a phone number and choose a delivery method to complete the validation. This phone number will be required with each subsequent sign-in.
- The phone number can be a landline or a cell phone. The phone number must be a valid 10-digit North American number beginning with a country code of +1.
- You can elect to get your verification code through a text message or phone call. If you plan to use a landline, you must select the phone call option. Please note that US phone numbers can only receive phone calls and not text messages.
- Once you press “Send code” you will be brought to step 4 of registration – Code Validation.

Registration Steps

4

Registration Step 4 – Code Validation

Government
of CanadaGouvernement
du Canada[Français](#)

CEBA Portal Registration



One-Time Verification: Code Validation

A one-time verification code has been sent to +1 (222) ***-**-44. Note that the code will expire in 5 minutes.

6-Digit verification code (required)

[Resend one-time verification code](#) available in 30 seconds...

[Change phone number](#)[Validate code](#)

- Once you select “Send code”, you will receive an SMS or phone call based on the delivery method you selected containing a 6-digit verification code. This code is valid for 5 minutes.
- You can generate and send a new verification code once every 30 seconds by selecting “Resend one-time verification code”.
- If you need to change your phone number, please press “Change phone number” which will take you to the previous step.
- Once you’ve input the 6-digit verification code select “Validate code” and you will be brought to step 5 of registration – Finish.

Registration Steps

5

Registration Step 5 – Finish

Government
of CanadaGouvernement
du Canada[Français](#)

CEBA Portal Registration



Find my loan



User Information



Contact Phone



Code Validation



Finish



Registration Successful

Your CEBA Portal account has now been created. Go to the Sign-in page to access the CEBA Portal.



The CEBA Portal contains information about your loan and your contact details. Once signed in, please review these details. To provide updated contact details, please contact the CEBA Call Centre at 1-888-324-4201.

[Go to Sign-in page](#)

- Your CEBA Portal Account registration is complete. To sign into the CEBA Portal, you can either select the “Go to Sign-in page” button or navigate to the CEBA Portal home page at <https://account-compte.ceba-cuec.ca>.

Sign-in Steps

1

Sign-in Step 1 – CEBA Portal Home Page

The screenshot shows the CEBA Portal Sign-in & Registration page. At the top, there is a header with the Government of Canada logo and the text "Government of Canada" and "Gouvernement du Canada". On the right, there is a link for "Français". The main heading is "CEBA Portal Sign-in & Registration". Below this, there are two columns. The left column is titled "CEBA Portal Sign-in" and contains instructions for users who have already registered. It includes a "Username (required)" field with a "Forgot username" link below it, a "Password (required)" field with a "Show password" toggle and a "Forgot password" link below it, a reCAPTCHA "I'm not a robot" checkbox, and a "Sign in" button at the bottom. The right column is titled "CEBA Portal Registration" and contains instructions for new users. It includes a "Register for CEBA Portal" button.

Government of Canada / Gouvernement du Canada

Français

CEBA Portal Sign-in & Registration

CEBA Portal Sign-in

If you have already registered for an account, sign in to access your loan information.

Username (required)

[Forgot username](#)

Password (required)

Show password

[Forgot password](#)

☐ I'm not a robot

Sign in

CEBA Portal Registration

If you have not already registered for a CEBA Portal account, please register here. You will need your CEBA Identification Number and a mobile or landline phone. It should take just a few minutes.

Register for CEBA Portal

- Once you have finished registration or if you have an existing CEBA Portal Account, you may sign in at the CEBA Portal home page at <https://account-compte.ceba-cuec.ca>.
- If you do not remember your username or password, please select the relevant “Forgot username” or “Forgot password” links. Detailed instructions are provided below in the “Forgot Username” or “Forgot Password” sections.
- Once you have successfully input your username, password, passed reCAPTCHA (to prove you are not a robot), and selected “Sign-in”, you will be brought to the One-Time Verification screen.

Sign-in Steps

2

Sign-in Step 2 – Code Validation

Government
of CanadaGouvernement
du Canada[Français](#)

One-Time Verification

One-Time Verification: Code Validation

A one-time verification code has been sent to +1 (222) ***-**-44 via text message.
Note that the code will expire in 5 minutes.



To update the phone number used for one-time verification, please call the
CEBA Call Centre at 1-888-324-4201.

6-Digit verification code (required)

Preferred method (required)

- ☒ Send code by text message
☐ Send code by phone call

[Resend one-time verification code](#) available in 30 seconds...

Validate codeExit

- Once you have successfully input your username, password, and completed the reCAPTCHA (to prove you are not a robot), you will be sent a 6-digit verification code and brought to the One-Time Verification screen at the same phone number and via the same delivery method you provided during your registration. If you need to update this phone number, you must contact the CEBA Call Center at 1-888-324-4201.
- If you need to change your preferred delivery method, please select the relevant option, and select "Resend One-Time Verification code".
- Once you have input your validation code select "Validate code" and you will be brought to the Loan Details screen if successful. If you enter the incorrect code, you may re-enter the code you provided. Please note that "6-digit verification codes will expire after 5 minutes.

Sign-in Steps

3

Sign-in Step 3 – Success

Government
of CanadaGouvernement
du Canada[Français](#)

Canada Emergency Business Account (CEBA)

[RYLAN1](#) ▼

Loan Details

CEBA IDENTIFICATION NUMBER

967416826337

CONTACT NAME

RYLAN OWENS

TOTAL AMOUNT DUE

\$39,242.10 CAD

▼ [More Info](#)

Loan Details

Payment History

Charge History

Documents

Contact Details

Current Loan Balances

Principal Outstanding	+	Interest Outstanding	+	Fees Outstanding	=	Total Amount Due
\$38,919.40 CAD		\$322.70 CAD		\$0.00 CAD		\$39,242.10 CAD

Interest Accrued in Current Month ⓘ

\$10.63 CAD

- Once you have successfully validated the One-Time Verification Code, you will have completed sign-in.
- You will now be able to view the details of your CEBA Loan and navigate to other tabs of your CEBA Portal Account.

Forgot Username Steps

1

Forgot Username Step 1 – Confirm Account Information

Government
of CanadaGouvernement
du Canada[Français](#)

Forgot Username

Confirm Account Information

Please enter your CEBA Identification Number and business phone number. If the information provided matches our records, we will provide your CEBA username.

CEBA Identification Number (required)

Your CEBA Identification Number is a 12-digit number starting with **967** and can be found on the mailing you received informing you that your loan has been transferred to the CEBA Program.

Business phone number (required)

Please enter the 10-digit business phone number associated with your CEBA Loan.

+1

- After selecting “Forgot Username” on the CEBA home page you will be redirected to the above page.
- To recover your username, you must input your CEBA Identification Number and the Business Phone Number associated with your account upon your CEBA Portal Account Registration. If you do not remember your CEBA Identification Number or Business Phone Number, please contact the CEBA Call Center at 1-888-324-4201.
- Once you have input your CEBA Identification Number, and Business Phone Number you must select “Find username”, and you will be brought to the One-Time Verification screen.

Forgot Username Steps

2

Forgot Username Step 2 – Code Validation

Government
of CanadaGouvernement
du Canada[Français](#)

One-Time Verification

One-Time Verification: Code Validation

A one-time verification code has been sent to +1 (222) ***-**-44 via text message.
Note that the code will expire in 5 minutes.



To update the phone number used for one-time verification, please call the
CEBA Call Centre at 1-888-324-4201.

6-Digit verification code (required)

Preferred method (required)

- ☒ Send code by text message
☐ Send code by phone call

[Resend one-time verification code](#) available in 30 seconds...

- Once you have successfully input your CEBA Identification Number and Business Phone Number, you will be brought to this One-Time Verification screen.
- You will receive a verification code to the same phone number and via the same delivery method that you provided during registration. If you need to update this phone number, you must contact the CEBA Call Center at 1-888-324-4201.
- If you need to change your preferred delivery method, please select the relevant option, and select “Resend One-Time Verification code”.
- Once you have input the validation code select “Validate code” and you will be brought to the Username Successfully Recovered screen. If you enter the incorrect code, you may re-enter the verification code. Please note that the 6-digit verification code will expire after 5 minutes.

Forgot Username Steps

3

Forgot Username Step 3 – Username Successfully Recovered



Government
of Canada

Gouvernement
du Canada

[Français](#)

Forgot Username



Username Successfully Recovered

Your CEBA Portal Account username is **JSINGH1007**. Return to the Sign-in page to access your account.

[Go to Sign-in page](#)

- Once you have successfully validated the One-Time Verification Code, your username will be displayed in **bold text**.
- To sign into the CEBA Portal, you can either select the “Go to Sign-in page” button or navigate to the CEBA Portal home page at: <https://account-compte.ceba-cuec.ca>.

Forgot Password Steps

1

Forgot Password Step 1 – Confirm Account Information

Government
of CanadaGouvernement
du Canada[Français](#)

Forgot Password

Confirm Account Information

Please enter your CEBA Identification Number, business phone number, and username. If the information provided matches our records, you can reset your password.

CEBA Identification Number (required)

Your CEBA Identification Number is a 12-digit number starting with **967** and can be found on the mailing you received informing you that your loan has been transferred to the CEBA Program.

Business phone number (required)

Please enter the 10-digit business phone number associated with your CEBA Loan.

+1

Username (required)

Please enter your CEBA Portal Account username.

- After selecting “Forgot Password” on the CEBA home page you will be redirected to the above page.
- To reset your password, you must input your CEBA Identification Number, the Business Phone Number associated with your account upon your CEBA Portal Account Registration, and your CEBA Portal username. If you do not remember your CEBA Identification Number or Business Phone Number, please contact the CEBA Call Center at 1-888-324-4201. If you do not remember your username, please recover it via the “Forgot Username” section.
- Once you have input your CEBA Identification Number, Business Phone Number, and Username select “Continue” and you will be brought to the One-Time Verification screen.

Forgot Password Steps

2

Forgot Password Step 2 – Code Validation

Government
of CanadaGouvernement
du Canada[Français](#)

One-Time Verification

One-Time Verification: Code Validation

A one-time verification code has been sent to +1 (222) ***-**-44 via text message.
Note that the code will expire in 5 minutes.



To update the phone number used for one-time verification, please call the
CEBA Call Centre at 1-888-324-4201.

6-Digit verification code (required)

Preferred method (required)

☒ Send code by text message

☐ Send code by phone call

[Resend one-time verification code](#) available in 30 seconds...

Validate code

Exit

- Once you have successfully inputted your CEBA Identification Number, Business Phone Number, and username, you will be brought to this One-Time Verification screen.
- You will receive a verification code to the same phone number and via the same delivery method that you provided during registration. If you need to update this phone number, you must contact the CEBA Call Center at 1-888-324-4201.
- If you need to change your preferred delivery method, please select the relevant option, and select “Resend One-Time Verification code”.
- Once you have input the validation code select “Validate code” and you will be brought to the Reset Password screen. If you enter the incorrect code, you may re-enter the verification code. Please note that the 6-digit verification code will expire after 5 minutes.

Forgot Password Steps

3

Forgot Password Step 3 – Reset Password

Government
of CanadaGouvernement
du Canada[Français](#)

Forgot Password

Reset Password

Enter a new password for your CEBA Portal Account.

New password (required)

Your password needs to be at least 12 characters long, and include at least 2 of the following character types: capital letters, lowercase letters, and numbers.

 Show password

Confirm new password (required)

 Show password [Change password](#)[Exit](#)

- Once you have successfully validated the One-Time Verification Code, you will be able to select a new password.
- Your new password needs to be at least 12 characters long and include at least 2 of the following character types: capital letters, lowercase letters, and numbers. Special characters are not allowed.
- Your new password must be different than your previous 5 passwords.
- Once you have selected “Change password” and input a valid new password you will be brought to the Password Successfully Updated screen.

Forgot Password Steps

4

Forgot Password Step 4 – Reset Password



Government
of Canada

Gouvernement
du Canada

[Français](#)

Forgot Password



Password Successfully Updated

Your password has been changed successfully. Go to Sign-in page to access the CEBA Portal.

[Go to Sign-in page](#)

- You are brought to the Password Successfully Updated page when you have successfully reset your password.
- To sign into the CEBA Portal, you can either select the “Go to Sign-in page” button or navigate to the CEBA Portal home page at <https://account-compte.ceba-cuec.ca>.