

# 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.



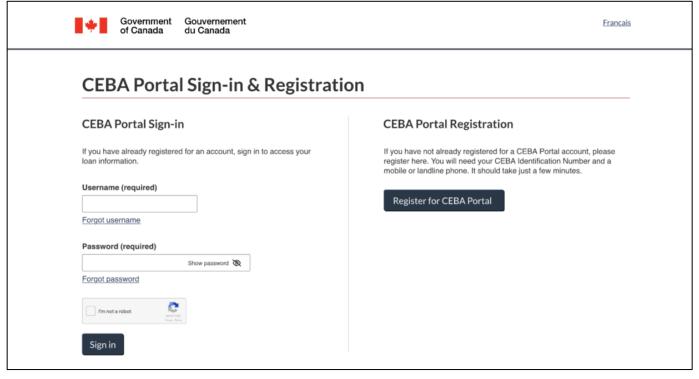
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#### **CEBA Portal Sign-In & Registration - Home Page**

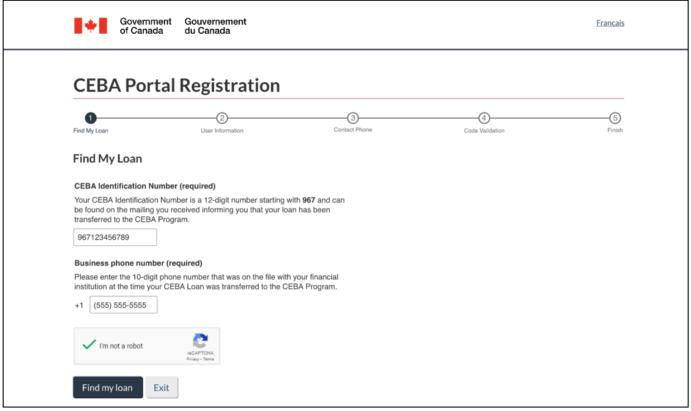


- To create a CEBA Portal Account, visit the CEBA Portal home page at: https://account-compte.cebacuec.ca.
- There are 4 possible paths you can access from this screen:
  - 1. CEBA Portal Sign-in for existing CEBA Portal Account users
  - 2. Forgot Username for existing CEBA Portal Account users
  - 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 Step 1 - Find My Loan



- 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.

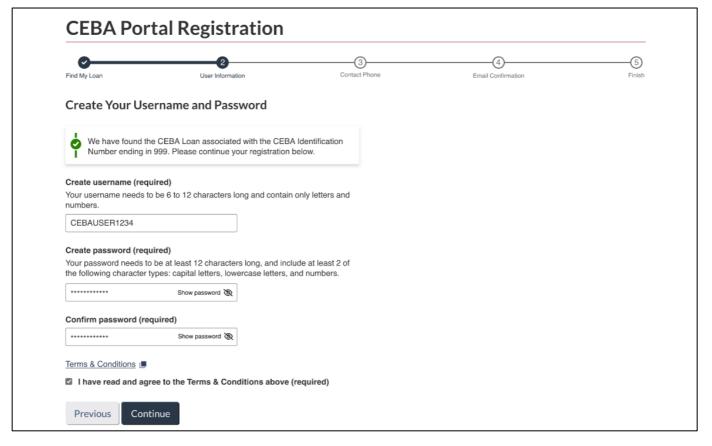


- The final action you must complete is the reCAPTCHA check, to prove you are a person and not a robot.
- When you have completed all three required fields select "Find my loan", and the system will locate
  your loan using the information you provided. If the loan is found, you will be taken to step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

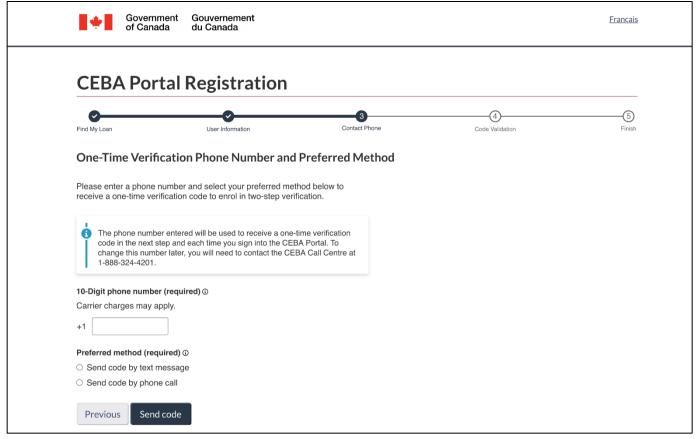


- Once the system locates your loan, you will be required to create a unique username and password.
- Your username must be 6 to 12 characters long and contain only capital letters and numbers. Special characters are not allowed.
- Your password needs to be at least 12 characters long and include at 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 Step 3 - Contact Phone

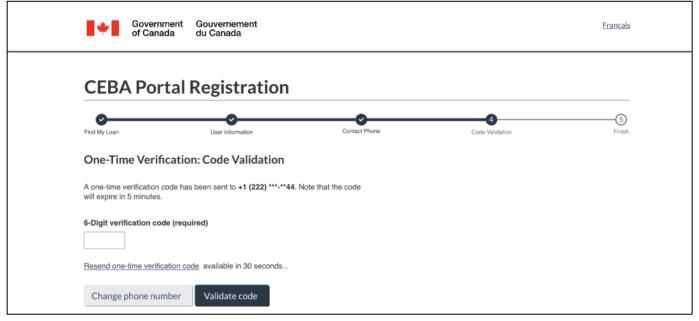


- Once you have set up your username, and password and accepted the Terms & Conditions, you are
  required to perform a One-Time Verification Code validation. You must provide a phone number and
  choose a delivery method to complete the validation. This phone number will be required with each
  subsequent 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.





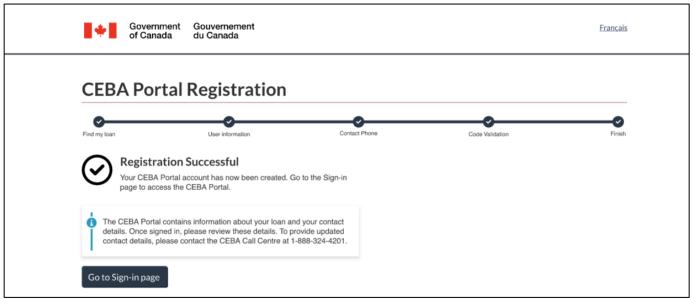
#### Registration Step 4 - Code Validation



- 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 onetime 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.







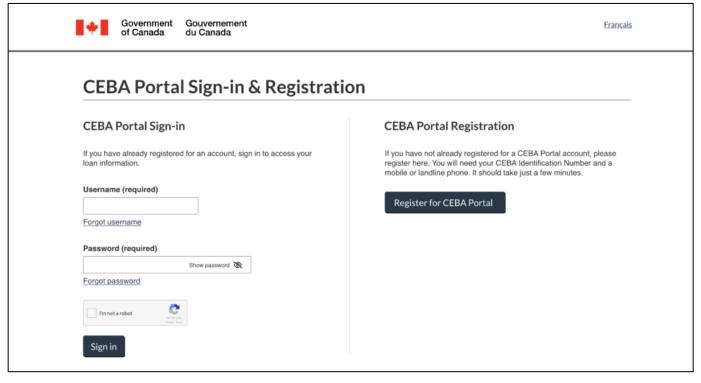
 Your CEBA Portal Account registration is complete. To sign into the CEBA Portal, you can either select the "Go to Sign-in page" button or navigate to the CEBA Portal home page at https://account-compte.ceba-cuec.ca.



## Sign-in Steps



#### Sign-in Step 1 - CEBA Portal Home Page



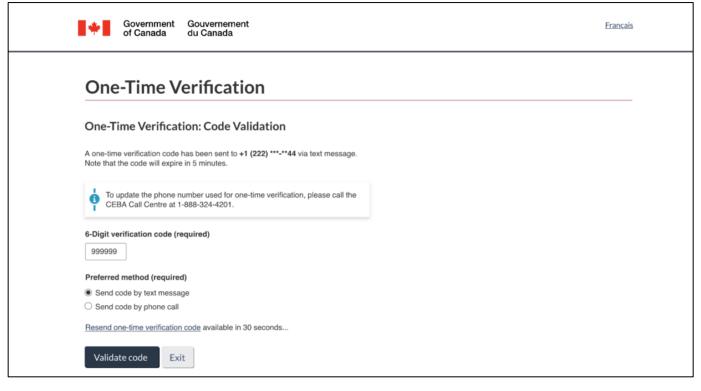
- Once you have finished registration or if you have an existing CEBA Portal Account, you may sign in at the CEBA Portal home page at https://account-compte.ceba-cuec.ca.
- If you do not remember your username or password, please select the relevant "Forgot username" or "Forgot password" links. Detailed 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



#### Sign-in Step 2 - Code Validation



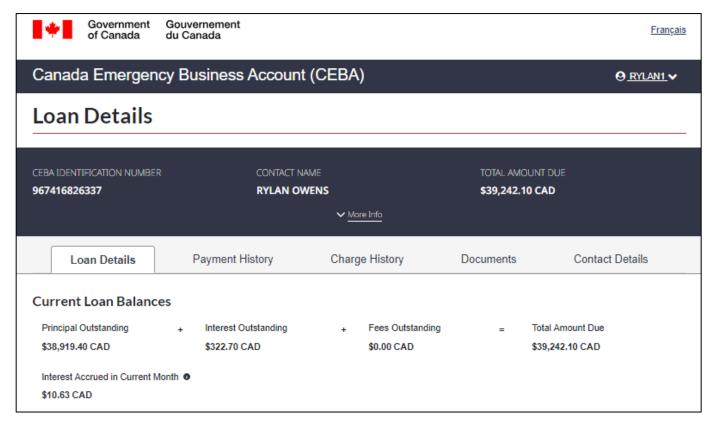
- Once you have successfully input your username, password, and completed the reCAPTCHA (to prove you are not a robot), you will be sent a 6-digit verification code and brought to the One-Time Verification screen at the same phone number and via the same delivery method you provided during your registration. 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



#### Sign-in Step 3 - Success



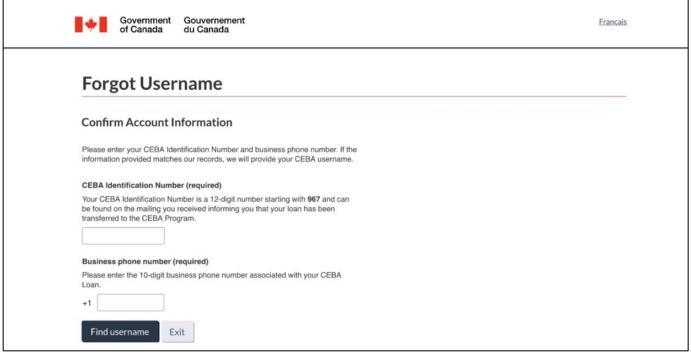
- Once you have successfully validated the One-Time Verification Code, you will have completed signin.
- You will now be able to view the details of your CEBA Loan and navigate to other tabs of your CEBA Portal Account.



## **Forgot Username Steps**



#### Forgot Username Step 1 - Confirm Account Information



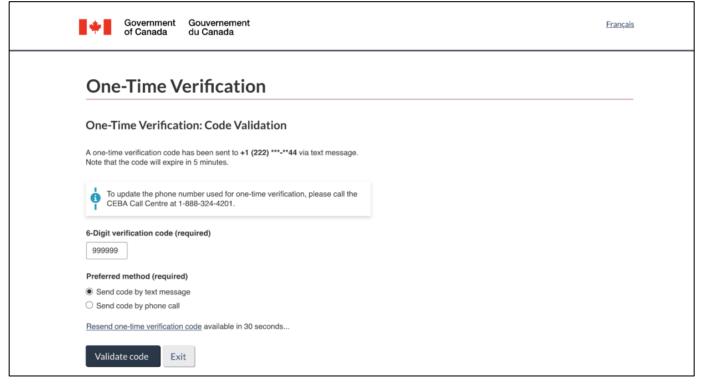
- After selecting "Forgot Username" on the CEBA home page you will be redirected to the above page.
- To recover your username, you must input your CEBA Identification Number and the Business Phone Number associated with your account upon your CEBA Portal Account Registration. If you do not remember 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**



#### Forgot Username Step 2 - Code Validation



- 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**



#### Forgot Username Step 3 - Username Successfully Recovered

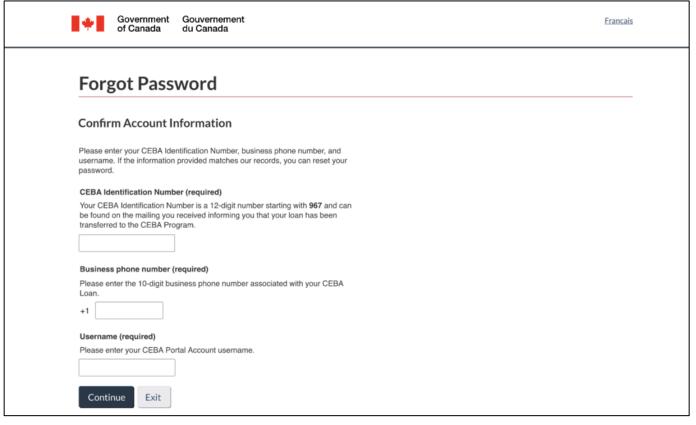


- Once you have successfully validated the One-Time Verification Code, your username will be displayed in **bold text.**
- To sign into the CEBA Portal, you can either select the "Go to Sign-in page" button or navigate to the CEBA Portal home page at: https://account-compte.ceba-cuec.ca.





#### Forgot Password Step 1 – Confirm Account Information

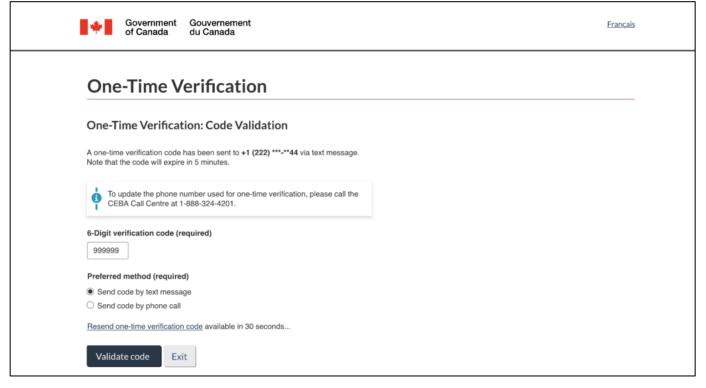


- After selecting "Forgot Password" on the CEBA home page you will be redirected to the above page.
- To reset your password, you must input your CEBA Identification Number, the Business Phone Number associated with your account upon your CEBA Portal Account Registration, and your CEBA Portal username. 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 Step 2 - Code Validation

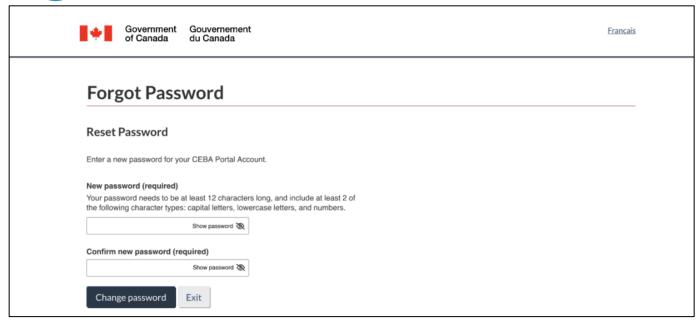


- Once you have successfully inputted your CEBA Identification Number, Business Phone Number, and username, you will be brought to this One-Time Verification screen.
- You will receive a verification code to the same phone number and via the same delivery method that you provided during registration. 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 Step 3 - Reset Password

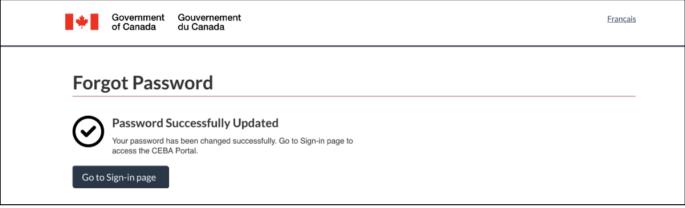


- Once you have successfully validated the One-Time Verification Code, you will be able to select a new password.
- Your new password needs to be at least 12 characters long and include at least 2 of the following character types: capital letters, lowercase letters, and numbers. Special characters are 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 Step 4 - Reset Password



- 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.