
Alberta.ca Account Reference Guide





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Overview

Alberta's government is making changes to how individuals access our services through the Alberta.ca Account. This document outlines how to sign in with an existing account, create a new account, verify an account, and manage an account.

Signing in

If you have an existing Alberta.ca Account, you will be able to sign in using your current credentials (i.e., your email address or your old username and password).

To sign in, go to: <https://account.alberta.ca/ui/sign-in>.

Signing in with different email accounts

You can now sign in with your every day email address and password. When you go to sign in to Alberta.ca Account, you will have the option to 'Continue with Google' or 'Continue with Microsoft'. Select the appropriate option to be redirected to the appropriate sign in page without having to create a new account specific to our platform. The experience will be different depending on your email provider.

WELCOME TO

Alberta.ca Account

Sign in


[Continue with Google](#)

[Continue with Microsoft](#)

or

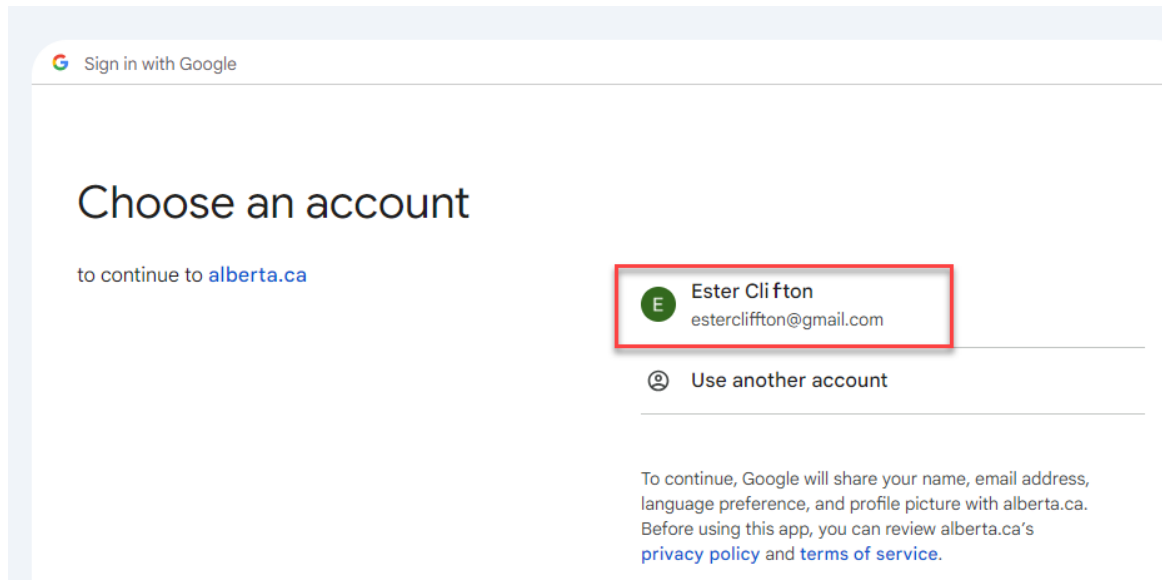
[Sign in with email or username](#)

New to Alberta.ca Account? [Create account](#) ▾

[Terms of Use](#) 

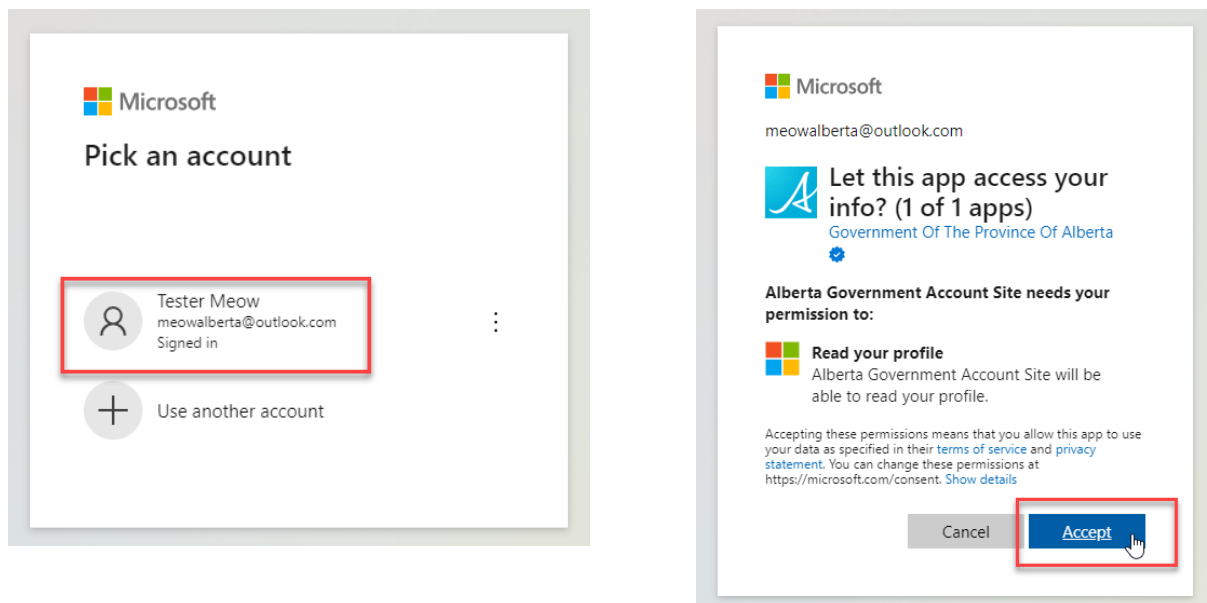
Google G-Suite Account

If you have a Google account, you will be prompted to sign in with your Google account. Below are some of the prompts you might see. Simply follow the prompts to sign in.



Microsoft M365 Account

If you have a Microsoft account, you will be prompted to sign in with your Microsoft account. Below are some of the prompts you might see. Simply follow the prompts to sign in.



Other Accounts

If you are signing in with an email account that does not prompt for automatic sign in, you may have to confirm you are the owner of that email address. You will receive an email notification with a link requesting that you verify your account. You will need to click the link within 30 minutes, before the link expires. If the link expires, you will need to reinitiate the process.

Signing in with an email address and password

1. To sign in using the email address associated with your Alberta.ca Account, click on 'Sign in with email or username'.

**If you do not know the email address associated with your account, but do know your old username, please see ['Sign in with your username'](#) section.*

WELCOME TO

Alberta.ca Account

Sign in

Continue with Google

Continue with Microsoft

or

Sign in with email or username

New to Alberta.ca Account? [Create account](#) ▾

[Terms of Use](#)

2. Enter the email address associated with your account and click 'Continue'. Enter your password and click 'Sign in'.

WELCOME TO

Alberta.ca Account

Sign in

Continue with Google

Continue with Microsoft

or

Email address or username

ester.cliffon@gmail.com

Continue

Welcome back

Sign in

Continue with Google

or

Email address

ester.cliffon@gmail.com

Password

.....

[Forgot password?](#)

Sign in

Signing in with your username

1. If you forgot the email address associated with your Alberta.ca Account, but do know your old username and password, you will be able to sign in using these credentials. Click on 'Sign in with email or username'.

**Only usernames that were unique across Alberta.ca Account and Alberta.ca Account for Organizations will remain usable. If you receive an error message, your old username may not have been unique. Please try your email address or [Contact us](#).*

WELCOME TO

Alberta.ca Account

Sign in

Continue with Google

Continue with Microsoft

or

Sign in with email or username

New to Alberta.ca Account? [Create account](#) ▾

[Terms of Use](#)

2. Enter the username associated with your account and click 'Continue'. Enter your password and click 'Sign in'.

WELCOME TO

Alberta.ca Account

Sign in

Continue with Google

Continue with Microsoft

or

Email address or username

starlink100

Continue

Welcome back

Sign in

Username
starlink100

Password
.....

[Forgot password?](#)

Sign in

- You will be taken to the My Account screen, where you will be able to see your contact information, including your email address associated with your account for future sign in.

Welcome, FTestAW LTESTAW

Basic account

This account gives you access to services that do not require you to prove your identity. Other services may require [verifying your account](#).

Basic information

[Edit](#)

Preferred name

FTestAW LTESTAW

Sex

Not provided

Date of birth

January 1, 1900

Contact information

Mobile phone number

Not provided

[+ Add](#)

Home phone number

Not provided

[Edit](#)

Daytime phone number

Not provided

[Edit](#)

Email

leo.ddd.test+star100@gmail.com

[Edit](#)

Mailing address

Street Address Line 1

City, AB A0A 0A0

[Edit](#)

Creating a new account

If you are new to Alberta.ca Account, you can create a new account using your every day email address and password. The experience will be different depending on your email provider.

Creating a new account with an email account

To create a new account using your every day email account (i.e., Google or Microsoft account), go to the Alberta.ca Account page.

1. Click on 'Create account' and select 'For personal use'.

WELCOME TO

Alberta.ca Account

Sign in

Continue with Google

Continue with Microsoft

or

Sign in with email or username

New to Alberta.ca Account? Create account

For personal use

For business use

[Terms of Use](#)

2. You will be provided with the option to 'Continue with Google / Microsoft'. Select the appropriate option for you. The below example shows a Google G-Suite Account. You also have the option of [Creating an account with an email address and password](#).

WELCOME TO

Alberta.ca Account

An easy and secure way to access your government services.



Create account

Consider using your personal email

Your information is kept secure. [Learn more](#)

Continue with Google

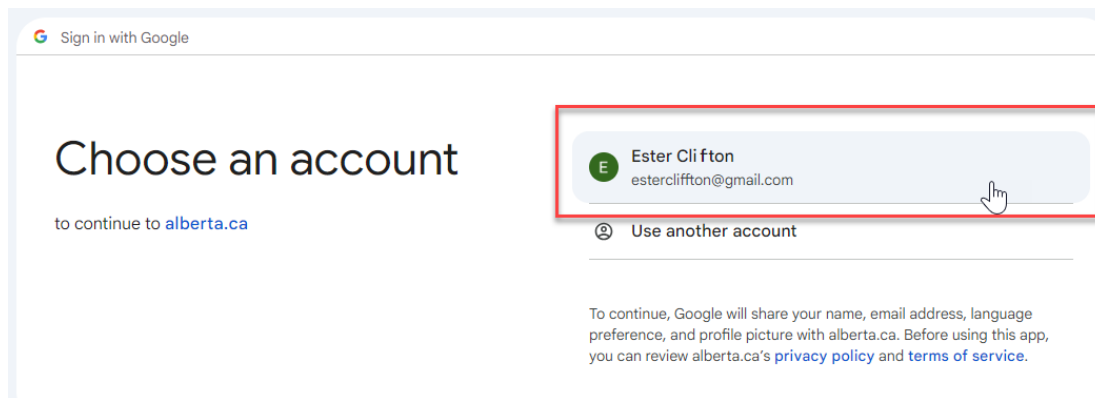
Continue with Microsoft

or

Continue with email and password

Already have an Alberta.ca Account? [Sign in](#)

3. You will be prompted to select an account to use.



4. Read and agree to the Terms of Use. Click 'Continue'.

Terms of Use

Please accept the Terms of Use to continue.

Disclosure statement

The personal information collected through this website is for administering the Alberta.ca Account program. This collection is authorized by section 33(c) of the Freedom of Information and Protection of Privacy Act.

For questions about the collection of personal information, contact Alberta.ca Account team at 1-844-643-2789, by email at alberta-ca.account@gov.ab.ca, or mail to Technology and Innovation, PO Box 1820, Station Main, Edmonton, Alberta, T5J 2P2, c/o Alberta.ca Account Dept.

My acceptance provides my consent for the use and disclosure of my personal information as identified in the Terms of Use.

I agree to the [Terms of Use](#)

5. Confirm or enter your preferred names for Alberta.ca Account to communicate with you. Click 'Continue'.

Enter your name

Enter the names you would like Alberta.ca Account to use when communicating with you.

First name	Last name
<input type="text" value="Ester"/>	<input type="text" value="Cliffon"/>

6. You will have the option to provide a mobile number.
 - a. If you would like to provide a mobile number, enter your number and click 'Send code'. You will receive a six-digit confirmation code by SMS text message. You will have 10 minutes to enter the code to verify your number. Click 'Submit'.

Add your recovery information

Your mobile number will be used to contact you if you need help signing in or to recover your account. You will receive a 6-digit code by text to confirm your mobile number.

Mobile number

Your 10 digit North American number

[Send code](#) [Skip for now](#)

Confirm your mobile number

Enter the 6-digit code sent to (XXX) XXX-4567

Code

1	2	3	4	5	6
---	---	---	---	---	---

[Submit](#) [Resend code in 01:53](#) [Cancel](#)

- b. If you would prefer to not provide a mobile number or to provide it later, click 'Skip for now' to continue. To add your mobile number later, please see [Adding a mobile phone number](#).

Add your recovery information

Your mobile number will be used to contact you if you need help signing in or to recover your account. You will receive a 6-digit code by text to confirm your mobile number.

Mobile number

Your 10 digit North American number

[Send code](#) [Skip for now](#)

7. You have successfully created your Basic account. You will be taken to your My Account page.

Welcome, Ester Clifton

Basic account
 This account gives you access to services that do not require you to prove your identity. Other services may require [verifying your account](#).

Basic information [Edit](#)

Preferred name Ester Clifton	Sex Not provided
Date of birth	

Creating a new account with an email address and password

To create a new account using your email address and a password specific to Alberta.ca Account, go to the Alberta.ca Account page.

1. Click on 'Create account' and select 'For personal use'.

WELCOME TO

Alberta.ca Account

Sign in

Continue with Google

Continue with Microsoft

or

Sign in with email or username

New to Alberta.ca Account? **Create account** ▼

- For personal use
- For business use

[Terms of Use](#)

2. Select 'Continue with email and password'.

WELCOME TO

Alberta.ca Account

An easy and secure way to access your government services.



Create account

Consider using your personal email

Your information is kept secure. [Learn more](#)

Continue with Google

Continue with Microsoft

or

Continue with email and password

Already have an Alberta.ca Account? [Sign in](#)

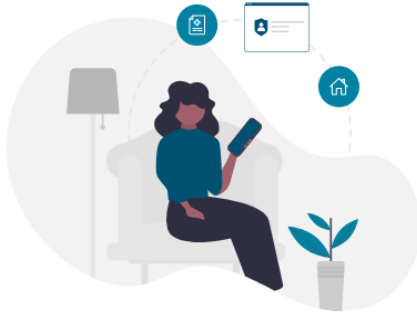
[Terms of Use](#)

3. Enter your email address and click 'Continue'.

WELCOME TO

Alberta.ca Account

An easy and secure way to access your government services.



Create account

Consider using your personal email

Your information is kept secure. [Learn more](#)

Continue with Google

Continue with Microsoft

or

Email address

Continue

Already have an Alberta.ca Account? [Sign in](#)

[Terms of Use](#)

4. To set a password that is specific to Alberta.ca Account, click 'Create an Alberta.ca Account password'.

Create Account

Email address

ester.cliffon@gmail.com

Your information is kept secure. [Learn more](#)

Continue with Google

> [Why should I use this option](#)

or

Create an Alberta.ca Account password

[Terms of Use](#)

5. Read and agree to the Terms of Use. Click 'Continue'.

Terms of Use

Please accept the Terms of Use to continue.

Disclosure statement


The personal information collected through this website is for administering the Alberta.ca Account program. This collection is authorized by section 33(c) of the Freedom of Information and Protection of Privacy Act.

For questions about the collection of personal information, contact Alberta.ca Account team at 1-844-643-2789, by email at alberta-ca.account@gov.ab.ca, or mail to Technology and Innovation, PO Box 1820, Station Main, Edmonton, Alberta, T5J 2P2, c/o Alberta.ca Account Dept.

My acceptance provides my consent for the use and disclosure of my personal information as identified in the Terms of Use.

 I agree to the [Terms of Use](#)

6. You will be sent an email to the email address provided that will contain a password creation link. Click on the link in the email to confirm your email address and to be redirected to create a password.
7. Enter a password for your account. Click 'Save and continue'.

 Your email has been confirmed.

Create password

Email

ester.cliff.ton@gmail.com

Password

Your password must be:

- ✓ At least 8 characters
- ✓ At least 1 upper case letter
- ✓ At least 1 lower case letter
- ✓ At least 1 numerical or special character

Confirm password

8. Enter your first and last name. Click 'Continue'.

Enter your name

Enter the names you would like Alberta.ca Account to use when communicating with you.

First name <input type="text" value="Ester"/>	Last name <input type="text" value="Clifton"/>
---	--

Continue

9. You will have the option to provide a mobile number.

- If you would like to provide a mobile number, enter your number and click 'Send code'. You will receive a six-digit confirmation code by SMS text message. You will have 10 minutes to enter the code to verify your number. Click 'Submit'.

Add your recovery information

Your mobile number will be used to contact you if you need help signing in or to recover your account. You will receive a 6-digit code by text to confirm your mobile number.

Mobile number <input type="text" value="(587) 123-4567"/> <small>Your 10 digit North American number</small>

Send code **Skip for now**

Confirm your mobile number

Enter the 6-digit code sent to (XXX) XXX-4567

Code
<input type="text" value="1"/> <input type="text" value="2"/> <input type="text" value="3"/> <input type="text" value="4"/> <input type="text" value="5"/> <input type="text" value="6"/>

Submit **Resend code in 01:53** **Cancel**

- If you would prefer to not provide a mobile number or to provide it later, click 'Skip for now' to continue. To add your mobile number later, please see [Adding a mobile phone number](#).

Add your recovery information

Your mobile number will be used to contact you if you need help signing in or to recover your account. You will receive a 6-digit code by text to confirm your mobile number.

Mobile number <input type="text"/>
<small>Your 10 digit North American number</small>

Send code **Skip for now**

10. You have successfully created your Basic account. You will be taken to your My Account page.

Welcome, Ester Clifton

Basic account
This account gives you access to services that do not require you to prove your identity. Other services may require [verifying your account](#).

Basic information Edit

Preferred name Ester Clifton	Sex Not provided
Date of birth Not provided	

Contact information

Mobile phone number Not provided + Add	Home phone number Not provided Edit
Daytime phone number Not provided Edit	Email esterclifton@gmail.com Edit
Mailing address Not provided Edit	

Verifying your account

Now that you have a Basic Alberta.ca Account, you are able to verify your account. A Verified Alberta.ca Account provides access to services that require you to provide proof of identity, just like you would in-person.

Verifying your account

You can now verify your account using a SMS text activation code (i.e., to receive a code to your registered mobile number). If you prefer, you can choose to verify your account using a mailed activation code. To begin, go to the My Account page.

1. Sign in to your Alberta.ca Account.
2. Below the welcome banner, select the 'verifying your account' link.

Welcome, Ester Clifton

Basic account
This account gives you access to services that do not require you to prove your identity. Other services may require [verifying your account](#).

3. Read and agree to the Terms of Use. Click 'Continue to verification'.

A secure way to prove who you are online

A verified account protects your identity and makes sure no one else can access services as you.

You will need either a valid **Alberta driver's licence** or **Alberta identification card (ID)** to complete this step.



How it works:

- Enter your ID details
- Check and confirm information
- Wait for activation code
- Submit activation code

> [What if I don't permanently live in Alberta?](#)

I agree to the [Terms of use](#)

**Please note: if you do not permanently live in Alberta, you will not have an Alberta driver's licence or identification card. Currently, one of these cards is required to obtain Verified Account status. You will be able to obtain a Basic Account only. Please get in touch with your service and/or program directly through their webpage for more information on their Alberta.ca Account requirements (i.e., Basic Account or Verified Account).*

✓ [What if I don't permanently live in Alberta?](#)

Each service and program will have their own unique requirements. Please get in touch with your service and/or program directly on their webpage for more information.

**Please note: if you do not have a valid Alberta driver's licence or identification card, you will not be able to obtain Verified Account status. You will be able to obtain a Basic Account only. Currently, the process to obtain a valid identification card is by visiting your registry agent.*



Get valid Alberta identification

You can get an Alberta driver's licence or identification card (ID), by visiting your [registry agent](#) with [required documentation](#).

Your account can not be verified without a valid Alberta driver's licence or identification card.

[Back](#)

[Exit](#)

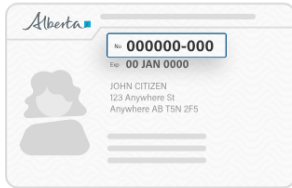
4. Enter your identification details as they appear on your Alberta driver's licence or Alberta identification card. Click 'Continue'.

Enter identification details

Alberta driver's licence or Alberta identification card number

 -

Front of card



Audit control number

Back of card, bottom right number



5. Confirm your information. If it is correct, click 'Yes, continue'. If your information is not correct, you will need to contact a [registry agent](#) to update your Alberta driver's licence or Alberta identification card.

Is this you?

Please check your information.

Name

example LAST

Date of birth

2000-01-01


Sex

Female

> [How was this information obtained?](#)

**Please note: if your personal information is not correct, you will need to visit a registry agent to update your information. Currently, there is no online option for this process. You can proceed with the verification process, if you wish. However, if you need to update your personal information such as name or sex, you will be issued a new identification card. Upon issuance of a new card, you will have to enter this new card information to maintain your Verified Account status. Please see the [‘Maintaining your Verified Account status’](#) section for instructions.*

Not your personal information?

 If you name or sex has changed, go to a [registry agent](#) to update your Alberta driver's licence or Alberta identification card.

You may proceed to verify now and update your identification in your account later; or verify at another time.

[Continue to verify](#) [Exit](#)


6. You will be provided with the option to receive an activation code by text message, if you have a registered mobile phone number, or by mail to your registered address.

Activation code options

For your security, please select one of the following options to receive a code:

Text message The fastest delivery

Please check that your number can receive SMS messages, as it will be used to send a one-time code.


 123-345-5431

[> How do I change my phone number?](#)

[Send](#)

Letter in mail

Please check that your mailing address is correct. It may take up to 10 days for your code to arrive.

 Street Address Line 1
City, AB A0A 0A0

[> How do I change my mailing address?](#)

[Send](#)

7. **Text Message Option:** If you chose to receive your activation code by text message, you will be prompted to enter the six-digit code you received, click 'Submit'. The code will be valid for 10 minutes. Please skip to step 10 if you chose to receive your activation code by mail.

✓ Your code was sent to (***)-***-5431

Enter activation code

Activation code

--	--	--	--	--	--

[Submit](#) [Resend code in 01:19](#) [Cancel](#)

8. **Text Message Option:** You will receive a success message, click 'Continue' to return to the My Account page.



You are ready to go!

Your account verification is complete. You can now access Alberta.ca Account services.


[Continue](#)

9. **Text Message Option:** You will now see that your account status has changed from Basic to Verified. You will also notice that your account identification information has been updated to reflect your registered information. You have completed the verification process.

Welcome, Ester Clifton

✓ **Verified Account**
A verified account protects your identity and makes sure no one else can access services as you.

10. **Letter in Mail Option:** If you chose to receive your activation code by mail, you will receive a success message stating your code is on the way. Click 'Continue' to return to the My Account page.



✔ Your activation code letter is on the way.

Your account is ready

Your account verification is in progress. You can access some Alberta.ca Account services while you wait for your activation code.

Continue

11. **Letter in Mail Option:** You will be taken to the My Account page where you see that your account status has changed from Basic to Pending Verification. You will also notice that your account identification information has been updated to reflect your verified information.

**Please note that it will take 3-10 days for your code to arrive by mail.*


Welcome, Ester Clifton

Account pending verification
An activation code will be mailed to your mailing address.

12. **Letter in Mail Option:** On the third day following your selection, you will be able to click 'Enter activation code' to complete your account verification.

**Please note: the 'Enter activation code' button will not show until your activation code arrives by mail within three business days.*

Welcome, Ester Clifton



Account pending verification
A letter was mailed to you with an activation code. You have **29 days remaining** to enter your code.

Enter activation code

13. **Letter in Mail Option:** Enter the six-digit activation code you received and click 'Submit'.

Enter activation code

Your activation code was issued on **June 9, 2024** and mailed to your registered address.

You currently have a basic account with **11 days** remaining to complete account verification.

To access verified services, please submit your activation code.

Activation code

1	2	3	4	5	6
---	---	---	---	---	---

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

Submit [Ask me later](#)

14. **Letter in Mail Option:** You will receive a success message, click 'Continue' to return to the My Account page.




You are ready to go!

Your account verification is complete. You can now access Alberta.ca Account services.

Continue

15. **Letter in Mail Option:** You will now see that your account status has changed from Basic to Verified. You will also notice that your account identification information has been updated to reflect your registered information. You have completed the verification process.

Welcome, Ester Clifton

 **Verified Account**
A verified account protects your identity and makes sure no one else can access services as you.

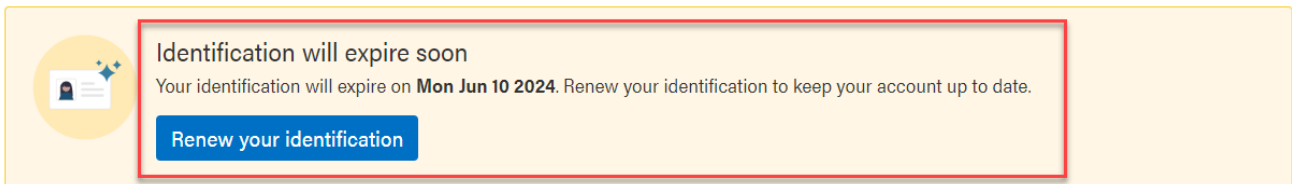
Maintaining your Verified Account status

If the identification card you used to verify your Alberta.ca Account is about to expire, you will see a reminder to renew your identification. Once you renew your identification, you will be prompted to enter this information to maintain your Verified Account status.

If your identification card expires or you are issued a new card, you will be prompted to enter your new information. To maintain your Verified Account status, go to the My Account page.

1. Sign in to your Alberta.ca Account. You may see a reminder to 'Renew your identification'.

Welcome, Tester Meow



A notification banner with a yellow background and a red border. On the left is a circular icon containing a person silhouette and a star. The text reads: "Identification will expire soon. Your identification will expire on **Mon Jun 10 2024**. Renew your identification to keep your account up to date." Below the text is a blue button with the text "Renew your identification".

**If you select 'Renew your identification,' you will be taken to Alberta eServices where you can renew your identification online.*

2. Once you have your new identification, you will be prompted on sign-in to enter your new information. Enter your information as it appears on your card and click 'Submit' to maintain your Verified Account status.

Keep accessing your programs

Continue to access all of your services with a verified account by entering your new card information.

Alberta driver's licence or Alberta identification card number

 –

[Front of card](#)

Audit control number

[Back of card, bottom right number](#)


Submit

Skip for now

**Please note: you may select 'Skip for now' if it's not a convenient time for you to enter your new card information. You will be taken to the My Account page where you see a notification reminding you to enter your new information. You will maintain your Verified Account status for 30 days once you sign in to your account. If you do not enter your new information before 30 days, your account will become a Basic Account.*

Simply click on 'Add new identification' when you are ready to enter your new card information.

Welcome, Tester Meow




Enter new identification
You have **29 days** remaining to provide updated information from your new driver's licence or identification card.

[Add new identification](#)

3. You will now see that your account status is Verified again. You may also notice that your account identification information has been updated to reflect any changes made to your registered information.

Welcome, Ester Clifton



Verified Account
A verified account protects your identity and makes sure no one else can access services as you.

Managing your account

Now that you can sign in to your Alberta.ca Account, you are ready to manage your account and explore new features such as verifying your account using a mobile activation code.

Adding a mobile phone number

To add a mobile phone number, go to the My Account page.

3. Sign in to your Alberta.ca Account.
4. Once signed in, navigate to the Contact information section. Click 'Add' a mobile phone number.

Welcome, Ester Clifton

Basic account
This account gives you access to services that do not require you to prove your identity. Other services may require [verifying your account](#).

Basic information [Edit](#)

Preferred name Ester Clifton	Sex Not provided
Date of birth Not provided	

Contact information

Mobile phone number Not provided Add	Home phone number Not provided Edit
Daytime phone number Not provided Edit	Email esterclifton@gmail.com Edit
Mailing address Not provided Edit	

5. Enter your number and click 'Send code'. You will receive a six-digit confirmation code by SMS text message. You will have 10 minutes to enter the code to verify your number. Click 'Submit'.

Add your recovery information

Your mobile number will be used to contact you if you need help signing in or to recover your account. You will receive a 6-digit code by text to confirm your mobile number.

Mobile number

Your 10 digit North American number

[Send code](#)

Confirm your mobile number

Enter the 6-digit code sent to (XXX) XXX-4567


Code

1	2	3	4	5	6
---	---	---	---	---	---

[Submit](#) [Resend code in 01:53](#) [Cancel](#)

- You will receive a message notification that your mobile number has been successfully changed.

Mobile Number

 **Success!**
Your **Mobile Number** has been changed successfully to (587)

[Continue to manage account](#)

- Click 'Continue to manage account' to return to the My Account page.

Changing your email address

If you have an Alberta.ca Account that was set up with an email address and password specific to our platform, you will be able to update your email address.

- Sign in to your Alberta.ca Account.
- Once signed in, navigate to the Contact information section. Click 'Edit' to change your email address.

Welcome, Ester Clifton

Basic account
This account gives you access to services that do not require you to prove your identity. Other services may require [verifying your account](#).

Basic information ✎ Edit

Preferred name Ester Clifton	Sex Not provided
Date of birth Not provided	

Contact information

Mobile phone number Not provided ✎ Edit	Home phone number Not provided ✎ Edit
Daytime phone number Not provided ✎ Edit	Email ester.clifton@gmail.com ✎ Edit
Mailing address Not provided ✎ Edit	

3. Enter your new email address. Click 'Change email address'.

Change email

Current sign in email

ester.cliffton@gmail.com

New email

e.cliffton@outlook.com

Change email address

Cancel

4. An email will be sent to confirm the email address you entered. Click on the link in the email to confirm your email address and to be redirected to enter your Alberta.ca Account password. Click 'Update my account'.

Enter password

Enter your password in-order to confirm your **sign in** email as **e.cliffton@outlook.com**

Sign in email

ester.cliffton@gmail.com

Password

.....



Update my account

Cancel

8. You will receive a message notification that your email address has been successfully changed. Click 'Continue to manage account' to return to the My Account page.

Sign in email changed



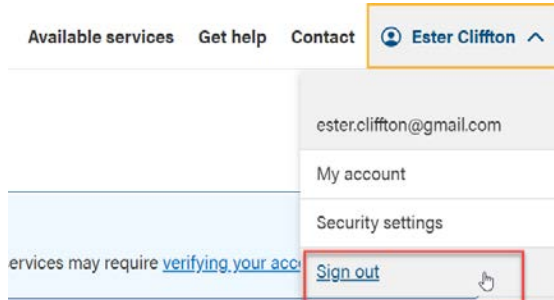
Success! Your sign in email changed.

Continue to manage account

Further Assistance

Signing out

To sign out, click on your name in the top-right corner and select 'Sign out'.



Deactivating your account

You deactivate your Alberta.ca Account by calling the contact centre at 1-844-643-2789. You will need to provide the email address for your account. Once your account is deactivated, you will no longer be able to sign in and access online services.

Reporting a compromised account

If you think your account has been compromised, sign in and change your password immediately. Call the contact centre at 1-844-643-2789.

Contact us for assistance

To receive technical assistance or ask questions about your Alberta.ca Account, you can reach us by:

Contact Centre Phone at: 1-844-643-2789

Contact Centre Email at: alberta-ca.account@gov.ab.ca

Website at: <https://account.alberta.ca/ui/account/help>