
Frequently asked question:

Alberta.ca Account

This FAQ document is intended for Alberta.ca Account users. Alberta.ca Account can be used for one of two purposes: personal use or business use. While it is possible to have a single Alberta.ca Account for both personal and business use, we do not recommend it – we recommend having separate accounts.

This document covers the **personal use case** of Alberta.ca Account.

Please refer to the [Alberta.ca Account Reference Guide](#) for detailed instructions on creating, managing, and verifying an account.

General Questions

What types of Alberta.ca Accounts are there?

With an Alberta.ca Account for personal use, there are two account types to access online services:

1) Verified Account:

- Requires proof of identity (valid Alberta driver's licence or ID card)
- Example: Viewing your health information through MyHealth Records

2) Basic Account:

- Available to everyone, no matter where you live
- No proof of identity needed
- Example: Making Fine Payments through eServices

What email address should I use?

We recommend that you use a personal email address that is not shared with anyone else (e.g., not shared with a family member).

We recommend against using a school or workplace email address because you may lose access to that email address, which would result in you losing access to your Alberta.ca Account.

Account Sign-in Questions

Please refer to the 'Signing in' section in the [Alberta.ca Account Reference Guide](#) for detailed instructions on the methods to sign-in to an account.

I have an account, can I still use my old credentials?

Yes, you can still use your old username and password. Alternately, you can use your account email address and password, or choose to use your Google or Microsoft account instead.

I have an account but can't sign in to the new system, what's wrong?

Please attempt to use the email address associated with your account to sign-in. If the issue persists, please [contact us](#).

I'm being prompted to sign in to my email account, is this normal?

Yes, our new sign in page will allow you to use your everyday email address and password. Simply select your sign in option and follow the prompts on the screen to sign in.

Because email domains such as Outlook and Hotmail accounts are owned by Microsoft, the prompts will be through Microsoft as the sign in provider. When using a Gmail account, prompts will be through Google as the sign in provider.

I'm trying to use federated sign-in but get an error message "Need admin approval", what do I do?

You are likely using a managed email account (e.g., your workplace email or a school email address).

This error has been known to occur for some Microsoft M365 customers. Please contact your organization's IT support to request they enable this feature.

Account Creation Questions

Please refer to the 'Creating a new account' section in the [Alberta.ca Account Reference Guide](#) for detailed instructions on creating a new account.

I'm being prompted to sign in to my email account, is this normal?

Yes, our new sign in page will allow you to use your everyday username and password. Simply select your sign in option and follow the prompts on the screen to sign in.

Because email domains such as Outlook and Hotmail accounts are owned by Microsoft, the prompts will be through Microsoft as the sign in provider. When using a Gmail account, prompts will be through Google as the sign in provider.

I didn't receive the registration confirmation email, what do I do?

If you do not receive the registration confirmation email, check your spam, or junk folder. If you still cannot find it, ensure that you provided the correct email address.

If the issue persists, please [contact us](#).

Do I have to provide my mobile phone number?

No, this is optional.

Verification Questions

Please refer to the 'Verifying your account' section in the [Alberta.ca Account Reference Guide](#) for detailed instructions on how to verify an account.

What services do I need a Verified Account for?

There are many services that require a Verified Account for some or all features. Services include:

- Alberta Student Aid
- ApplyAlberta
- Canada Alberta Job Grant
- Family and Community Support Services
- My Personal Records
- MyHealth Records
- eServices
- Multiple grant programs

Why do I need an activation code?

Activation codes ensure that you are the one who is verifying the account. It prevents an unauthorized person from obtaining a Verified Account using your identity (e.g., a stolen driver's licence).

Part of our identity verification process is to send a code to a registered address or mobile number that you provided at an Alberta Registry. The registry agent confirms your identity in-person to protect your personal information and prevent fraud. Sending your activation code to one of these locations (address or mobile number) adds a layer of protection to your account and helps protect you from identity theft.

What are my options to receive an activation code?

You can choose to receive your activation code by mailed letter to your registered address or by SMS Text message if you have registered your mobile phone number.

What if I haven't received my activation code?

SMS Text Message

After requesting your activation code by SMS/Text, you must wait 90 seconds before requesting another code.

Letter in the Mail

After requesting your activation code by mail, you must wait 10 days before requesting another letter or switching to use SMS/Text, if your mobile phone number is registered.

If the issue persists, please [contact us](#).

What documents do you accept for proof of identity?

A valid Alberta driver's license.

A valid Alberta identification card.

What if I don't have a valid Alberta driver's licence or identification card?

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.

My identification card is going to expire, can I still use it?

An identification card can be used to verify an account up to and including the day it expires.

You can proceed with the verification process. Upon issuance of a new card, you will have to enter this new card information to maintain your Verified Account status.

What if I don't permanently live in Alberta?

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).

Why do I need to re-verify my account? Why do I need to keep providing you with my information?

Verified Accounts no longer have to be re-verified each year. Instead, you only need to enter your driver's license or identification card information when you receive a new card. This is to prove that you are in possession of the new card and have access to your registered mail or phone number.

What happens if I don't keep my account verified?

Your verification status on your Alberta.ca Account is linked to the expiry date of the card used in the verification process. When the card is expired or becomes invalid, you will have up to six months from expiry to provide us with your new card information. However, if your card has expired and you sign in to your account, you will then only have 30 days from this sign-in to provide us with your new card information.

If you don't update the card information within these timeframes, your account will lose its verified status and you will not be able to access certain online services, such as MyHealth Records. To regain your verification status, you will need to go through the full verification process again.

What's the difference between verifying and re-verifying/maintaining verified status?

The full verification process requires entry of an activation code, whereas the re-verification process does not require entry of an activation code.

Can I have multiple Verified Accounts?

No, you can only have one Verified Account. Each Verified Account requires a valid Alberta driver's licence or identification card attached to the account. A person cannot have a valid driver's license and a valid identification card at the same time.

You can have multiple Basic Accounts, if you choose.

Registered Information Questions

How do I know if I have a registered mobile number?

When you sign into your Alberta.ca Account and go through the verification process, if you have a number associated to your identification already it will show on the "activation code options" page. The number you choose must be capable of receiving SMS/Text.

If your phone number does not appear on the activation options page, you can add it by visiting an Alberta Registry. This step must be done in person. Your verification progress will be saved.

What's the difference between my registered mobile number and the mobile number I provide in Alberta.ca Account

Your registered mobile phone number can be used to received your activation code by SMS text message. Your registered mobile number will not be used for anything else.

Your provided mobile number could be used in the future, if you so choose, for two step verification and/or receiving communications.

What should I do if my registered address is not correct?

If your mailing address on your card is outdated or you can't receive mail at your registered address, you must visit an Alberta Registry to update your address. We recommend you provide them with your mobile number which will enable the SMS/Text option. Once you receive your new card, you can sign in to your Alberta.ca Account and proceed.

What do I do if my registered information is not correct?

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.

What if I need to update my Alberta driver's licence or identification card?

You have to visit a registry agent to update the information on your driver's licence or identification card.

Changing your information at an Alberta Registry does not automatically update your information on your Alberta.ca Account. For example, if you receive a new card from an Alberta Registry, you will have to sign-in to your Alberta.ca Account

and you will be asked to provide your new card information. Once you provide us with your new card information, your account will be updated to reflect the changes you made in person at the Alberta Registry.

Why can't I update this information online?

Unfortunately, the information on your Alberta driver's licence or identification card cannot be changed online. This information can only be changed by visiting an Alberta Registry and obtaining a new card.

All other information, including email address and password, can be changed online. Changing this information will not affect your verified account status.

Account Suspension Questions

Why has my account been suspended?

Our system has layers of security to detect misuse and suspicious activity of accounts. Accounts will be suspended if we suspect that an authorized user has accessed your account, this is for your protection. Accounts will also be suspended if your account violates our [Terms of Use](#) policy.

How do I regain access to my suspended account?

When an account is suspended, we will send a one-time code via mailed letter to the registered address, once this arrives please [contact us](#).

Account Deactivation Questions

Can you deactivate my account?

Once your account is deactivated, you will no longer be able to sign-in and access online services – you will have to create a new account to do so. If you wish to proceed, please [contact us](#).

Personal vs Business Use Questions

What is Alberta.ca Account for Organizations?

With an Alberta.ca Account for organizations, you can use online services for the organization you represent. You can also connect to different organizations if you have permission to represent them, like an accountant with many clients.

What's the difference between

The Alberta.ca Account is an optional account that Albertans can use when they choose to access online services. For example, renewing your vehicle registration or accessing your MyHealth Records. Alberta.ca Account for

personal use accounts and business accounts?

Organizations allows a business to create and account and delegate access to its staff so they can access online government services from an account associated with the business.

Why can't I use one account for personal and business?

You can use a single account for both, however, we do not recommend this. While the information remains isolated (i.e., your personal information won't be accessible by business programs or vice versa), there could be issues around losing access to your account.

Workplace email used for both:

This represents an issue for your personal use account because if you were ever to depart your organization, you would lose access to your personal Alberta.ca Account when you lose access to your workplace email.

Personal email used for both:

This represents a security risk for the organization. If you were to depart the organization, they have an added requirement of manually removing your access with Alberta.ca Account for Organizations.

Technical, Privacy and Security Questions

What are the system requirements?

You need to enable cookies and JavaScript in your web browser to use this website. To make sure you have the best experience possible, we recommend using the most up-to-date version of the following browsers:

- desktop: Chrome, Firefox, Edge or Safari
- mobile: Safari for iOS or iPadOS devices and Chrome for Android devices

What is the maintenance schedule? When might the system be offline?

To maintain high quality services, our systems undergo regular maintenance. During the following maintenance windows, you may experience service deterioration or disruption:

- Monday to Saturday, 10 pm to 10:30 pm, (22:00 to 22:30) MT
- Sunday, 7 am to 12 pm, (07:00 to 12:00) MT
- Thursday night 11 pm (23:00), to Friday 3 am (03:00) MT
- Second Sunday of the month up to 24 hours

What are your Terms of Use and privacy policy?

Your Alberta.ca Account lets you manage everything (except deletion) by yourself. When signing up for an Alberta.ca Account, you will consent to the use and disclosure of your personal information as identified in the [Terms of Use](#).

For more information, see the [Alberta.ca privacy statement](#).

Is two-step verification required?

No, two-step verification is not required for Alberta.ca Account.