Canada Border Services Agency | Agence des services frontaliers du Canada

CARM Client Portal

User Guide

Onboarding to the CARM Client Portal

Revision date: December 13, 2022

Canada

Purpose of this guide

This guide will explain the process for setting up individual and business accounts in the CARM Client Portal. This includes the detailed steps to be followed for accessing the CARM Client Portal either through a GCKey or Sign-In Partner, registering for multi-factor authentication and setting up user profile.

Important note:

It is important that users log in to the CARM Client Portal on a regular basis. For security purposes, user accounts created in the CARM Client Portal will be deactivated after 180 days of inactivity.

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1. Onboarding to the CARM Client Portal

1.1 Overview

The CARM Client Portal will serve as the primary hub for accounting and revenue management with the CBSA. Release 1 includes basic functionality in the portal that will allow users to easily set up their individual and businesses accounts, and begin to familiarize themselves with the portal in advance of the full implementation of CARM at Release 2.

To onboard to the CARM Client Portal, users will complete the following processes:

Step 1:

Log in to the portal using either:

Option A - Sign-In Partner (a financial institution with which you have set up online credentials)

Option B - GCKey (a unique Government of Canada credential that you can create)

Step 2:

Register for multi-factor authentication

Step 3:

Create your personal profile

Step 4:

Complete the first time setup process by choosing either:

Option A: Register a business

Option B: Request access to an employer

1.2 Accessing the CARM Client Portal

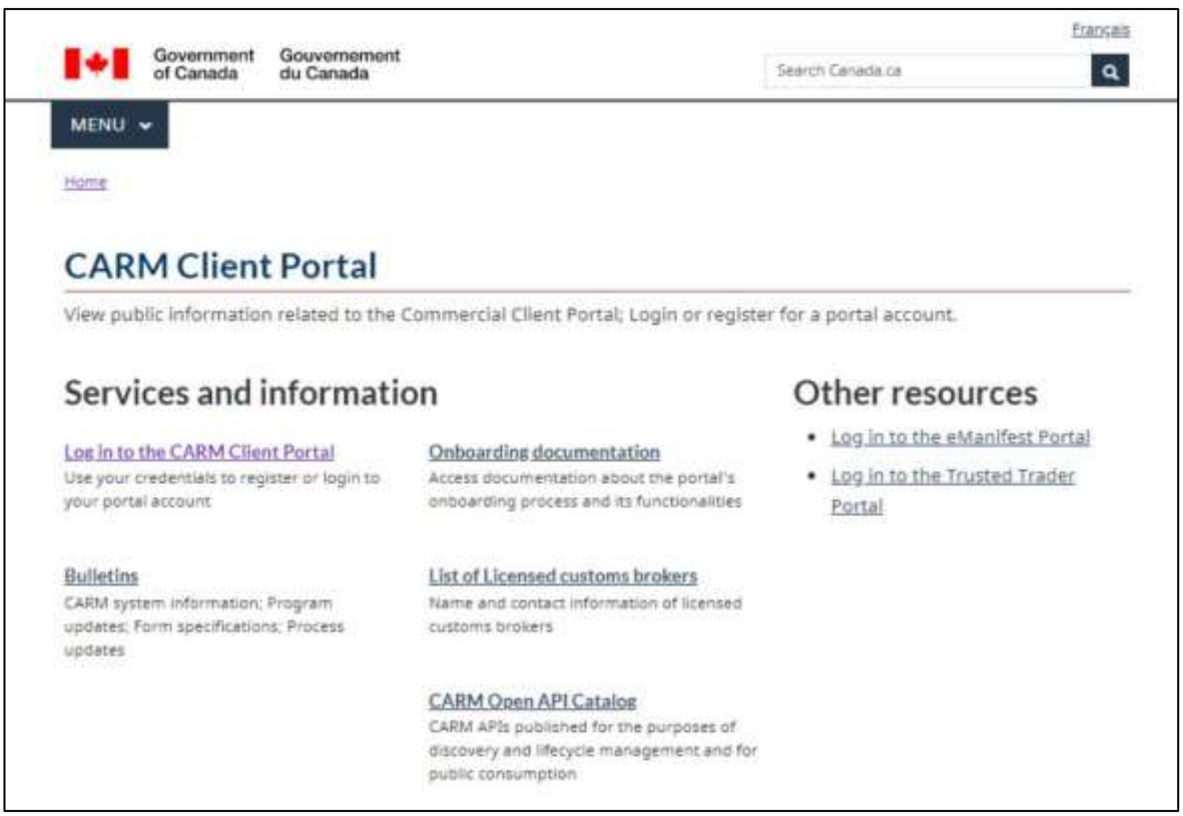
To access the CARM Client Portal, individuals must first open the CBSA webpage, the link to which can be found below:

Click here to access the CARM Client Portal

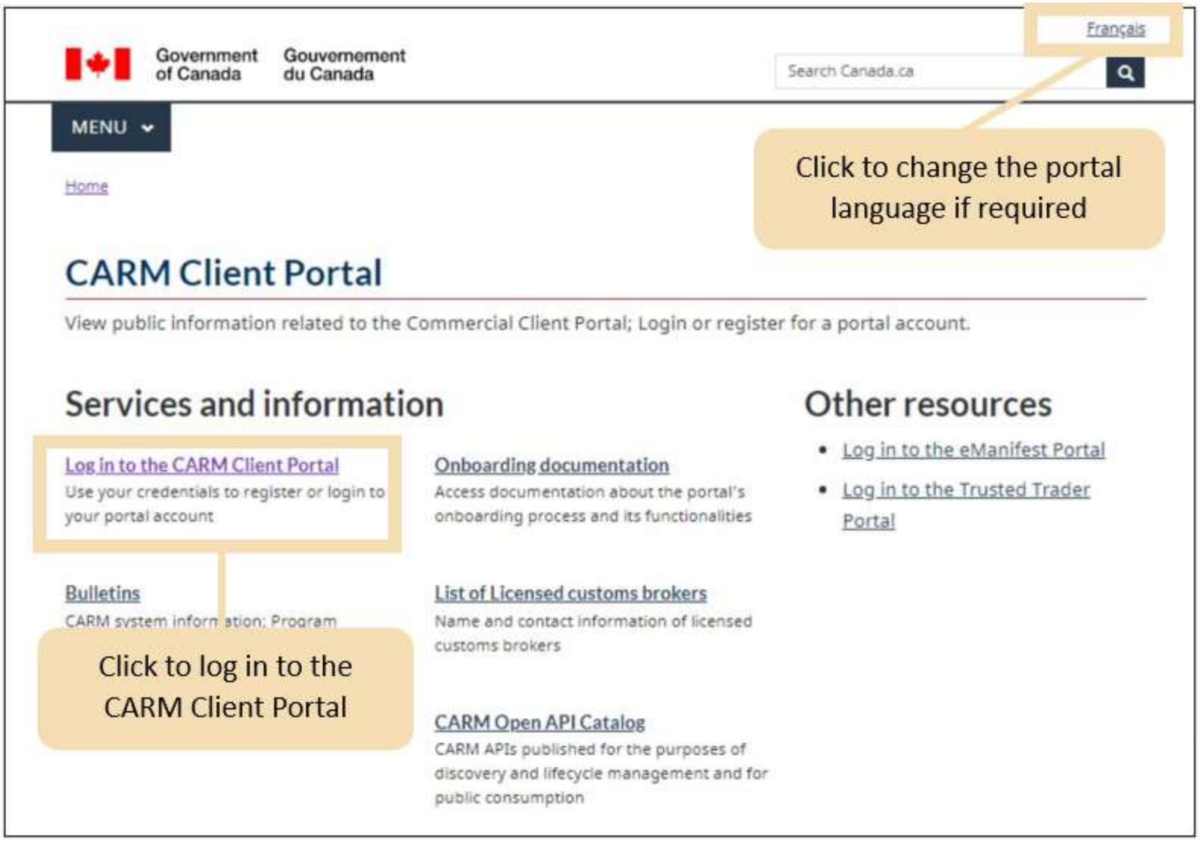
Upon launching the CARM Client Portal, you will see the CARM Client Portal home page. This page has many resources available to you that do not require logging into your portal account.

Important note:

Existing importers and customs brokers can onboard to the CARM Client Portal by following the steps in this user guide. Trade consultants may do so by contacting the CBSA at 1-800-461-9999.



In order to create and/or access your portal account, go to the **Log in to the CARM Client Portal** link under **Services and Information**.



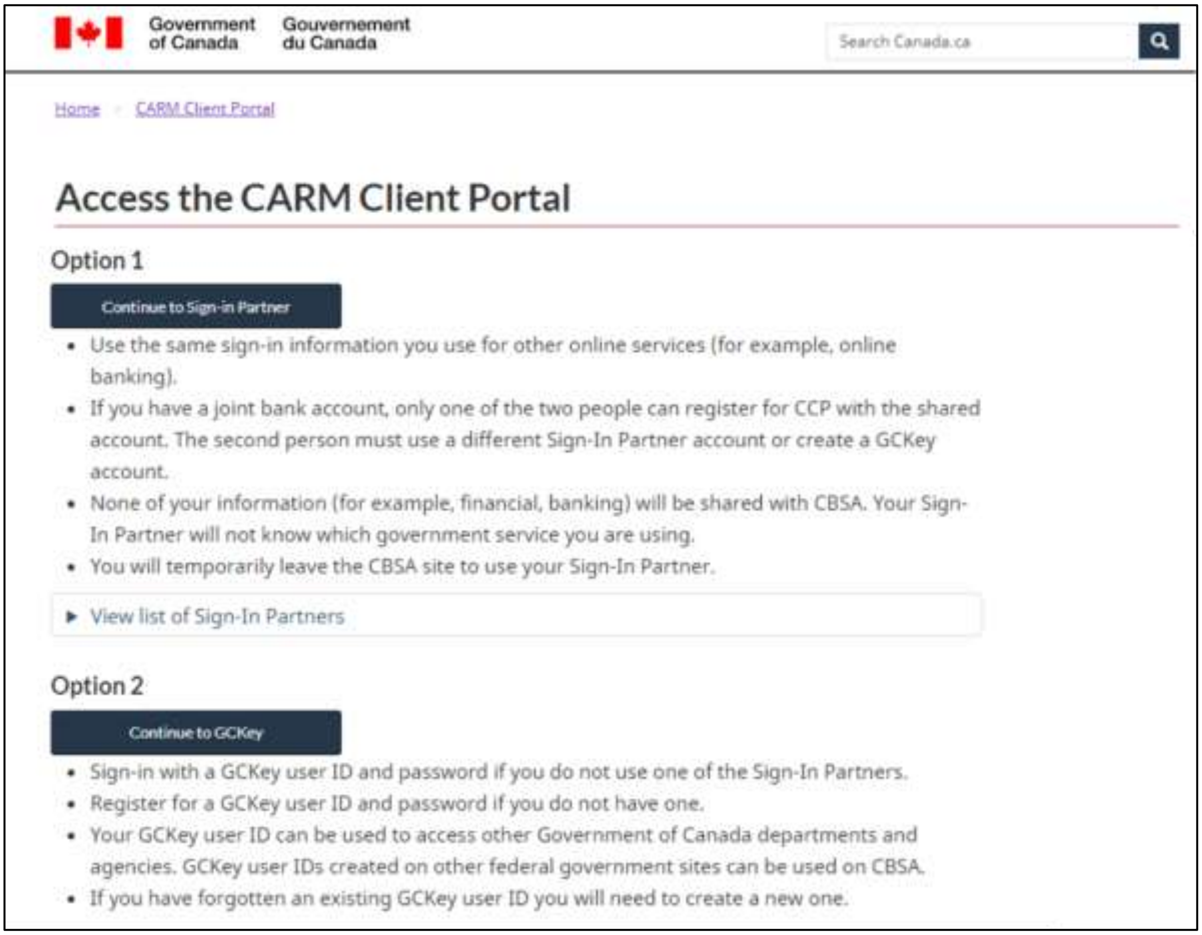
Note that in order to access all available features of the CARM Client Portal, individuals and businesses must first go through the initial setup process. Once you have selected the **Log in to the CARM Client Portal** link, you will be taken to the CARM Client Portal access page where you will be prompted to log in using one of the following options:

- Continue to Sign-In Partner
- Continue to GCKey

Steps for logging in using both methods are detailed on the following pages.

Curious to learn more about the CARM Client Portal Login process? Reference the following walkthrough video:

- [How to Create Login Credentials in the CARM Client Portal]



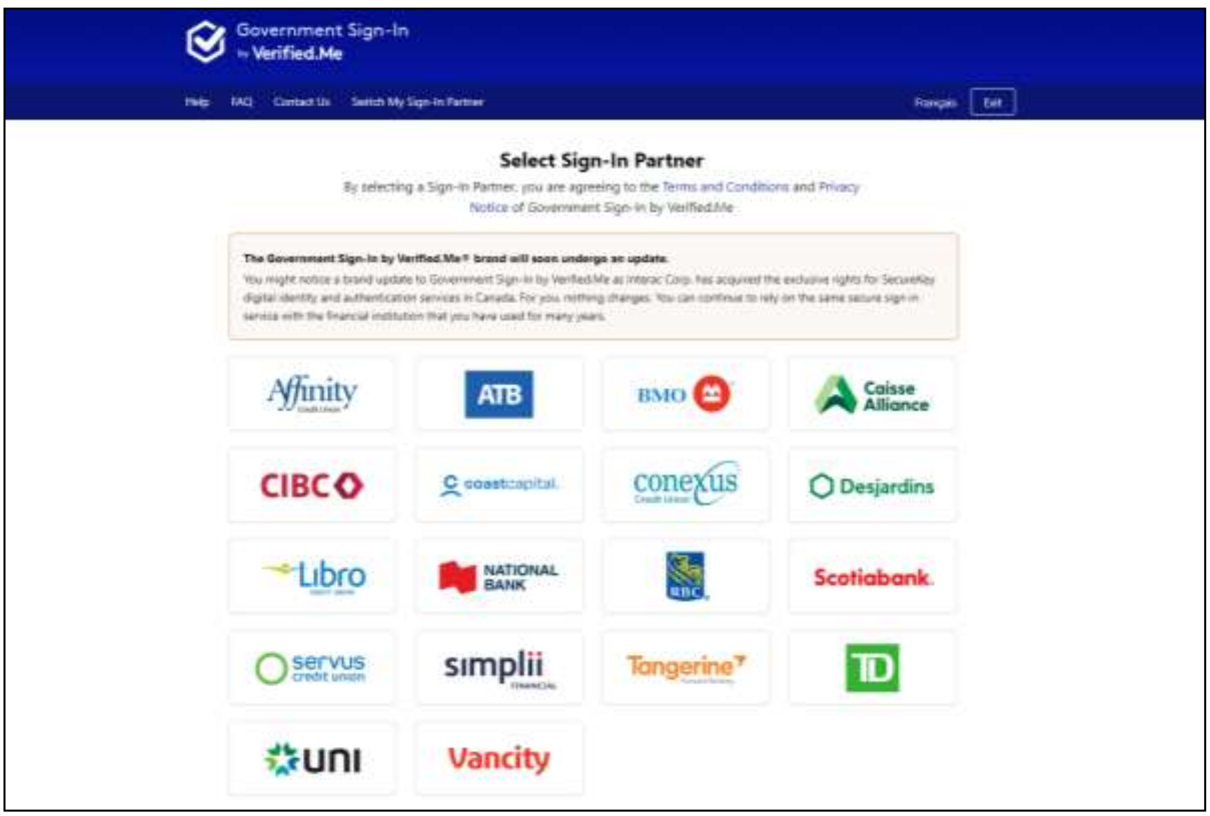
1.3 Logging in with a Sign-In Partner

The **Sign-In Partner** option allows users to log in through the web portal of their financial service provider. Sign-In Partners are financial institutions and banks that have partnered with SecureKey Technologies to enable their customers to use their online credentials to log in to other secure sites.

All individuals and businesses who use this option must have a pre-existing account with the selected partner.

After selecting your Sign-In Partner from the list of available institutions, you will be directed to the Partner's sign-in page to log in using your credentials.

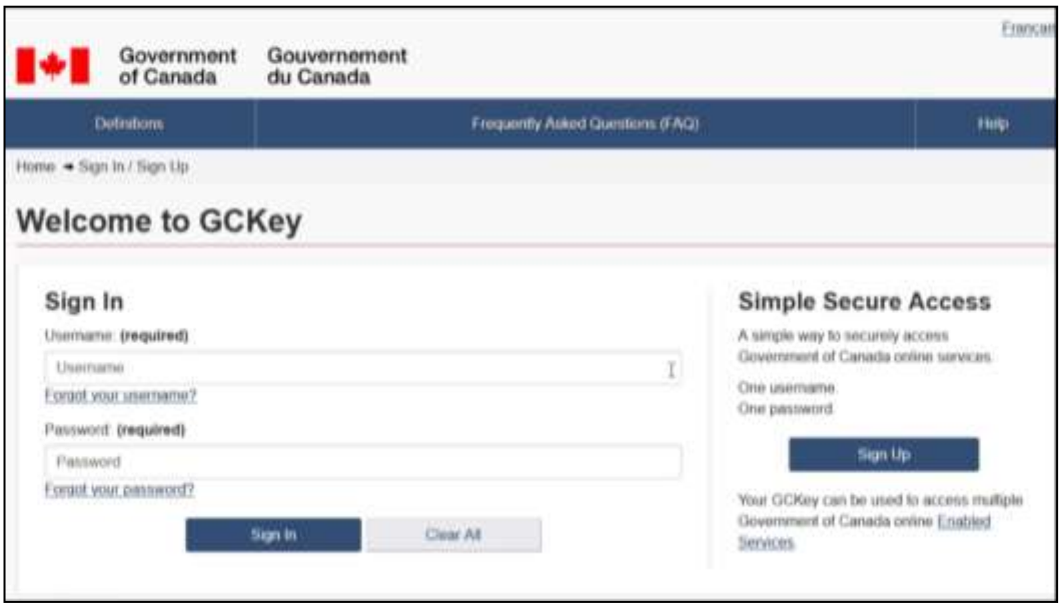
The full list of available Sign-In Partners can be found by clicking the following link: [List of Sign-In Partners]



1.4 Logging in using an existing GCKey

A GCKey is a unique credential that protects your communications with online Government programs and services.

On this page, you will have the option to sign in using an existing GCKey, or you may create a new one.



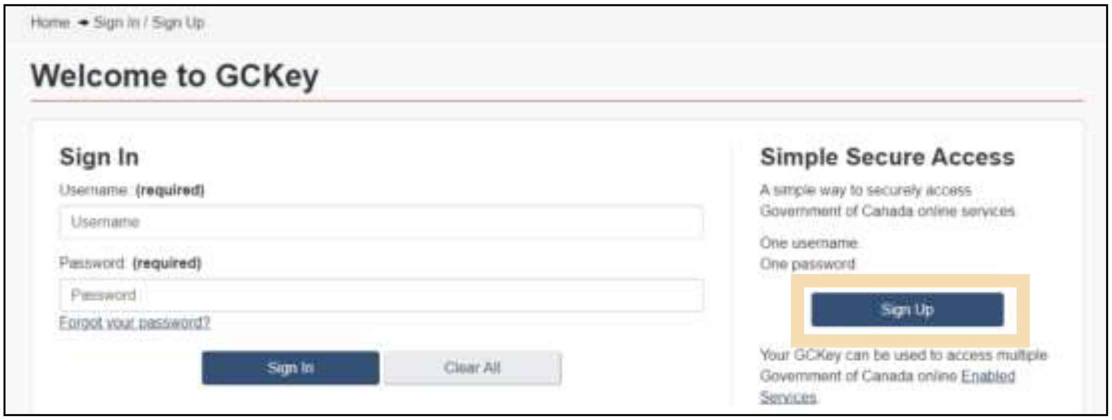
Important note:

While you may use existing GCKey credentials from certain other Government of Canada portals, note that some exceptions (such as MyCRA) may apply. If this is the case, you will need to create a unique GCKey to access the CARM Client Portal.

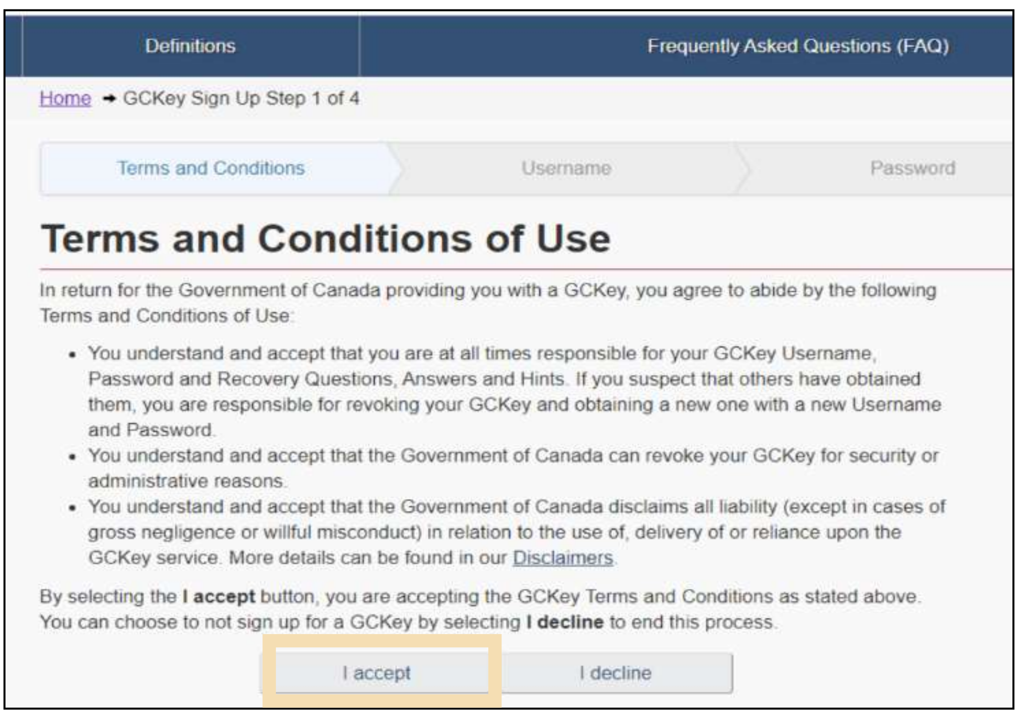
1.5 Creating a new GCKey

To create a new GCKey, follow the steps below:

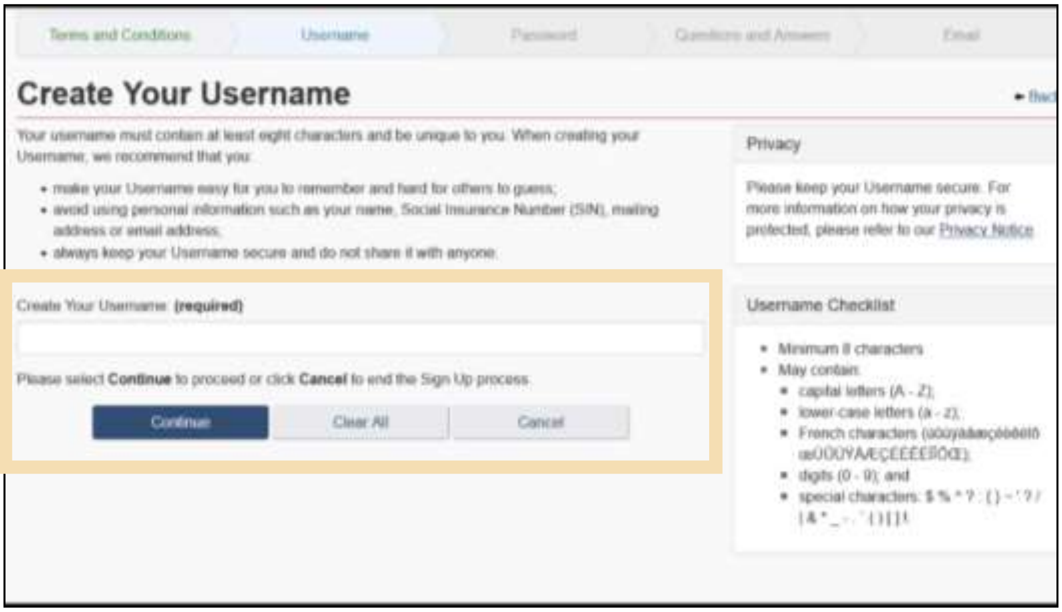
1. Click on the **Sign Up** button.



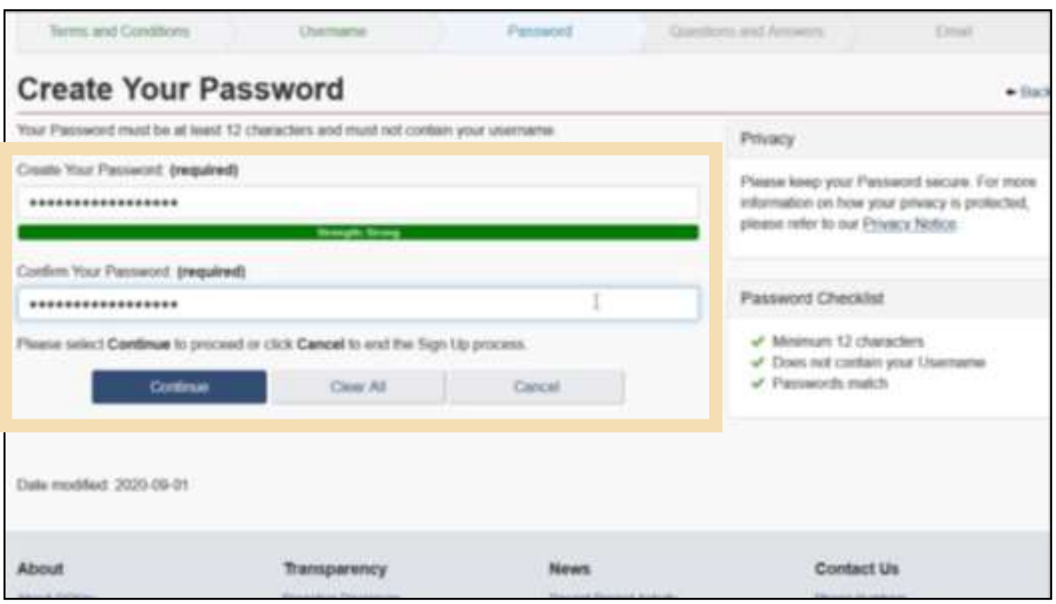
2. If you agree with the **Terms and Conditions of Use** after reading, click the **I accept** button to continue.



3. Create your username as per the specifications provided in the **Username Checklist** and click the **Continue** button.



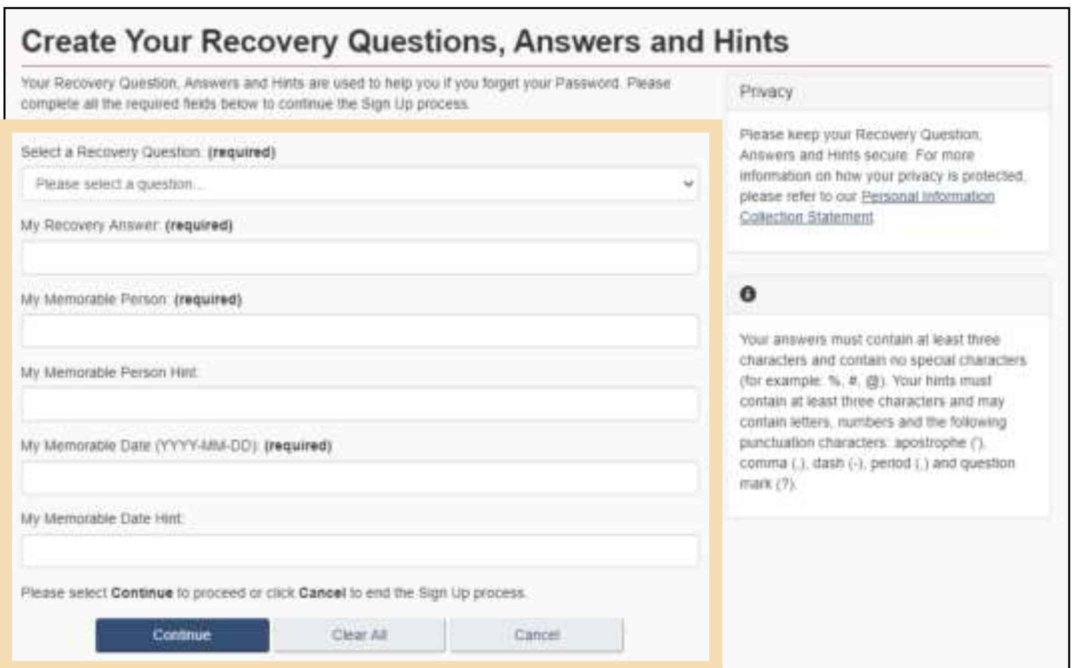
4. Create your password as per the specifications provided in the **Password Checklist** and click the **Continue** button.



Important note:

Throughout each step of this process, some indications will be provided at the right side of the screen (e.g., username and password checklists, recovery questions and answers guidance, etc.). It is important you pay attention to these.

5. Create your recovery questions and click the **Continue** button.



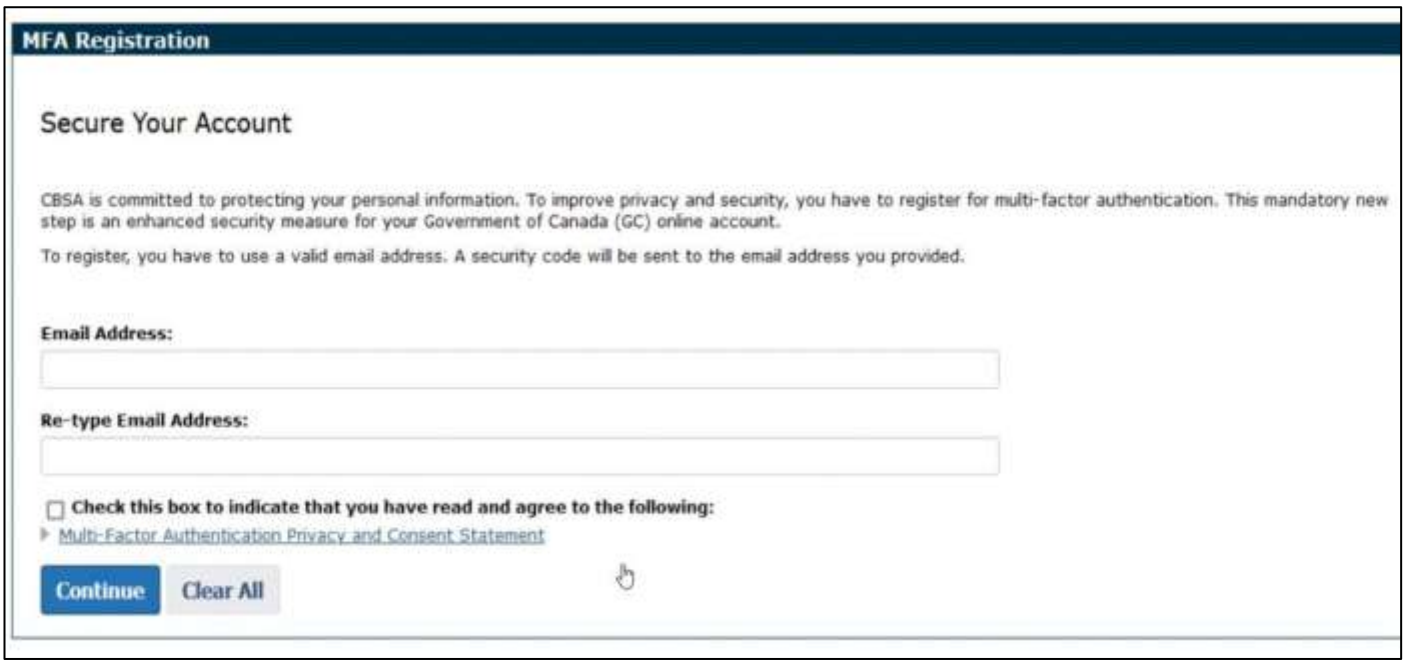
6. Click the **Continue** button on the confirmation page to finalize the process.

1.6 Registering for Multi-Factor Authentication

Once you have signed in using either a Sign-In Partner or GCKey, you will be taken to the multi-factor authentication registration page.

To use the CARM Client Portal, you will automatically be prompted to register for multi-factor authentication if you have not previously completed the registration process.

1. On the multi-factor authentication registration page, enter your email address in the fields provided:



Important note:

Multi-factor authentication for the CARM Client Portal only uses email at this time. Multi-factor authentication passcodes cannot be sent by text message.

2. Check the box to indicate that you have read and that you agree to the multi-factor authentication privacy and consent statement. It is recommended that you click the link below it to read it first. Then, click **Continue**.

Check this box to indicate that you have read and agree to the following:

Multi-Factor Authentication Privacy and Consent Statement

CBSA is committed to protecting your personal information. To improve privacy and security, you have to register for a multi-factor authentication.

This mandatory new step is an enhanced security measure against an unauthorized access to your business account associated with the commercial portal(s).

You have to provide a valid email address, which will be shared with a third party (2Keys), so they can send you an email with a security code for the second factor authentication.

If you:

- have read the above statement completely,
- understand that Canada Border Services Agency will protect your personal information in accordance with the Privacy Act,
- understand that your personal email address will only be used for sending you the security code by 2Keys for in-transit data transmission,
- your email address will not be permanently stored by 2Keys once the security code is sent, rather your email address will be deleted permanently,
- allow Canada Border Services Agency to disclose your personal email information to 2Keys, and
- you would like to proceed with the MFA registration,

please check the box above.

Note: As a consequence of withholding the consent, you will not be able to access the commercial portal(s).

3. Check your email for a one-time passcode. The passcode is a **six-digit number**.

Verify Your Login

Your one-time passcode to log in to your Government of Canada service is:

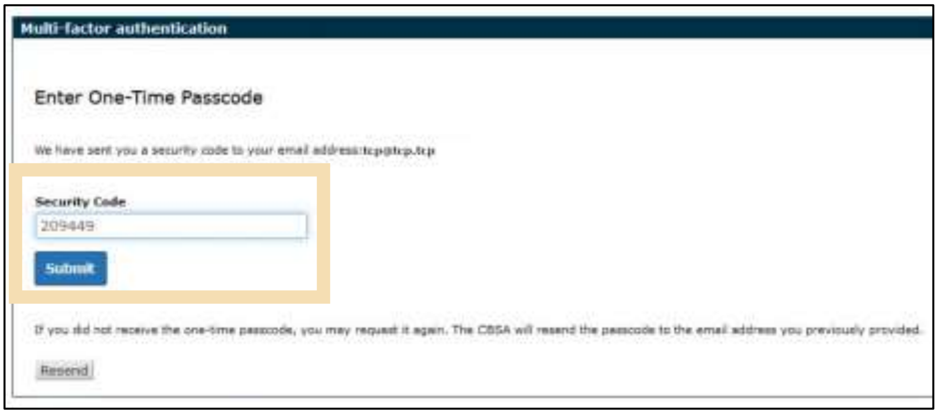
209449

This email was sent to tcp@tcp.tcp

You received this email because you signed up for a Government of Canada login account.

For more information or if you received this email in error please visit: https://www.cbsa-asfc.gc.ca/eservices/multifactor-help-aide-multifacteur-eng.html

4. Enter this passcode in the **Security Code** field. Then, click the **Submit** button.



Important note:

If you receive an email with a passcode and you did not try to log into the CARM Client Portal, it might mean that your GCKey or Sign-In Partner password has been compromised. You should investigate and if necessary, change your password.

Important note:

The multi-factor authentication passcode changes each time you try to log in to the CARM Client Portal, and each time you press the **Resend** button. Always use the most recent multi-factor authentication passcode that was sent to you.

Important note:

Some e-mail domains, especially company domain names, are taking longer to receive the email with the one-time passcode. This delay is causing the passcode to be received outside of the validity period which renders it invalid.

If you are receiving your passcode outside of the range of validity and then an expired passcode reject thereafter, please have your company IT department review this information and have the following email address be recognized as trusted if possible:

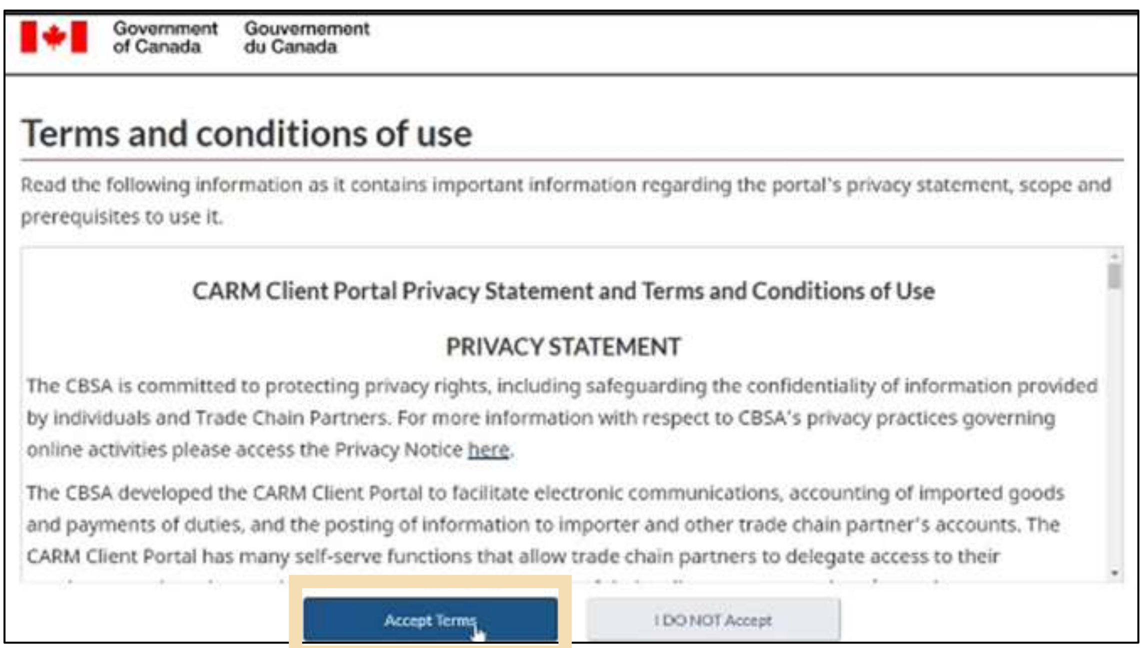
CBSA-ASFC@auth.canada.ca

Otherwise, update the email address that you have registered with to a different email address (for example an email address not linked to the company).

5. The registration screen will inform you of successful registration for multi-factor authentication.

If you click **Change MFA email**, you will need to repeat this process. If you click **Continue to CARM Client Portal**, you will be taken to the **Terms and conditions of use** page.

6. Click the **Accept Terms** button to continue.



Important note:

If you encounter challenges using the multi-factor authentication, review the **Multi-factor Authentication Help for Secure Online Services** page for more information.

If, after reviewing the information, you are still having issues, contact **CARM Client Support Helpdesk** using the link on the CARM webpage shown below.

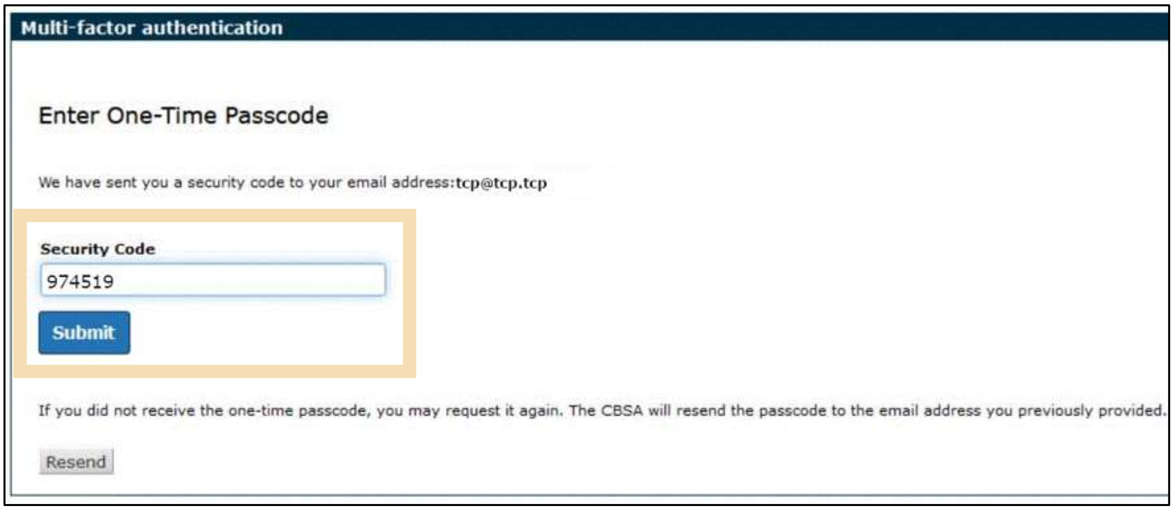
1.7 Logging in with Multi-Factor Authentication

Once multi-factor authentication has been set up, when you log in to the CARM Client Portal (using either the Sign-In Partner or GCKey option), you will be taken to the Multi-factor authentication page. It will inform you that a security code has been sent to your email address.

1. On the Multi-factor authentication page, click the **Continue** button to send the security code to your email address.

2. Check your email for the one-time passcode, which is a **six-digit number**.

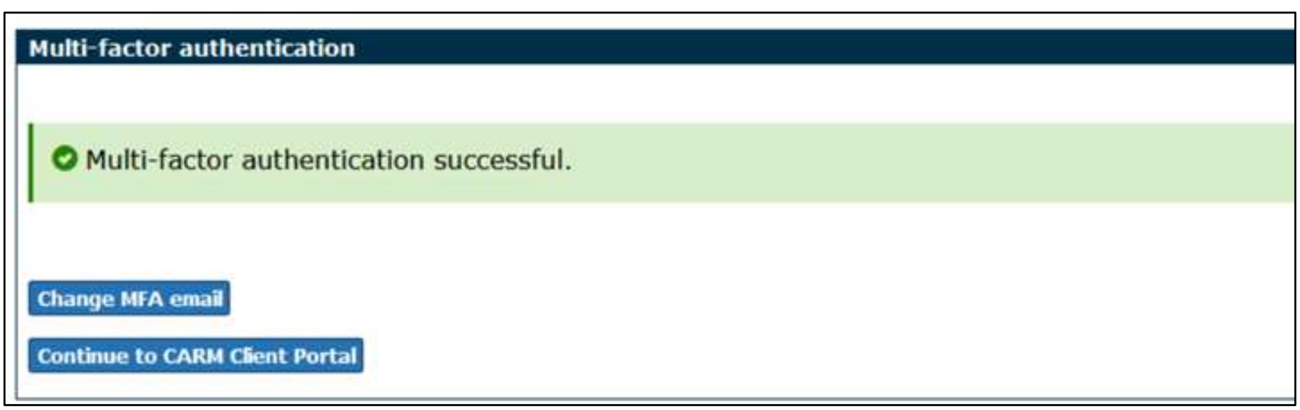
3. Enter the passcode received via email in the **Security Code** field. Click **Submit** to continue.



Important note:

The multi-factor authentication passcode changes each time you try to log in to the CARM Client Portal, and each time you press the Resend button. Always use the most recent multi-factor authentication passcode that was sent to you.

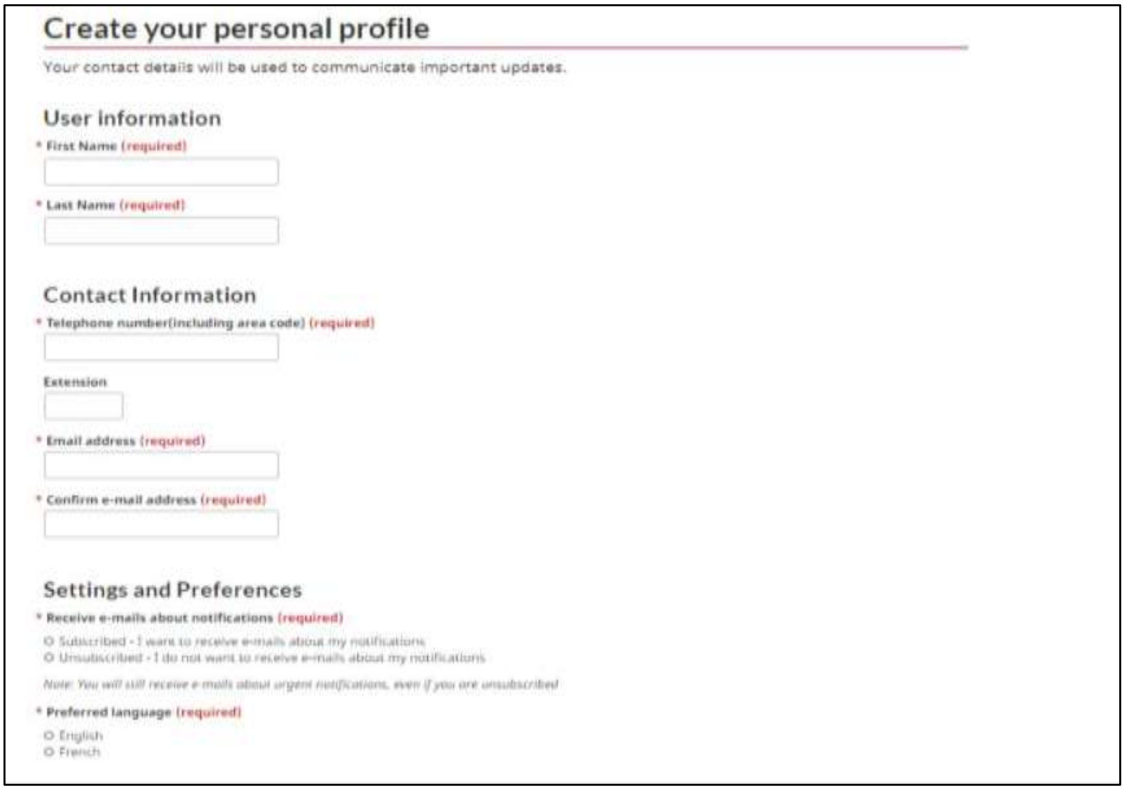
4. If you entered the correct passcode, the message Multi-factor authentication successful will be displayed.



If you click **Continue to the CARM Client Portal**, you will first be taken to a page that shows the Terms and conditions of use page. Click **Accept terms** to continue.

1.8 Creating your personal profile

When you first log in to the CARM Client Portal (using either the Sign-In Partner or GCKey option), you will be prompted to create your personal profile. Your personal profile contains your contact details, as well as settings and preferences.



Create your personal profile

Your contact details will be used to communicate important updates.

User information

* First Name (required)

* Last Name (required)

Contact Information

* Telephone number(including area code) (required)

Extension

* Email address (required)

* Confirm e-mail address (required)

Settings and Preferences

* Receive e-mails about notifications (required)

- Subscribed - I want to receive e-mails about my notifications
- Unsubscribed - I do not want to receive e-mails about my notifications

Note: You will still receive e-mails about urgent notifications, even if you are unsubscribed

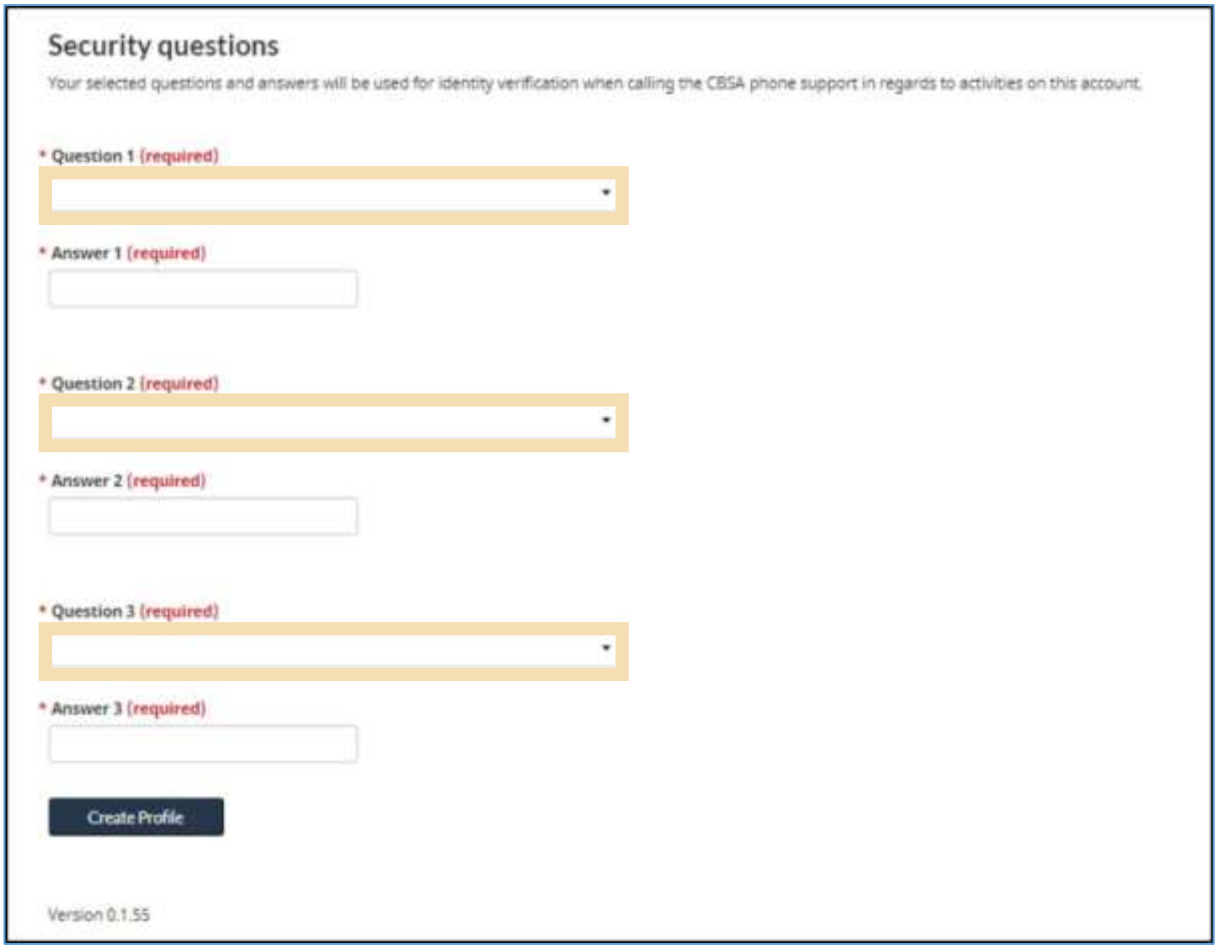
* Preferred language (required)

- English
- French

To learn more about subscribing to email notifications, see **Section – Setup of notifications**.

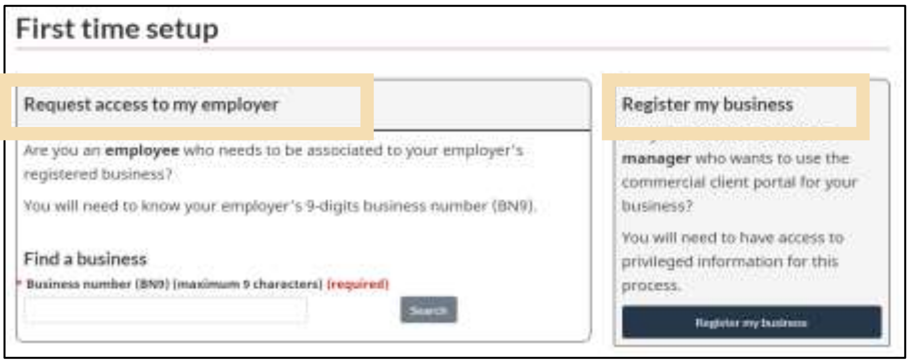
Note that you will be able to update this information in your Account Settings at a later time if required.

Once you have added your personal information and have identified your preferences for notifications and preferred language, you will be prompted to create security questions and answers for subsequent identity verification attempts.



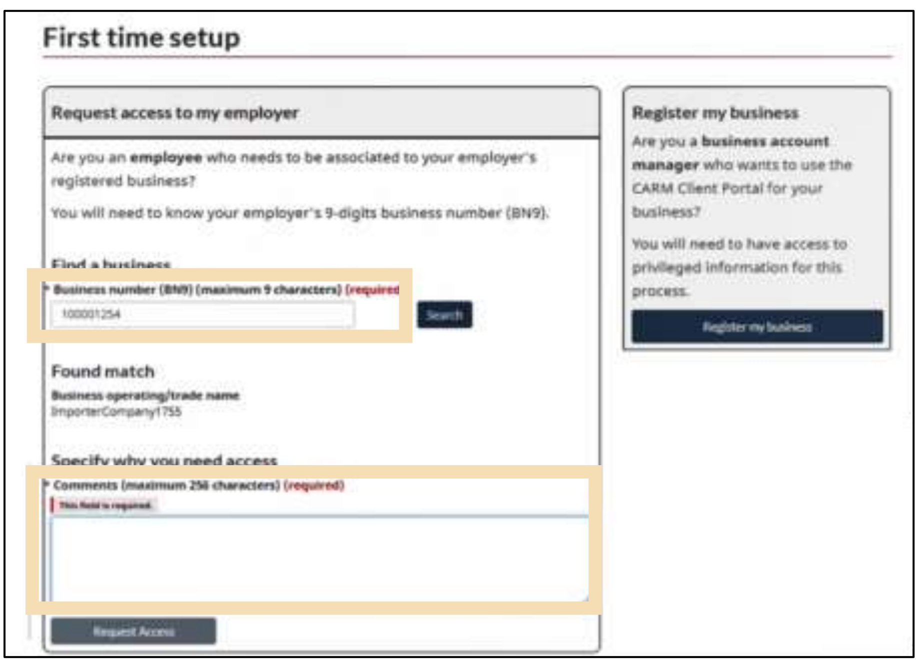
1.9 Linking your individual account to a business account

After your profile creation, you will be greeted with the **First time setup** page, from which two options will be available: **Request access to my employer**, or **Register my business**.



1. Request access to an employer

This option is intended for employees who wish to request access to a business account that is already registered on the portal. Employees will be asked to enter the **Business Number (or BN9)**, and to provide a **reason for requesting access**.



2. Register your business

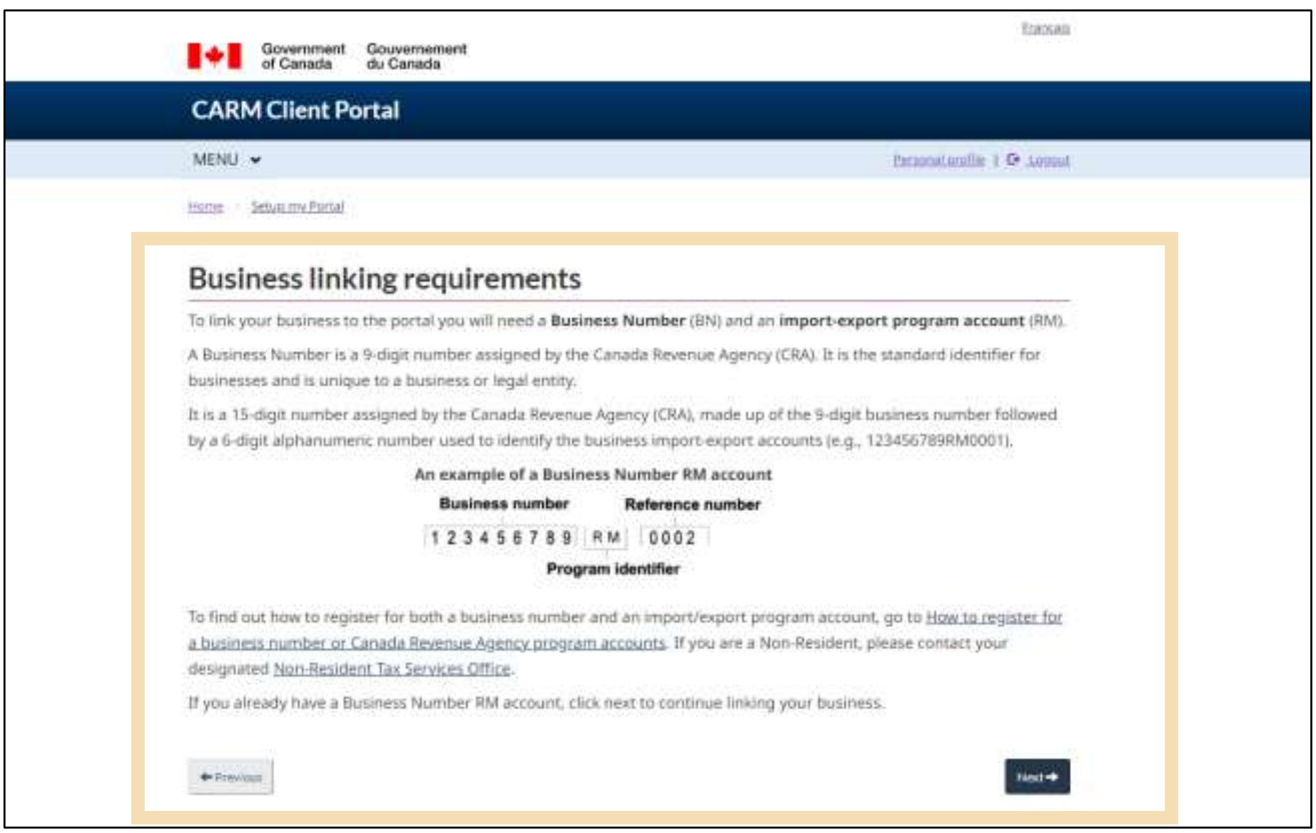
This option is intended for authorized users with access to privileged information and will allow the user to set up and complete registration for a business on the portal.

It is important to note that the user who completes the registration of the business on the CARM Client Portal will automatically become the associated Business Account Manager (BAM), or the person with ultimate account authority. A business account can only be registered once, but its Business Account Manager can assign other users a BAM role (or other user roles) through the employee management page.

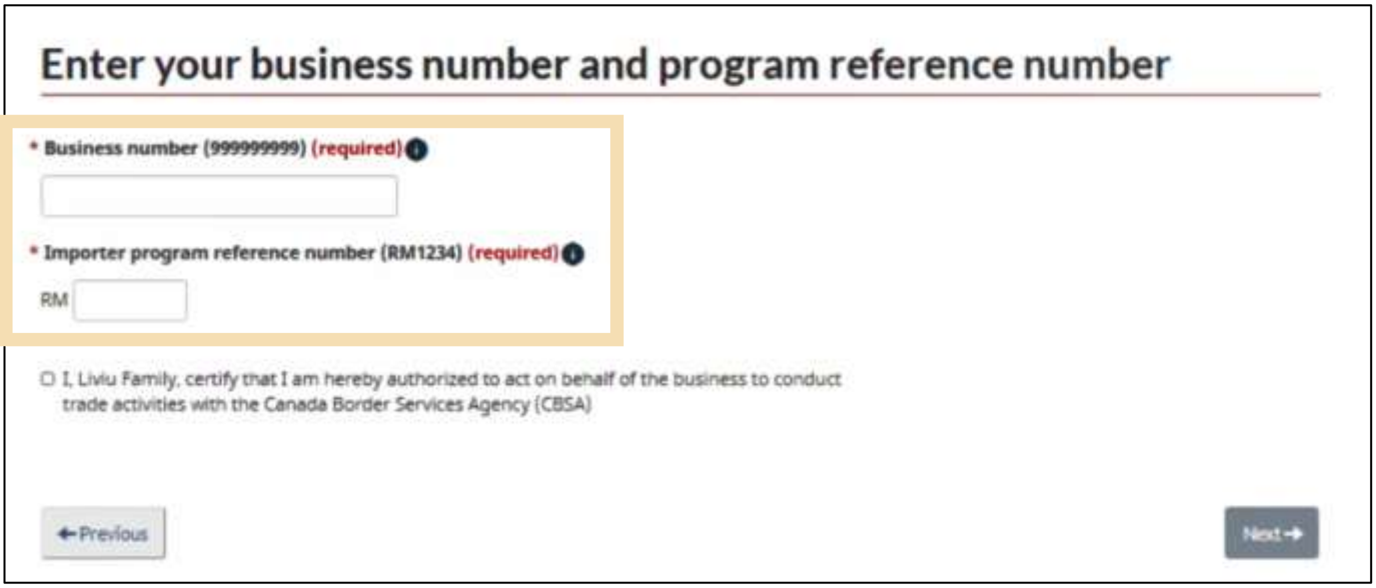
To learn more about the role of the Business Account Manager as well as the Delegation of Authority process, review the following guide:

- [User guide – Delegation of Authority]

Upon clicking **Register my business**, you will be greeted with the following screen that details the business linking requirements:



You will then be required to enter the **business number** and **program reference number**, as shown below:



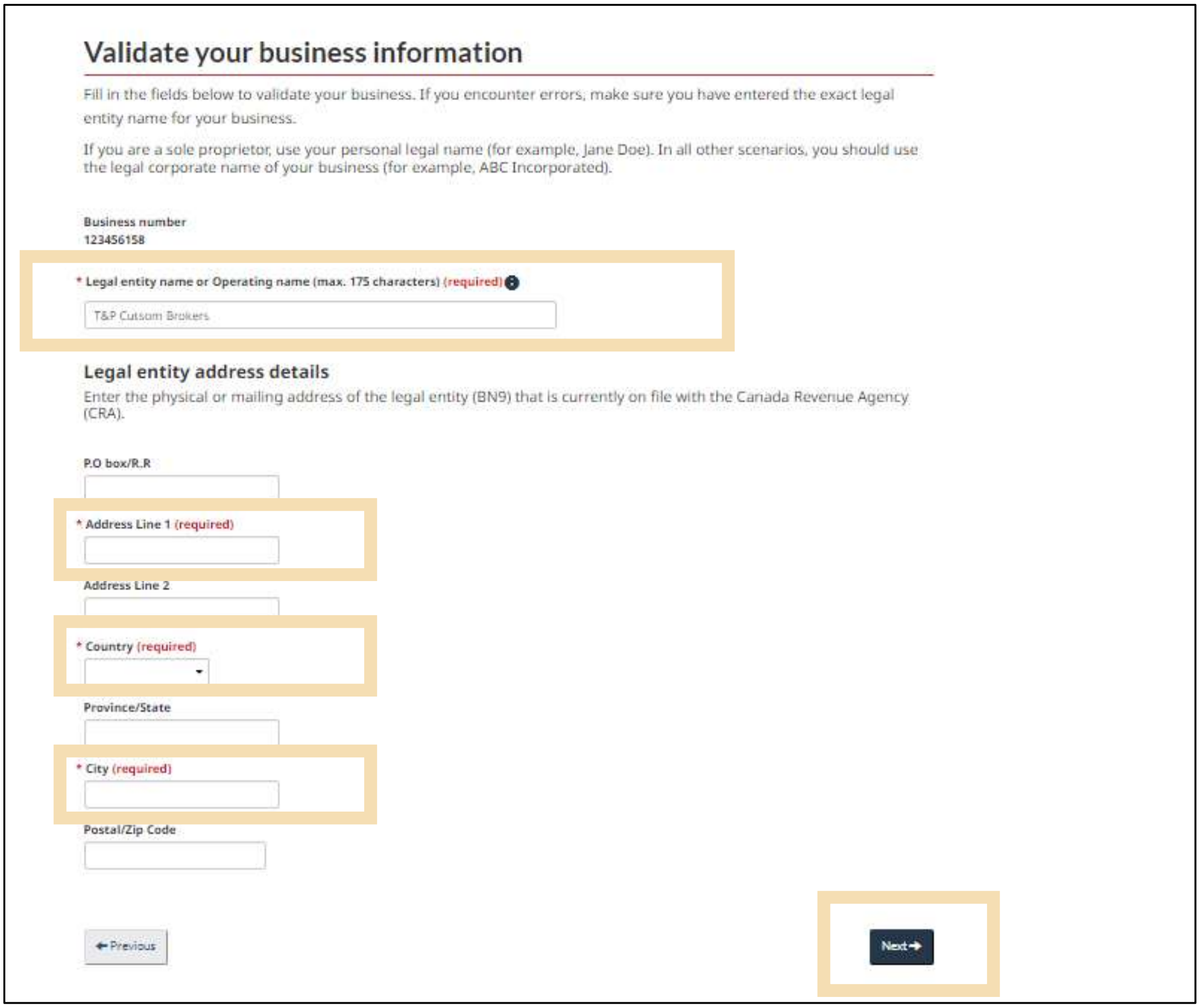
Important note:

If you do not have a Business Number (BN) or Program Reference Number (RM), you will be required to obtain these through the Canada Revenue Agency. Please visit the following link to do so:

CRA Business Number Registration Page

Input your business information. Ensure it is identical to the information that the Canada Revenue Agency (CRA) has on file about your company. You will get an error message if you input anything different from the CRA's information.

Click **Next** to continue.

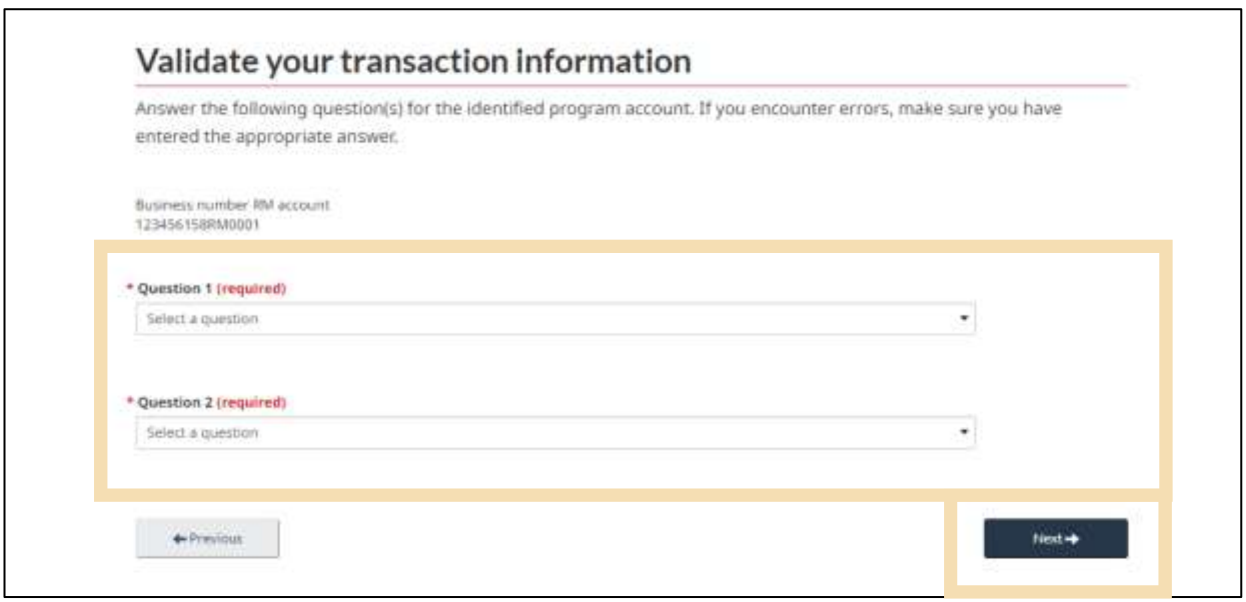


You will need to answer one or more questions about your account:

- The date (MM/YYYY) and the balance of a Statement of Account (SOA) within the last six years of the current date
- The date (MM/YYYY) and the exact amount of a payment that has been applied to your account within the last six years of the current date
- The transaction number and the total amount of duties and taxes for an import accounting transaction accepted by the CBSA within the last six years of the current date

You can find the information to answer these questions on a Daily Notice or Statement of Account that is up to six years old. You can get these from your broker if you do not have them already. Your answers must be identical to what is in these documents. Enter it with only using numbers and decimals. **Do not use dollar signs or commas.**

Select the question(s) you will answer from the pull down menu(s) provided. See below for examples of each of these three questions and how to answer them. (The screenshot below shows two questions being asked.)

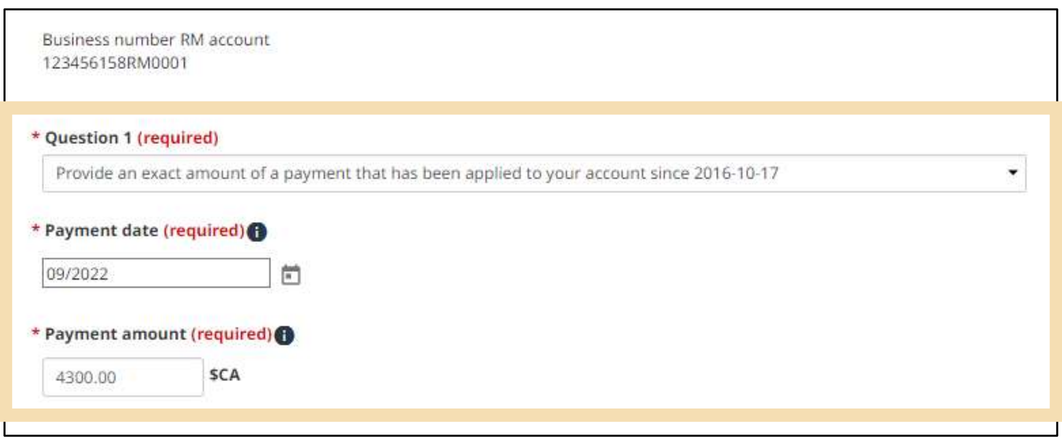


Question: SOA balance from last 6 years

Enter the date of an SOA from the past six years, then enter the balance of that SOA in the space provided.

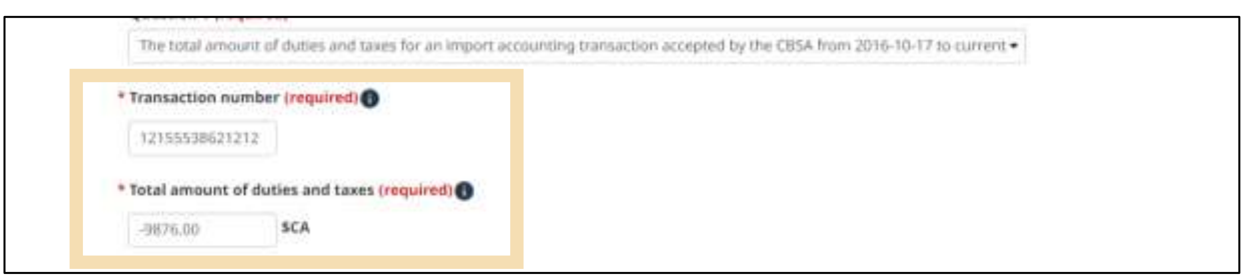
Question: Payment amount and date

Enter the Payment date and Payment amount accepted by the CBSA in the past six years.



Question: Total duties and taxes for an import accounting transaction

Enter the total amount of duties and taxes for an import accounting transaction accepted by the CBSA in the past six years.

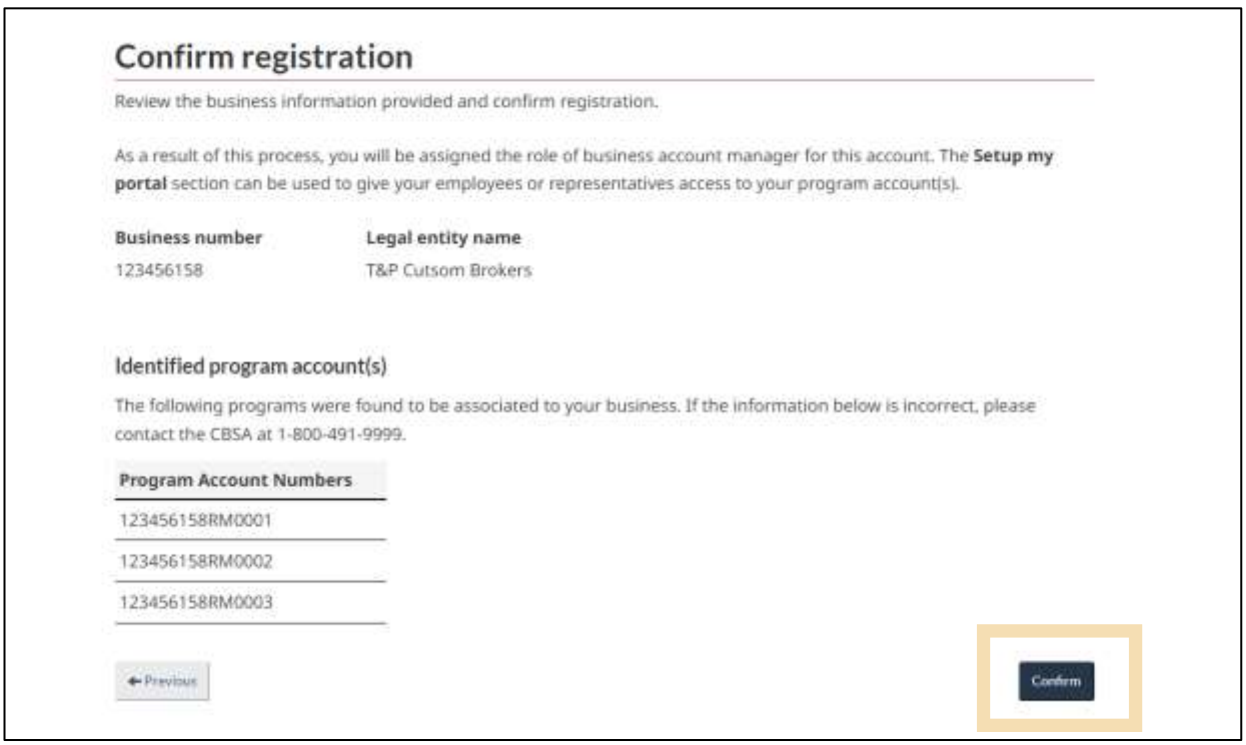


Click **Next** to continue.

Important note:

Enter all figures in Canadian dollars ($CA, or CAD). Transactions and SOAs used for these questions must be dated in the six calendar years prior to the day that you make these entries.

Review your business information and click **Confirm.**



Confirm registration

Review the business information provided and confirm registration.

As a result of this process, you will be assigned the role of business account manager for this account. The **Setup my portal** section can be used to give your employees or representatives access to your program account(s).

Business number	Legal entity name
123456158	T&P Cutsom Brokers

Identified program account(s)

The following programs were found to be associated to your business. If the information below is incorrect, please contact the CBSA at 1-800-491-9999.

Program Account Numbers
123456158RM0001
123456158RM0002
123456158RM0003

Previous

Confirm

If any information shown on this screen is incorrect, contact the CBSA at 1-800-491-9999.

Curious to learn more about linking your Individual User Account with your Business Account? Click the link below to access the following step by step walkthrough video:

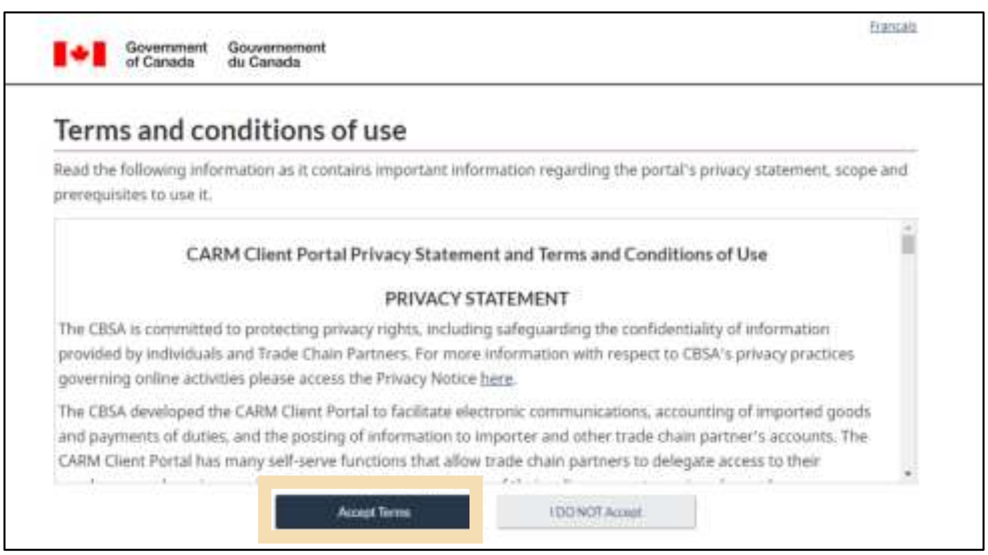
- How to connect a user account to a business account

2. Basic navigation and features of the CARM Client Portal

2.1 Login navigation and features

For GCKey users, a successful log in page is displayed prior to reaching the CARM Client Portal home page. As a GCKey user you will be shown a standard welcome message that details your last sign in date, as well as a few links through which you can change your password, change your recovery questions, or revoke your GCKey.

Once you click the **Continue** button on the GCKey welcome page, you will be directed to the **Terms and Conditions of Use** screen of the CARM Client Portal.

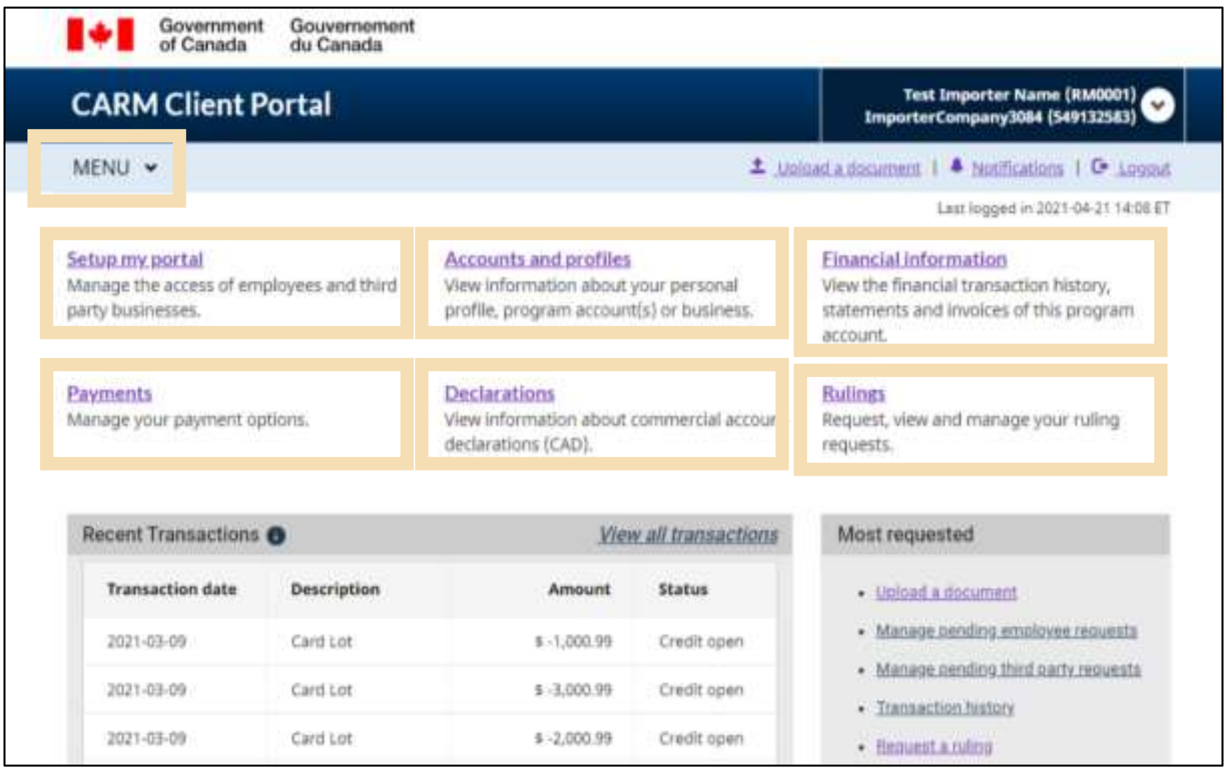


These terms and conditions of use will be displayed every time you log in to the CARM Client Portal. It is important that you read and understand these fully prior to proceeding.

- Selecting the **Accept Terms** button will take you to the CARM Client Portal home page.
- Selecting the **I DO NOT Accept** button will cancel the process.

2.2 Functions available on the home page

The home page of the CARM Client Portal displays several quick access links that will allow you to easily navigate to various functionalities and features found on other pages in the CARM Client Portal.



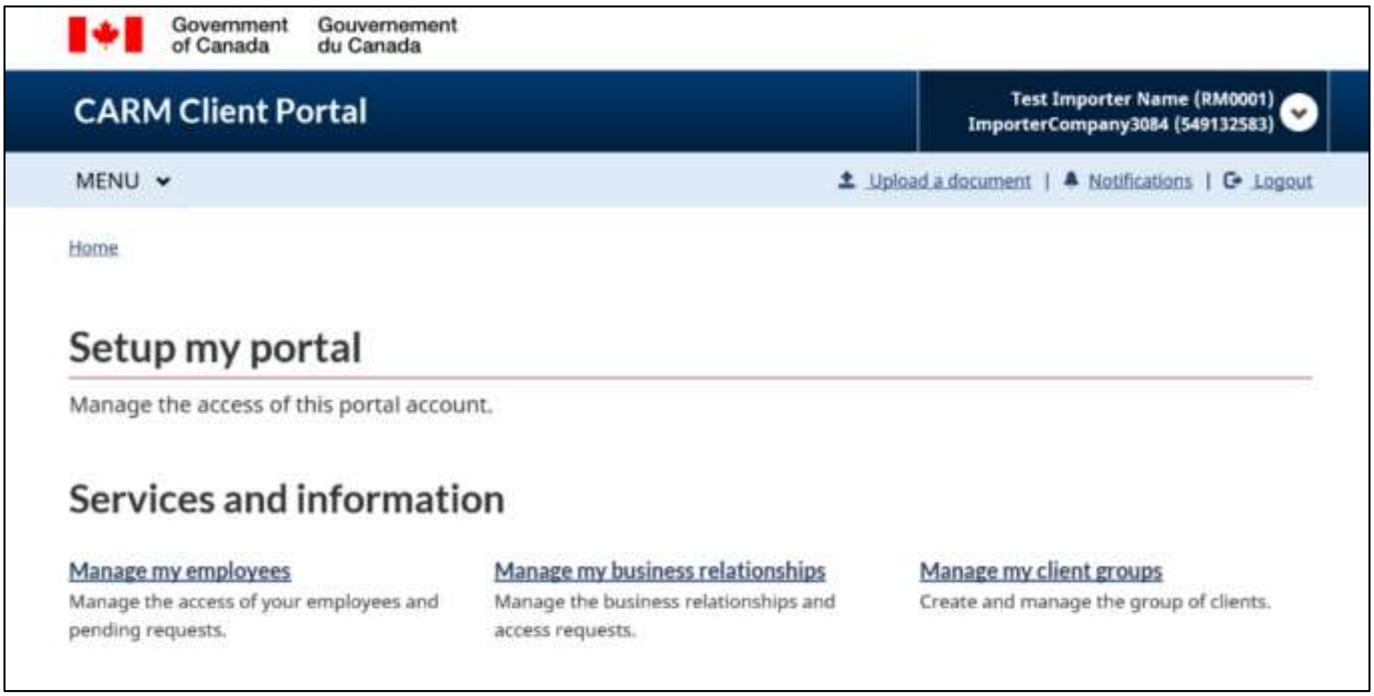
Alternatively, each of these pages can also be accessed by selecting them from the drop-down **MENU** located on the top left of the home page.

Additional information about these functions is outlined in further detail on the following pages.

1. Setup my portal

This link will direct you to the **Setup my portal** landing page. From this page, you will be able access the following options:

- **Manage employees** (Manage the access of your employees to select clients/accounts, and review pending access requests)
- **Manage business relationships** (Manage business relationships with clients and review access requests)
- **Manage client groups** (Create and manage groups of clients, as well as employee access to select groups)



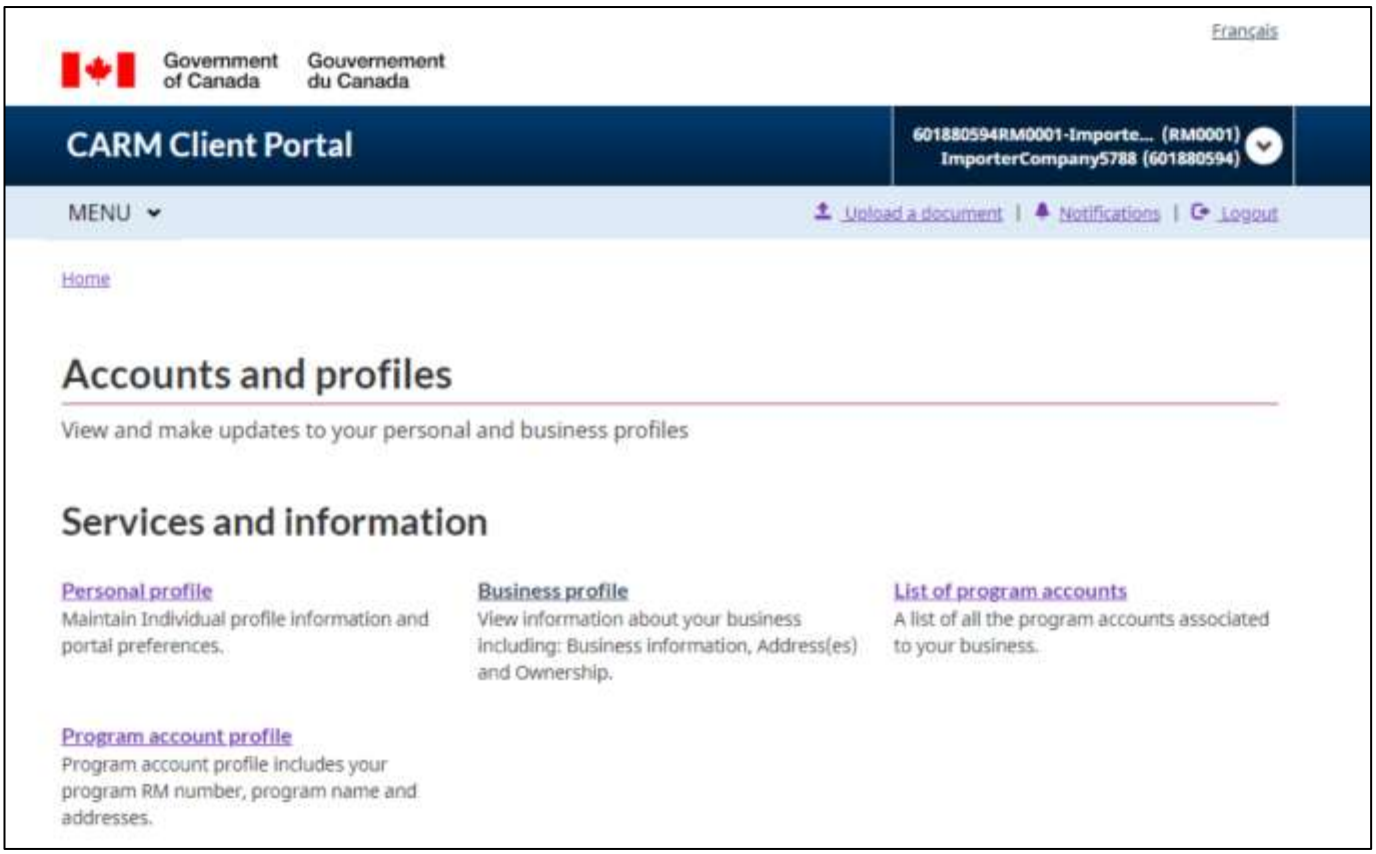
To learn more about the management of employees and clients, please reference the following guide:

- User guide – Delegation of Authority

2. Accounts and profiles

This link will direct you to the **Accounts and profiles** landing page. From this page you will have the ability to view and/or make updates to your profiles through the following links:

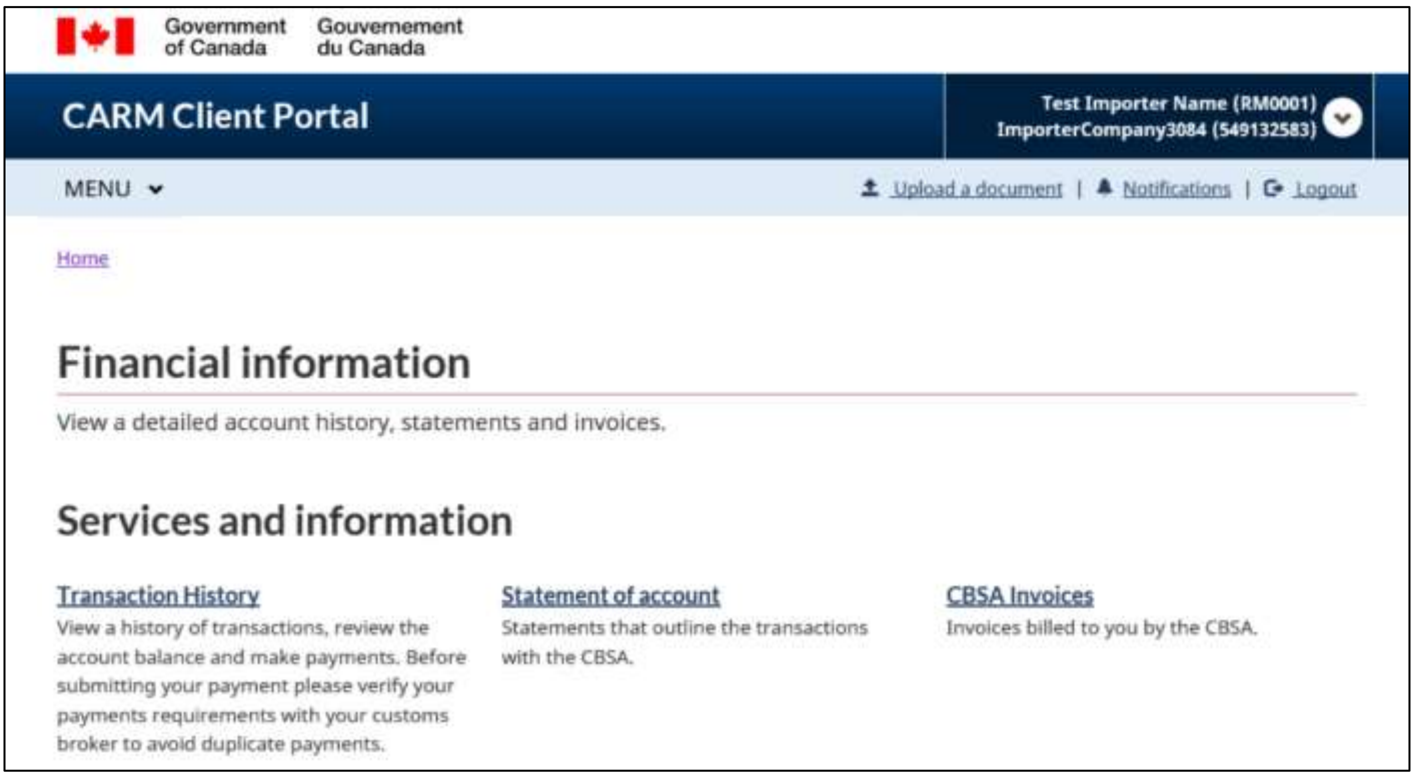
- **Personal profile** (Contains information about your individual profile and portal preferences)
- **Business profile** (Contains relevant business information including address(es) and ownership)
- **List of program accounts** (Displays all program accounts associated with a business)
- **Program account profile** (Contains relevant program information, including RM number, program name, and addresses)



3. Financial information

This link will direct you to the **Financial information** landing page. From this page you will have the ability to view detailed information about your account history, statements, and invoices through the following links:

- **Transaction History** (Allows you to view a history of your transactions, review your account balance, and make payments)
- **Statement of account** (Statements that outline your transactions with the CBSA)
- **CBSA Invoices** (Invoices billed to you by the CBSA)

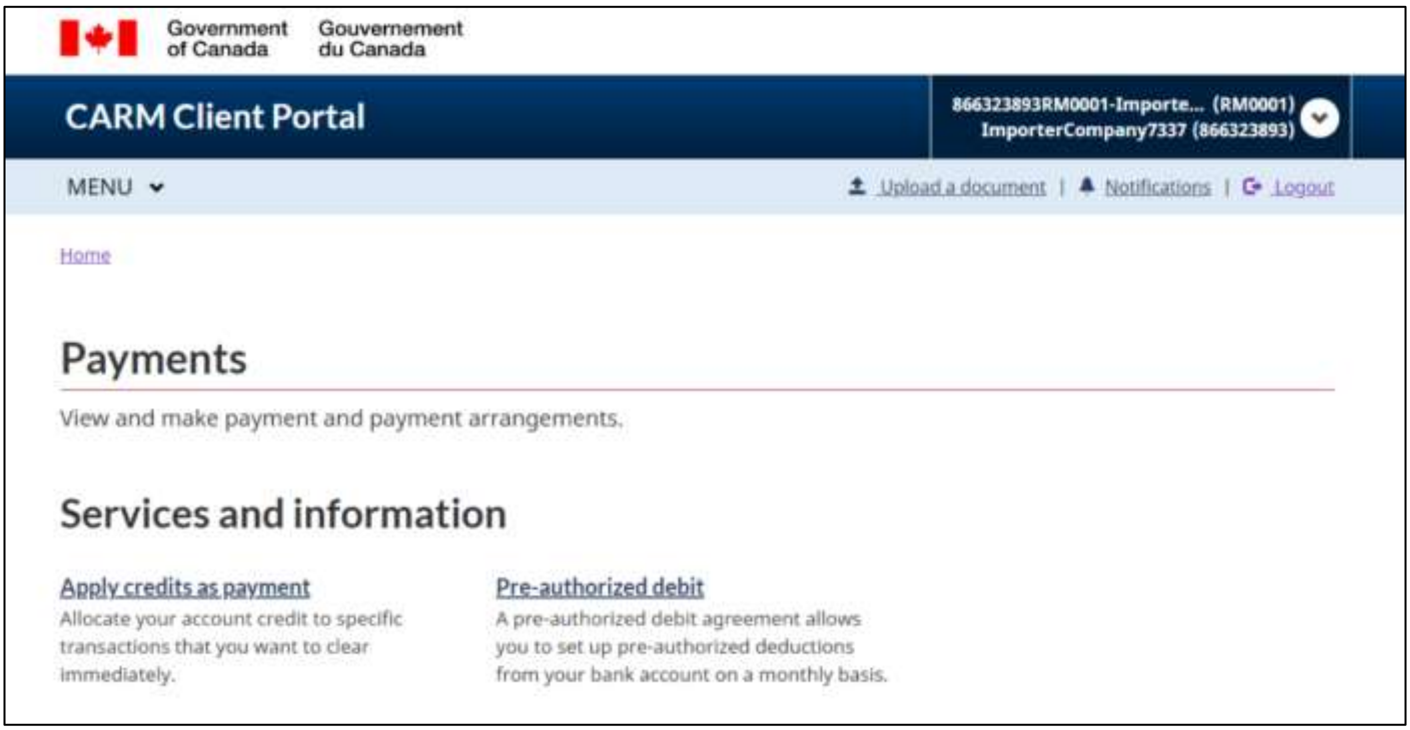


4. Payments

This link will direct you to the **Payments** landing page. From this page you will have the ability to view and make payments and payment arrangements through the following links:

- **Apply credits as payment** (Allocate your account credit to specific transactions that you wish to clear immediately)

- **Pre-authorized debit** (Allows you to set up pre-authorized deductions from your bank account on a monthly basis)

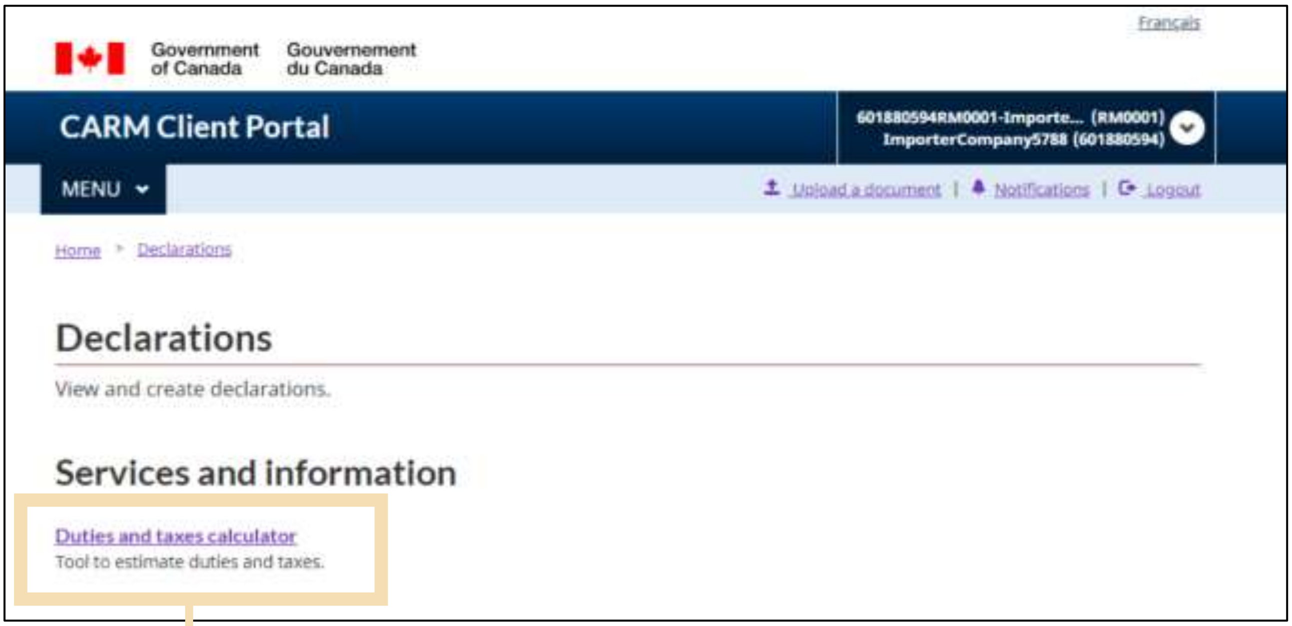


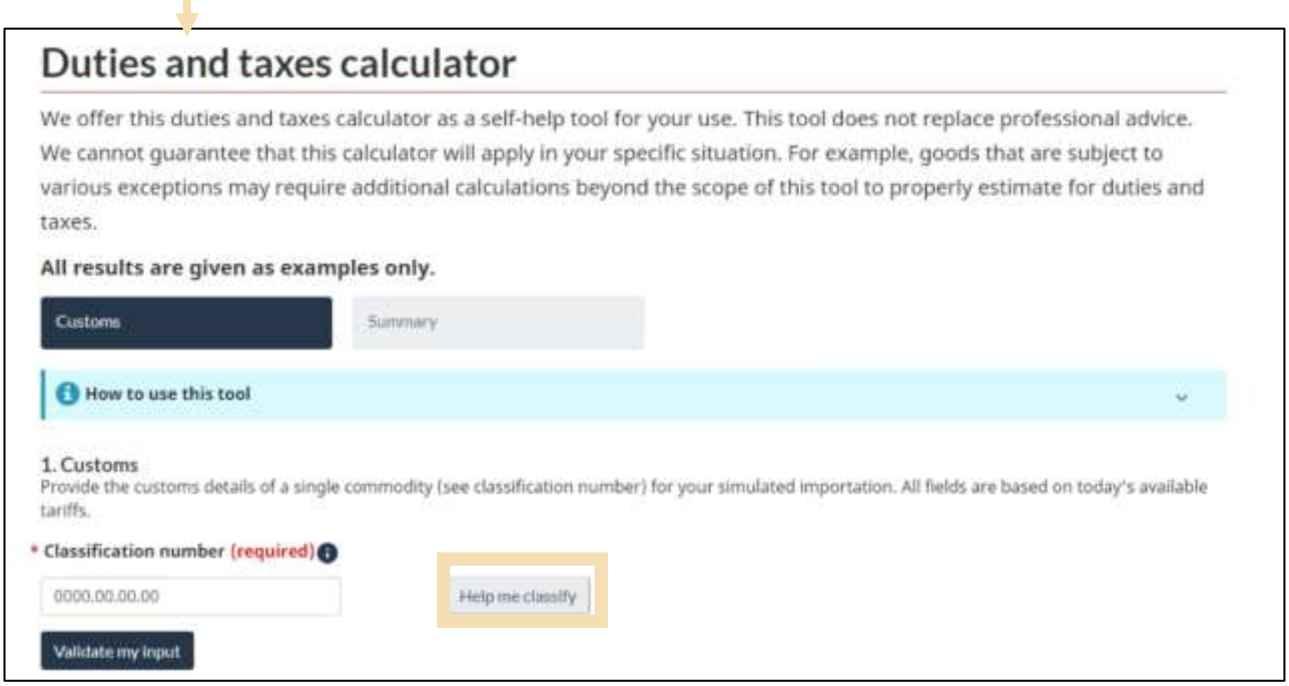
To learn more about financial information, processes, and payments, please reference the following guide:

- User guide – Financial information, payment processing and tariff tools in the CARM Client Portal

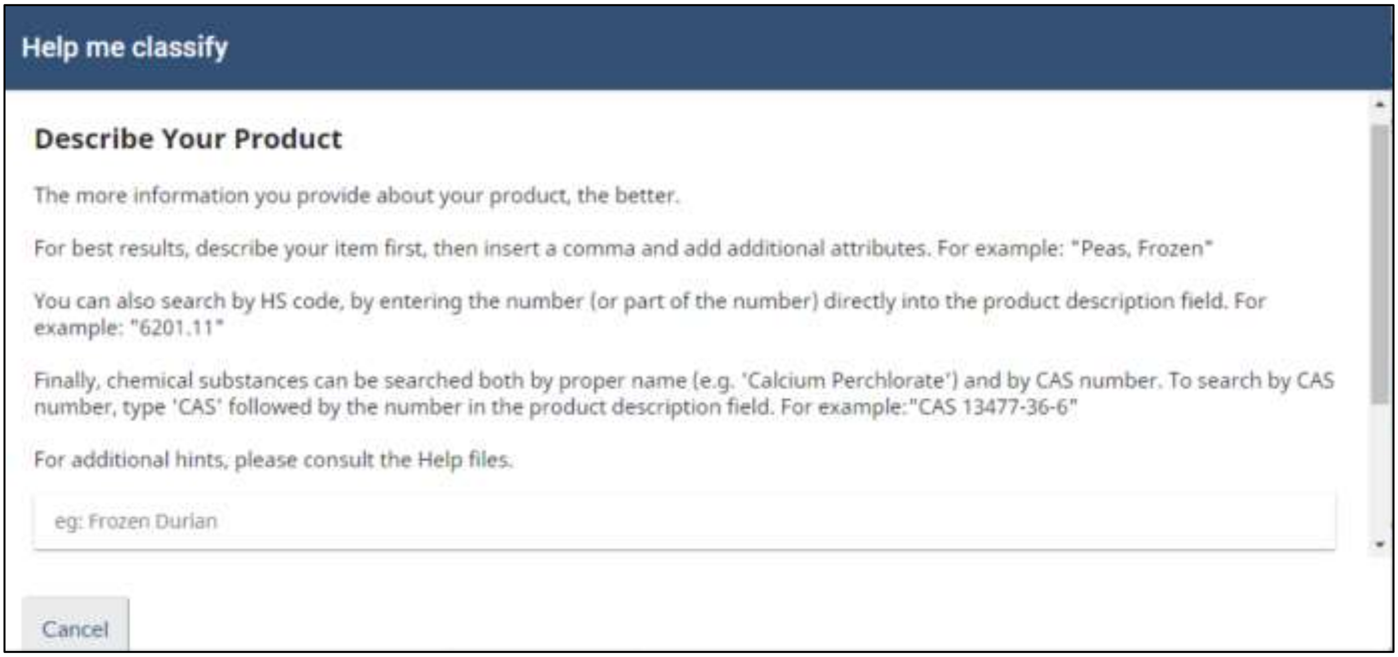
5. Declarations

This link will direct you to the **Declarations** landing page. From this page, you will have access to the **Duties and taxes calculator**. This tool can be used for estimating the duties and/or taxes that will be owed for goods before they are imported.





Selecting the **Help me classify** button within the **Duties and taxes calculator** will direct you to an embedded classification tool. This tool will allow you to input known information about your goods/products in order to receive a tariff classification number for the goods.



Additional information about the Duties and taxes calculator, and the classification tool can be found in both the below document and the below video:

- **User guide – Financial information, payment processing and tariff tools in the CARM Client Portal**
- **Video – How to use the Duties and taxes calculator in the CARM Client Portal**

6. Rulings

This link will direct you to the **Rulings** landing page. From this page, you will be able to view and manage all of your ruling requests within the portal:

- **Rulings** (Allows you to view a list of your ruling requests, review their details, and request new rulings)

Additional information about rulings processes can be found in the below document and the below videos:

- User guide – Managing Rulings
- **Video –** Understanding Ruling statuses in the CARM Client Portal
- **Video –** How to submit a Ruling request in the CARM Client Portal

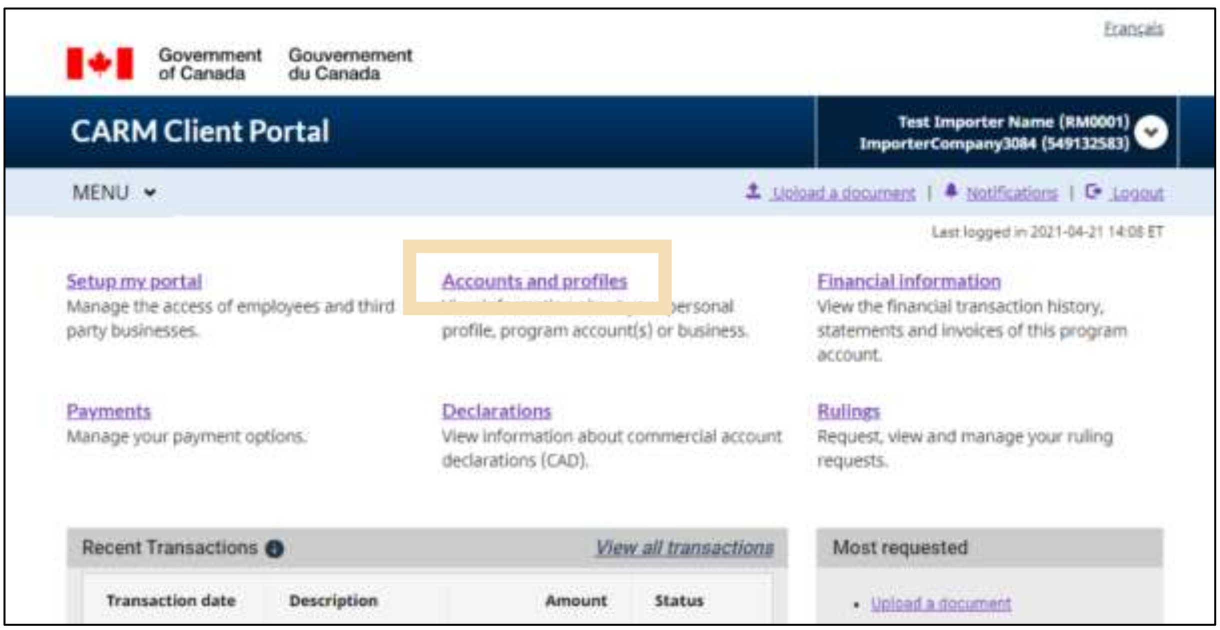
2.3 Setup of notifications

Setting up notifications within the CARM Client Portal is a useful way to ensure that you do not miss important communications from the CBSA.

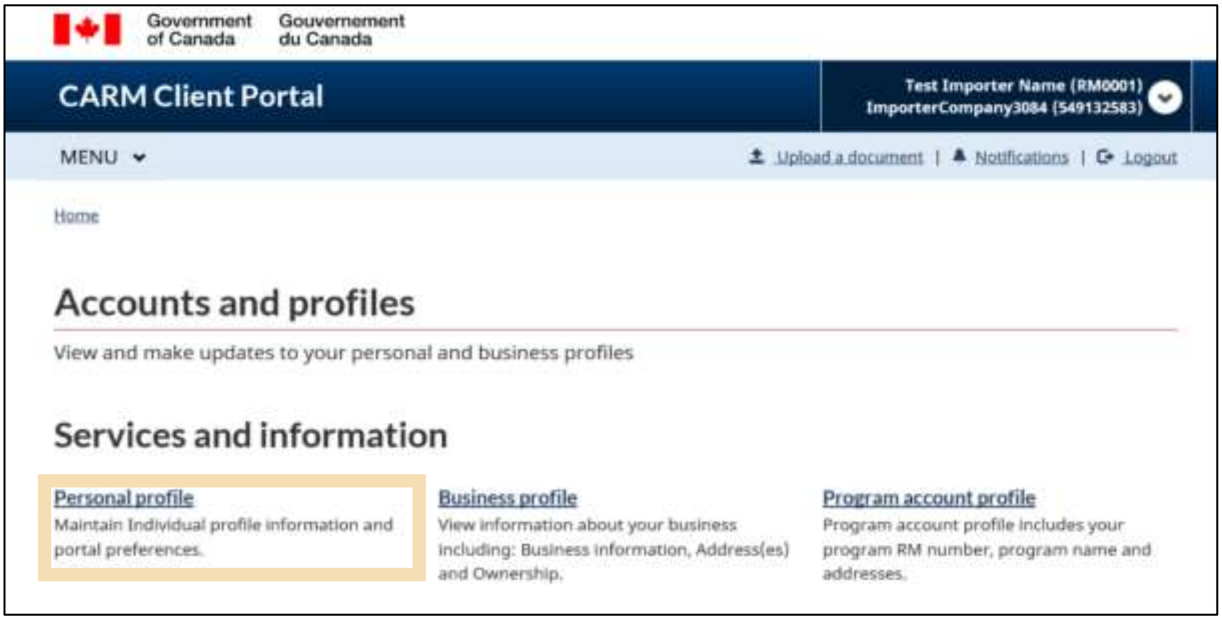
Note that even if you do not subscribe to all notifications, you will still be notified if important communications that require timely action on your part are received.

To setup notifications, follow the below steps:

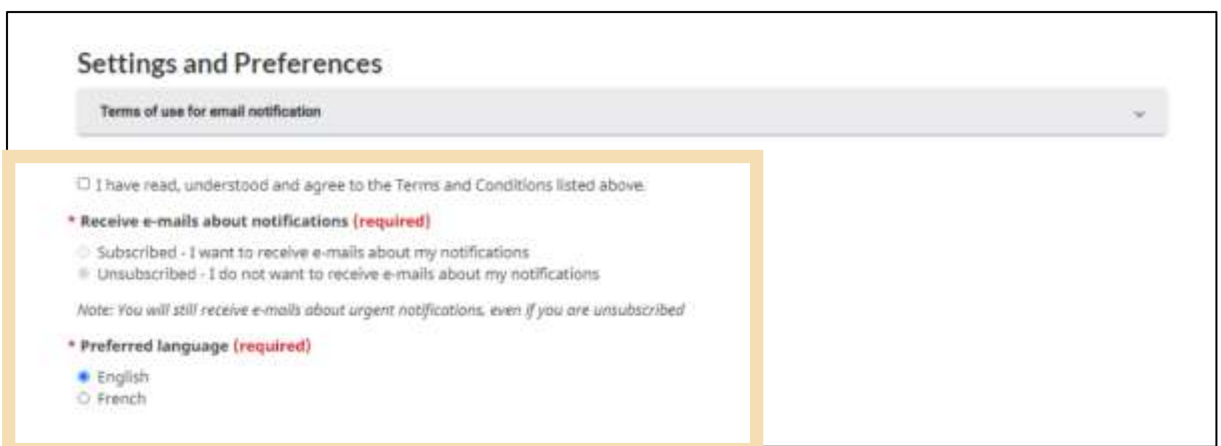
1. Select **Accounts and profiles** from the home page.



2. Click on the **Personal profile** link.



3. From the **Personal profile** screen, scroll down to **Settings and Preferences** and complete the following:
   - Read the **Terms and Conditions** in the drop-down menu, and confirm your acceptance by checking the box
   - Select the **Subscribed** button
   - Select **English** or **French** as your preferred language



Once notifications are set to **Subscribed**, you will begin receiving e-mail notifications from CBSA.

Important note:

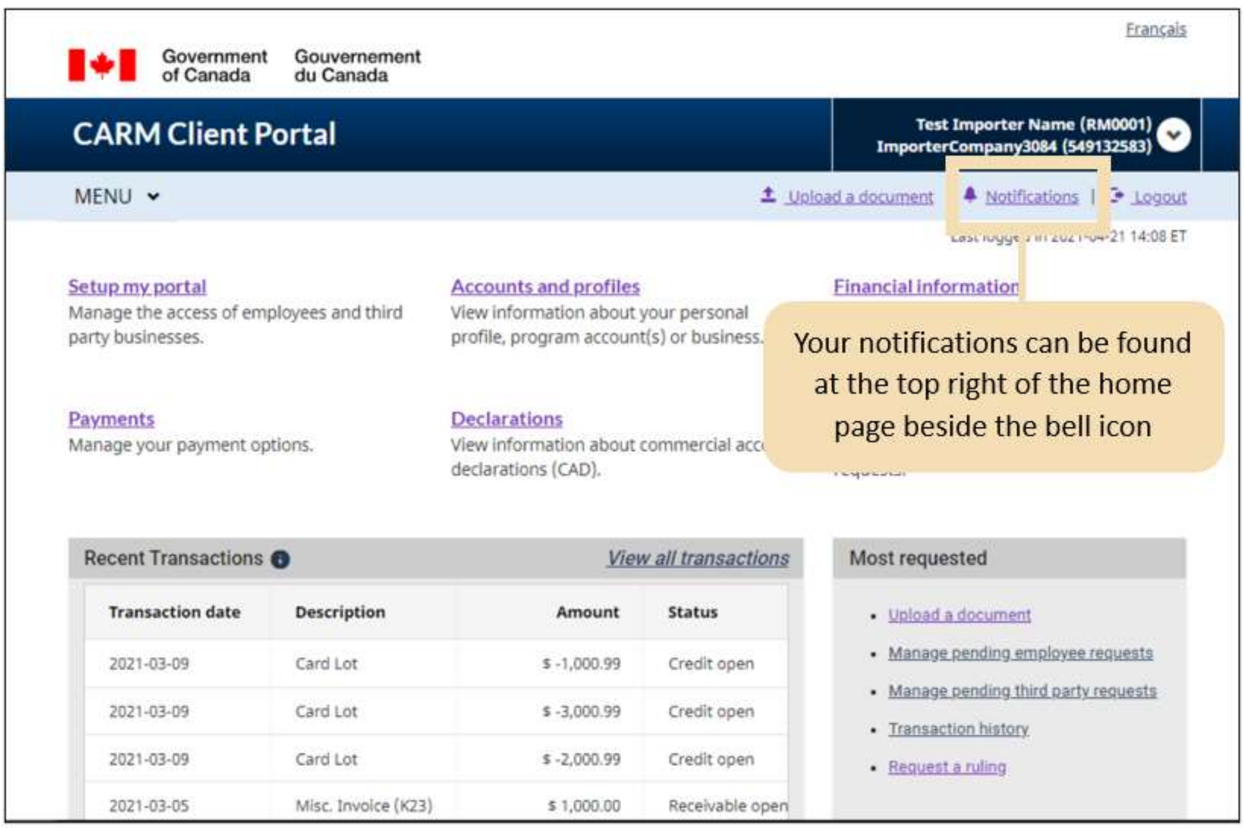
Notifications will be sent in bulk by CBSA. The only options available to users will be to either receive all notifications or to receive none. This option can be modified at any time following the above process.

Remember that urgent notifications will be sent to you regardless of the notification option selected.

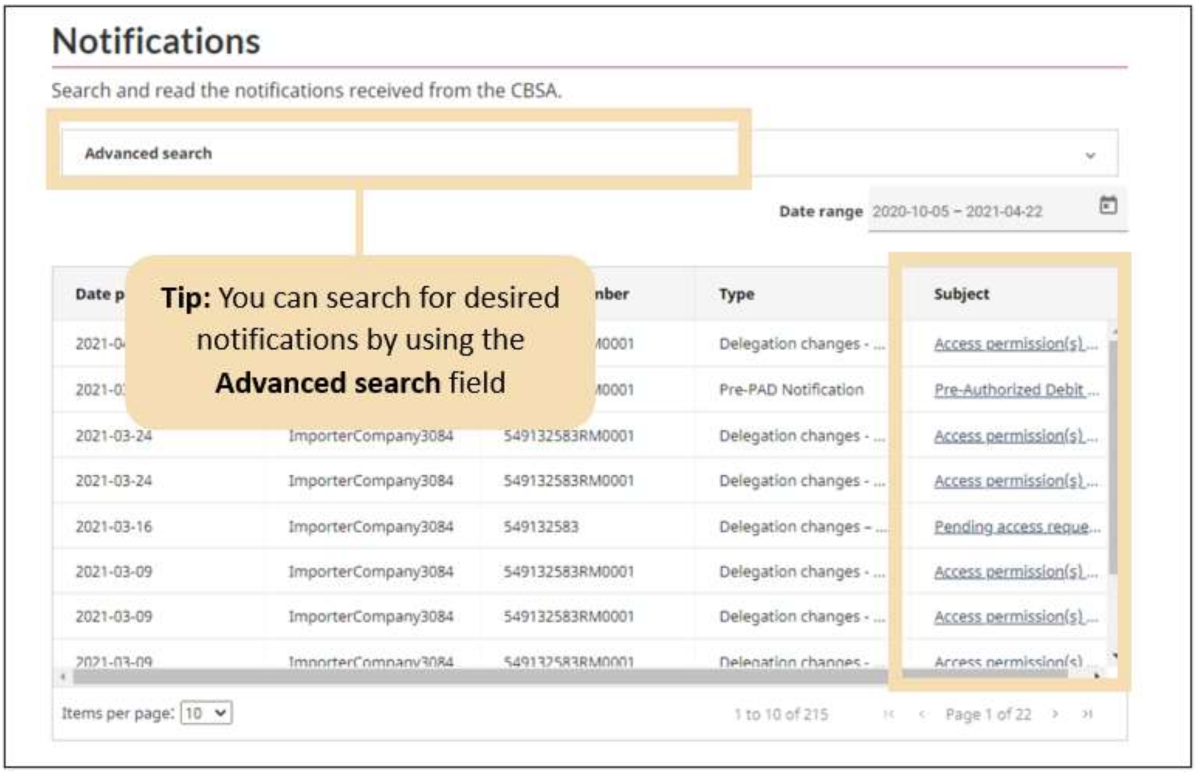
2.4 Notifications (view)

To view your notifications in the CARM Client Portal, follow the below steps:

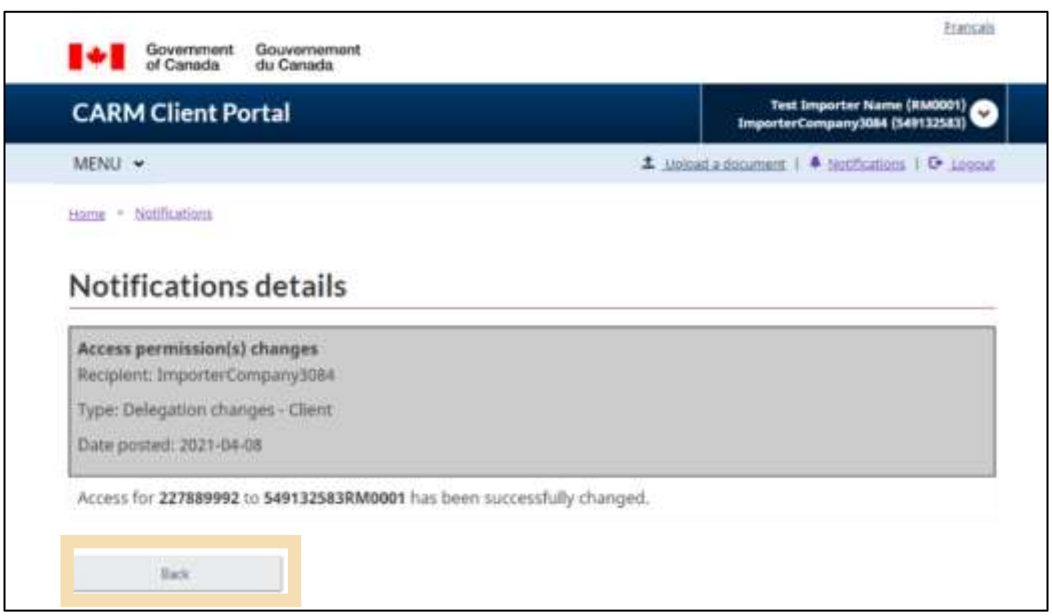
1. Click the **Notifications** link. A list of notifications will display.



2. Click on the **Subject** link to view the details of a notification.

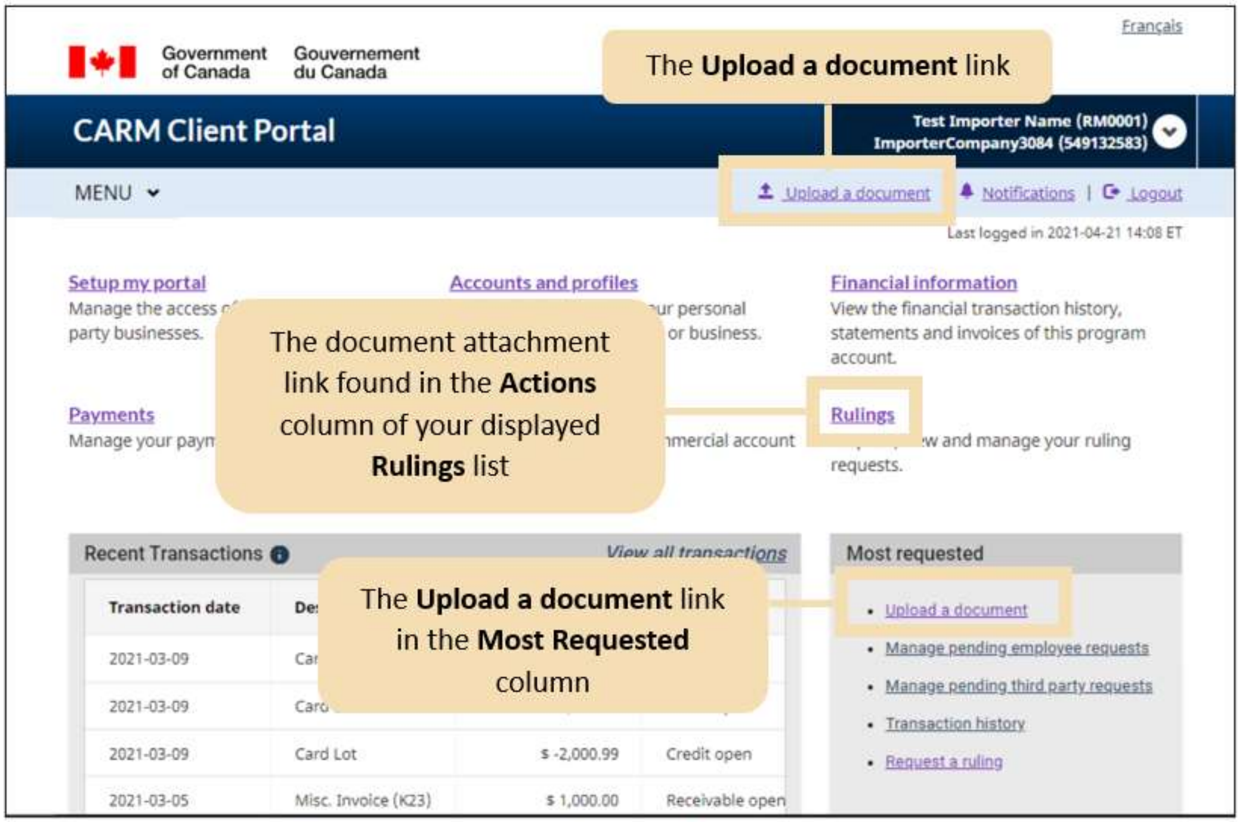


3. The notification details selected will then be displayed. Click the **Back** button to return to the notifications list once you are done reviewing the notification.



2.5 Uploading documents

Including additional documents helps the CBSA with their rulings decisions. Where possible, documents that support a ruling request should always be included with the initial request. If the CBSA feels that they have insufficient information to render a decision, they may request that you provide additional information in order to proceed with your ruling request.



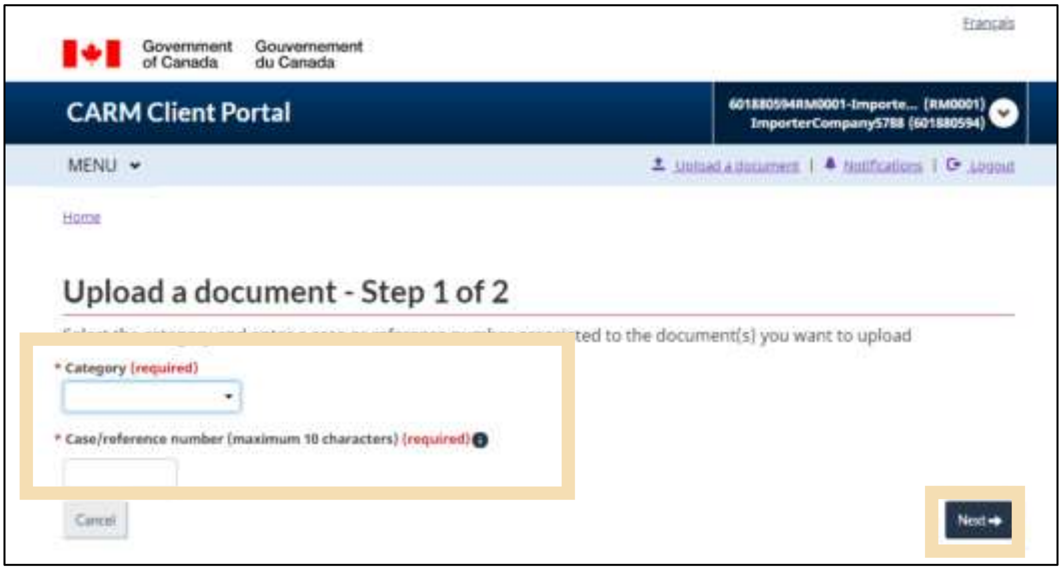
For the purposes of this guide, we are showing the page that will appear after selecting either of the **Upload a document** links.

From this page you may proceed with the following steps:

1. Select the **Category** from the drop-down menu.

2. Enter the **Case/reference number** that the document you are uploading will be associated with/attached to.

3. Click the **Next** button.



4. Drag and drop the file from the specified location and click **Upload** to complete the upload process.

Important note:

You can only upload PDF, Word, Excel, RTF, JPG, TIFF and XPS documents to the CARM Client Portal.

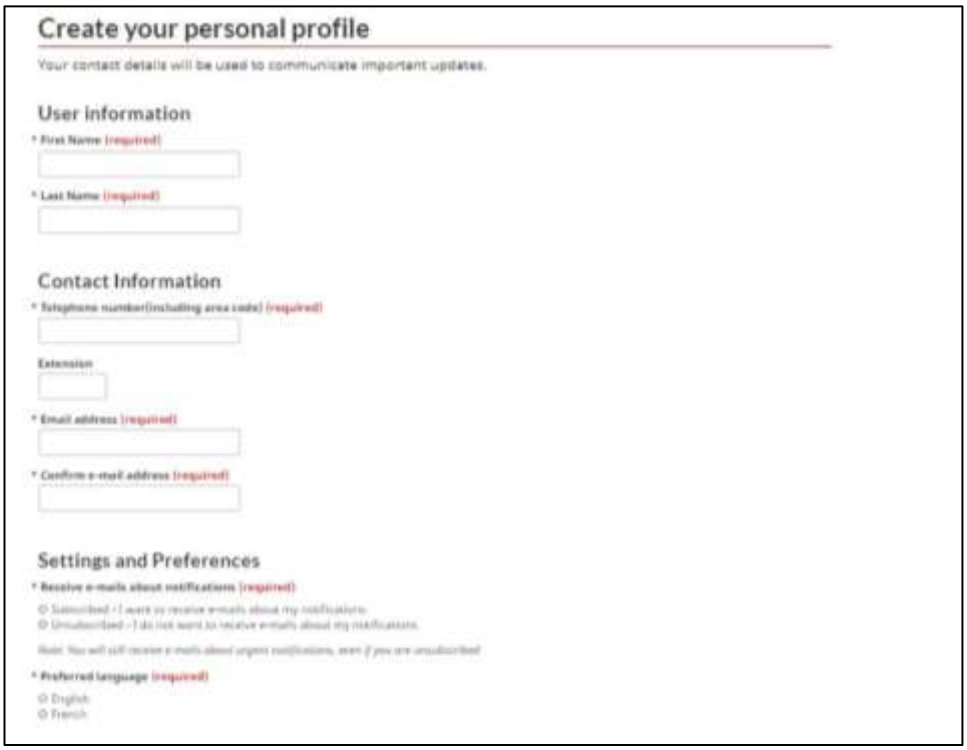
3. Requesting a new business relationship

3.1 Account types

Within the CARM Client Portal, there are two types of accounts: Individual accounts and Business accounts.

Individual account:

In order to access a business account, it is mandatory to first have an individual account. This account requires users to complete their personal profile for the user to be granted access to the CARM Client Portal.



To learn more about setting up your Individual account and Personal Profile, see **Section –** [Creating your personal profile] of this document.

To learn more about setting up your notifications, see **Section –** [Setup of notifications].

Business account:

Accounts for businesses exist for:

- Organizations that provide services to clients – Service Provider
- Business account that has at least one program account and performs activities as a customs broker or third party.
- Client organizations such as importers
- Any business account that has delegated their authority to a service provider.

3.2 Business relationships

Business relationships are established between a service provider and its client(s). A client (e.g., importer) can delegate access to the service provider (e.g., customs broker) for them to act on their behalf and manage their account(s) within the CBSA by establishing a relationship.

Service providers must first establish a business relationship with their clients to be able to transact with the CBSA on their behalf. Only then will the service provider be able to assign its employees to the clients' accounts to carry out the activities agreed upon in their service.

Important note:

The client determines the relationship type to grant to its service provider(s).

Within the CARM Client Portal, there are two business relationship access types that can be established between a service provider and a client.

These are:

- Business management relationship
- Program management relationship

This table shows the activities and access permissions associated with the Business management relationship and Program management relationship:

Activities	**Allowed or Restricted**	**View as Read-only or View and Edit**
View business account profile (general information, ownership, addresses, business activity, settings and contacts)	Allowed	Read-only
View all Program accounts profile (general information, addresses, contacts, owners and sub-programs)	Allowed	Read-only
View the list of programs	Allowed	Read-only
View financial security information	Allowed	View and Edit
View information regarding requests (e.g., Rulings) and transactions (e.g., CAD) on the client's behalf	Allowed	View and Edit
Commonly restricted actions	Allowed	Refer to below

1. **Business management relationship:** This relationship delegates access to all program accounts to the service provider, including any programs added in the future. Commonly restricted actions within a Business management relationship include the following:

    - Editing the Business account or Program account information
    - Viewing or editing pre-authorized debit authorizations
    - Viewing collection-related notifications and payment arrangements
    - Viewing or editing the client's access requests, and its employees' accesses
    - Viewing or editing the client's pending business relationship requests, and its list of active business relationship

2. **Program management relationship:** This relationship delegates access to only selected program accounts to the service provider. This table shows the activities and access permissions associated with the Program management relationship:

Activities	Allowed or Restricted	View as Read-only or View and Edit
View program account profile (general information, addresses, contacts, owners and sub-programs)	Allowed	Read-only
View information regarding requests (e.g., Rulings) and transactions (e.g., CAD) on the client's behalf	Allowed	View and Edit
View Business account profile	Restricted	Not available
View list of programs	Restricted	Not available
View financial security	Restricted	Not available
Commonly restricted actions (refer to previous page)	Restricted	Not available

To learn more about managing business relationships, please reference the following guide:

- User guide – Delegation of Authority

4. Resources

There are several resources that are available surrounding the CARM Client Portal to help support new users:

1. **Instructional videos:**
   - Dedicated instructional videos for portal utilization including step-by-step videos on: Creating and linking individual and business accounts, Delegating authority, Financial information, and more.

2. **FAQ:**
   - The CBSA has provided answers to frequently asked questions that clients may have regarding the portal.

3. **Chatbot:**
   - The CBSA has introduced a chatbot that includes scripts prepared for users to support their onboarding process to the CARM Client Portal.

4. **Onboarding guides:**
   - These guides will help TCPs understand how to use the CARM Client Portal, with information on the key benefits and capabilities that the portal offers.