

My Service Canada Account

My Service Canada Account provides a single point of access to view and update your information with Employment Insurance (EI), Canada Pension Plan (CPP) and Old Age Security (OAS).

What can I do with My Service Canada Account?

- [View and update your important \(EI\) messages, payment information, current/past claims](#)
- [View/change your EI direct deposit, mailing address, and telephone number](#)
- [View/print your EI/Canadian Pension Plan \(CPP\)/Old Age Security \(OAS\) tax slips](#)
- [View/change your CPP/OAS payment destination, address and telephone number](#)
- [View/print your CPP statement of contributions and Benefit Estimate](#)
- [View your electronic Records of Employment](#)
- [Register to pay Employment Insurance premiums on your self-employment income \(for self-employed persons\)](#)

Before you register

Before you register you must have either:

- a 4-digit [Employment Insurance Access Code](#) (printed in the shaded area at the bottom of the [Benefit Statement](#) that is mailed to you after you apply for EI benefits); OR
- a 7-digit Personal Access Code. If you do not have one, you can [request a Personal Access Code online](#).

Register for My Service Canada Account

Once you have your EI Access code or Personal Access Code you can register for My Service Canada Account. It will take about 10 minutes to complete the registration process. If you have questions try our [Frequently Asked Questions about My Service Canada Account](#).

Step 1

You will need to create a User ID and Password during the registration process - this is called an epass. If you already have an epass, you will not need to get a new one. Enter your information on the epass login page.

Step 2

You will need to provide personal information such as your social insurance number to validate your identity and make sure that only you can access your information. This information is kept [private and secure](#).

New Minimum Computer Requirements

To use our online services there are minimum requirements for your computer settings and/or software to ensure the privacy and security of your personal information.

- If you are using a [Windows](#) operating system (Windows 2000, Windows XP Home, Windows XP Professional, Windows Vista Home or Windows Vista Enterprise (32 bit)) with one of the following browsers, Internet Explorer 6.0+, Internet Explorer 7.0+ or Firefox 2.0.0.9+, we recommend using the [Sun JVM 1.6.0_03 or higher](#).
- If you are using a [Mac](#) operating system (Mac OS X version 10.4 or Mac OS X version 10.5) with one of the following browsers, Safari 2.0.4 or Safari 3.0.4, we recommend using the [Apple JVM 1.5.0_13 or higher](#).

- If you are using a [Linux](#) operating system (Red Hat Fedora Core 8 or Ubuntu 7.1) with Firefox 2.0.0.6 or higher we recommend using the [Sun JVM 1.6.0_03 or higher](#).

Please note that other non-recommended configurations may allow you to access My Service Canada Account, but there is no guarantee that you will have access to all available functionalities. Visit the [Minimum Computer Requirements](#) for details.

Using this service in a public place

To ensure that others do not have access to your information, keep all of your personal information such as your social insurance number, Access Code and banking information confidential and log out of online services when your session is completed. The log out option is available on the top menu bar within each service.

Should you require any more information on this program, please do not hesitate to visit the Service Canada website at www.servicecanada.gc.ca or contact myself directly at ausama.t.alsousi@servicecanada.gc.ca or 613 952 4184.

Thank you

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