

Table of Contents

What is Two-Factor Authentication (2FA)?	2
Why is 2FA important?	2
Choose and add a method of two-factor authentication	2
How to set-up a 2-factor authenticator on a mobile device (smartphone or tablet) (recommended) ...	3
How to set-up your 2-factor authenticator on a desktop (PC or laptop)	5
How to set-up your 2-factor authenticator using your email address	7
Troubleshooting 2-factor authentication issues	10
Using an authenticator app	10
I get an error message when I enter my 6-digit authenticator code	10
I tried the above and still get an error message on my device.....	10
I don't have my authenticator application and I lost my recovery codes.	10
I changed my phone, and no longer have access to my authenticator application.	11
Using your email address	11
I have not received the email with the one-time passcode	11
I get an error message when I enter my one-time passcode:	11
Need more help?	11

What is Two-Factor Authentication (2FA)?

Two-Factor Authentication (2FA) is a security mechanism that requires users to provide two or more different authentication factors to access an account or system.

Why is 2FA important?

2FA enhances security by adding an additional layer of protection beyond just a password. It significantly reduces the risk of unauthorized access to your accounts and sensitive data because even if someone obtains your password, they would still need access to your two-factor authentication.

After you create your GCKey, the system will prompt you for your two-factor authentication code to continue the authentication process.

Choose and add a method of two-factor authentication

You have 2 options of two-factor authentication:

1. Using an authenticator app
 - [On a smartphone or tablet \(recommended\)](#)
 - [On your desktop device](#)
2. [Using your email address](#)

How to set-up a 2-factor authenticator on a mobile device (smartphone or tablet) (recommended)

Use your smartphone or tablet (recommended)

Click “Set up your mobile device”.



Terms and conditions of use:

Read the terms and conditions and click “I accept”.



Prepare your mobile device:

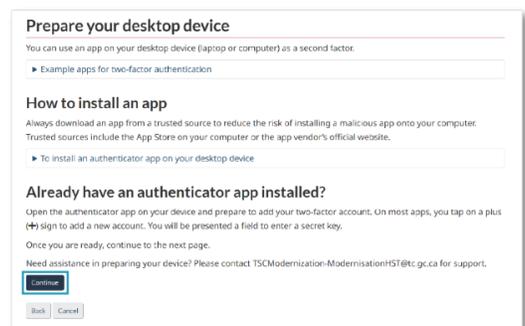
If you do not have a two-factor authenticator application on your device:

1. Select an application that comes from a reputable vendor. For a work device, please contact your IT team to obtain their recommendations and assistance.
2. Follow the steps provided on “How to install an app”.

If you already have an authenticator app installed on your device:

1. Follow the steps to add a new account on your app.

When you're done preparing your mobile device, click "Continue".



Disclaimer: This tutorial document is produced by the TSC Modernization team to assist users with the Transportation Security Services platform account initiation. It is not an official Transport Canada publication.

Register your device:

Use your device to link your account:

1. Point your device's camera at the QR code or copy the *Secret key* and paste it in your authenticator app. The authenticator code is now linked to an identifier (XXXX). Your application will generate a 6-digit authenticator code linked to this identifier.
2. The application generates 6 new digits every 30 seconds. When you're ready, enter the 6 digits in the text box and click continue. If new digits are displayed before you clicked continue, you will get an error message. Make sure you click continue before the 30 seconds are up.

Register your device

Register your one-time passcode device as follows:

1. Point your device's camera at the image below. Your authenticator app automatically scans the code and adds your account.

Are you currently signing up from your mobile device?
You can copy the secret key below and paste it into your authenticator app instead.

Give the secret key a name you can remember. You can include the identifier L8KW. This identifier will be displayed to help you find this secret when you login.

Secret key

Copy secret key

2. Once the two-factor account has been added into your mobile app, a six-digit code will appear. Enter this authenticator code below and select **Continue**.

* Authenticator code (L8KW) (Required field)

123456

Continue

Back Cancel

Recovery codes:

Save a copy of your recovery codes!

If you lose or damage your device, or reinstall your authenticator app, you will be able to recover your account using a recovery code.

1. Print the page or copy your recovery codes, keep them in a safe place and do not share them.
2. Check the box to confirm you securely recorded your codes.
3. Click "Continue".

Recovery codes

You must record these recovery codes to protect your two-factor account. Keep them somewhere safe and accessible only to you.

Your recovery codes are:

Recovery codes for Transportation Security Service (TSS) issued on: Wednesday, April 24, 2024 at 14:21:55 EDT

123456
654321
987654
321098
765432

Note: Recovery codes are **case sensitive**.

Write these codes down, or print this page using the button below, then store them in a secure location!

Print this page Copy recovery codes

► Why do I need recovery codes?

► Have you just used an old recovery code?

Do not share or lose your recovery codes!
Without a recovery code, you could permanently lose access to your two-factor account.
In the wrong hands, codes could be misused to compromise your account. You are responsible for their safekeeping.

Have you securely recorded these codes?

Yes, I have securely recorded and stored these codes.

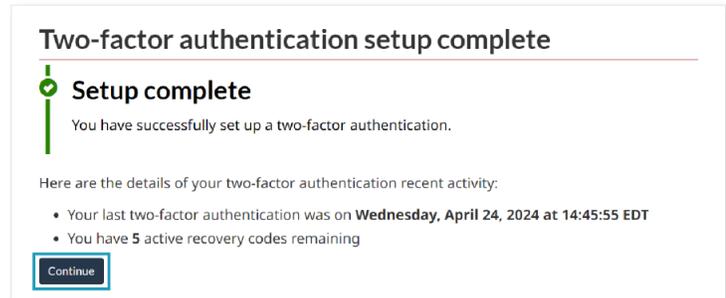
Continue

Disclaimer: This tutorial document is produced by the TSC Modernization team to assist users with the Transportation Security Services platform account initiation. It is not an official Transport Canada publication.

Two-factor authentication setup complete:

Click “Continue”. You are now at Step 3 of the account initiation steps.

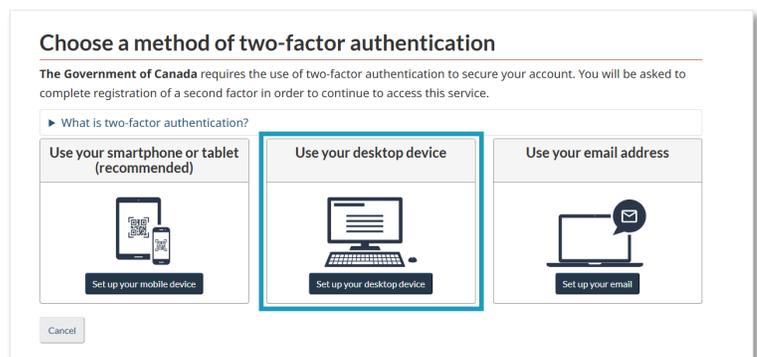
Go to your email from TSS Modernization to get Step 3 details: your invitation code.



How to set-up your 2-factor authenticator on a desktop (PC or laptop)

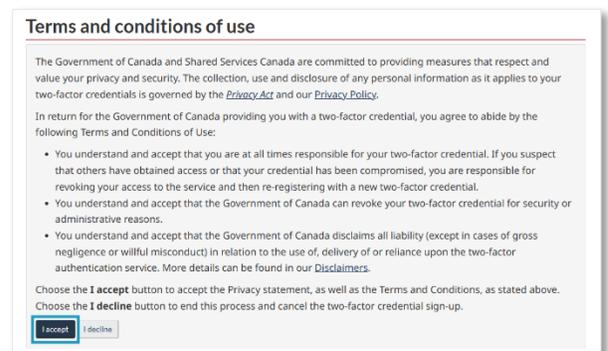
Use your desktop device

Click “Set up your desktop device”.



Terms and conditions of use:

Read the terms and conditions and click “I accept”.



Disclaimer: This tutorial document is produced by the TSC Modernization team to assist users with the Transportation Security Services platform account initiation. It is not an official Transport Canada publication.

Prepare your desktop device:

If you don't have a two-factor authenticator application on your desktop:

1. Select an application that comes from a reputable vendor. For a work desktop, please contact your IT team for their recommendations and assistance.
2. Follow the steps provided on "How to install an app".

If you already have an authenticator app installed on your desktop:

1. Follow the steps to add a new account on your app.

When you're done, click "Continue".

Register your device:

Use your desktop to link your account:

1. Copy the *Secret key* and paste it in your desktop authenticator app.
2. The authenticator code is now linked to an identifier (XXXX). Your application will generate a 6-digit authenticator code linked to this identifier.
3. The application generates 6 new digits every 30 seconds. When you're ready, enter the 6 digits in the text box and click continue. If new digits are displayed before you clicked continue, you will get an error message. Make sure you click continue before the 30 seconds are up.

Disclaimer: This tutorial document is produced by the TSC Modernization team to assist users with the Transportation Security Services platform account initiation. It is not an official Transport Canada publication.

Recovery codes:

Save a copy of your recovery codes!

If you lose or damage your device, or reinstall your authenticator app, you will be able to recover your account using a recovery code.

4. Print the page or copy your recovery codes, keep them in a safe place and do not share them.
5. Check the box to confirm you securely recorded your codes.
6. Click “Continue”.

Recovery codes

You must record these recovery codes to protect your two-factor account. Keep them somewhere safe and accessible only to you.

Your recovery codes are:

Recovery codes for Transportation Security Service (TSS) issued on: Wednesday, April 24, 2024 at 14:21:55 EDT

1234 5678 9012
 2345 6789 0123
 3456 7890 1234
 4567 8901 2345
 5678 9012 3456

Note: Recovery codes are **case sensitive**.

Write these codes down, or print this page using the button below, then store them in a secure location!

[▶ Why do I need recovery codes?](#)
[▶ Have you just used an old recovery code?](#)

⚠ Do not share or lose your recovery codes!
 Without a recovery code, you could permanently lose access to your two-factor account. In the wrong hands, codes could be misused to compromise your account. You are responsible for their safekeeping.

Have you securely recorded these codes?

Yes, I have securely recorded and stored these codes.

Two-factor authentication setup complete:

Click “Continue”. You are now at Step 3 of the account initiation steps.

Go to your email from TSS Modernization to get Step 3 details: your invitation code.

Two-factor authentication setup complete

✓ Setup complete

You have successfully set up a two-factor authentication.

Here are the details of your two-factor authentication recent activity:

- Your last two-factor authentication was on **Wednesday, April 24, 2024 at 14:45:55 EDT**
- You have **5** active recovery codes remaining

How to set-up your 2-factor authenticator using your email address

Use your email address

Click “Set up your email address”.

Choose a method of two-factor authentication

The Government of Canada requires the use of two-factor authentication to secure your account. You will be asked to complete registration of a second factor in order to continue to access this service.

▶ What is two-factor authentication?

Use your smartphone or tablet (recommended)



Use your desktop device



Use your email address



Disclaimer: This tutorial document is produced by the TSC Modernization team to assist users with the Transportation Security Services platform account initiation. It is not an official Transport Canada publication.

Terms and conditions of use:

Read the terms and conditions and click “I accept”.

Register your email address:

Enter your email address in the required field.

Click “Continue”.

Verify your email address:

Check your email. You will receive a one-time passcode from GCKey Sign-in.

Copy or enter the code from that email into the “One-time passcode” field to finish registering your email address. The code will expire after 20 minutes.

Check your Spam/Junk folder. If you haven’t received your one-time code after more than 2 minutes, click on the “Resend code” button.

The one-time passcode is case sensitive.

Click on “Continue”

Disclaimer: This tutorial document is produced by the TSC Modernization team to assist users with the Transportation Security Services platform account initiation. It is not an official Transport Canada publication.

Recovery codes:

Save a copy of your recovery codes!

1. Print the page or copy your recovery codes and keep them in a safe place.
2. Check the box to confirm you securely recorded and stored your recovery codes.
3. Click “Continue”

Recovery codes

You must record these recovery codes to protect your two-factor account. Keep them somewhere safe and accessible only to you.

Your recovery codes are:

Recovery codes for Transportation Security Service (TSS) issued on: Wednesday, April 24, 2024 at 14:21:55 EDT

1234 5678 9010
 2345 6789 0123
 3456 7890 1234
 4567 8901 2345
 5678 9012 3456

Note: Recovery codes are **case sensitive**.

Write these codes down, or print this page using the button below, then store them in a secure location!

[Print this page](#) [Copy recovery codes](#)

▶ Why do I need recovery codes?
 ▶ Have you just used an old recovery code?

Do not share or lose your recovery codes!
 Without a recovery code, you could permanently lose access to your two-factor account. In the wrong hands, codes could be misused to compromise your account. You are responsible for their safekeeping.

Have you securely recorded these codes?
 Yes, I have securely recorded and stored these codes.

[Continue](#)

Two-factor authentication setup complete:

Click “Continue”. This will bring you to Step 3 of the account initiation steps.

Go to your email from TSS Modernization to get Step 3 details: Invitation code

Two-factor authentication setup complete

Setup complete
 You have successfully set up a two-factor authentication.

Here are the details of your two-factor authentication recent activity:

- Your last two-factor authentication was on **Wednesday, April 24, 2024 at 14:45:55 EDT**
- You have **5** active recovery codes remaining

[Continue](#)

Disclaimer: This tutorial document is produced by the TSC Modernization team to assist users with the Transportation Security Services platform account initiation. It is not an official Transport Canada publication.

Troubleshooting 2-factor authentication issues

Using an authenticator app

I get an error message when I enter my 6-digit authenticator code

If your code is incorrect, confirm:

- You entered the code before it expired.
- The time on your device and the computer must match. Make sure they are in the same time zone.

Enter the new code generated after 30 seconds.

I tried the above and still get an error message on my device.

- Sync your device with your app.
- Make sure the app confirms the time is synced.
- The sync only affects the internal time of your Authenticator app. Your device's date and time settings won't change.

Enter the new code generated after 30 seconds.

I don't have my authenticator application and I lost my recovery codes.

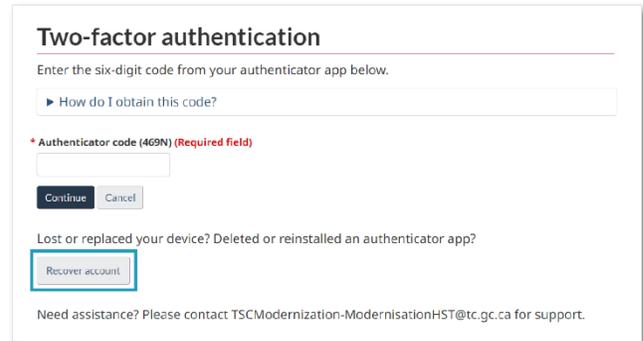
We don't have access to the recovery codes you received when you set up your authenticator application.

- Ask your employer to send you a new invitation code.
- You must restart the sign-in process.
- You must create a new GCKey username and password to get a new QR code, or secret key, to link your TSS account to your new authenticator application.

I changed my phone, and no longer have access to my authenticator application.

If you saved the recovery codes you received when you registered your device to link your TSS account for the first time:

- Click on the “Recover account” button on the “Two-factor authentication” page.
- Use one of the 12-character recovery codes to link your TSS account with a new authenticator application.



Using your email address

I have not received the email with the one-time passcode

- Please wait at least 2 minutes for the email to arrive
- Check that the email is not in your spam folder
- Click “back” and enter your email again

I get an error message when I enter my one-time passcode:

If your one-time pass code is invalid, confirm:

- You entered the code before it expired (20 minutes)
- Copy and paste the one-time passcode as it is case sensitive.

Click “Resend” to receive a new code

Need more help?

If you are still having issues with the two-factor verification step, please email tscmodernization-modernisationhst@tc.gc.ca with the following information:

- A detailed description of the issue or error received.
- Screenshots of the problem or error message.

Disclaimer: This tutorial document is produced by the TSC Modernization team to assist users with the Transportation Security Services platform account initiation. It is not an official Transport Canada publication.