

FCNB Portal - Standard Contract registration holders - Account creation process

Introduction

FCNB's new online standard contract registration functionality will be launched on 28 May 2018 (see [Bulletin 2018-01](#) for more information).

Existing standard contracts will be migrated to the new system and will be viewable once a standard contract registration holder representative creates an account in the portal and has logged in successfully.

The FCNB portal uses email addresses as the user account identifiers.

All registered standard contracts in our new system have been associated with the email addresses of the representatives of their registration holders in our old system.

This notice is being sent to all such email addresses.

How to activate an account in the portal

Shortly after the launch on 28 May 2018, every standard contract registration holder representative with an email will receive an invitation email from the FCNB portal, requesting that they create an account.

An account can be created in three ways:

- Click the link in the email, which will open in a browser.
- Navigate to <https://portal.fcnb.ca/register> and enter (or cut and paste) the code from the email in the textbox provided.
- Navigate to <https://portal.fcnb.ca> and click the "Redeem it [here](#)" link on the main page and then enter (or cut and paste) the code from the email in the textbox provided.

This will lead to a portal page where the user can proceed to go through the steps for creating their account. Users should ensure they select the "Financial Institution Representative (register standard contracts)" role when creating their account.

Once the account has been created and the user has logged in, existing standard contract registrations associated with the user's email address will be viewable in the portal.

What do I do if I don't want to use this email address as the user account?

If a representative does not want to use the email address to which this notice was sent as their user account in the portal, they should notify FCNB as soon as possible, and in any event before 23 May 2018, by sending an email with clear details of what is desired to standardcontracts-contrattypes@fcnbc.ca.

Technical questions

If a representative has any technical questions, please complete a support request at <https://portal.fcnb.ca/requestsupport/> and someone from FCNB's support team will respond.