



# Fisheries Integrated Services Hub (FISH)

## User Guide for GCKey and DFO Services

February 2026 | Version 1





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## Introduction

This guide is for use with any Fisheries and Oceans Canada (DFO) **Fisheries Integrated Services Hub (FISH)** service including National Online Licensing System (NOLS), Fisheries Certificate System (FCS), Elvers Monitoring and Traceability (EMT), Electronic Purchase Slips, etc.

To access these services, users must use secure credentials provided by the Government of Canada. These credentials include GCKey or sign-in partner, both of which ensure privacy, security, and seamless access to government services.

### System requirements and limitations

To ensure the best experience while using FISH, users should meet the following system requirements and be aware of its limitations.

### Supported browsers

For the best performance and security, users should use an up-to-date version of one of the following browsers.

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Safari (version 16.4 or later)

**Note:** Other browsers may work, but they have not been fully tested and could cause unexpected issues.

Users are encouraged to keep their browsers updated to the latest stable release. If technical issues arise, users should verify that they are using a supported and up-to-date browser version before contacting support.

### Supported devices

FISH is designed for both mobile and desktop use, allowing users to access it from:

- Smartphones (iOS and Android)
- Tablets (iOS and Android)
- Laptops and Desktops (Windows and MacOS)

### Technical requirements

- JavaScript and cookies must be enabled in the browser settings for the application to function properly.
- Pop-up blockers may need to be disabled or set to allow exceptions.
- A stable internet connection is required to open FISH services, as they are web-based.

### System limitations

We do not provide technical support for personal device issues, such as phone or laptop malfunctions.

- For technical issues related to specific FISH services, users should follow DFO's standard support process. Please refer to the Appendix for details.



## What steps should you follow

Different users may have different starting points when trying to access DFO's FISH services.

**Important** - If you have previously set up a GCKey account or created a profile for the National Online Licensing System (NOLS), Fisheries Certificate System (FCS), Elvers Monitoring and Traceability (EMT), or other DFO application, please **re-use your existing profile**. Creating duplicate profiles will cause issues.

Use the information below to choose the steps that match your situation. Once you complete these steps, you will have to navigate to the specific User Guide for the DFO service that you wish to use (e.g., the user guide for EMT or ESLIPs, etc.).

**If you are new to GCKey and new to DFO** - Follow the instructions laid out in these sections of the guide, in this order, to create your GCKey and your DFO profile for the first time:

- Getting started / Launching FISH
- Secure Sign-in Methods – Option 2: Getting a GCKey
- Complete process required for two-factor authentication
- First time sign in to FISH
- New User - Self-registration with DFO

**If you already have a GCKey but are new to DFO** - Do not create a new GCKey. Follow the instructions laid out in these sections of the guide, in this order, to continue using your existing GCKey and complete your one-time DFO registration.

- Getting started / Launching FISH
- Sign-in via secure method
- New User - Self-registration with DFO
- Follow the User Guide for the specific service you wish to access

**If you cannot access your old GCKey or created a second / duplicate GCKey** - Follow the instructions laid out in this section of the guide.

- Recovering an existing profile

**If you are a returning FISH user** - If you have previously used a service within the FISH Hub, you do not need to set up GCKey nor complete the one-time DFO registration again. Instead, follow the instructions laid out in these sections of the guide, in this order, to access FISH.

- Getting started / Launching FISH
- Sign-in via secure method
- You are redirected to and logged into FISH; choose your service – e.g., ESLIP
- Follow the User Guide for the specific service you wish to access



## Getting started / Launching FISH

- To begin using your [Fisheries Integrated Services Hub \(FISH\) service](#). This will take you to FISH and the “welcome” screen where you can choose your service based on your account permissions.
- Click on the “sign in” button located in the middle of the screen to begin the sign-in process.



## FISH

### About FISH

The Fisheries Integrated Service Hub (FISH) is a new digital tool from Fisheries and Oceans Canada (DFO).

[Sign in to FISH](#)

Right now, FISH can be used to access:

- **Electronic Purchase Slips (ESLIPs)** for Maritime lobster and crab buyers

We're building FISH to eventually become a central place where many fisheries-related services can be accessed online. Over time, harvesters, buyers and others will be able to complete key tasks in on spot, such as:

- submitting catch or purchase data
- viewing licences and conditions
- accessing tools and information that support daily work



## Secure sign-in methods

### Option 1: Sign-in partner

The sign-in partner option, provided by *SecureKey Concierge*, allows you to access FISH services using login credentials you already have with participating financial institutions. This means you can sign in using the same username and password you use for online banking. Participating institutions include major banks and credit unions such as RBC, Scotiabank, TD Bank, BMO, Desjardins, and others.

Sign-in partner ensures privacy by not sharing personal information (e.g., name, address, passwords) between the government and your sign-in partner. The government will not know which sign-in partner you use, and your sign-in partner will not know which government service you access.

To use this option, click the "continue to sign-in partner" button and follow the instructions.

**Note:** If you choose this option, you will temporarily leave the Fisheries and Oceans Canada website. SecureKey Concierge is responsible for providing any technical support that you may require using this login option. For more information, contact Interact's [Consumer Support](#), select Help & Resources, Contact us.

[Home](#) → DFO eAccess

## Choose a secure Sign-In Method

You must sign in to access the Fisheries and Oceans Canada (DFO) service you requested.

**Please ensure that you are aware of your surroundings when entering your password and that it is not shared with anyone to ensure the safety of your account.**

Please also follow these general security practices:

- Don't have your web browser remember your user credentials.
- Use the sign out function of the application before closing your web browser.
- Clear your web browser's cache, close your browser and sign out of your computer once done with your computing session.

### Resource Centre

[Frequently Asked Questions \(FAQs\)](#)

Continue to Sign-In Partner

- Use the same sign-in information you use for other online services (e.g. online banking).
- None of your information (e.g. financial, banking) will be shared with DFO. Your Sign-In Partner will not know which government service you are using.
- You will temporarily leave the DFO web site to use your Sign-In Partner.

[View the full list of Sign-In Partners](#)



Continue to GCKey

- Sign-in with a GCKey user ID and password if you do not use one of the Sign-In Partners.
- Register for a GCKey user ID and password if you do not have one.



## Option 2: Getting a GCKey

To use GCKey as the sign in option, click the “continue to GCKey” button.

Please note:

- **Important** - You likely already have GCKey credentials (used to access other DFO/ government services). If you already have an existing GCKey, you **do not** need to create a new one. Simply enter your username, password, and click on the blue 'sign in' button to access your FISH service.
- A single GCKey can be used to access multiple government websites. Creating a second GCKey will create authentication challenges and may lead to issues in accessing services.
- If you have questions relating to your sign in, please review the Government of Canada’s [Help page](#) as the information you are looking for may already be provided.

### GCKey sign-in contact:

- Canada and the United States - 1-855-438-1102
- Text Telephone (TTY/TDD) - 1-855-438-1103
- Outside Canada and the United States - 1-800-2318-6290

### Interac® sign-in service contact:

- Canada and the United States - 1-855-433-5397
- Text Telephone (TTY/TDD) - 1-855-224-1714
- Outside Canada and the United States - 1-800-7328-7358 or 1-416-733-5403

[Home](#) → DFO eAccess

## Choose a secure Sign-In Method

You must sign in to access the Fisheries and Oceans Canada (DFO) service you requested.

**ⓘ Please ensure that you are aware of your surroundings when entering your password and that it is not shared with anyone to ensure the safety of your account.**


















Please also follow these general security practices:

- Don't have your web browser remember your user credentials.
- Use the sign out function of the application before closing your web browser.
- Clear your web browser's cache, close your browser and sign out of your computer once done with your computing session.

Continue to Sign-In Partner

- Use the same sign-in information you use for other online services (e.g. online banking).
- None of your information (e.g. financial, banking) will be shared with DFO. Your Sign-In Partner will not know which government service you are using.
- You will temporarily leave the DFO web site to use your Sign-In Partner.

[View the full list of Sign-In Partners](#)

Resource Centre

[Frequently Asked Questions \(FAQs\)](#)

Continue to GCKey

- Sign-in with a GCKey user ID and password if you do not use one of the Sign-In Partners.
- Register for a GCKey user ID and password if you do not have one.



If you do not have a GCKey account, click the “sign up” button on the right side of the screen to create one.

Home → Sign In / Sign Up

## Welcome to GCKey

### Sign In

Username: **(required)**

Password: **(required)**

[Forgot your username?](#) • [Forgot your password?](#)

### Simple Secure Access

A simple way to securely access Government of Canada online services.

One username.  
One password.

Your GCKey can be used to access multiple Government of Canada online [Enabled Services](#).

Please select **Exit** to leave the GCKey service and return to the Government of Canada online service.

### Terms and conditions

Click the “I accept” button to accept the terms and conditions of use.

Definitions	Frequently Asked Questions (FAQ)	Help
-------------	----------------------------------	------

Home → GCKey Sign Up Step 1 of 5

Terms and Conditions
Username
Password
Questions and Answers
Email

## Terms and Conditions of Use

In return for the Government of Canada providing you with a GCKey, you agree to abide by the [GCKey Terms and Conditions of Use which includes the Privacy Notice](#).

By selecting the **I accept** button, you have read and agree to the [GCKey Terms and Conditions of Use which includes the Privacy Notice](#). You can choose to not sign up for a GCKey by selecting **I decline** to end this process.



### GCKey create username

Create your username by selecting a combination of letters and numbers and type it in the username field. Create a password that:

- is between 8 and 16 characters
- does NOT contain 3 consecutive characters from your username
- contains valid characters
- contains at least one upper case letter
- contains at least one lower case letter
- contains at least one digit

Definitions	Frequently Asked Questions (FAQ)	Help
-------------	----------------------------------	------

Home → GCKey Sign Up Step 2 of 5

Terms and Conditions | Username | Password | Questions and Answers | Email

## Create Your Username ← Back

Your username must contain at least eight characters and be unique to you. When creating your Username, we recommend that you:

- make your Username easy for you to remember and hard for others to guess;
- avoid using personal information such as your name, Social Insurance Number (SIN), mailing address or email address;
- always keep your Username secure and do not share it with anyone.

Create Your Username: **(required)**

Please select **Continue** to proceed or click **Cancel** to end the Sign Up process.

**Continue** | Clear All | Cancel

**Privacy**

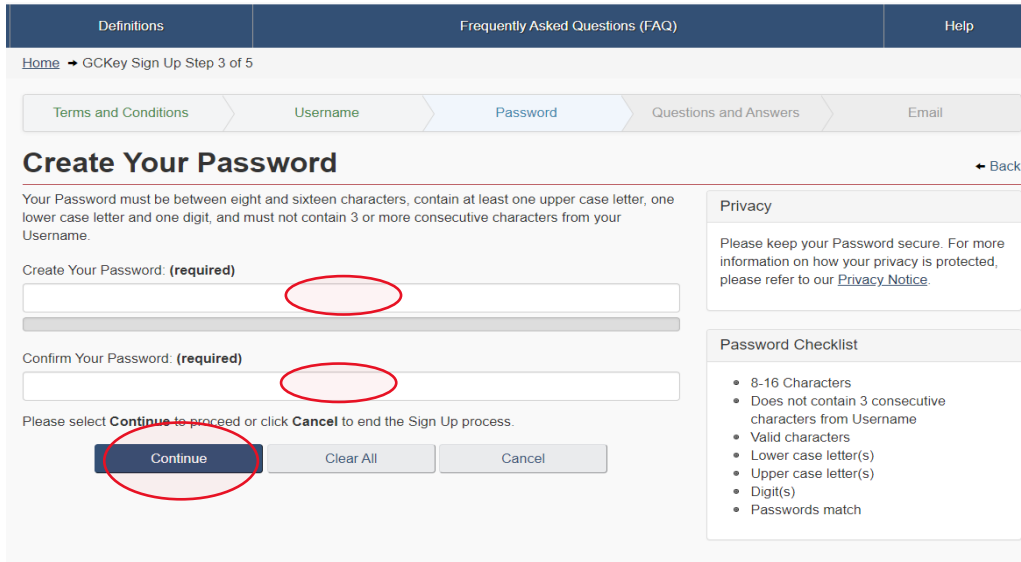
Please keep your Username secure. For more information on how your privacy is protected, please refer to our [Privacy Notice](#).

**Username Checklist**

- Minimum 8 characters
- May contain:
  - Upper case letter(s)
  - Lower case letter(s)
  - French character(s)
  - Digit(s)
  - Special character(s)

### GCKey create password

Type your password into the password field and confirm it by typing it again in the next field. Then, click the “continue” button.



Definitions Frequently Asked Questions (FAQ) Help

Home → GCKey Sign Up Step 3 of 5

Terms and Conditions Username Password Questions and Answers Email

### Create Your Password ← Back

Your Password must be between eight and sixteen characters, contain at least one upper case letter, one lower case letter and one digit, and must not contain 3 or more consecutive characters from your Username.

Create Your Password: **(required)**

Confirm Your Password: **(required)**

Please select **Continue** to proceed or click **Cancel** to end the Sign Up process.

Continue Clear All Cancel

**Privacy**

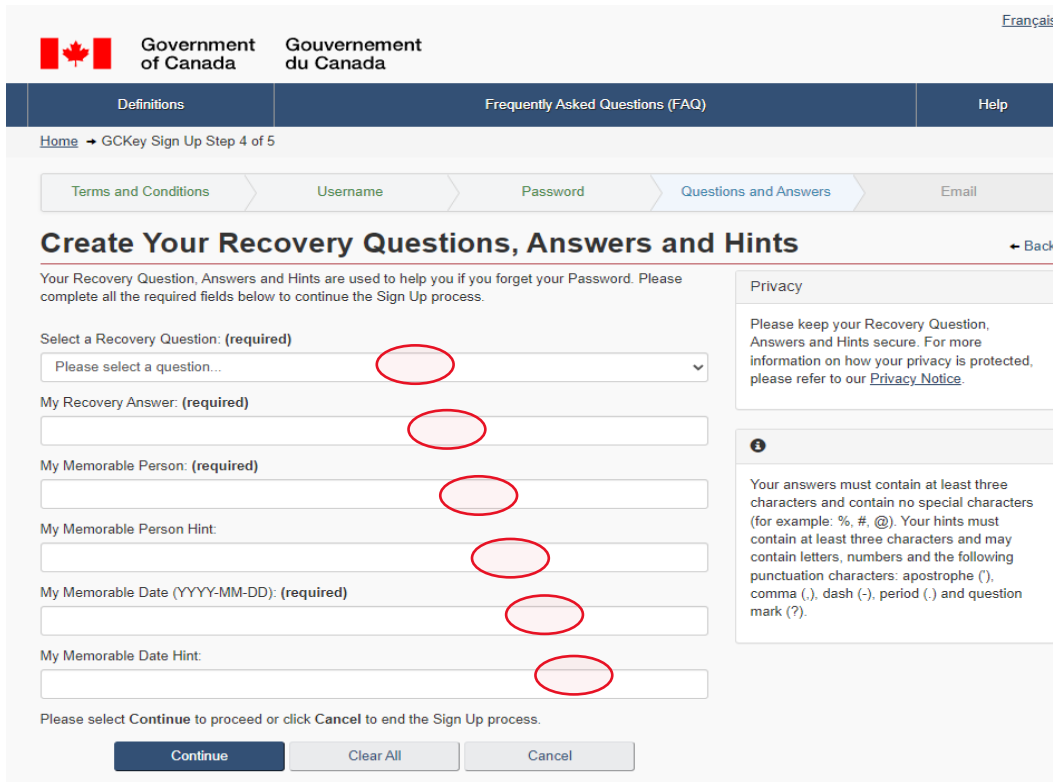
Please keep your Password secure. For more information on how your privacy is protected, please refer to our [Privacy Notice](#).

**Password Checklist**

- 8-16 Characters
- Does not contain 3 consecutive characters from Username
- Valid characters
- Lower case letter(s)
- Upper case letter(s)
- Digit(s)
- Passwords match

### Recovery answers, questions and hints

Choose a recovery question and type the answer to this question in the “recovery answer” field. Then, type in a memorable person and a memorable date, as well as some hints to help you remember your memorable person and memorable date.



Government of Canada / Gouvernement du Canada Français

Definitions Frequently Asked Questions (FAQ) Help

Home → GCKey Sign Up Step 4 of 5

Terms and Conditions Username Password Questions and Answers Email

### Create Your Recovery Questions, Answers and Hints ← Back

Your Recovery Question, Answers and Hints are used to help you if you forget your Password. Please complete all the required fields below to continue the Sign Up process.

Select a Recovery Question: **(required)**

Please select a question...

My Recovery Answer: **(required)**

My Memorable Person: **(required)**

My Memorable Person Hint:

My Memorable Date (YYYY-MM-DD): **(required)**

My Memorable Date Hint:

Please select **Continue** to proceed or click **Cancel** to end the Sign Up process.

Continue Clear All Cancel

**Privacy**

Please keep your Recovery Question, Answers and Hints secure. For more information on how your privacy is protected, please refer to our [Privacy Notice](#).

**3**

Your answers must contain at least three characters and contain no special characters (for example: %, #, @). Your hints must contain at least three characters and may contain letters, numbers and the following punctuation characters: apostrophe ('), comma (,), dash (-), period (.) and question mark (?).

## Email for account recovery

Add an email address in case you forget your username and password.

Definitions	Frequently Asked Questions (FAQ)	Help
-------------	----------------------------------	------

Home → GCKey Sign Up Step 5 of 5

Terms and Conditions | Username | Password | Questions and Answers | **Email**

### Optional Account Recovery ← Back

To recover your username and password, you have the option to recover via email. If you do not wish to provide an email address at this time, you may skip this step. Email can be added later.

We will use your email to

- Confirm your email address
- Recover your username and/or password
- Notify you of account changes

A verification email will be sent to the address you provide.

Email Address: **(required)**

Confirm Email Address: **(required)**

Please select **Continue** to proceed or click **Cancel** to end the Sign Up process.

**Continue** | Clear All | Cancel

Select **Skip** to proceed without adding an email.

Skip

**Email Checklist**

- Be valid
- Match the "Confirm Email Address"
- Be unique

You will see a confirmation screen indicating that your GCKey is now created. Click the "continue" button to verify your email address.

Definitions	Frequently Asked Questions (FAQ)	Help
-------------	----------------------------------	------

Home → GCKey Sign Up Complete

### GCKey Sign Up Complete

You have successfully created your GCKey.

Your Username is: Dfofishér123!

Please select **Continue** to verify your email address.

**Continue**

**Privacy**

Please keep your Username secure. For more information on how your privacy is protected, please refer to our [Privacy Notice](#).

A confirmation email will be sent to your registered email address containing a unique confirmation code. You will need to enter this code to verify your email address. Please note that the code will expire after 12 hours.



[Home](#) → Confirm your Email Address

## Confirm your Email Address

We have sent a confirmation code to . Enter the code below to confirm your email address. The code will expire in 12 hours.

Confirmation Code: **(required)**

Please select **Continue** to proceed or **Cancel** to end this process.

If you did not receive an email with the confirmation code:

- Check your Junk or Spam email folder
- Try re-sending the email again
- Use a different email address

After entering the confirmation code and clicking on “continue”, the email recovery option will be successfully added to your account and the “email recovery complete” screen will appear. Select "continue" to return to your GCKey account home page.

[Home](#) → Email Recovery Complete

## Email Recovery Complete

You have successfully added the email recovery option.

Please select **Continue** to return to your GCKey account home page.



Upon signing up successfully, the “welcome” screen will appear. To proceed with two-factor authentication setup, select the “continue” button.

Definitions Frequently Asked Questions (FAQ) Help

Home →

## Welcome

From this page you can [Change Your Password](#), [Change Your Recovery Questions](#), [Manage Your Email Address](#) or [Revoke Your GCKey](#).

To help protect your information, please remember to sign out and close your browser before leaving this computer unattended.

Please select **Continue** to proceed to two-factor authentication.

[Continue](#)

**Options**

- [Change Your Password](#)
- [Change Your Recovery Questions](#)
- [Manage Your Email Address](#)
- [Revoke Your GCKey](#)
- [Sign Out](#)



## Two-factor authentication

You will be prompted to set up **two-factor authentication (2FA)** as part of securing your account.

You can choose the method that works best for you. The most common option is to use a **mobile authenticator app** using your smartphone or tablet (recommended) or your desktop device, but you may also choose to receive codes by **email**. All options are acceptable.

### Two-factor authentication

[Contact us](#) [FAQ](#) [Help](#)

## 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?](#)

Two-factor authentication is a way to confirm users, by using a combination of two different factors:

- something they know, such as a password
- something they have, like a phone or a card

Think of it like a locked door that can only be opened with both a key and a secret code. Someone pretending to be you on the internet should never be able to obtain both the key and the code.

#### Use your smartphone or tablet (recommended)



Set up your mobile device

#### Use your desktop device



Set up your desktop device

#### Use your email address



Set up your email

[Cancel](#)

Read the terms and conditions and if you agree, then click "I accept".



## Two-factor authentication

[Contact us](#) [FAQ](#) [Help](#)

### Terms and conditions of use

The Government of Canada and Shared Services Canada are committed to providing measures that respect and value your privacy and security. The collection, use and disclosure of any personal information as it applies to your two-factor credentials is governed by the [Privacy Act](#) and our [Privacy Policy](#).

In return for the Government of Canada providing you with a two-factor credential, you agree to abide by the following Terms and Conditions of Use:

- You understand and accept that you are at all times responsible for your two-factor credential. If you suspect that others have obtained access or that your credential has been compromised, you are responsible for revoking your access to the service and then re-registering with a new two-factor credential.
- You understand and accept that the Government of Canada can revoke your two-factor credential for security or administrative reasons.
- You understand and accept that the Government of Canada disclaims all liability (except in cases of gross negligence or willful misconduct) in relation to the use of, delivery of or reliance upon the two-factor authentication service. More details can be found in our [Disclaimers](#).

Choose the **I accept** button to accept the Privacy statement, as well as the Terms and Conditions, as stated above. Choose the **I decline** button to end this process and cancel the two-factor credential sign-up.

### Option 1: Using a mobile authenticator app (recommended)

After accepting the terms, you will see a screen to set up a mobile authenticator app (the recommended option) on your smartphone or tablet. Click on “continue” afterwards.

## Two-factor authentication

[Contact us](#) [FAQ](#) [Help](#)

### Prepare your mobile device

You can use an app on your mobile device (smartphone or tablet) as a second factor.

#### ▼ [Example apps for two-factor authentication](#)

There are several apps that provide this service, such as Google Authenticator and Microsoft Authenticator. Whichever app you choose, ensure that it comes from a reputable vendor.

### How to install an app

Always download an app from a trusted source to reduce the risk of installing a malicious app onto your device. Trusted sources include the Apple App Store, Google Play Store, and the Microsoft Store.

#### ▼ To install an authenticator app on your mobile device

1. Open the App Store on your device and search for “Authenticator”.
2. Choose the authenticator app that you wish to use.
3. Install your chosen app.

Ensure that you regularly apply security updates to your device.

### Already have an authenticator app installed?

Open the authenticator app on your device and prepare to add your two-factor account:

1. On most apps, you tap on a plus (+) sign to add a new account.
2. Select the option to scan a bar code or QR code. If you are on a mobile device now and cannot scan a bar code or QR code, select the option to manually enter a pin or secret key.

Once you are ready, continue to the next page.

To register your device for two-factor authentication, you will need to:



- Download the app from the Apple Store, Google Play Store or MS Store.
- Open the authenticator app on your mobile device (e.g., Google Authenticator, Microsoft Authenticator) and use the app’s camera feature to scan the QR code displayed on the screen.
- If you can’t scan the QR code, you can manually enter the secret key (shown below the QR code) into your app. Once the authenticator app has been configured, it will generate a six-digit code.
- Enter the six-digit code into the “authenticator code” field on the registration page.
- After entering the correct code, select “continue” to finish the registration.

## Two-factor authentication

[Contact us](#) [FAQ](#) [Help](#)

### 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 **X3MH**. This identifier will be displayed to help you find this secret when you login.

#### Secret key

AJSAZLYMV3N647IEWTGAXFHCDMBNDCLJ

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 (X3MH) (Required field)

Continue



## Recovery codes

You will get to a screen with your recovery codes. The **recovery codes** are essential for regaining access to your account if you lose access to your authentication method (such as losing your phone or having technical issues with your authenticator app).

**Two-factor authentication**

[Contact us](#)
[FAQ](#)
[Help](#)

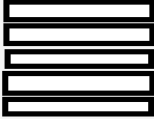
---

### 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 The Government of Canada issued on: Wednesday, November 20, 2024 at 11:20:07 EST



**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?

If you lose or damage your smartphone, tablet, or desktop, or if you reinstall your authenticator app, then you can recover access to your account using a recovery code.

▼ [Have you just used an old recovery code?](#)

New replacement codes can be generated every time you recover your two-factor account or whenever you complete a login. Your old codes are no longer valid once you generate and accept new ones.

 **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.

The “two-factor authentication complete” screen will appear, and this concludes your registration with Government of Canada’s credential provider.

To access FISH, you will need to have registered with DFO. Click the “continue” button.



## Two-factor authentication

[Contact us](#) [FAQ](#) [Help](#)

### 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, November 20, 2024 at 11:48:41 EST**
- You have **5** active recovery codes remaining

[Continue](#)

#### Option 2: Receiving codes by email

After choosing **email** as your preferred method and accepting the terms and conditions of use, you will be taken to the “register your email address” screen. Enter the email address you want to use for receiving authentication codes and click “continue.”

### Register your email address

Use your email address as a second factor.

Enter your email address. A code will be sent to that email to complete the two-factor authentication. You will need to verify your email address before registration is complete.

\* Email address (Required field)

[Continue](#)[Back](#)[Cancel](#)



On the “verify your email address” screen, enter the **one-time passcode** sent to your inbox (case sensitive), then click “continue” to complete your email registration.

## Verify your email address

An email with a one-time passcode has been sent to [redacted]. Copy or enter the code from that email into the field below to finish registering your email address. The code will expire after 20 minutes.

The one-time passcode is case sensitive.

\* One-time passcode (Required field)

### Did not receive your one-time passcode or it has expired?

Please wait at least 2 minutes for the email to arrive and check that the email is not in your spam folder.

**Tip:** If you don't see the email, wait a few minutes and check your spam folder. You can click “resend code” if needed.

You'll receive case-sensitive recovery codes to use if you lose access to your login method. Save them securely using “print this page” or “copy recovery codes.” Do not share them. Check the box to confirm you've saved them, then click “continue.”



## Two-factor authentication

[Contact us](#) [FAQ](#) [Help](#)

### 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 The Government of Canada issued on: Wednesday, November 20, 2024 at 11:20:07 EST



**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?

If you lose or damage your smartphone, tablet, or desktop, or if you reinstall your authenticator app, then you can recover access to your account using a recovery code.

▼ [Have you just used an old recovery code?](#)

New replacement codes can be generated every time you recover your two-factor account or whenever you complete a login. Your old codes are no longer valid once you generate and accept new ones.



**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](#)



The “two-factor authentication complete” screen will appear, and this concludes your registration with Government of Canada’s credential provider.


To access FISH, you will need to have registered with DFO. Click the “continue” button.

**Two-factor authentication**

Contact us   FAQ   Help

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## 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, November 20, 2024 at 11:48:41 EST**
- You have **5** active recovery codes remaining

[Continue](#)

**Important:** If you use all 5 recovery codes and no longer have access to your authenticator app (for example, if your phone is lost or reset), you will be locked out of your account. In this case, you will need to create a new GCKey and use the “recover existing profile” option with your 8-character profile recovery number to restore access. If you still have access to your authenticator app, you can continue signing in as usual with the 6-digit code.



## Sign in to FISH

### Registering with DFO

After you have signed in using your Sign-in partner or GCKey username, password, and two-factor authenticator code, **new users** will need to complete a one-time registration with DFO. This step is required to create your DFO profile and link it to your login credentials so you can access your FISH services. There are several options to complete your registration with DFO based on your specific situation.

**Please note:** For each of these options, **there may be a waiting period before you can access the application** while your credentials are validated by DFO. Please continue to check your login status regularly or reach out to DFO support staff (see Appendix for details) to confirm the status of your application.

After signing in with your GCKey or Sign-in partner and completing two-factor authentication, you will be redirected to the **registration options** screen. You will be presented with the following options:

- **Self-registration (required option for first time sign-in):** Choose this option if you do not have a profile with DFO and need to register for the first time. Click on the self-registration link to proceed with creating a new profile.
- **Recover existing profile:** Select this option if you already have a profile with DFO but have forgotten your sign in information. You will need to sign in using a new GCKey or Government sign-in by verified.me credential and provide your profile recovery number. Click on profile recovery to recover your account.
- **DFO passcode:** Use only if you were given a special registration code by DFO.
- **Cancel registration:** Use this option if you decide not to proceed with registering with DFO. Click on cancel the registration process to exit. Note that canceling will prevent access to protected areas of the DFO system until registration is completed.



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## Registration Options

Now that you have registered and/or logged in with your Government of Canada credential provider, you will need to complete your registration with Fisheries and Oceans Canada. Your registration options are identified below. Click on the question mark beside each registration option for additional information.

### Self-registration ?

Select this [self-registration](#) option if you do not already have a profile with Fisheries and Oceans Canada and need to register.

### Recover existing profile ?

Select this [profile recovery](#) option if you already have a profile with Fisheries and Oceans Canada but you have forgotten your log in information and have now logged in with a new GCKey or Government Sign-In by Verified.Me credential. You will need to provide your Profile Recovery Number.

### DFO passcode ?

Select this option if you already have been provided with a Passcode by Fisheries and Oceans Canada. Enter it below and select Validate Passcode to complete your registration.

DFO passcode:

### Cancel registration ?

You may also [cancel the registration process](#) if you do not wish to register with DFO at this time. Note that you will not be granted access to the protected areas of the selected DFO system until registration is completed.

### Existing User - Already have a DFO account

If you have previously interacted with DFO systems (such as NOLS, FCS or EMT), you may already have a DFO profile. In that case, **do not complete the self-registration process again**. Instead, choose the “recover existing profile” option on the registration screen. You’ll need your **profile recovery number** to link to your existing account.

If you've forgotten this password, you can contact the **DFO help line at 1-877-535-7307** for assistance. You will be asked to provide your **Fisher Identification Number (FIN)** to verify your identity. If you’re still unable to recover your profile, contact DFO support (see Appendix for details) for help restoring access.

### New User - Self-registration with DFO

If this is your first time signing in to FISH, you will be directed to the **registration options** screen. Select “self-registration” to begin creating your DFO profile.

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## Registration Options

Now that you have registered and/or logged in with your Government of Canada credential provider, you will need to complete your registration with Fisheries and Oceans Canada. Your registration options are identified below. Click on the question mark beside each registration option for additional information.

### Self-registration ?

Select this [self-registration](#) option if you do not already have a profile with Fisheries and Oceans Canada and need to register.



The “DFO registration – terms and conditions of use” screen will appear. Read the content carefully, then click “I accept” to continue.

Fisheries and Oceans Canada

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## DFO Registration - Terms & Conditions Of Use

### Fisheries and Oceans Canada Secure Online Terms and Conditions of Use

In return for Fisheries and Oceans Canada giving you access to DFO Secure Online Services, you agree to abide by the following Terms and Conditions of Use:

1. You agree to keep your user ID and password secret, and not to share them with anyone. If you suspect that others have obtained them, you are responsible for contacting [DFO](#) immediately.
2. You certify that any information provided by you is true, accurate and complete
3. You understand and accept that [DFO](#) can revoke your access to [DFO](#) Secure Online Services if you fail to abide by these Terms and Conditions of Use, as a security measure or for administrative reasons
4. You understand and accept that [DFO](#) is not responsible for any losses or damages incurred by anyone because of:
  - The use of the information available through [DFO](#) Secure Online Services
  - Any restriction, delay, malfunction, or unavailability of [DFO](#) Secure Online Services

Your personal information is being collected pursuant to the *Department of Fisheries and Oceans Act* and the *Financial Administration Act* and will be used only to establish an online profile. For more details or access to your personal information, contact the Access to Information and Privacy (ATIP) Coordinator at [ATIP-LAIPRP@DFO-MPO.GC.CA](mailto:ATIP-LAIPRP@DFO-MPO.GC.CA)

To continue, please click on *I Accept* to indicate your acceptance of these Terms and Conditions. Click on *I Do Not Accept* if you do not agree with these Terms and Conditions. Click on *Cancel* to return to a previous screen. Please note that you will not be able to access [DFO](#) Secure Online Services unless you accept the Terms and Conditions.

Terms and conditions | Transparency

On the “DFO registration – basic details” screen, enter your first name, last name, email address, and mailing address type. You can also fill in optional fields like your preferred language. Click “next” to continue.



**DFO Registration — Basic details**

In order to create your DFO profile, the information below is required. This information will be saved and used when you use using DFO Secure Online Services in the future.

Please follow the instructions below to create your profile with the department:

\* Required Field

**Name**

Name Prefix, e.g. Mr.:

Legal Given Names:\*

Preferred Given Names:

Legal Family Name:\*

Name Suffix, e.g. Jr.:

**Other**

Preferred Language: English

Email:\*

Address Type:\* Canada

**Note:**

**Please note:** The address type refers to your country of residence (e.g., Canada).

On the “DFO registration – Canadian postal code” screen, enter your postal code and click “next.” Your mailing address will be automatically filled in on the next screen: “DFO registration – Canadian civic address.”

**DFO Registration - Canadian Postal Code**

If you have a Canadian address, enter your postal code.

\* Required Field

Postal Code:\*



On the “DFO registration – Canadian civic address” screen, verify that the displayed address is correct. If any details are missing, fill them in as prompted. Then click “next” to proceed.

**Fisheries and Oceans Canada**

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### DFO Registration - Canadian Civic Address

Your address has been pre-populated using your postal code, please verify the address details and provide the additional information required.

\* Required Field

**Civic Address**

Street Number:\* 200

Suffix:

Unit Type:

Unit Number:

Street Name:\* KENT

Street Type:\* ST

Street Direction:

Building Name:

Complex Name:

City/Municipality:\* OTTAWA

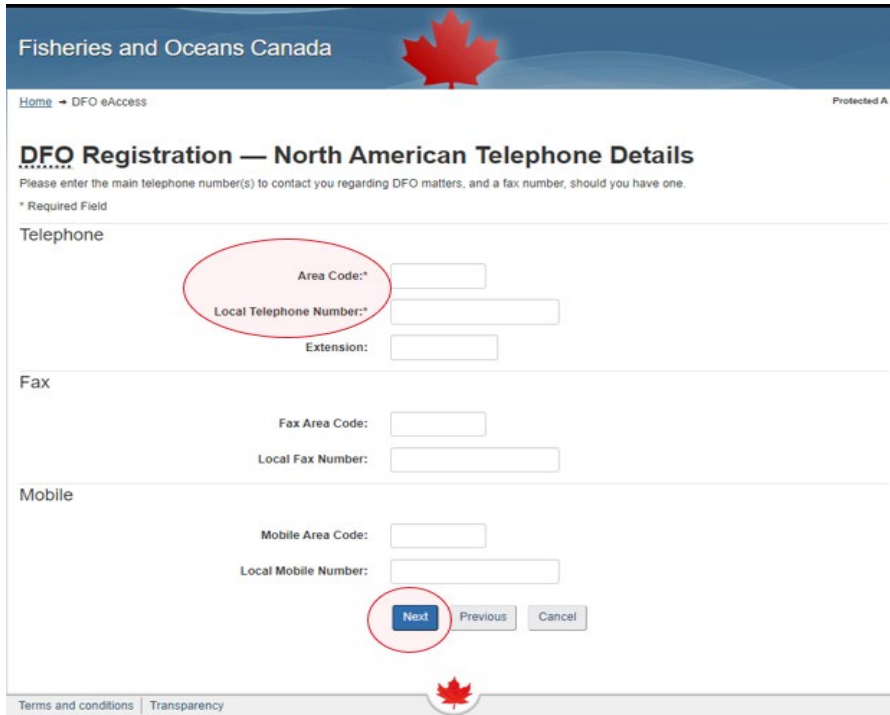
Province:\* ON

Postal Code:\* K1A0E6

**Next** Enter address manually Previous Cancel

Terms and conditions | Transparency

On the “DFO registration – North American telephone details” screen, enter your phone number including area code. Fax and mobile numbers are optional. Click “next” when you're done.



**DFO Registration — North American Telephone Details**  
Please enter the main telephone number(s) to contact you regarding DFO matters, and a fax number, should you have one.  
\* Required Field

**Telephone**

Area Code:\*   
Local Telephone Number:\*   
Extension:

**Fax**

Fax Area Code:   
Local Fax Number:

**Mobile**

Mobile Area Code:   
Local Mobile Number:

All the information you’ve entered will appear on the “DFO registration – confirm profile details” screen. Review it carefully. Before continuing, **take a screenshot of this page for your records**. Then click “save” to proceed, or “back” to make any changes.



**DFO Registration - Confirm profile details**  
Please review the information below to ensure that your profile with the Department is up to date. To add or change information in your profile, click the Back button. Click the Save button to save your profile.

**Profile details**

Name Prefix, e.g. Mr.:  
Legal Given Names:\* Joe  
Preferred Given Names:  
Legal Family Name:\* Superpower  
Name Suffix, e.g. Jr.:  
Preferred Language: English  
Email:\*   
Mailing Address:\* 200 KENT Street  
OTTAWA ON K1A0E6  
Address Type:\*   
Telephone:\* (343) 0000000  
Fax:  
Mobile:



After clicking “save,” the **profile recovery questions** screen will appear, showing your unique **profile recovery number**. Write it down and keep it in a safe place. Then, select three security questions and enter answers you can easily remember. If you’d like, you can use “print page” to keep a copy. When finished, click “save answers” to complete your setup.

**Profile Recovery Questions - Setup**

You are now asked to choose three Recovery Questions and provide answers to these questions. These Profile Recovery questions are different from the questions that you were required to answer while creating your GCKey or Government Sign-In by Verified.Me login information. Once these questions have been setup, you will be able to recover your Fisheries and Oceans Canada profile online at any time if you forget or lose your GCKey or Government Sign-In by Verified.Me login information.

For your protection, it is important that you do not share your answers with anyone or choose answers that are easy for others to guess as this information can be used to access your information.

If at any time you wish to change your answers, you can do so from within your profile.

**Profile Recovery**

Your Profile Recovery Number is [REDACTED]

It is very important to make note of your Profile Recovery Number and keep it in a safe place.

This is your unique 8 character Profile Recovery Number that will allow you to recover your Fisheries and Oceans Canada profile if you forget your login information. For your protection, it is important that you do not share this Profile Recovery Number with anyone as it can be used to access your information and it is not possible to generate a new or different Profile Recovery Number for you.

**Profile Recovery Questions**

Select questions from the drop down list that you will be able to remember and choose answers that only you will know.

Each question can only be selected once and each answer provided must contain at least four characters (numbers or letters).

Question 1: What was the name of your first pet? [dropdown]

Answer 1: [text box]

Question 2: Where did you first meet your significant other? [dropdown]

Answer 2: [text box]

Question 3: What make of car did you first drive? [dropdown]

Answer 3: [text box]

Once you have selected three questions and provided three answers, click on the *Print Page* button to print this page with your Profile Recovery Number and Profile Recovery Questions. Keep this page in a safe place so that you can use this information to access your profile if you lose your login information.

After you have printed this page, click on the *Save Answers* button to continue.

[Print Page] [Save answers]



After saving your profile recovery questions, you will be directed to the “no access” page. This means your DFO profile has been successfully created and is complete. **Do not attempt to register again**, as your profile is now under review by DFO.

**There may be a waiting period before you can access your application** while your credentials are validated by DFO. To support this process, please email [DFO.CFISReportingSupport-SCIPSoutienRapport.MPO@dfo-mpo.gc.ca](mailto:DFO.CFISReportingSupport-SCIPSoutienRapport.MPO@dfo-mpo.gc.ca) with a screenshot of your “DFO registration – confirm profile details page” if available or provide your full name, the email address you used for GCKey and your telephone number. Please continue to check your login status regularly.



## Fisheries Integrated Services Hub

Use Fisheries Integrated Services Hub (FISH) to report and submit fisheries information online.

### Services

You don't have access to any FISH services. Please contact us if you think this is a mistake.

### Contact us

#### Email


[DFO.CFISReportingSupport-SCIPSoutienRapport.MPO@dfo-mpo.gc.ca](mailto:DFO.CFISReportingSupport-SCIPSoutienRapport.MPO@dfo-mpo.gc.ca)



Once your credentials have been validated you will be able to sign in and will be on the FISH main screen. From there, you can select the appropriate service to perform the tasks required of you, based on your assigned permission level.

Select the service you wish to use by clicking on the services' tile. For detailed step-by-step instructions on the service you wish to use, please return to the [DFO website](#) to locate the specific service and User Guide.

[Français](#)

 Government of Canada / Gouvernement du Canada

[Hawthorne, Evelyn](#) [Sign out](#)

## Fisheries Integrated Services Hub

Use Fisheries Integrated Services Hub (FISH) to report and submit fisheries information online.

### Services

[Purchase slips](#)

Use the form or upload a file to report slip-outs with your harvesters.

### Contact us

**Email**

[DFO.CFISReportingSupport-SCIFSSoutienRapport.MPO@dfo-mpo.gc.ca](mailto:DFO.CFISReportingSupport-SCIFSSoutienRapport.MPO@dfo-mpo.gc.ca)



## Recovering an existing profile

If you already have a DFO profile and forgot your log in information AND you created a new GCKey, you can recover your account using your **profile recovery number** and the answers to your **recovery questions**.

This option is useful if you created a DFO, NOLS, FCS or EMT profile in the past and are now using a new GCKey or Sign-in Partner method. This process will link your existing DFO profile to your new sign-in credentials.

Click on the **profile recovery** link.

### Recover existing profile

Select this [profile recovery](#) option if you already have a profile with Fisheries and Oceans Canada but you have forgotten your log in information and have now logged in with a new GCKey or Government Sign-In by Verified Me credential. You will need to provide your Profile Recovery Number.

You'll be taken to a screen where you will enter your 8-character profile recovery number. Once entered, click next to continue.

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## Profile Recovery Number

Enter your 8 character Profile Recovery Number to locate your existing Fisheries and Oceans Canada profile.

Profile Recovery Number:

You will be asked to answer the three security questions you previously set up. After answering, click **submit**.



### Profile Recovery Questions

Provide answers to the Profile Recovery Questions that you had previously set up to recover your profile. You will have 5 separate attempts to answer correctly before being locked out of your profile for 30 minutes.

Security question: #1 What was the name of your first pet?  
Answer: #1

Security question: #2 What make of car did you first drive?  
Answer: #2

Security question: #3 What was your favourite television show as a teen?  
Answer: #3

If your answers are correct, you will see your profile information on the next screen. Review the information carefully. Before continuing, **take a screenshot of this page for your records** and click **confirm** if it is correct.

### Confirm Profile Details

Your profile has been recovered using your Profile Recovery Number and Recovery Questions. Please review the information below and then click the Confirm button to confirm that the information is correct and continue into your profile.

If your contact information below is no longer accurate, update your details once you are logged into your profile.

**Profile details**

Name Prefix, e.g. Mr.:

Legal Given Names:\* Adam

Preferred Given Names:

Legal Family Name:\* Eve

Name Suffix, e.g. Jr.:

Preferred Language: English

Email:\*

Mailing Address:\*

Telephone:\*

Fax:

Mobile:



Once confirmed, your existing DFO profile will be linked to your new sign-in credentials. You can now return to the FISH main page and access your service once your credentials are validated.

**Please note that there may be a waiting period before you can access the application** while your credentials are validated by DFO. To support this process, please email [DFO.CFISReportingSupport-SCIPSoutienRapport.MPO@dfo-mpo.gc.ca](mailto:DFO.CFISReportingSupport-SCIPSoutienRapport.MPO@dfo-mpo.gc.ca) with a screenshot of your “DFO profile recovery – confirm profile details page” if available or provide your full name, the email address you used for GCKey and your telephone number. Please continue to check your login status regularly.




## Bookmarking / Quick access to FISH services

FISH services are web-based, meaning users do not need to install anything to access it. However, for faster access, users can bookmark the application in their browser or add it to their mobile home screen, allowing them to open it quickly without typing the URL each time.

Once bookmarked or added to the home screen, users can access FISH services easily. However, they will still need to log in again when their session expires. Logging in is only required when submitting data or performing actions requiring authentication. Bookmarking or adding the app to the home screen does not keep users logged in but it makes it quicker to reopen the site.

Steps to bookmark the FISH webpage:

1. Launch the FISH home page
  - Open the web browser (Chrome, Edge, Safari, Firefox)
  - Enter the URL - <https://fish-peche.azure.cloud-nuage.dfo-mpo.gc.ca/>
  - Press enter to load the page
2. Bookmark the page (for desktop users)
  - Click on the star icon  in the browser's address bar (usually on the right side)
  - Choose a name for the bookmark (e.g., "DFO FISH")
  - Select a folder (e.g., "Bookmarks Bar" for easy access)
  - Click "save" or "done."
3. Bookmark the page (for mobile users - Chrome, Safari, etc.)
  - Open the FISH web page in your mobile browser
  - Tap the menu button (: on Chrome, share button on Safari)
  - Select "add to bookmarks" (chrome) or "add bookmark" (Safari)
  - Confirm the bookmark location and click save



## Appendix

### Accessing Help

- If you have questions relating to your GCKey sign in, please review the Government of Canada's [Help page](#) as the information you are looking for may already be provided.

#### **GCKey sign-in contact:**

- Canada and the United States - 1-855-438-1102
- Text Telephone (TTY/TDD) - 1-855-438-1103
- Outside Canada and the United States - 1-800-2318-6290

#### **Interac® sign-in service contact:**

- Canada and the United States - 1-855-433-5397
  - Text Telephone (TTY/TDD) - 1-855-224-1714
  - Outside Canada and the United States - 1-800-7328-7358 or 1-416-733-5403
- If you experience difficulties accessing ESLIP or require technical support, please contact [DFO.CFISReportingSupport-SCIPSoutienRapport.MPO@df-mpo.gc.ca](mailto:DFO.CFISReportingSupport-SCIPSoutienRapport.MPO@df-mpo.gc.ca). Our support staff can assist you with ESLIP issues, buyer profile updates, questions relating to reporting requirements, etc.