

Online Profile Recovery: Recovery Number and Recovery Questions Step-by-Step

You will need to follow these steps to recover your profile if:

You have previously registered with the National Online Licensing System and you need to create a new electronic credential (GCKey or SecureKey) because you have lost your log in information or your credential has expired or been revoked.

Before you recover your existing profile you will need to create your new electronic credential. For help with this process, see the "[Getting Your GCKey](#)" step-by-step guide.

1. Select the "profile recovery" registration option.

[Home](#) → DFO eAccess

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 SecureKey Concierge 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.

2. Enter your 8 digit Profile Recovery Number. Click the “Next” button 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:

3. Provide answers to the Recovery Questions that you had previously chosen in the answer boxes. Then, click the “Submit” button.

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Recovery Questions

Provide answers to the Recovery Questions that you had previously chosen. You will have 5 separate attempts to answer correctly before being locked out of your profile for 15 minutes.

Security question: #1 What subject in school did you enjoy the most?

Answer: #1

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

Answer: #2

Security question: #3 What make of vehicle did you first learn to drive in?

Answer: #3

4. Review your profile details. Then, click the “Confirm” button.

[Home](#) → DFO eAccess

Confirm profile recovery

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:*

Preferred Given Names:

Legal Family Name:*

Name Suffix, e.g. Jr.:

Preferred Language: English

Email:*

Mailing Address:*

Telephone:*

Fax:

Mobile:

5. You will now be logged in to the National Online Licensing System. You should be in your existing DFO profile.

DFO Home

Home > Notifications

User: Name Nom
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Notifications
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Profile
Personal Information
Representatives
Organizations
Licensing
Licences
Vessels
Print Documents
Requests
Submit Request
Request Status

Notifications

Read the notifications below. Full article is available by clicking individual links.

Check to include historical notifications for the last 3 years. [Refresh](#)

Notifications to be acknowledged

Notification Text	Date Issued	Account
Welcome to the National Online Licensing System	2016-11-09	Name Nom