



How to Get your Grid Card

User Guide

PROTECTING AND EMPOWERING CANADIANS
TO IMPROVE THEIR HEALTH



How to Get your Grid Card

When accessing the Get Grid Card module for the first time, you will need to personalise your account.

- If you have never received a Grid Card before, follow the **First login** steps (see section A).
- If you have lost your Grid Card or password, follow the **Lost Grid Card** steps (see section B).
- If your Grid Card is expired (no longer valid), follow the **Expired Grid Card** steps (see section C).

A) First login

1. After you log-in with your GC Key or Sign-In Partner and your access code, the following page will be displayed. Click on the **Get Grid Card** link in the yellow box.

The screenshot displays the Biosecurity Portal interface. At the top, there is a navigation bar with the Government of Canada and Gouvernement du Canada logos, a search bar, and a menu with links to Jobs, Immigration, Travel, Business, Benefits, Health, Taxes, and More services. Below this, a breadcrumb trail reads 'Biosecurity Portal → Additional Security Sign in Verification'. The main content area is titled 'Additional Security Sign in Verification' and contains a yellow warning box with the message: 'You currently do not possess a valid grid card'. The text explains that based on the type(s) of human or terrestrial animal pathogens and toxins, additional security sign in verification is required. It instructs the user to visit the 'Get Grid Card' module (highlighted with a green box) to obtain or renew it. An 'Exit' button is located below the warning box. On the left, a sidebar lists various portal functions: Licence applications, Licences, Reporting, Biological agent search, Licence information search, Change licence holders, Action items and notifications, Profile, User Guide, Frequently asked questions, Contact us, Unsubscribe, and Sign Out.

2. From the Get Grid Card Self-Administration screen, select a **mutual authentication image** and a **mutual Authentication phrase**. Click on your chosen image (the selected image will replace the question marks). For the **mutual authentication phrase**, enter a phrase that you will remember.

Note: You will see the mutual authentication image and phrase at your next login; this will show you that you have arrived at the right URL. Click **Next**.

Get Grid Card

Language: English ▼

Personal Information

Welcome to Entrust IdentityGuard self registration. To begin, please provide the personal information requested below.

Full Name:

Frank Brown

* Mutual Authentication Image:



* Mutual Authentication Phrase:

If any of your personal information is missing or incorrect, and you cannot edit it, please contact a System Administrator to have it fixed.

Next

Canada

3. Provide a password that will be associated with the Grid Card. Make sure to follow the Password Rules presented on the right side of the screen. Click **OK**.

Get Grid Card

Language: English ▼

✔ Your personal information has been successfully saved!

Password Protected eGrid

Please provide a password to protect the eGrid you're going to be issued. Note that your eGrid password must adhere to the password rules found below.

* New Password:

* Confirm Password:

Next

Password Rules

- ✗ Password must be at least 8 characters long
- ✗ Password must contain at least one uppercase character
- ✗ Password must contain at least one lowercase character
- ✗ Password must contain at least one numeric character
- ✗ Password cannot contain your user name
- ✗ Password and confirm password must match
- ⓘ Password cannot be one that is disallowed
- ⓘ Password cannot contain contact information

Canada

4. You can open the new grid card by clicking on **Download eGrid** or you can choose to receive your Grid Card by email. Click **OK**.

Note: make sure to save this Grid Card, because you will need it every time you login the Portal.

Get Grid Card

Language: English ▼

✔ Successfully generated your eGrid!

Additional Authentication Types

eGrid

You have been issued the eGrid with serial number 555 to use for second-factor authentication.

Please choose one of your email accounts to have your eGrid delivered to you:

Email / Courriel ▼

To save your eGrid on this computer, please click the following button: [Download eGrid](#)

You can start using your eGrid right away!

Next

Canada

5. You should receive confirmation that you have successfully completed your registration. Click **OK**.

Get Grid Card

Language: English ▼

✔ You've successfully completed your registration with Entrust IdentityGuard Self-Service!

Successful Result

Your requested action was successful as indicated by the message above.

Please select the OK button to continue.

OK

Canada

6. You will be redirected to the Biosecurity Portal. You can now use the Grid Card provided to you to log into the Biosecurity Portal. Enter the corresponding letter or number then click validate.



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Additional Security Sign in Verification

Using the unique authenticator grid card provided to you by the Centre for Biosecurity, please enter the information found in the requested cells below.

If you believe your grid card has been lost or stolen please visit the [Get Grid Card](#) module to acquire a replacement.

* [A,3] * [D,5] * [I,4]

Validate

Exit



Government
of Canada

Gouvernement
du Canada

	A	B	C	D	E	F	G	H	I	J	
1	Q	6	D	2	W	M	7	J	7	D	1
2	6	6	Y	V	5	X	2	X	D	J	2
3	R	5	F	D	V	6	2	3	K	E	3
4	P	T	6	P	8	9	N	7	R	X	4
5	M	P	H	E	C	0	4	7	Y	D	5

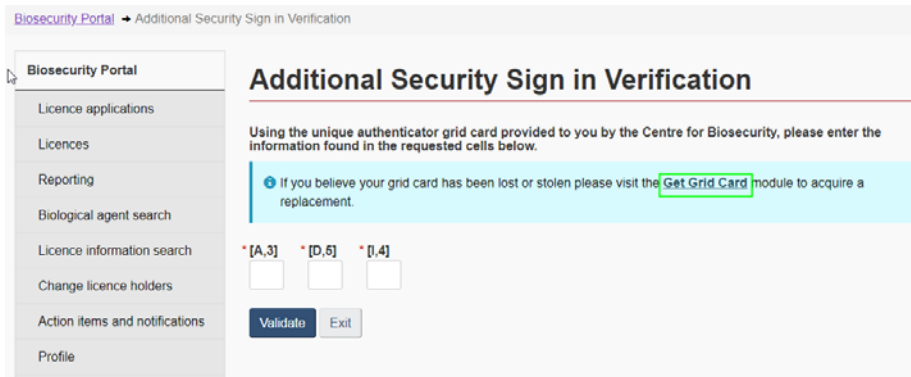
Serial #555

7. You should see a **Login Successful** page.

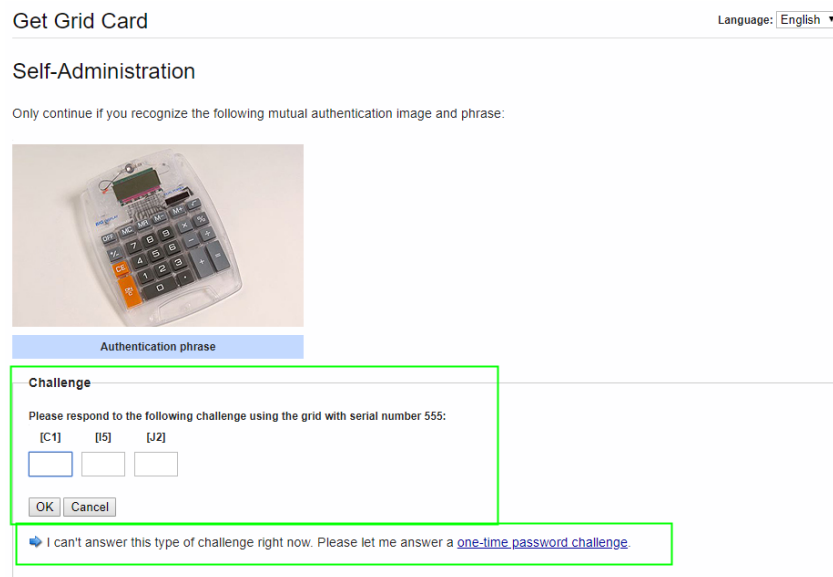
Note: If you do not have a successful login, your biosecurity account will be locked and you will need to contact the Centre for Biosecurity at 613-957-1779 or by email at phac.licence-permis.aspc@canada.ca.

B) Lost Grid Card

1. After you log-in with your GC Key or Sign-In Partner and your access code, the following page will be displayed. Click on the **Get Grid Card** link in the blue box.



2. From the Get Grid Card Self-Administration screen, verify that the mutual image and phrase is correct. If this is the first time you are using the Get Grid Card module, you will be required to select a mutual authentication image, please refer to section A)2 (page2) above for more information.
3. From the Get Grid Card Self-Administration screen, click **I can't answer this type of challenge right now. Please let me answer a one-time password challenge.**



Canada

4. Confirm that a one-time password will be delivered to your work email. Click **OK**.

Get Grid Card

Language: English ▼

Self-Administration

Only continue if you recognize the following mutual authentication image and phrase:



Authentication phrase

Challenge

A one-time password (OTP) will be delivered to your Email / Courriel.

Canada

5. Enter the one-time password delivered to your email inbox. Click **OK**.

Get Grid Card

Language: English ▼

✓ A request to deliver an OTP to the location you specified has been made.

Self-Administration

Only continue if you recognize the following mutual authentication image and phrase:



Authentication phrase

Challenge

Please enter the one-time password (OTP) delivered to your requested location:

[Resend OTP](#)

Canada

6. Select **I've permanently lost my grid or think it's been compromised**. Click **Done**.

Get Grid Card

Language: English ▼

Self-Administration Actions

Please select one of the actions below or click Done if you're finished:

- [I've permanently lost my grid or think it's been compromised](#)

Done

Canada

7. Confirm that you need a new grid card. Click **Yes**.

Get Grid Card

Language: English ▼

? Please confirm the following

Note that canceling a grid cannot be undone, and thus your grid can never be used again. Are you absolutely sure that your grid with serial number 555 should be canceled and a new grid issued to replace it?

Yes

No

Canada

8. Provide a password that will be associated with the Grid Card. Make sure to follow the Password Rules presented on the right side of the screen. Click **OK**.

Get Grid Card

Language: English ▼

New eGrid Distribution

Please provide a password to protect the eGrid you're going to be issued. Note that your eGrid password must adhere to the password rules found below.

* New Password:

* Confirm Password:

OK

Password Rules

- ✗ Password must be at least 8 characters long
- ✗ Password must contain at least one uppercase character
- ✗ Password must contain at least one lowercase character
- ✗ Password must contain at least one numeric character
- ✗ Password cannot contain your user name
- ✗ Password and confirm password must match
- 🔒 Password cannot be one that is disallowed
- 🔒 Password cannot contain contact information

Canada

9. You can open the new grid card by clicking on **Download eGrid** or you can choose to receive your Grid Card by email. Click **OK**.

Note: make sure to save this Grid Card, because you will need it every time you login the Portal.

Get Grid Card

Language: English ▼

✔ Successfully generated your eGrid!

New eGrid Distribution

Your request for a new grid to replace your lost or compromised grid was successful.

You have automatically been issued an eGrid with serial number 556.

Please choose one of your email accounts to have your eGrid delivered to you:

Email / Courriel ▼

To save your eGrid on this computer, please click the following button:


Download eGrid

You can start using your eGrid right away!

OK

Canada

10. You will be redirected to the Biosecurity Portal. You can now use the Grid Card provided to you to log into the Biosecurity Portal. Enter the corresponding letter or number then click validate.

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Additional Security Sign in Verification

Using the unique authenticator grid card provided to you by the Centre for Biosecurity, please enter the information found in the requested cells below.

ⓘ If you believe your grid card has been lost or stolen please visit the [Get Grid Card](#) module to acquire a replacement.

* [A,3] * [D,5] * [I,4]

 **Government of Canada** **Gouvernement du Canada**

	A	B	C	D	E	F	G	H	I	J	
1	Q	6	D	2	W	M	7	J	7	D	1
2	6	6	Y	V	5	X	2	X	D	J	2
3	R	5	F	D	V	6	2	3	K	E	3
4	P	T	6	P	8	9	N	7	R	X	4
5	M	P	H	E	C	0	4	7	Y	D	5

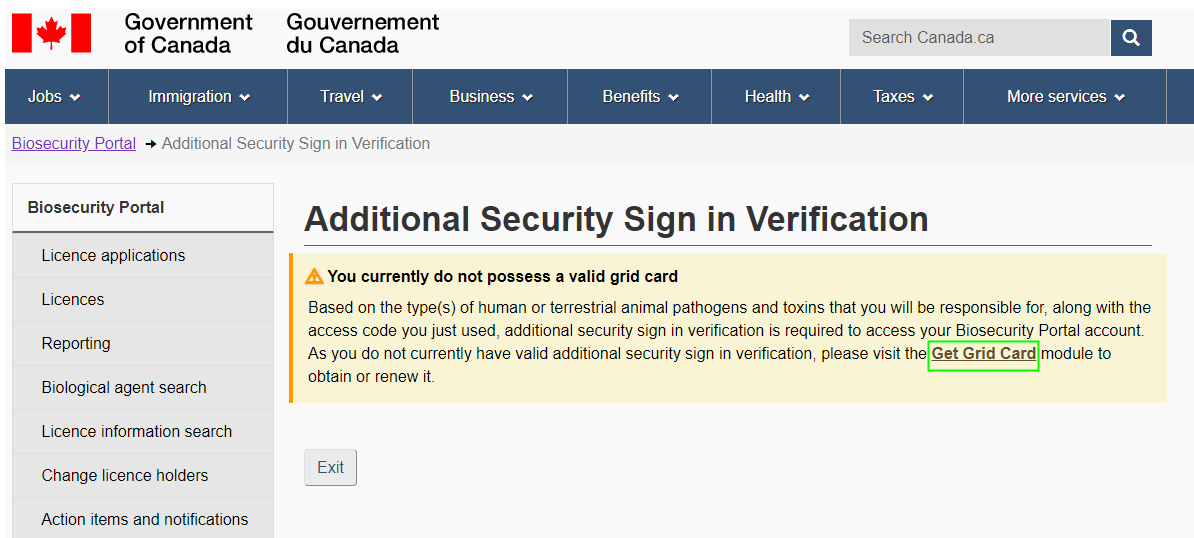
Serial #555

11. You should see a **Login Successful** page.

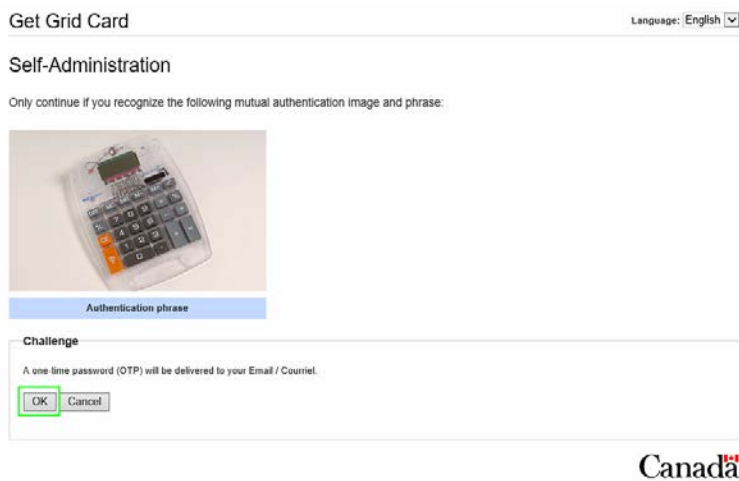
Note: If you do not have a successful login, your biosecurity account will be locked and you will need to contact the Centre for Biosecurity at 613-957-1779 or by email at phac.licence-permis.aspc@canada.ca.

C) Expired Grid Card

1. After you log-in with your GC Key or Sign-In Partner and your access code, the following page will be displayed. Click on the **Get Grid Card** link in the yellow box.



2. From the Get Grid Card Self-Administration screen, verify that the mutual image and phrase is correct. If this is the first time you are using the Get Grid Card module, you will be required to select a mutual authentication image, please refer to section A)2 (page 2) above for more information.
3. Click **OK** to receive a one-time password by email.



4. Enter the one-time password delivered to your email inbox. Click **OK**.

Get Grid Card

Language: English ▼

✓ A request to deliver an OTP to the location you specified has been made.

Self-Administration

Only continue if you recognize the following mutual authentication image and phrase:



Authentication phrase

Challenge

Please enter the one-time password (OTP) delivered to your requested location:

Resend OTP

OK

Cancel

Canada

5. Select **I'd like to request a new grid because my current one is expiring**. Click **Done**.

Get Grid Card

Language: English ▼

Self-Administration Actions

Please select one of the actions below or click Done if you're finished:

- [I'd like to request a new grid because my current one is expiring.](#)
- [I've permanently lost my grid or think it's been compromised.](#)


Done

Canada

6. Confirm that you need a new grid card. Click **Yes**.

Get Grid Card

Language: English ▼

 Please confirm the following

Do you want to get a new grid to replace the one that is expiring?

Canada

7. Provide a password that will be associated with the Grid Card. Make sure to follow the Password Rules presented on the right side of the screen. Click **OK**.

Get Grid Card

Language: English ▼

New eGrid Distribution

Please provide a password to protect the eGrid you're going to be issued. Note that your eGrid password must adhere to the password rules found below.

* New Password:

* Confirm Password:

Password Rules

- ✗ Password must be at least 8 characters long
- ✗ Password must contain at least one uppercase character
- ✗ Password must contain at least one lowercase character
- ✗ Password must contain at least one numeric character
- ✗ Password cannot contain your user name
- ✗ Password and confirm password must match
- ⓘ Password cannot be one that is disallowed
- ⓘ Password cannot contain contact information

Canada

8. You can open the new grid card by clicking on **Download eGrid** or you can choose to receive your Grid Card by email. Click **OK**.

Note: make sure to save this Grid Card, because you will need it every time you login the Portal.

Get Grid Card

Language: English ▼

✓ Successfully generated your eGrid!

New eGrid Distribution

Your request for a new grid to replace your expiring grid was successful.

You have automatically been issued an eGrid with serial number 557.

Please choose one of your email accounts to have your eGrid delivered to you:

Email / Courriel ▼

To save your eGrid on this computer, please click the following button:


Download eGrid

You can start using your eGrid right away!

OK

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- You will be redirected to the Biosecurity Portal. You can now use the Grid Card provided to you to log into the Biosecurity Portal. Enter the corresponding letter or number then click validate.



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ⓘ If you believe your grid card has been lost or stolen please visit the [Get Grid Card](#) module to acquire a replacement.

*[A,3] * [D,5] * [I,4]

Validate Exit

 Government of Canada
Gouvernement du Canada

	A	B	C	D	E	F	G	H	I	J	
1	Q	6	D	2	W	M	7	J	7	D	1
2	6	6	Y	V	5	X	2	X	D	J	2
3	R	5	F	D	V	6	2	3	K	E	3
4	P	T	6	P	8	9	N	7	R	X	4
5	M	P	H	E	C	0	4	7	Y	D	5

Serial #555

- You should see a **Login Successful** page.

Note: If you do not have a successful login, your Biosecurity Account will be locked and you will need to contact the Centre for Biosecurity at 613-957-1779 or by email at phac.licence-permis.aspc@canada.ca.

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