

**Webinar Questions – My AAFC Account
March 12 and March 19, 2025**

1. Will "fax only or snail mail change" to possible email - if so when?

Other than fax or mail, are there any alternative ways to communicate with AAFC, such as email?

As a My AAFC Account user, you can communicate one-on-one electronically with program officials in a secure environment! To sign up, visit: agriculture.canada.ca/my-aafc-account and select the "sign in to your AAFC Account" green button near the top of the page.

2. Is My AAFC account only available to existing AgriStability clients? I.e., not available to new users of AgriStability

I am a new AgriStability / AgriInvest program participant. Can I sign up for My AAFC Account?

As a new participant you can sign up for My AAFC Account anytime. However, we need information from your Statement A form for the first year you apply in order to complete the authentication process. We recommend waiting 6-8 weeks after submitting your Statement A form or until you have received your first AgriInvest Deposit Notice or AgriStability Calculation of Program Benefits (COB) to sign up so you can complete all the steps at once.

3. We have two AgriInvest accounts. Can we link them or do we need to set up two AAFC accounts. One for Personal and one for Corporation.

Will I need to set up separate My AAFC Accounts if I have both a personal and corporate AgriStability / AgriInvest account?

Once you have created your a My AAFC Account (as an individual participant or a corporation), you will be able to link the accounts of your other farming operations.

4. I can't log in to both my companies AAFC account through my bank.

I am unable to log in to My AAFC Account through my bank or credit union. What should I do?

There are currently twenty-one Sign-In Partners (private sector organizations) that have partnered with SecureKey Technologies to enable their customers to use their

online credentials (e.g., card numbers or usernames and passwords) to access Government of Canada services. Please visit [AAFC Online - Cyber Authentication Renewal Initiative - Frequently Asked Questions for Users](#) for more information about using a sign-partner and to confirm whether your bank or credit union is one of them.

If your bank or credit union is not one of the Sign-In partners you can use the government issued credential [GCkey](#).

If you continue to experience difficulties logging in, please call the AAFC Contact Centre toll-free at 1-866-367-8506, Monday to Friday between 8:00 and 5:00 Central time. Our staff are available and happy to help.

- 5. Currently the representative on the AAFC account needs to be an individual vs. an accounting firm where multiple staff may require access. Is there something in the works to change this to allow firms to be the representative so multiple authorizations do not need to be filed?**

Can a single My AAFC Account be created for an organization so that staff can access the account without the need for multiple authorizations?

Group logins are not permitted currently. Each representative is required to enroll with an individual login to ensure accountability, security, and to manage access to a participant's confidential information.

Your feedback has been shared with the Administration for consideration in the future.

- 6. What is the process for Representatives to get access to client's My AAFC? Do we need an account or login?**

I am a representative. How can I access my client's information through My AAFC Account?

You must create your own individual My AAFC Account login and, once completed, may request access to your clients' program information.

If your client is already a My AAFC Account user, they can give you representative access through their My AAFC Account.

From the My AAFC Account Dashboard, your client can go to the User access tab, click the "Invite new user" button, complete the required fields, and send the invitation. You will receive an email with an access code. To accept the invitation,

either create your own My AAFC Account or sign in using an existing account. When prompted, enter the invitation access code.

If your client is not a My AAFC Account user, a completed and signed My AAFC Account Representative Authorization Form must be submitted. You can download the My AAFC Account Representative Authorization Form and complete it on your clients' behalf, but your client must sign it. The form is available:

- in your My AAFC Account portal. A hyperlink to download the form will be provided when making an access request to an account.
- on the [AgriStability](#) and [AgriInvest](#) web pages under Resources > Publications and forms > Other publications and forms. Or download it directly here: [My AAFC Account Representative Authorization Form \(PDF\)](#)

The completed and signed form should be sent to the Administration within the access request. If it is not available at the time of submitting the representative request, you can send it using the My Messages feature in the My AAFC Account by mail, or by fax.

AgriStability and AgriInvest
 PO Box 3200
 Winnipeg MB R3C 5R7
 Toll-free fax: 1-877-949-4885
 Fax: 204-259-5642

Once we receive the completed and signed form, we will review it and then contact your client to confirm that they would still like us to give access to their program information online.

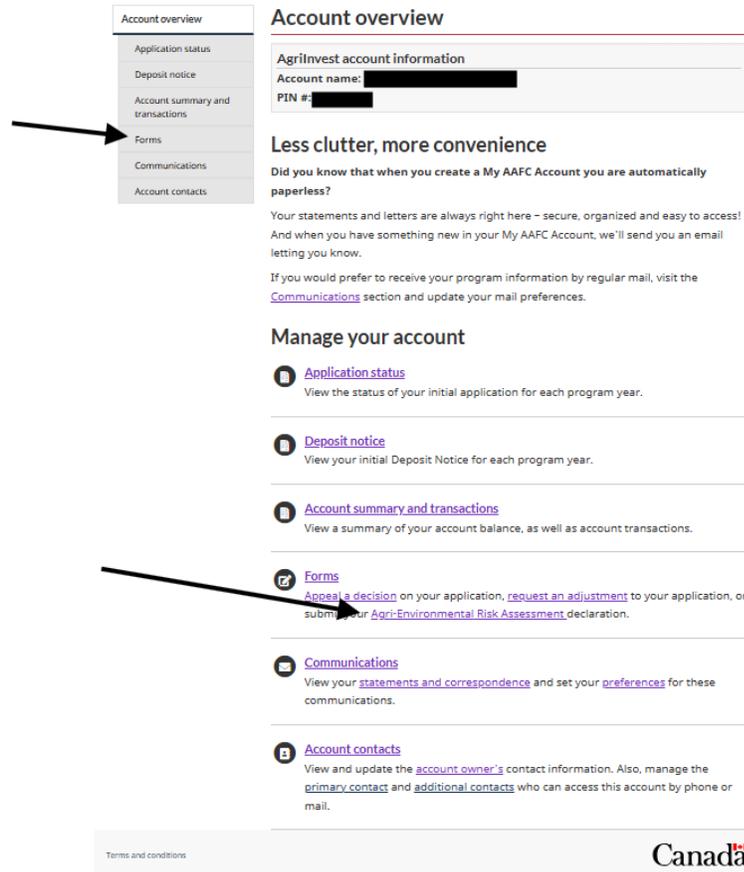
- 7. I found it very difficult to find WHERE in the My AAFC account to indicate that I had a completed environmental assessment. It took me 2 tries and the second time I found instructions in a third party presentation that came up on Google. I suggest having instructions available on how to do this either on the website, in My AAFC or sent out to producers.**

How can I submit my Agri-Environmental Risk Assessment (AERA) declaration through My AAFC Account?

Thank you for your feedback. Updates can be made to the wording on the AgriInvest website outlining the steps to submit an AERA declaration, as well as where participants can view their declarations in their My AAFC Account.

For your reference, below are screens shots of the My AAFC Account pages where you can submit or view a declaration.

- To submit an AERA declaration:** When you are in your My AAFC Account for Agrinvest, you can access the online AERA declaration from the Forms section on the left of the screen, or from a direct link to the online declaration form under Manage your account > Forms menu on the home screen. Both paths are indicated with arrows below.



- To view a submitted AERA declaration:** Once you have submitted your AERA declaration or declarations, they can be viewed in the Forms section under View your existing forms. See image below:

My AAFC Account
Sign out

Dashboard
Messages
User access
Profile
Contact us

[Dashboard](#) > [Account overview](#)

Account overview

Application status

Deposit notice

Account summary and transactions

Forms

Request an adjustment

Submit an appeal

Submit an agri-environmental risk assessment declaration

Communications

Account contacts

Forms

AgriInvest account information

Account name: ██████████

PIN #: ████████

[Request an adjustment](#)

Request a change to your application or provide more information. For example, in response to a request for information from the administration.

[Submit an appeal](#)

Submit an appeal if you feel we did not apply the program rules correctly to your application, or if you missed the application deadline because of exceptional circumstances beyond your control.

[Submit an agri-environmental risk assessment declaration](#)

Submit a declaration to confirm you have an eligible agri-environmental risk assessment in place that is valid during the program year.

View your existing forms

Forms in draft or already submitted.

Form	Program year(s)	Status	Delete
Agri-environmental Risk Assessment	-	Submitted	Delete
Agri-environmental Risk Assessment	2026	Submitted	Delete