



# Job Aid

## Recipient's Guide to Logging On To the INAC Services Portal

### Purpose

Once your account has been established for the *INAC Services Portal* (Portal), you will receive an email which confirms access and provides login information. This document will outline the steps to follow subsequent to this, to log on to the Portal.

When navigating to <https://services.aadnc-aandc.gc.ca/iap> for the first time, the URL changes to <https://as-sa.aadnc-aandc.gc.ca/vpn/tmindex.html>.

### How to Log On To the INAC Services Portal

1. In your browser, enter the following URL: <https://services.aadnc-aandc.gc.ca/iap>.
2. The *INAC Secure Authentication* page is displayed. Note that the URL address has changed automatically to <https://as-sa.aadnc-aandc.gc.ca/vpn/tmindex.html>.



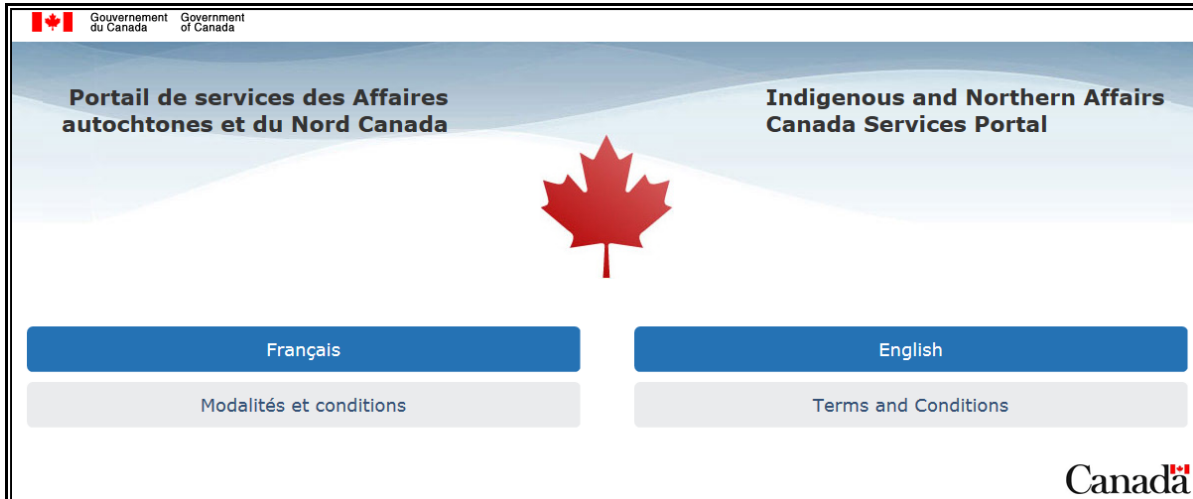
**Important:** Do **NOT** bookmark the *INAC Secure Authentication* page or add it to your favourites.

3. Enter your **User name** and **Password** (using the temporary password which was provided to you in the email).
4. Click **Log On**.
5. Reset your password as directed. The rules established by the INAC Information Branch, IT Security, state that a strong password be comprised of the following:
  - It must be between 8 to 12 characters in length.
  - It must contain at least 1 uppercase (capital) letter and at least 1 lowercase letter.
  - It must contain at least 1 number.
  - It must not contain any part of your name.
  - It must not use previously established passwords.
  - Although special characters (i.e., !@#\$%&\*) are not required, their use is recommended.

Please note that passwords to the INAC network are case sensitive.



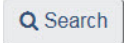
- You may be presented with a *Terms and Conditions* window. If you are, click **English** to access the Portal.
  - If you wish to review the INAC Terms and Conditions, click on **Terms and Conditions**. You will be forwarded to the *INAC Terms and Conditions* Web page.
  - Press the **Back** arrow to exit the *Terms and Conditions* page.



**Note:** This window normally appears once every 24 hours.

- The *INAC Services Portal* home page will be displayed.



- Your recipient name and number will be displayed. Select the status of the reports you are looking for e.g. All (excluding Accepted and Cancelled) and click the  button.



9. The system will display your reporting obligations.

| <u>Recipient Report</u><br><u>(DCI)</u> ↑↓ | <u>Report Name</u> ↑↓   | <u>Status</u> ↑↓               | <u>Due</u><br>↑↓ | <u>Actions</u> ↑↓  |
|--|---|--------------------------------|------------------|--|
| Education                                  | First Nations and Inuit Youth Employment Strategy (FNIYES) Report and corresponding FNIYES Youth Evaluations (434352) - 20162017 1617-P001903 | Due<br><a href="#">History</a> | 2017-03-31       | <input type="button" value="Receive"/><br><input type="button" value="View"/><br><input type="button" value="Download"/> |
| Education                                  | Invoices for Educational Services (461821) - 20162017 Period: January to March  | Due<br><a href="#">History</a> | 2017-05-01       | <input type="button" value="Submit"/><br><input type="button" value="Download"/>   |
| Indian Government Support                  | Report on Activities and Expenditures (4548549) - 20162017 1617-P000097   | Due<br><a href="#">History</a> | 2017-03-31       | <input type="button" value="Submit"/><br><input type="button" value="Download"/>   |
| Social Development                         | Income Assistance Report (455897) - 20162017 Quarterly #4   | Due<br><a href="#">History</a> | 2017-04-15       | <input type="button" value="Submit"/><br><input type="button" value="Download"/>   |

10. The column headers (Recipient Report DCI, Report Name, Status, Due, Actions) can be used to sort the obligations into a different order. Click on the sort arrow and the rows will re-arrange.

11. Locate the Program report and choose the appropriate Action:

- For Education Information System (EIS) there are a variety of actions available depending on the Status of the report.
- For Annual Reporting Database (ARD) the actions available are and .
  - Clicking on the button will result in an error message.
  - Clicking on the button will allow you to create, view and modify a DCI and submit it to GCIMS when ready.

12. Bookmark this page or add it to your favourites toolbar for easy access to the Portal the next time you log in.



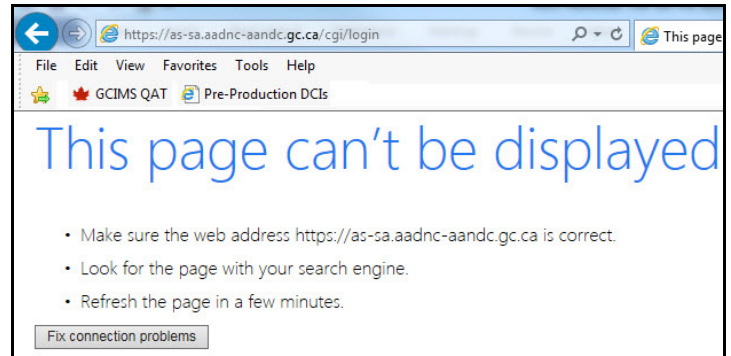
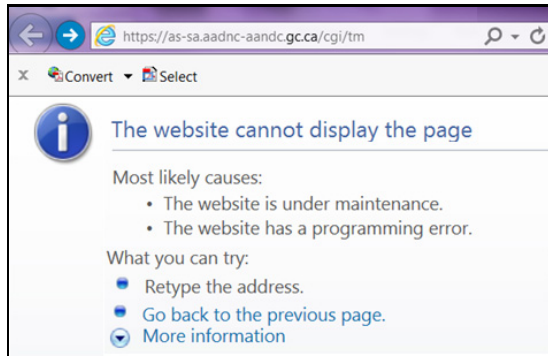
**Note:** If you log in from a different computer, you may need to repeat steps #1 - #4 above.



## Troubleshooting

### Error Message #1: *This page cannot be displayed*

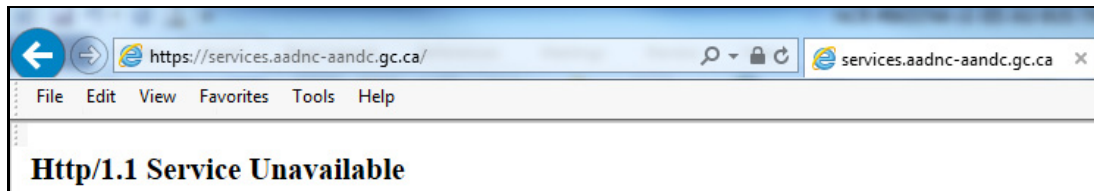
If you have bookmarked the *INAC Secure Authentication* page URL (or added it to your favourites), and you attempt to log in, an error message such as the following will be displayed:



- Ensure you bookmark, or add to your favourites, the *INAC Services Portal* home page (reference steps #9 and #10 on page #4 above).

### Error Message #2: *Service Unavailable*

This error message will be displayed if you have not entered the URL correctly.



- You must enter **https** and not **http**.
- You must also include **iap** at the end of the URL.
- The URL needs to be entered precisely as follows: <https://services.aadnc-aandc.gc.ca/iap>.

### Error Message #3: *Gateway not available*

This message will be displayed when the *INAC Services Portal* is not available, due to the Citrix Gateway or the Reverse Proxy being offline.

If you encounter this error message, please contact the *INAC IT Service Desk* which is available to provide first level service support as needed:

- By email: [aadnc.sti-its.aandc@canada.ca](mailto:aadnc.sti-its.aandc@canada.ca)
- By phone: 1-866-795-6465

Please contact your Regional Office for second level service support.