

Advanced Education Student Portal Account

Need Help Instructions

Create an Advanced Education Student Portal Account

The [Advanced Education Student Portal](#) account is your one-stop location for information related to student loans, grants, scholarships, Graduate Retention Program information and more. Create a username and password to be able to access your account at any time throughout the duration of your studies and after you graduate.

Select **Create Portal Account** menu option. You must create a username, create a secret password, select three challenge questions and have a valid email address. You will be asked for your email address again when you apply for student aid. Make sure the email address is the one you commonly use so that you can receive communications. Because usernames and email addresses must be unique, you will not be able to create a new portal account with a previously used username or email address.

Your portal username must be 6 – 20 alphanumeric characters. Your password must be 8 to 20 characters in length and it must contain at least one uppercase letter, at least one lower case letter and at least one number. Your password may also contain standard punctuation and other characters such as: !@#\$%^&*()_-=|\{}[]'":;?/<>.,

Choose a password and select challenging questions that only you know the answers to and that you will remember. Please note, the challenge questions and answers you assign to your portal account will be used every time you log in. If you forget your username or password, the challenge questions will be used to identify you so that you can retrieve your username and/or reset your password.

Always keep your username, password and challenge questions/answers confidential so that no one else can access your portal account. Your educational institution is not permitted to access your portal account.

If you are applying for student aid, your assessment results will be electronically posted to your portal account in the Message Centre. You will be advised by email when the information has been posted. Make sure you keep this email address up to date and review the emails you receive with subject "Important Student Aid Information."

Login

You must login to your portal account to apply for Student Aid. Select **Portal Account Login** menu option and enter your username, password and answer a challenge question.

If you forget your username, select **Forgot Username** menu option.

If you forget your password, select **Forgot Password** menu option.

Always keep your username, password and challenge questions/answers confidential so that no one else can access your account.

If you are having trouble creating an account or accessing your account, contact the Student Service Centre at 1-800-597-8278.

Update Portal Account

To update your username, password or email address, log in with your username, password and answer a challenge question. After logging in, select the **Update Portal Account** menu option.

Keep your email address up-to-date so you do not miss any important messages about your student aid.