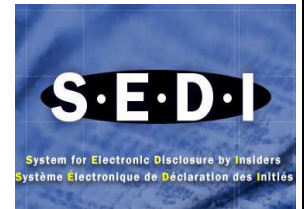# Understanding Passwords and Access Keys

Accounts and information in SEDI are controlled by passwords and access keys. These two security features ensure the confidentiality of your personal information in the SEDI database, and control who is able to file insider reports or issuer event reports on your behalf.

What is a User ID and Password?

User ID and passwords are identifiers of who recorded information in SEDI. They give the individual access to perform activities in SEDI, either you are an agent filing information on behalf of one or more insiders or issuers, or an insider filing information on behalf of one insider. Every time you want to submit information in SEDI, you must log in with your SEDI user ID and password.

When am I issued a password and a SEDI user ID?

A user ID and password are issued at the end of the process "Register as a SEDI User". Before using your user ID and password, you have to submit the required SEDI User Registration Form. The account activation process can take from 2 to 24 hours, depending on the volume of activations requested.

You need to register in SEDI only if you need to file something in SEDI. If you simply want to search for information on the website, you do not need to be registered. You must be an individual to register in SEDI.

What is an access key and an insider number?

Each insider profile is associated with an insider number and an insider access key. The insider number can be used to search for insiders in SEDI. Each issuer profile supplement is associated with an issuer access key.

These numbers are unique to the profile, and are not associated with a SEDI user account.

An access key is a case-sensitive and alpha-numeric code that allows you, as an agent, insider, or issuer representative, to make a filing after the insider profile or issuer profile supplement is created. To be permitted to file information about an insider or issuer, agents must enter the access key associated with the insider profile or issuer profile supplement.

Note: Once an insider has linked their user ID to their profile, they will not be required to provide an access key in the future when filing for themselves.

When am I issued an access key and an insider number?

You will be issued an access key and an insider number after you create an insider profile or an issuer profile supplement. SEDI displays the access key and insider number on the screen. A letter is sent to the insider confirming that the profile has been created. The system gives one access key per profile.

How many passwords and access keys will I have as an agent?

You will have one password as an agent. You will be issued a user ID and a password for yourself that you will need to log on. In addition, if you are filing for an insider, you will be given an insider number and a distinct access key for each insider whose insider profile you create. If you are filing for an issuer, you will be given a distinct access key for each issuer whose issuer profile supplement you create.

What if I can't remember my password?

If you have included your email address in your profile, from the SEDI Home page, select "Forgot Your Password".

Enter the alphanumeric code displayed into the CAPTCHA box and select "Enter". Enter your userid and select "Next". Provide the answer to your confidential question noted in your profile and select "Next".

You will be sent an email to the address provided in your profile that contains a password reset link. Click on the link to enter a new password. A confirmation email will be sent informing you of successful password reset.

If you have not provided your email address or can't remember the answer to your confidential question, contact **the CSA Service Desk at 1-800-219-5381**. You will be asked a number of questions, including the confidential question you provided when you registered. If your answer is correct, the CSA Service Desk will give you a single use password. You will need to use this single use password the next time you log on. After logging on, SEDI will generate a new password for you, which you can change later using SEDI.

How do I get my access key reset?

If you, as an insider, an issuer or an agent, need to have an access key reset, you should contact **the CSA Service Desk at 1-800-219-5381.**

Note: The CSA Service Desk will require you to provide the answer to the confidential question, which was provided when the insider profile was completed.

How do I change my password?

If you know your current password and want to change the password, log in to the system and select **Your user information** in the top right navigation bar, then click **Change your password** in the left navigation bar. SEDI will display the **Change your password** screen that will allow you to generate a new password.

If you do not know your current password, refer to "**What if I can't remember my password**" above.