

# Cheat Sheet for Creating a SIAMS Account

1. If a student wants to apply for Alberta Works funding online, the student must first create a SIAMS account.
2. Click on my Alberta Supports at <https://myalbertasupports.humanservices.alberta.ca/Citizen>
3. Click on “Apply Online”.
4. Click on “Next”.
5. The image below will pop up. Create a username. The Username must be between 8 and 20 characters long. It is not case sensitive and can be a combination of letters, numbers and special characters. If you encounter difficulties, click on the “Help” icon.
6. Create a Password. Passwords must be 8 to 20 characters long and include at least one upper case, one lower case and one number or special character.



The screenshot shows the SIAMS login and sign-up interface. The header includes the Alberta Government logo, the SIAMS logo (Secure Identity & Access Management System), and navigation links for Contact Us and Help. The main content area is divided into two sections: "Use SIAMS to Login" and "New to SIAMS? Sign-up".

**Use SIAMS to Login**

Username:

Password:

\* - Required

Forgot [Username](#) or [Password](#)?

**New to SIAMS? Sign-up**

If you've ever used one of the following services, try recovering your SIAMS account below:

- Students Finance System (SFS)
- ApplyAlberta (APAS)
- myAlbertaSupports

[What is SIAMS?](#)

SECURITY TIP: On a shared computer, delete all traces of your secure session by clearing your cache.

Help Contact Us Accessibility Privacy

If the person had already created a username and has forgotten it, click on Forgot Username. The image below will pop up.



The screenshot shows the "Request Username" page. The header is identical to the previous screenshot. The main content area is titled "Request Username" and includes a "Help" icon.

**Request Username**

In order to request your username, please enter the email address that you used when creating your SIAMS account. We will send an email to the account with your username. If you still require support please contact the Help Desk.

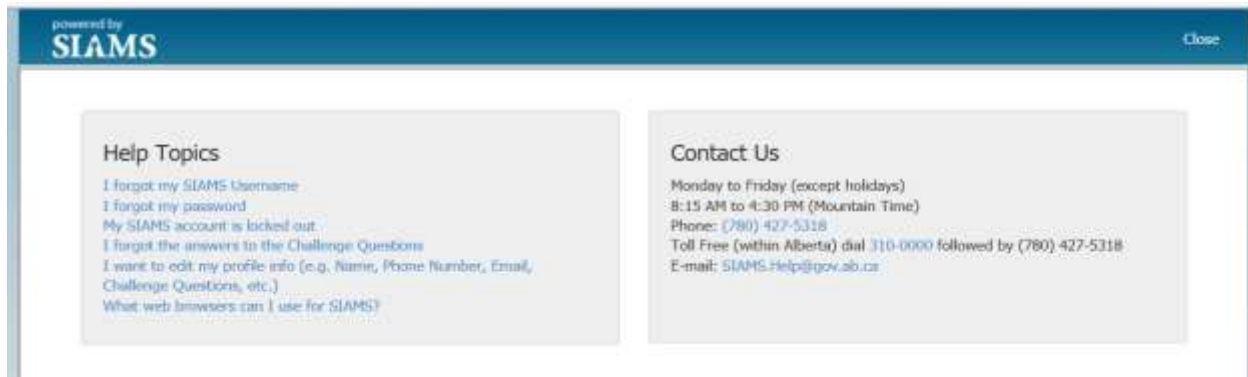
Email Address:

\* - Required

Help Contact Us Accessibility Privacy

# Cheat Sheet for Creating a SIAMS Account

If there are any problems accessing “your account”, contact the help desk by phoning 1-780-427-5318. See Help Desk contact information below.



The screenshot shows a help page titled "powered by SIAMS" with a "Close" button in the top right. It is divided into two main sections: "Help Topics" and "Contact Us".

**Help Topics**

- I forgot my SIAMS username
- I forgot my password
- My SIAMS account is locked out
- I forgot the answers to the Challenge Questions
- I want to edit my profile info (e.g. Name, Phone Number, Email, Challenge Questions, etc.)
- What web browsers can I use for SIAMS?

**Contact Us**

Monday to Friday (except holidays)  
8:15 AM to 4:30 PM (Mountain Time)  
Phone: (780) 427-5318  
Toll Free (within Alberta) dial 310-0000 followed by (780) 427-5318  
E-mail: SIAMS.Help@gov.ab.ca

The Frequently Asked Questions link is very helpful and may answer any questions you have

Frequently Asked Questions link:

<https://web.siams.alberta.ca/Siams.Registration/Popup/Help#ForgotSIAMSUsername>

## Alberta Innovation and Advanced Education (IAE) SIAMS (Secure Identity & Access Management System)

### FREQUENTLY ASKED QUESTIONS

This section provides answers to Frequently Asked Questions. You may find that the answers bellow will save you a trip or a phone call.

#### General SIAMS Questions

- [What is the Secure Identity & Access Management System?](#)
- [What is the purpose of a SIAMS Account?](#)
- [What are the benefits of a SIAMS Account?](#)
- [What can I do with my SIAMS Account?](#)
- [How can I get further assistance?](#)

#### Username and Access Questions

- [Why have I been Locked Out?](#)
- [I have forgotten my SIAMS Username.](#)
- [What are the recommendations for a SIAMS Username?](#)

#### Password Questions

- [I have forgotten my password.](#)
- [Why has my password expired?](#)
- [What are the recommendations for passwords?](#)
- [When will I have to renew my password?](#)
- [May I change my password before the password expiry date?](#)
- [How can I change my password?](#)
- [I cannot recall the answers to the Challenge Questions. What should I do?](#)

#### Consent and Usage of Personal Information Questions

- [Why must I provide my consent?](#)
- [Why am I being asked for personal information?](#)
- [I refuse to provide SIAMS Identification Information. Can I still access secure online applications for Alberta Innovation and Advanced Education and associated ministries and organizations?](#)
- [I have married, or changed my name. Which surname should I use?](#)
- [How will my Phone number be used?](#)
- [How will my Email address be used?](#)
- [How can I modify my information?](#)
- [What SIAMS identification information can I change?](#)
- [Why am I being asked to respond to Challenge Questions?](#)

#### Technical and Browser Questions

- [What could be the reason for technical difficulties?](#)
- [What are the browser requirements for the Secure Identity & Access Management System?](#)
- [What if my browser is set to block Pop-up windows?](#)