



How to Access the CLIENT ZONE

Steps to Follow When You Log In to your CIAQ Account for the First Time

Click on the following link: <https://www.ciaq.com/client-zone/authentication.html>

Home | Français | Boutique | Careers | Contact Us | Site Map | SEARCH

CLIENT ZONE | EMPLOYEE ZONE

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CLIENT ZONE

Connexion

Please enter your user code and password.

[Forgot your password?](#)

USER CODE *

PASSWORD *

* Required Fields

ENTER ▶

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Enter your user code—which corresponds to your CIAQ client number without the initial zeros—and your temporary password; then, click ENTER. To obtain your user code and password, please contact CIAQ at 1 866 737-2427.

In the following screen:

1. Enter your email address or modify it, if necessary.
2. Click on **SEND** to transfer the information to us.
3. Enter your temporary password – the same you used to enter the CLIENT ZONE. Then, enter your new password which must have a minimum of six characters and contain numbers and/or letters **ONLY**. Finally, enter your password again to confirm.
4. Click on **SEND** to confirm your password modification.

Note: Since passwords are not saved anywhere, make sure you choose one that will be easy to remember.

The screenshot shows a web form titled "First Connection" with the instruction "Please confirm your e-mail address and change your password." The form is divided into two main sections:

- E-mail address confirmation:** Includes a text input field for "EMAIL ADDRESS *", a checkbox for "SUBSCRIBE TO THE NEWSLETTER *", and a checked checkbox for "I WISH TO SUBSCRIBE TO THE NEWSLETTER". A blue "SEND" button is located to the right. A red callout box with the number "1" points to the email address field, and another red callout box with the number "2" points to the "SEND" button.
- Change of password:** Includes three text input fields for "CURRENT PASSWORD *", "NEW PASSWORD *", and "CONFIRM NEW PASSWORD *". A blue "SEND" button is located to the right. A red callout box with the number "3" points to the "NEW PASSWORD *" field, and another red callout box with the number "4" points to the "CONFIRM NEW PASSWORD *" field.

Both sections include a "* Required Fields" label and a small asterisk next to the field labels.

PROFILE SECTION

If you prefer to view some of the reports or documents online rather than receiving them by mail, click on **Profile** in the top right corner below your name and go to the Shipping Preferences section. You will receive an email to inform you as soon as the reports or documents are available online.

5. Check all reports you do not wish to receive in paper format anymore.
6. Click on **SEND** to transfer the information to us. Your request will be updated within 1 to 3 business days depending on the day and the period of the month.

In the event you modify your preferences at the end of the month, you might still receive the following month's paper report.

Shipping preferences for your documents 5

Please indicate which documents you wish to consult online instead of receiving them via regular mail.

THE DOCUMENTS SELECTED BELOW WILL NOT BE SENT VIA REGULAR MAIL ANYMORE. THE NEWSLETTER WILL NOTIFY YOU ONCE THEY ARE AVAILABLE ONLINE.

PIPELINE
 PROGEN REPORT
 STATEMENTS OF ACCOUNT
 YOUNG SIRE PEDIGREES

* Required Fields

SEND

6

REPORTS SECTION

To access this section, click on **Reports** in the top right corner below your name to view:

- Your CIAQ statements of account
- Your farm statistics
- Your Valacta credits
- Your PROGEN reports

You can also request insemination certificates online.

How to Access your Statements of Accounts:

7. Select the **Statements of Account** tab.
8. Click on **Download** next to the statement of account you wish to view.

7

Statements of account | Insemination certificates | Other reports

Here are your statements of account for the past twelve months.

Statement of account - October 2010	Download
Statement of account - September 2010	Download
Statement of account - August 2010	Download

8

How to Access Other Reports:

9. Select the **Other reports** tab; then, click on **Download** next to the report you wish to view.

9

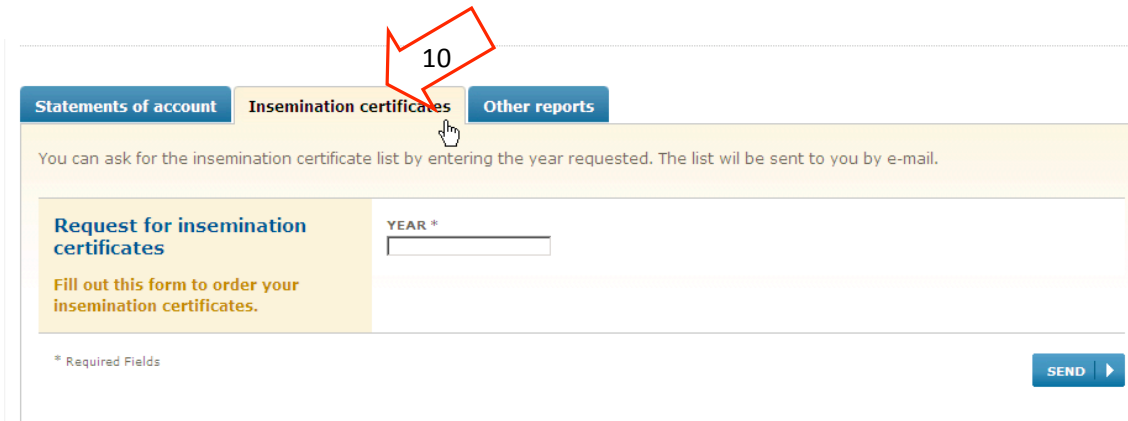
Statements of account | Insemination certificates | **Other reports**

In this section, you can access your updated Progen Reports within a few days, your most recent farm statistics and your CIAQ-Valacta credit, if you are eligible.

DATE PUBLISHED	BREED	TYPE OF REPORT	
2010-09-09	HO	Farm statistics	Download
2010-08-22	HO01	Progen Report	Download

How to Request Insemination Certificates:

10. Click on the **Insemination Certificates** tab; then, enter a specific year and click on **SEND**. A few days later, a file including all of your insemination certificates for the requested year will appear in this section.



The screenshot shows a web interface with three tabs: "Statements of account", "Insemination certificates", and "Other reports". A red callout box with the number "10" points to the "Insemination certificates" tab. Below the tabs, there is a text box that reads: "You can ask for the insemination certificate list by entering the year requested. The list will be sent to you by e-mail." Below this text is a form titled "Request for insemination certificates" with the instruction "Fill out this form to order your insemination certificates." The form contains a "YEAR *" input field. At the bottom left, there is a note "* Required Fields" and at the bottom right, there is a blue "SEND" button with a right-pointing arrow.