




How to troubleshoot internet issues and reset your account password

To ensure you can use the [Fish and Wildlife Licensing Service](#) with ease, we recommend using your internet browser's most recent version with the default settings. For the best experience, we recommend using one of the browsers listed below.

What is a browser? A browser is a program that displays websites (such as Google Chrome) and is often confused with a search engine, which is a website that provides you with search results (such as google, yahoo, bing).

You may also use the latest version of the following browsers:

	Google Chrome 	Mozilla Firefox 	Safari 
Computer	✓	✓	✓
Tablet	✓	✓	✓
Smartphone	✓		✓

NOTE: to print tags using Google Chrome from a computer, you will need to disable the browser's Adobe Acrobat setting in extensions before attempting to print.

Changes to the browsers default settings can affect the user experience and how your documents are presented to you on your device. We recommend using the browser's default settings.

You may be able to use other browsers and browser versions without encountering errors. If you do encounter difficulties, check your browser settings, download the latest browser version or switch to one of the browsers listed above and try again before contacting NRISC for support.

Resetting your account password:

PRIVACY NOTIFICATION - Personal information is collected under the authority of the Fish and Wildlife Conservation Act, 1997, SO 1997 and will be used for the purposes of identification, enforcement, research, communications and administration. While some of the personal information may be stored outside Canada and is subject to the laws of the jurisdiction where it is stored, private companies under contract to provide the licensing services are contractually obligated to comply with Ontario's Freedom of Information and Protection of Privacy Act with regard to personal information in their custody. For information about collection practices contact: Manager, Licensing and Client Services Section, Fish and Wildlife Services Branch, Ontario Ministry of Natural Resources and Forestry, 300 Water Street, Peterborough, Ontario, K9J 8M5, at 1-800-387-7011.

I acknowledge and accept the privacy notification

* It is an offence to make a false statement on this application

Email or Outdoors Card Number (Required):

Password (Required):

[Forgot your password?](#)

If you can't remember your password, select **"Forgot your password?"** on the login page. Enter the email address that is on your Outdoors Card account. A reset password email will be sent to the email address you have on file. Click the link in the email to reset your password.

If the link in the email doesn't open in a new browser tab, copy and paste it into your web browser.

Note: if you don't receive an email from no-reply@huntandfishontario.com, check your email junk folder and add the email to your safe senders list.

If you can't locate an email in your inbox or junk folder, check the email address, to make sure it's the one associated with your Outdoors Card account.

Forgot your password?

Enter your email address or your Outdoors Card number. If you have not accessed this site after November 25th 2018 you will not receive the password reset email; please return to the home page and create an online account with your existing Outdoors Card. To go back to the home page click on the Ontario logo.

Email or Outdoors Card Number (Required):

Reset password

Email or Outdoors Card Number (Required):

New Password (Required):

Confirm Password (Required):

Password must contain:
At least 8 characters
At least 1 upper case
At least 1 lower case
At least 1 number

For help call the Natural Resources Information and Support Centre (NRISC) at 1-800-387-7011.