



## Family First Account Re-Registration Guide

### Step 1: Sign In/Register

Go to the Family First login page ([www.gmfamilyfirst.ca](http://www.gmfamilyfirst.ca)) and click *Sign In/Register*.

Creating your account is easy!

All you need is an email address, phone number and your GMIN / Employee ID. Don't know yours? Contact your HR Representative or the GM Benefits Center at 1-877-442-4625 for assistance. Then click 'Create Account' below and fill in the form with your information.

Don't have a GM Family First Account?

Create your account to enter the site. Make sure to have your GMIN / Employee ID ready. Don't know yours? Contact your HR Representative or the GM Benefits Center at 1-877-442-4625 to obtain your GMIN. If you require assistance creating your account Call 1-800-235-GMGM (4646).

[Create Account](#) [Forgot Password?](#)

### Step 2: Input your email address in the field and click *Continue*.

Keep your account secure. We recommend using your GM Email Address.

Our Family First site now utilizes one user ID and password to simplify the login process across all of our GM sites. You'll be able to sign into your GM Family First account and other GM services such as GM Account (formerly Owner Centre), OnStar, myChevrolet, myBuick, myGMC and myCadillac Mobile Apps with the same log in.

In order to verify your account, please enter the email address on file for your prior GM Family First account or other GM services such as GM Account (formerly Owner Centre), OnStar, myChevrolet, myBuick, myGMC and myCadillac Mobile Apps accounts.

If you do not have an existing GM Family First or GM service account (GM Account), please enter the email address you would like to use.

After you've entered your email address in the field below, please click "Continue" to proceed.

[Continue](#)

**Step 3:** You will then be directed to log in. Click *Continue* to proceed.

If your previous GM Family First account was tied to the same email you are using now, you may use the same password to log in.

If you have forgot your password, click on the link to reset your password. You will receive an email to reset your password. Once reset, proceed to log in.

If you are using a new email for your GM Family First account, you may create a new password for your account.

Account Migration Check

Please use your existing GM Owner Centre, OnStar, myChevrolet, myBuick, myGMC and myCadillac Mobile Apps account credentials to login to your GM Family First account.

Note: you will be required to verify your eligibility in order obtain an authorization number.

If you forgot your password, please click [here](#)

**Continue** **Cancel**

### Troubleshooting:

If you do not recall which email was previously used – We recommend using your GM Email Address to register your GM Family First Account.

You can then proceed to *Sign Up*.

Enter the same email address. You will receive a verification code. Enter the code to proceed to set up your account.

gm

Welcome. Please log in.

GM Email Address

**Continue**

No account? [Sign Up](#)

By continuing, you agree to the [Account Guidelines](#) and [Privacy Statement](#).

gm

Welcome. Create Your Account.

Email

⚠ Email is required.

**Continue**

Already have an account? [Log In](#)

Finish signing up

First name ⚠ Enter a valid first name.

Last Name

Postal Code

hanst2@mcmaster.ca

Password SHOW

By creating an account, you are accepting the [Account Guidelines](#) and [Privacy Statement](#). Learn more.

**Continue**

Keep me informed with information and offers, sent by email and other electronic methods, including

**Step 4:** Log in using your email and password and click *Continue* to proceed.

**Step 5:** Verify your details.

Enter your:

*Employee Type* – Select General Motors

*GMIN/Employer ID* – Enter your nine (9) digit GMIN.

*Date of Birth* – Ensure you are entering your Date of Birth as reflected in your employment records.

*Home Phone* – Provide a contact phone number.



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#### Verify Eligibility

To verify your eligibility, please complete the required fields below and click submit.

\* Mandatory field

\* Select Company Type:

\* GMIN / Employee ID:

\* Date of Birth:

\* Home Phone:

**Submit**

You have successfully logged in and will be taken to the GM Family First home page!

#### Troubleshooting:

If you have any questions or need assistance during the re-registration process, you may reach out the GM Customer Care Centre or email [gmputsfamilyfirst@gm.com](mailto:gmputsfamilyfirst@gm.com).