

[New Customers](#)[Existing Customers](#)

New Customer Info

How can I get signed up on openlane.ca?

Getting signed up on openlane.ca is simple!

If you are an existing customer of TradeRev or ADESA Canada, there's no need to sign up separately for OPENLANE Canada. You will be automatically enrolled in the coming weeks, granting you access without any additional sign-up steps.

For new dealerships, the Owner/Officer can initiate the sign-up process on behalf of the dealership. They will be responsible for providing the necessary information and completing any required paperwork, and will also be able to add additional users to the account.

Rest assured, the sign-up process is simple and free. Just follow the automated registration steps or contact the Owner/Officer of your dealership to get started.

What is AuctionACCESS and why do I need it for openlane.ca?

AuctionACCESS is a dealer authentication service that serves as the auction industry's standard credentialing organization. It provides an additional layer of security and convenience for our dealers. By verifying your authorized dealer status through AuctionACCESS, you will receive an Auction Access ID number, granting you access to exclusive features and ensuring a secure marketplace environment on openlane.ca.

To learn more about AuctionACCESS or to sign up [click here](#).

What paperwork do I need to complete for registration?

Once you have completed the sign up process for openlane.ca, our registration team will send you an email with the registration forms attached. Fill out and promptly return the required forms so you can start bidding and listing without delay.

These forms can also be downloaded [here](#) and include:

- Auction Policies
- Power of Attorney
- OL GST (required for selling)
- Direct Debit/EFT Registration (required for selling; optional for buying)
- Floorplan Partnership Request (optional)

Quebec Dealerships Only:

- OL QST

BC Dealerships Only:

- Power of Attorney British Columbia - Broker
- BC PST Tax Exemption - non-BC Dealers reg at BC Auction (optional)

Once I've logged in for the first time, what's my next move on OPENLANE Canada?

After logging in for the first time, take the following steps to maximize your experience on the OPENLANE Canada marketplace:

- Add a payment method for smooth transactions
- Set up notifications to stay updated on important activities
- Configure vehicle search filters to receive alerts for relevant auctions
- Manage additional dealerships and invite users to access the app

By completing these actions, you can ensure seamless participation, efficient bidding, and effective utilization of OPENLANE features.

What are some tips for getting more acquainted with OPENLANE Canada and its features?

To become familiar with [openlane.ca](#) and make the most out of its features, take the time to read the [Terms and Conditions \(Ts & Cs\)](#).

They provide valuable information about best practices, policies, and services offered. Understanding the Ts & Cs will empower you to navigate the platform effectively, adhere to rules, and protect yourself.

Additionally, it's recommended to explore the various features and resources available on [openlane.ca](#) to maximize your buying and selling experience. By doing so, you can make informed decisions and utilize the platform's features to their fullest potential.

Visit our customer [help site](#) to learn more.

Existing Customer Info

Will I need to register for a new OPENLANE Canada account if I already have an ADESA and/or TradeRev account?

If you already have a TradeRev or ADESA Canada account, you will NOT need to register for a new OPENLANE Canada account. Your account will be automatically migrated over to OPENLANE.

How do I login to openlane.ca?

You will continue to use your ADESA/TradeRev credentials (also known as your KAR ID) to login. Your ADESA/TradeRev user name is your email address.

If you have forgotten your password, use this link to recover it: [Forgot Password](#)

When will I be able to access the new features on openlane.ca?

Existing customer accounts will be migrated in phases. You will be automatically redirected to the new openlane.ca marketplace experience the first time you login after your migration phase. Watch your email for communication on the timing of your migration phase.

Will my profile features migrate over to openlane.ca with me?

Yes! Your notification preferences, payment settings and saved filters you had on your TradeRev and ADESA accounts (if applicable) will be migrated to openlane.ca with your profile.

- Saved filters will be migrated over to openlane.ca at year, make and model level.

Existing Customer Info

Is there an openlane.ca mobile app?

Yes! When your account is migrated, the TradeRev app will become the OPENLANE app and all existing ADESA and TradeRev registered customers will have access.

- Current TradeRev app users will need to update their apps in the Apple App Store or Google Play Store to start using the OPENLANE app.
- While we work to migrate all ADESA-related features to the OPENLANE mobile app, current ADESA Marketplace app users will continue to use their existing app to get Simulcast-related notifications and to “Find my vehicle” at an OPENLANE location.

Will you combine your US and Canada marketplaces?

No; our US and Canada marketplaces will remain geographically segmented and separate.