

WATERS-MADI:

User Enrolment and Re-enrolment Guide

for new and existing WATERS users

WATERS-MADI Enrolment and Re-enrolment Steps

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WATERS-MADI Enrolment and Re-enrolment Guide

The Government of Alberta has changed the way it provides secure online access to the Water Act Temporary Diversion Licence Electronic Review System (WATERS). To access WATERS you will be required to log in using a “basic” (unverified) MyAlberta Digital ID (MADI) account. You are not required to obtain a verified digital MADI account. Please see the MADI website (<https://account.alberta.ca>) for more information on types of accounts.

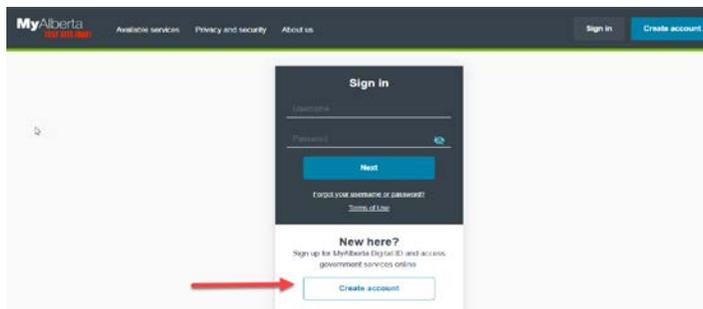
It is important that if you already have a WATERS account, its contact email address **must be the same** as the contact email address in your MADI account. Below are the possible scenarios that may apply to your situation when enrolling or re-enrolling to WATERS.

- A. You do not have an account for WATERS or MADI
- B. You do not have a WATERS account, but you have a MADI account
- C. You have a WATERS account, but you do not have a MADI account
- D. You have both WATERS and MADI accounts

A. You do not have an account for WATERS or MADI

In this scenario you want to access WATERS but you do not have an account for either system. The steps below will guide you through the creation of your MADI account, following by the steps to enrol in WATERS:

- 1) Start by accessing WATERS through its URL to begin the enrolment process:
<https://waters.alberta.ca>
- 2) You will be directed to MADI to create a new account:



- 3) Follow the instructions to create an account. For a basic MADi account, you will be required to provide your name, contact email, date of birth, address and telephone number. MADi will then send an email to your email address requiring your confirmation of the account creation.
- 4) Once you confirm your MADi account, login to WATERS using its URL: <https://waters.alberta.ca>. After signing in, the WATERS enrolment screen is displayed. At this screen, you verify the information provided and specify who you will be submitting the TDLs for. Click the 'Submit' button to continue.

Note that you are now about to enroll in WATERS with the contact email address you provided in MADi. This is how the two systems reconcile your information. Below is an example of the WATERS enrolment screen. (User name and personal info used in the sample screens are fictitious.)

Environment and Parks
 Logged in as walterpruden@yahoo.com | MyAlberta Profile

Enrolment Help

WATERS Enrolment

Enter your contact details to register for and access the WATERS system.

* Required field

First Name: * Middle Initial(s):

Last Name: *

Organization Name:

Primary Phone: * Ext: Alt Phone Number: Ext:

Fax Number:

Email Address: *

Mailing Address

Address: *

City / Town: *

Province / State: *

Country: *

Postal / Zip Code: *

Note: **If your City / Town / Village or Province / State is not listed**, you must contact either the AEP Information Centre or the AER Customer Contact Centre to have it added. They can be reached at:

AEP Information Centre
 Phone: 310-ESRD (3773)
 Email: ESRD.Info-Centre@gov.ab.ca

AER Customer Contact Centre
 Phone: 403-297-8311
 Toll-free: 1-855-297-8311
 Fax: 403-297-7336
 Email: inquiries@aer.ca

Hours of support are Monday through Friday (excluding Statutory Holidays) from 8:15 AM to 4:30 PM.

Will you be submitting TDL applications on behalf of others? (You may also apply to represent others at any time in the future)

No Yes

[Note, an individual can only apply for TDLs for their own personal use. If the intended water user is a business or company:

1. You must apply to represent that business or company if they are already registered in WATERS, or
2. You must apply to be their Administrator if they are not currently registered in WATERS.

In either case click on the appropriate situation in the menu options (*) at the WATERS main screen, shown in next step, and follow the instructions.]

- 5) After submitting your information, the WATERS main page is then displayed, as shown below by a screen example. This completes the WATERS enrolment step if you do not have a WATERS and MADi account.

The screenshot shows the WATERS Online application system interface. At the top, there are logos for the Alberta Energy Regulator and Alberta Environment and Parks, along with user information: "Logged in as Walter Pruden | My Profile | My Alberta Profile".

The left sidebar contains a "WATERS Home" section with a menu:

- WATERS Home
- TDL APPLICATIONS
 - Submit New Application
 - View TDL Applications
- TDLs
 - View TDLs
- APPLICANTS
 - Apply to Represent Applicant
 - Apply to be an Applicant's Administrator

A red arrow points to the "Apply to be an Applicant's Administrator" link. The main content area is titled "Welcome to the Temporary Diversion Licence (TDL) Online application system". It includes a map of Alberta and text explaining that the system allows users to submit TDL applications and support documents. It also mentions that the system will allow users to view the current status of an application and query/view TDLs issued in the last 12 months.

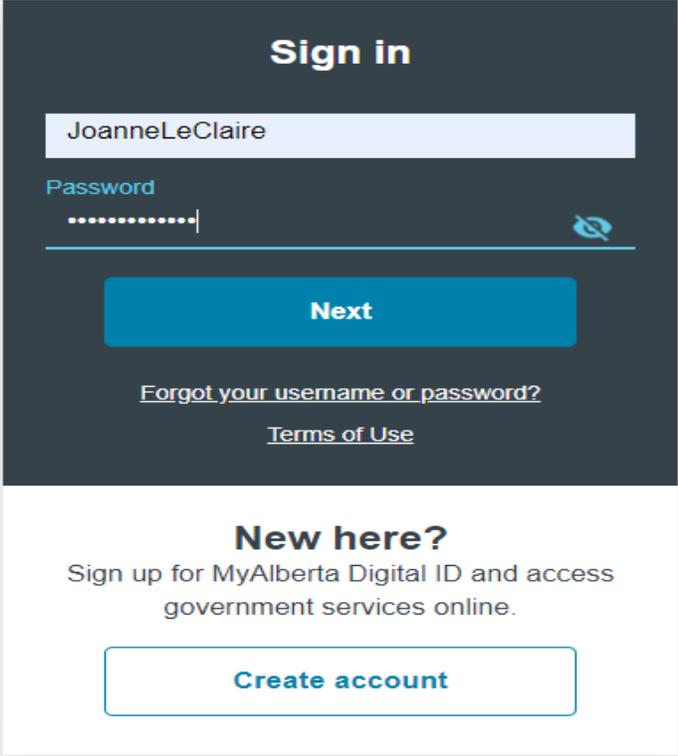
Additional information includes contact details for the AEP Information Centre and AER Customer Contact Centre, as well as links to a Frequently Asked Questions (FAQ) page, a Left Navigation Overview, and a WATERS User Administrator Authorization Form.

At the bottom, a note states: "The system is referred to, within Alberta Environment and Parks (UAT Ext) and Alberta Energy Regulator (UAT Ext), as WATERS (i.e. Water Act Temporary Diversion Licence Electronic Review System). The acronym WATERS appears throughout the system."

B. You do not have a WATERS account, but you have a MADI account

In this scenario you want to access WATERS but you have never had an account before. You do have an account for MADI, however. The steps below will guide you through the creation of a WATERS account after your MADI login. An important thing to note here is that your WATERS contact email address will be the same as your email address in MADI. This is how the two systems reconcile your information.

- 1) Access WATERS using this URL: <https://waters.alberta.ca>
- 2) You will be directed to MADI to sign in with your existing MADI account. (User name and personal info used for the sample screens below are fictitious.)



The screenshot shows a 'Sign in' page with a dark background. At the top, the text 'Sign in' is displayed in white. Below this, there is a text input field containing the username 'JoanneLeClaire'. Underneath the username field is a password field labeled 'Password' with a series of dots and a toggle icon on the right. A blue 'Next' button is positioned below the password field. At the bottom of the sign-in section, there are two links: 'Forgot your username or password?' and 'Terms of Use'. Below the sign-in section, there is a white box with the heading 'New here?' and the text 'Sign up for MyAlberta Digital ID and access government services online.' A blue 'Create account' button is located at the bottom of this white box.

- 3) Once you are authenticated, the WATERS enrolment page is displayed with pre-filled with MADi account info. Your MADi contact email address is also shown at the Email Address field (1). You can view or update your MADi account info by clicking on the 'MyAlberta Profile' link (2).

After verifying the information on the screen, please specify who you will be submitting the TDLs for and click 'Submit' to complete the enrolment process (3).

[Note, an individual can only apply for TDLs for their own personal use. If the intended water user is a business or company:

1. You must apply to represent that business or company if they are already registered in WATERS, or
2. You must apply to be their Administrator if they are not currently registered in WATERS.

In either case click on the appropriate situation in the menu options at the WATERS main screen and follow the instructions.]

Alberta Environment and Parks

Logged in as joanneleclaire@yahoo.com | MyAlberta Profile

ment

WATERS Enrolment

Enter your contact details to register for and access the WATERS system.

* Required field

First Name: * Joanne Middle Initial(s):

Last Name: * LeClaire

Organization Name:

Primary Phone: * 7802315625 Ext: Alt Phone Number: Ext:

Fax Number:

Email Address: * joanneleclaire@yahoo.com

Mailing Address

Address: * 12356 - 99 Ave

City / Town: * Edmonton

Province / State: * Alberta

Country: * Canada

Postal / Zip Code: * T5Z 3W6

Note: If your City / Town / Village or Province / State is not listed, you must contact either the AEP Information Centre or the AER Customer Contact Centre to have it added. They can be reached at:

AEP Information Centre
Phone: 310-ESRD (3773)
Email: ESRD Info-Centre@gov.ab.ca

AER Customer Contact Centre
Phone: 403-297-8311
Toll-free: 1-855-297-8311
Fax: 403-297-7306
Email: inquiries@aer.ca

Hours of support are Monday through Friday (excluding Statutory Holidays) from 6:15 AM to 4:30 PM.

Will you be submitting TDL applications on behalf of others? (You may also apply to represent others at any time in the future)

No Yes

Submit

- 4) You will be directed to the WATERS main page after submitting your account information in the previous step:

The screenshot shows the main page of the WATERS Online application system. At the top, the Alberta Environment and Parks logo is on the left, and the user is logged in as 'Walter Pruden' with links for 'My Profile' and 'My Alberta Profile'. A 'Help' link and accessibility icons are on the right. The main heading is 'Welcome to the Temporary Diversion Licence (TDL) Online application system'. Below this is a map of Alberta with a red dot indicating a location. To the right of the map, a text box states that Alberta Environment and Parks (UAT Ext) and Alberta Energy Regulator (UAT Ext) are now accepting electronic applications for temporary diversion of water. Further text explains that the system allows users to submit TDL applications and support documents, and that the system will review applications relative to current water restrictions. A note mentions that the system will also allow users to view the current status of an application and query/view temporary diversion licences issued in the last 12 months. On the right side, there are two informational boxes: one recommending a high-speed internet connection for better map performance, and another stating the system's accessibility hours (8:15 AM to 4:30 PM, Monday through Friday, excluding statutory holidays). At the bottom left, contact information for the AEP Information Centre and AER Customer Contact Centre is provided. At the bottom right, there are links for 'Frequently Asked Questions (FAQ)', 'Left Navigation Overview', and 'WATERS User Administrator Authorization Form'. A footer note explains that the system is referred to as WATERS (Water Act Temporary Diversion Licence Electronic Review System) within Alberta Environment and Parks and Alberta Energy Regulator.

Alberta Environment and Parks

Logged in as Walter Pruden | My Profile | My Alberta Profile

Help

Welcome to the **Temporary Diversion Licence (TDL) Online application system**

It is recommended that a high speed internet connection to support for the interactive map components in the system. Slower connections will work, but you might experience slow response times.

The system is accessible and supported from 8:15 AM to 4:30 PM, Monday through Friday (excluding Statutory Holidays). Every effort will be made to keep the system accessible during non-business hours. However, service interruptions may occur to allow time for scheduled system maintenance.

Alberta Environment and Parks (UAT Ext) and Alberta Energy Regulator (UAT Ext) is now accepting electronic applications for the temporary diversion of water.

The system will allow you or your representative to submit a TDL application and support documents. This will enable Alberta Environment and Parks (UAT Ext) and Alberta Energy Regulator (UAT Ext) to improve service by immediately reviewing your application relative to current water restrictions. If water is available and your proposed diversion meets requirements, the system will approve and issue a temporary diversion licence and email it to you.

The system will also allow you to view the current status of an application as well as to query and view temporary diversion licences issued in the last 12 months.

Questions about the WATERS system can be directed to the Alberta Energy Regulator (UAT Ext) for energy related inquiries and Alberta Environment and Parks (UAT Ext) for all other

Frequently Asked Questions (FAQ)

Left Navigation Overview

WATERS User Administrator Authorization Form

AEP Information Centre
Phone: 310-ESRD (3773)
Email: ESRD.info-Centre@gov.ab.ca

AER Customer Contact Centre
Phone: 403-297-8311
Toll-free: 1-855-297-8311
Fax: 403-297-7336
Email: inquiries@aer.ca

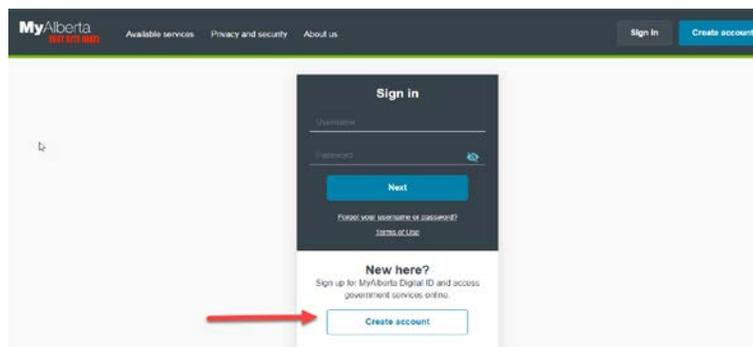
The system is referred to, within Alberta Environment and Parks (UAT Ext) and Alberta Energy Regulator (UAT Ext), as WATERS (i.e. Water Act Temporary Diversion Licence Electronic Review System). The acronym WATERS appears throughout the system.

You have now completed your WATERS enrolment using your existing MADi account.

C. You have a WATERS account, but you do not have a MADi account

With this scenario, you will need to create a MADi account to access or re-enrol to WATERS. By clicking on the WATERS link, you will be directed to MADi for account creation. It is important to note that you must use your contact email address in WATERS when registering for a MADi account. These two accounts must have the same email address to reconcile your information.

- 1) Start by accessing WATERS: <https://waters.alberta.ca>
- 2) You will be directed to MADi to create a new account:



- 3) Follow the instructions for the account creation. There is no need to create a verified account as a basic one will suffice to access WATERS. However, you will need to provide your name, email, date of birth, and work or home address. Again, it is important to note that your WATERS contact email must be used to register for the MADi account.

Below are sample account creation screens:

Basic Account

Create account Confirm email Confirm ID

Create account

Sign in Information and email
Create a username and password to access your account.

Username
WalterPruden

Email
walterpruden@yahoo.com

Confirm Email
walterpruden@yahoo.com

Password
.....

Confirm Password
.....

Personal Information

First Name
Walter

Middle Name(s) (optional)
.....

Last Name
Pruden

DOB (Date of Birth)
14 AUG 2000

Sex
 M (Male) F (Female) X (Unspecified)

Postal Code
T5Z3W8

Telephone (optional) **Ext. (optional)**
7802123535

Cell Phone (optional)
.....

I understand the [Terms of Use](#) identifies that the personal information I provide will be a verified based on my choice. The personal information I provide will be used and discic administer my account, authenticate my identity when online services are accessed, or verification of my identity. I further understand this includes verification of my personal • The Terms of Use advises the consequences of withdrawing consent and provides info Program.

My acceptance provides my consent for the use and disclosure of my personal informa

I agree to the [Terms of Use](#)

Submit (Testing Account)

- 4) After providing the required information, click 'Submit' to continue. MADi will send you an email to complete the account registration:



MyAlberta DIGITAL ID

Basic account: Create account (checked), Confirm email (active), Confirm ID, Complete verification

Verified account: Confirm ID, Complete verification

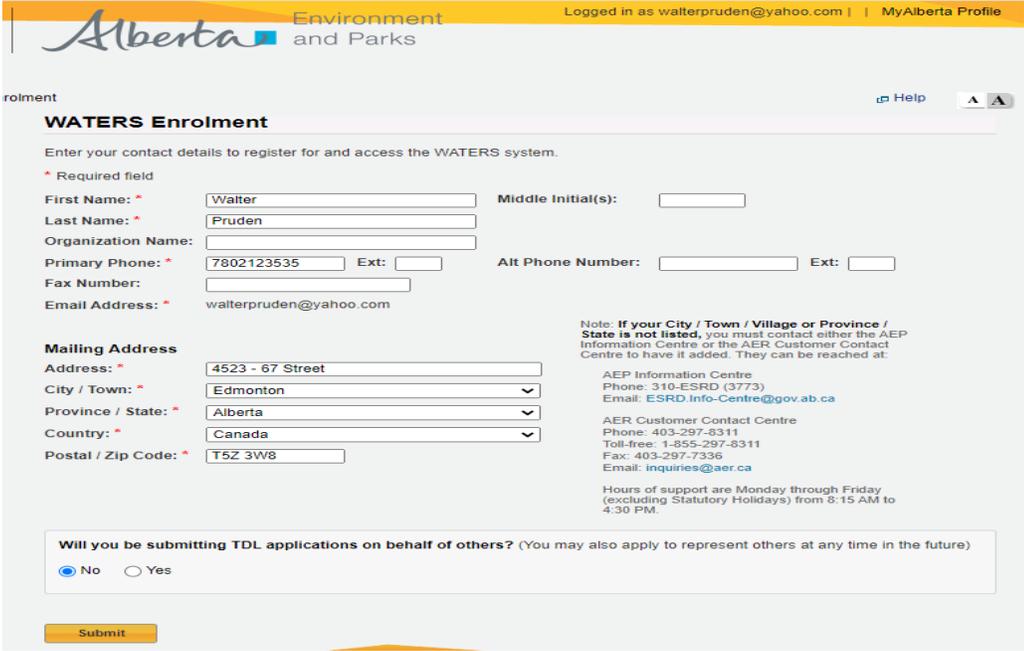
Confirm your email address

Follow this link **within the next 96 hours** to confirm your email address and finish creating your basic account:
<https://uat.account.alberta.ca/#/registration-confirmation/action/accept/code/511b0d0b701040f91b4531d7116dee5b/target/L2FY291bnQ=>

If you do not want to create your account, you can cancel your request by following this link:
<https://uat.account.alberta.ca/#/registration-confirmation/action/reject/code/511b0d0b701040f91b4531d7116dee5b/target/L2FY291bnQ=>

If you are receiving this email in error, please call our Contact Centre at 1-844-643-2789.

- 5) Once the account creation step is completed, you may need to log off MADi and access WATERS using its URL: <https://waters.alberta.ca>. You will then see a WATERS enrollment screen. Shown below is an example screenshot:



Alberta Environment and Parks | Logged in as walterpruden@yahoo.com | MyAlberta Profile

WATERS Enrolment

Enter your contact details to register for and access the WATERS system.

* Required field

First Name: * Middle Initial(s):

Last Name: *

Organization Name:

Primary Phone: * Ext: Alt Phone Number: Ext:

Fax Number:

Email Address: *

Mailing Address

Address: *

City / Town: *

Province / State: *

Country: *

Postal / Zip Code: *

Note: If your City / Town / Village or Province / State is not listed, you must contact either the AEP Information Centre or the AER Customer Contact Centre to have it added. They can be reached at:

AEP Information Centre
Phone: 310-ESRD (3773)
Email: ESRD.Info-Centre@gov.ab.ca

AER Customer Contact Centre
Phone: 403-297-8311
Toll-free: 1-855-297-8311
Fax: 403-297-7336
Email: inquiries@aer.ca

Hours of support are Monday through Friday (excluding Statutory Holidays) from 8:15 AM to 4:30 PM.

Will you be submitting TDL applications on behalf of others? (You may also apply to represent others at any time in the future)

No Yes

- 6) When at the WATERS enrolment screen, confirm or make changes to your user information and specify who you will be submitting the TDLs for.

Click 'Submit' to continue to the WATERS main page:

The screenshot shows the 'Temporary Diversion Licence (TDL) Online application system' main page. At the top, the user is logged in as 'Walter Pruden' and can access 'My Profile' (1) and 'My Alberta Profile' (2). The page includes a map of Alberta, a welcome message, and detailed information about the system's purpose and accessibility. Contact information for the AEP Information Centre and AER Customer Contact Centre is provided, along with links to frequently asked questions and navigation overview.

Alberta Environment and Parks
Logged in as Walter Pruden | My Profile (1) | My Alberta Profile (2)

Welcome to the **Temporary Diversion Licence (TDL) Online application system**

Alberta Environment and Parks (UAT Ext) and Alberta Energy Regulator (UAT Ext) is now accepting electronic applications for the temporary diversion of water.

The system will allow you or your representative to submit a TDL application and support documents. This will enable Alberta Environment and Parks (UAT Ext) and Alberta Energy Regulator (UAT Ext) to improve service by immediately reviewing your application relative to current water restrictions. If water is available and your proposed diversion meets requirements, the system will approve and issue a temporary diversion licence and email it to you.

The system will also allow you to view the current status of an application as well as to query and view temporary diversion licences issued in the last 12 months.

Questions about the WATERS system can be directed to the Alberta Energy Regulator (UAT Ext) for energy related inquiries and Alberta Environment and Parks (UAT Ext) for all other

Frequently Asked Questions (FAQ)
Left Navigation Overview
WATERS User Administrator Authorization Form

AEP Information Centre
Phone: 310-ESRD (3773)
Email: ESRD.info-Centre@gov.ab.ca

AER Customer Contact Centre
Phone: 403-297-8311
Toll-free: 1-855-297-8311
Fax: 403-297-7336
Email: inquiries@aer.ca

The system is referred to, within Alberta Environment and Parks (UAT Ext) and Alberta Energy Regulator (UAT Ext), as WATERS (i.e. Water Act Temporary Diversion Licence Electronic Review System). The acronym WATERS appears throughout the system.

Note that at this screen you can view your WATERS account details (1) ('My Profile') and your MADI's (2) ('My Alberta Profile').

This completes the re-enrolment step for user who has an existing account for WATERS but not a MADI account.

D. You have both WATERS and MADI accounts

In this scenario, if the email address in your WATERS account is the same as your MADI account's then you can just simply access WATERS using this URL: <https://waters.alberta.ca>. Otherwise, you will need to change your MADI contact email address to match with the contact email in WATERS. This is needed in order for the systems to reconcile your account.

To change your email address in MADI, please follow the steps below:

- 1) Login to MADI using this URL: <https://account.alberta.ca>
- 2) After signing in, scroll down until you see your account profile information then click 'Update' at the Contact Information box:

The screenshot displays four sections of account information, each with an 'Update' button:

- Personal information:** Walter Pruden, Sex: Male, Date of Birth (DOB): August 14, 2000.
- Address:** 4523 - 67 Street, Edmonton AB T5Z 3W8.
- Contact information:** Phone: 7802123535, Cell Phone: , Email Address: walterpruden@yahoo.com. A red arrow points to the 'Update' button.
- Sign in information:** Username: walterpruden, Password: *****.

- 3) At the 'Update contact information' screen enter your new email then click 'Update'. You can also change your phone numbers if you wish. Sign out of MADI when done.

Available services Privacy and security About us Walter Pruden
Basic account

Update contact information

Telephone (optional) Ext. (optional)

Cell Phone (optional)

Email 

Confirm Email

- 4) Log out of MADI.
- 5) You now can access WATERS by clicking this URL: <https://waters.alberta.ca>. After logging into MADI you should be directed to WATERS. If this does not happen, please click on “Explore more services” (see screen below) to locate WATERS. This completes the step for user who has WATERS and MADI accounts.

Want to get more from your Digital ID?
A verified account will let you access more services.

You can access services like:

- My Health Records
- My Service Canada Account
- ApplyAlberta
- [Explore more services >](#) 

Personal Information

Walter Pruden
Sex: Male
Date of Birth (DOB): August 14, 2000

Address

4523 67 Street
Edmonton AB T5Z 3W8

Contact Information

Phone: 7802123535
Cell Phone: 7805623333
Email Address: walterpruden@yahoo.com

Sign In Information

Username: walterpruden
Password: *****

Contact Information

WATERS Technical Support

WATERS (AEP) aep.waters-support@gov.ab.ca

WATERS (AER) tdl.applications@aer.ca

MADI Account Questions and Support

Please go to <https://account.alberta.ca> and click “Contact us” at the top right of the screen.

Program Access Questions

AEP aep.ab-waters@gov.ab.ca

AER tdl.applications@aer.ca

To Access WATERS

<https://waters.alberta.ca>

You can also contact IAM Support (aep.iamsupport@gov.ab.ca) for WATERS account login issues. Please note this mailbox will not be available in the near future.