Water Use Reporting (WUR)

-External User Manual-

-Logon/Registration-
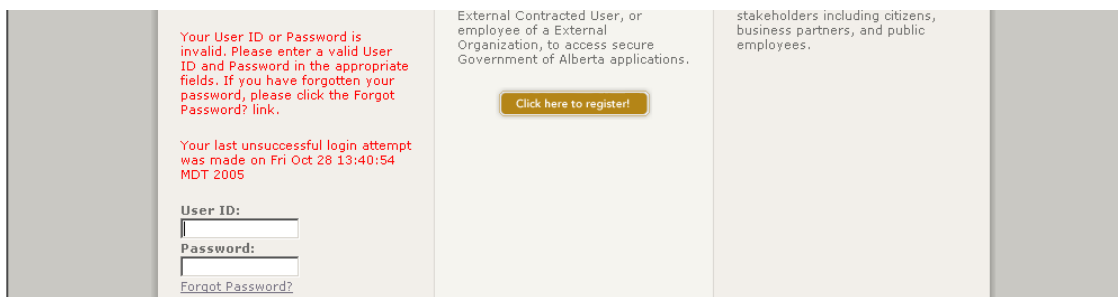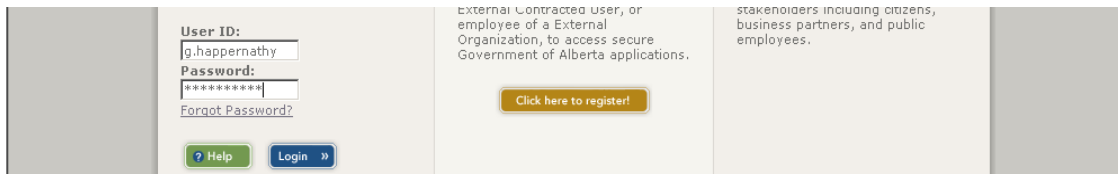## -Error Messages and their Meanings-

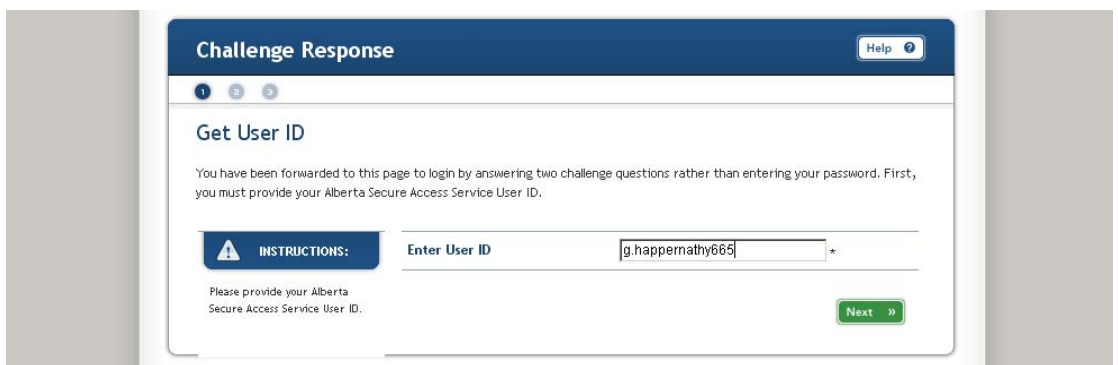## February 2006

Problem:

The user enters the Wrong User Id and/or Password in the Login/Modify your account section.

Solution:

In this example below, Gertrude Happernathy forgot to enter the three digits that follow her User Id to remedy this she references the Registration Page, User Id Created that she printed off during registration, to discover that her User Id is g.happernathy665. The next time Gertrude goes to log in she will receive an error message indicating that she was unsuccessful in accessing the system the last time.

If Gertrude Happernathy has forgotten her Password, she can click on Forgot Password. She will be asked to enter her User Id.

After clicking on the Next button, Gertrude will be asked to answer two challenge questions. She will need to provide the answers to the questions, the same answers that she gave when registering.

Gertrude will need to create and confirm a New Password and click Next.

The System will then verify that Gertrude is the one requesting the new Password, by comparing the answers to the questions and if they match Gertrude will be granted a new Password.

Problem:

The User has left some fields blank and has received an Error Message while using the Registration Process.
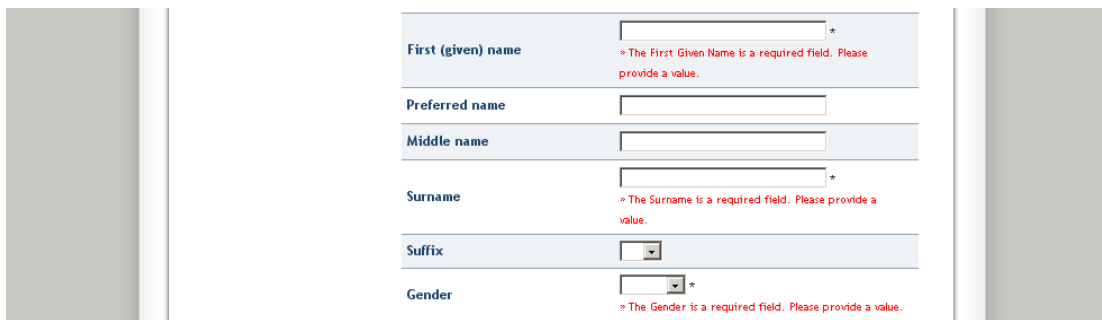
Solution:

The fields with an asterisk beside them indicate that they must be answered before the Registration process will continue. In this case Gertrude forgot to select a Prefix.

| INSTRUCTIONS: | Prefix | [▼] * |
| | | » The Prefix is a required field. Please provide a value. |

Once she selects one from the drop down list and clicks Next the system will continue with the Registration. Here are some other examples.

First (given) name	[ ] *
	» The First Given Name is a required field. Please provide a value.
Preferred name	[ ]
Middle name	[ ]
Surname	[ ] *
	» The Surname is a required field. Please provide a value.
Suffix	[▼]
Gender	[▼] *
	» The Gender is a required field. Please provide a value.

Problem:

The User has entered the Postal Code correctly but the system displays an error message anyway?

Solution:

First make sure that the Postal Code contains a space between the first three digits and the last three. In this case T5Y4K8 is a valid postal code however the system prefers the Postal Code be entered as T6Y 4K8.

Postal/ZIP code	T5Y3U7 *
	» The format of the Postal Code is invalid. The format must be: X1X 1X1.
Country	Canada ▼ *

Secondly, check to make sure that the Country is Canada, if you are entering an Address located in the United States change the Country to United States and enter the appropriate US Zip Code. If you are entering a Canadian Postal Code make sure that the Country reflects this.

Problem:

The User only answers some of the Challenge Response Questions hits Next and receives error messages.

Solution:

Any field that has an Asterisk must be answered; this applies to all of the Challenge Response Questions. The Challenge Response questions are randomly asked when applying for a new Password. If Gertrude requests a new Password then the system will require Gertrude to answer the Challenge Response questions providing the same response as she did initially, this allows the system to recognize Gertrude and issue her a new Password.

Problem:

The User has provided the system with a Password however the system does not like the Password.

Solution:

Passwords require an Upper Case Letter, One Lower Case Letter, One Digit and must be between 8 and 40 characters long. Gertrude entered a Password of, Happernathy2. It contains at least one Upper Case Letter, several Lower Case Letters, two digits and is the appropriate length but the system is giving her error messages. With WUR (Water Use Reporting) Passwords cannot contain your First or Last Name.

Other Potential Error messages include:
- Must be at least 8 and at most 40 characters.
  - Your password is either to short or to long.
- Your Password cannot contain your first given name and/or surname
  - For security reasons your first or last name cannot be part of your password.
- Your Password cannot contain your surname.
- The Password and Confirm Password fields do not match.
  - In this case, the Password must be typed identical in both Fields.

Problem:

The User would like to enrol into the WUR system, however the WUR page does not display after clicking on Next from the Ministry and Service Page.

Solution:

In this case Gertrude did not select the appropriate choice, by using the back button to return to the Ministry and Service page and selecting the Water User Reporting (WUR) option and then clicking next, Gertrude will be directed to the WUR page.

Problem:

The WUR Enrolment page does not like the Information entered.

Solution:

Both the Preferred Email Address field and the Re-enter Preferred Email Address must match. In this case Gertrude forgot to include the t in her last name when re-entering her password. With the Email Addresses ensure that the email address that you use is unique and that another user has not used the same email address to enrol into the WUR system.

To receive this error message Gertrude used an Upper Case Letter instead of a Lower Case one when entering the PIN number. The PIN number is case sensitive so typing it in exactly counts. The Temporary Enrolment Id is also known as the Licence Group Number in some of the WUR documents.