Request Security Access

First review the type of account you need to request (New, Update Existing or Deactivated Account) and submit the appropriate request either via a self-registration form or an email request.

New Accounts

Never had an ATU account.

1. Access the Transportation Extranet: https://extranet.inftra.gov.ab.ca/inftra_login.html

2. Under the **Extranet Self Administration To TIMS**, click on the "*User Self Registration*" link.

3. Complete and Submit the Self Registration Form.

   - Refer to the Self Registration Guide for more details of registration process.

Existing Accounts

You have an ATU account: FN.LN@gov.ab.ca and currently access another TIMS application, such as PMA, on a **regular** basis.

1. To request account modifications, send an email to Transportation START-IT**: emailto: it.services@gov.ab.ca**

2. Login access/permission issues, send an email to o Transportation START-IT: **emailto: it.services@gov.ab.ca**

Deactivated Accounts

You had an ATU account but have not logged in for greater than a year.

1. Access the Transportation Extranet site:

- To request account modifications, send an email to Transportation START-IT: emailto: it.services@gov.ab.ca

- Login access/permission issues, send an email to o Transportation START-IT: emailto: it.services@gov.ab.ca.

Password Reset

Try logging in and if a message of **'authentication failed'** is received, try resetting your password.

Remember to change your password before *90* days. You will **NOT** receive a reminder notification. If you forget to change your password, refer to the user guide below on how to reset the password.

See: To assist with password problems, refer to the Resetting passwords guide located on the https://extranet.inftra.gov.ab.ca/inftra_login.html.