

ATIOS

Alberta Transportation International Registration Plan (IRP) Online System

My Alberta Digital ID for Business Fact Sheet

ATIOS

The Alberta Transportation IRP Online System (ATIOS) is used to administer, calculate and disburse fees to National and International jurisdictions for Alberta carriers traveling outside of Alberta. ATIOS is also used to receive and track applications from external users for commercial carrier vehicle registration under the International Registration Plan (IRP).

Contact information for ATIOS

To contact Service Alberta Call Centres for **MADIB Questions**:

- Phone: 1-844-643-2789
- Email: myalbertaid@gov.ab.ca

To connect with the Prorate Services, Alberta Transportation for **ATIOS or IRP Questions**:

- Email: prorate@gov.ab.ca
- Website: <https://www.alberta.ca/alberta-prorate-services.aspx>

The reason ATIOS sign-on protocols are changing, and how to prepare

Effective May 31, 2020, all users of ATIOS will be required to use a new sign-in process that uses MyAlberta Digital ID for Business (**MADIB**).

The security and privacy of online information is a paramount concern for the Government of Alberta (GoA). Registering for a MyAlberta Digital ID for Business (MADIB) account allows your business to be identified by the government online without paper documents or face-to-face visits, while protecting your information and privacy. You can use your MADIB account to access all participating online government services and programs.

All existing ATIOS users are advised to sign up for MADIB if they have not do so already.

Sign-up for an ATIOS account (STEP 1)

STEP 1 – If you are a new carrier and requires access to ATIOS:

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As an applicant, you must first apply for a Prorate account by completing and submitting the [New Client Package](#) (which includes application and supporting documents) to Prorate Services via email (prorate@gov.ab.ca).

Once the application is approved, ATIOS login credentials will be generated and emailed with log in instructions (including temporary user ID and password). Subject line will be “ATIOS TEMPOARY CREDENTIALS”.

For further information or instructions about ATIOS or IRP, refer to <https://www.alberta.ca/alberta-prorate-services.aspx>

Sign-up for a MADIB account (STEP 2)

STEP 2 – You will need to have an active MADIB account to sign in to ATIOS. If you do not have a MADIB account:

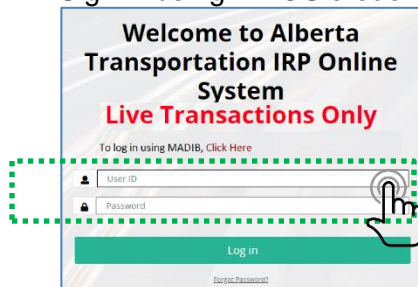
- A. Register for an account by going to the MADIB [Sign Up](#) page and click “Sign Up.”
- B. Fill in the required information and *click* “Submit.”
- C. You will receive a registration confirmation email. The “Complete Registration” link within email must be clicked **within 96 hours** to complete the registration process.

For further instructions or support, refer to “[Creating a MyAlberta Digital ID for Business Account](#)” (PDF, 530 KB)

How to login to ATIOS (STEP 3 & 4)

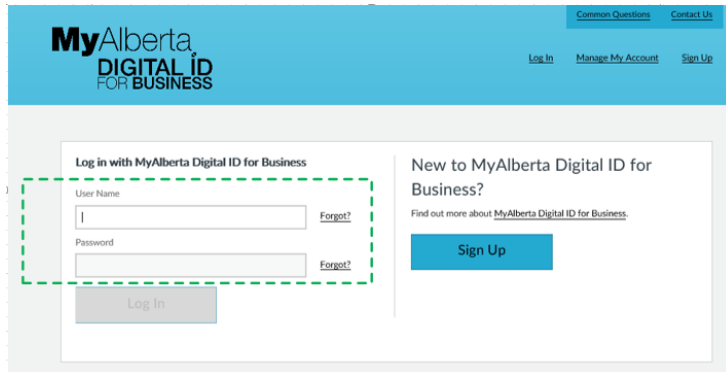
STEP 3 – If you are logging into ATIOS for the first time (After June 1), you must have an active accounts within both ATIOS and MADIB – i.e. in order to establish an initial connection.

- A. Navigate to the ATIOS login page (<https://atios.alberta.ca/ABEnterprise/>)
- B. Sign in using ATIOS credentials, as shown below:



- C. ATIOS will redirect you to the MADIB home page.
- D. Sign in to MADIB, as shown below:

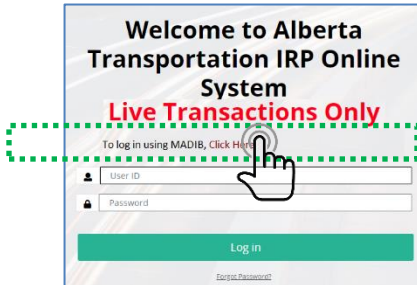
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E. You will then be directed to the ATIOS Enterprise page.

STEP 4 - You will now have access ATIOS utilizing MADIB login authentication:

A. Click the MADIB link on the ATIOS login screen (<https://atios.alberta.ca/ABEnterprise>).



Note: ATIOS will return a system warning if you use your ATIOS credentials (User ID and Password)

B. You will be directed to the MADIB login page. Log in with your MADIB credentials. Once successful, MADIB will redirect you back to ATIOS enterprise page.

Common Solutions

If you have already linked a MyAlberta Digital ID for Business (MADIB) account

- Re-registration is not required. Login to MADIB by:
 - Clicking the MADIB link within the ATIOS login screen (<https://atios.alberta.ca/ABEnterprise>).



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Note: ATIOS will return the system error messages based on the following scenarios :

- When a user enters their ATIOS credentials, after already established a connection between ATIOS and MADIB.

ENTLGN10 : (E) Please log in using the MADIB link on the log-in page.

- When a user enters their MADIB credentials and has not established a connection between ATIOS and MADIB.

ENTLGN11 : (E) No corresponding user found in ATIOS. Please contact Prorate

- When a user is trying to change/forgot password and has already established a connection between ATIOS and MADIB.

ENTLGN12 : (E) You are registered with MADIB. Please [Click here](#), if you change/forgot your MADIB username or password

- If you do not have an ATIOS account, refer to section
- [Sign-up for an ATIOS account \(STEP 1\)](#).

If you forget your MyAlberta Digital ID for Business username

You are able to retrieve your forgotten user name on the [MADIB login page](#). Simply click on the “Forgot?” link beside ‘User Name’, as shown below, and follow the instructions to recover your user name.

Forgot your MyAlberta Digital ID for Business password

You are able to retrieve your forgotten password on the [MADIB login page](#). Simply click on the “Forgot?” link beside ‘Password’, as shown below, and follow the instructions to recover your password.

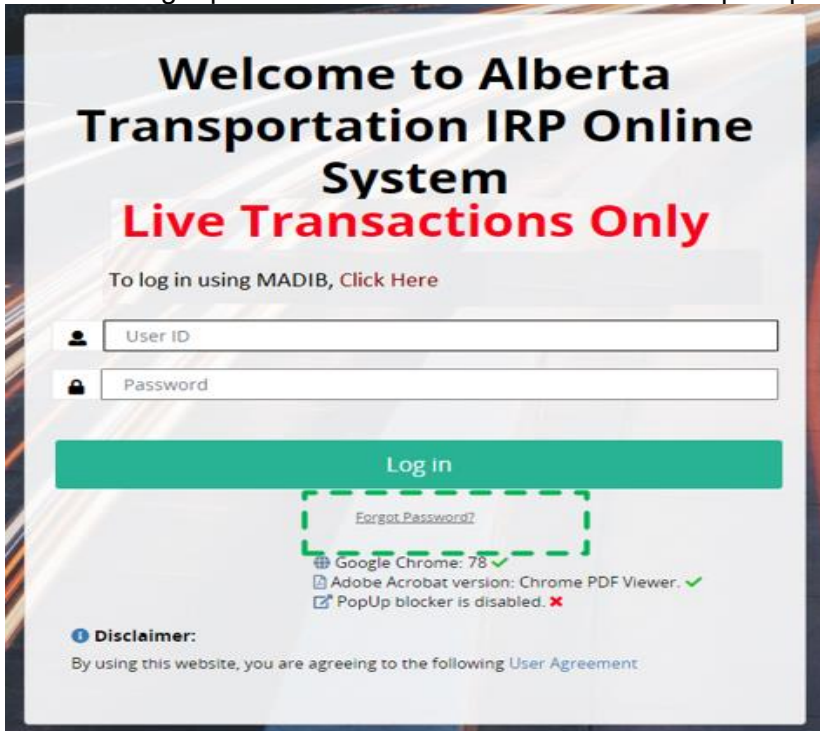
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Forgot your ATIOS password

If you have not yet logged in to ATIOS to connect with MADIB, and you need to reset your ATIOS password:

Click on “forgot password” link in ATIOS and follow the prompts.



Forgot your ATIOS username

If you have not yet logged in to ATIOS with MADIB, and you need to retrieve your ATIOS username contact Prorate Services by email: prorate@gov.ab.ca

Need to start an ATIOS supplement and finish it later

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An ATIOS supplement or request does not need to be completed in one sitting. You are able to come back and finish it later. At the bottom of each page, there is a “Quit” button. Once you click the button, your progress to that point will be saved, and the next time you log in select “Work In Progress” (found under “Services – IRP”) and you can continue where you left off and submit your request.

ATIOS is accessible on a public computer

If you are logged into ATIOS, you can complete your supplement or request online on any computer. Each time you click the “Quit” button, your supplement will be saved and you can resume filling out the request on any computer at your next opportunity.

Still having difficulties with ATIOS login

- Are you using a MyAlberta Digital ID for Business account?
 - If not, refer to STEP 2, STEP 3, and STEP 4.
 - If yes, ensure you have completed the account registration in STEP 2 above. The “Complete Registration” link must be clicked within 96 hours to complete the registration process. If the confirmation email was not clicked within 96 hours you will need to create a new MyAlberta Digital ID for Business account.
- If you have forgotten your username and/or password, refer to the instructions above about resetting your MADIB password.
- If it is still not working, contact Service Alberta Call Centres:
 - Phone: 1-844-643-2789
 - Email: myalbertaid@gov.ab.ca

Logged into the ATIOS and still experiencing technical difficulties or error messages

Contact Prorate Services by email: prorate@gov.ab.ca