Alberta Account for Organization and ETS Authentication Information and Tips

As part of the new **Electronic Transfer System (ETS) authentication process**, all clients are required to use an **Alberta.ca Account for Organizations (AAO)** to sign in to ETS. If your organization already has an AAO account, you can use the existing account to access ETS.

The Alberta Account for Business is designed to provide a single, secure account for managing your organization's interactions with Alberta government services. This streamlined approach allows organizations to manage multiple services and business activities through one account.

Please note that clients must use an **Alberta Account for Business** rather than a **Personal Alberta.ca Account** for the following reasons:

1. **Support for Business Activities**
   Individuals may conduct business-related activities in Alberta. An Alberta Account for Business provides the appropriate account structure to support these activities.
2. **Consistent Account Management**
   Standardizing account setup and management processes across all clients simplifies administration and maintenance, while enabling Crown Land Data to deliver more consistent and efficient client support.
3. **Future Flexibility**
   An Alberta Account for Business allows account holders to add staff users or create subaccounts as organizational needs evolve, providing greater flexibility for future business requirements.

User Information Authentication

As part of the new login process, the following information will be authenticated for all users:

- User First Name
- User Last Name
- User Email Address
- Client/Organization Name
- Corporate Access Number (if entered)

With the new authentication process, it is important that ETS Administrators maintain user accounts diligently. When an employee leaves a company, their ETS user account **must** be removed promptly.

If contractors are using a personal or independently managed business email address, they may continue to have access to your EN account and associated information if their account is not removed, as they may still be able to successfully authenticate.

ETS strongly recommends that clients also update their Alberta.ca account when employees leave the organization. Note, ETS does not have access to, nor does it manage, Alberta.ca accounts for organizations.

For questions related to Alberta Account for Organizations:
Alberta.ca Account Support

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

The **classic** and **new Alberta.ca** ETS login systems will operate in parallel from **September 2026 through February 1, 2027**. After February 1, 2027, the classic login will be decommissioned.

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Question 1:

I already have an Alberta Account for Business. Can I use it to access ETS?

Answer 1:

Yes. Alberta Account for Business is designed to provide a single, secure account for managing your organization's interactions with Alberta government services. This approach simplifies access by allowing organizations to use one account across multiple government services and business applications.

For example, if you already use an Alberta Account for Business to access Petrinex, you can use the same account to access ETS.

To successfully authenticate, the information in your ETS account must match the information in your Alberta Account for Business profile, including:

- User First name
- User Last name
- User Email address
- Client/Organization name
- Corporate Access Number (if entered)

Ensuring this information is consistent across ETS and Alberta.ca Account for Business (AAO) will help prevent authentication and access issues.

Question 2:

Can I use my Personal Alberta.ca account for access to ETS?

Answer 2:

No. ETS users must use an **Alberta Account for Business** to access ETS. Personal Alberta.ca Accounts are not supported for ETS access. An Alberta Account for Business is designed for business-related activities and provides a consistent approach to account management.

Question 3:

I have an ETS account under my own name. Should I create a Personal Alberta.ca Account or an Alberta Account for Business?

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Answer 3:

You should create an **Alberta Account for Business**. ETS users are required to use an Alberta Account for Business, even if their ETS account is registered under their individual name. Personal Alberta.ca Accounts cannot be used to access ETS.

Question 4:

In the past, administrators were advised to maintain one account for user administration and a separate account for conducting business transactions. Is this still required?

Answer 4:

No. Administrators can now conduct business activities directly through their administrator account and no longer need a separate ETS user account for transactions.

Organizations that currently have multiple ETS accounts associated with the same email address will be required to update the email address on one or more accounts or deactivate duplicate client accounts to comply with Alberta Account requirements.

Question 5:

Our EN account has multiple companies linked to it. How do we set this up with an Alberta Account for Business?

Answer 5:

The method of signing in to ETS has changed, but ETS functionality remains the same. EN accounts with multiple clients will continue to operate as they do today.

To access ETS, you only need to be associated with one of the client organizations through your Alberta Account for Business. Once signed in to ETS, you can switch between all authorized clients using the same process currently available in ETS.

Question 6:

I am a member of multiple Alberta Account for Business organizations using the same email address. How do I know which ETS account I am logging in to?

Answer 6:

ETS is accessed through the existing login site by selecting the **"Login with Alberta.ca"** button. You will be redirected to your Alberta.ca account to authenticate.

If your email address is associated with multiple organizations in Alberta Account for Business (AAO), AAO will display a list of the organizations you are authorized to access. Select the organization you wish to use, and AAO will automatically redirect you to the corresponding ETS account for that organization.

Question 7:

Our company has completed a legal name change through Alberta Corporate Registry. Will this affect my login through Alberta.ca?

Answer 7:

Yes. Corporate name changes are provided to Alberta Energy and Minerals twice each month. Before updating your company name in AAO, please ensure that Alberta Energy and Minerals has processed the change. Updating your company name before the change has been processed may result in authentication errors when logging in.

If you have any questions, please contact Crown Land Data.

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Question 8:

I cannot login to ETS through Alberta.ca and an error message is displayed. What should I do?

Answer 8:

Here are explanations of the error messages and the steps required to resolve them.

Error 1:

Unable to complete your Alberta.ca sign-in because no Alberta Account session information was found.

Contact ETS Technical Support and include your ETS account number and client name so we can assist you.

Reason:

This error occurs when ETS does not receive the user's authentication details from Alberta.ca during the sign-in process.

Resolution:

As this is a technical issue, please contact ETS Technical Support for assistance and provide your ETS account number and client name you are trying to access.

Error 2:

ETS access has not yet been activated for this account. Only your organization's ETS administrator can sign in at this time.

Contact your organization's ETS administrator for assistance.

To sign in with a different Alberta.ca account, close your browser and open a new browser window before trying again.

Reason:

This error occurs when an ETS client user attempts to sign in using their Alberta.ca Account before the client's ETS site Administrator has completed the organization's initial authentication through Alberta.ca.

Resolution:

1. Contact your organization's ETS site administrator.
2. Ask your organization's ETS site administrator to sign in to ETS to complete the organization's initial authentication through Alberta.ca.
3. Once the administrator has successfully signed in, the Alberta Account for Business integration will be activated for the organization.
4. Other users with corresponding ETS user accounts will then be able to sign in using their Alberta Account for Business accounts.

Error 3:

Your ETS account is currently inactive.

Contact Crown Land Data and include your ETS account number and client name so we can assist you.

CrownLandDataSupport@gov.ab.ca
780-644-2300

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Reason:

This error will display when organization the ETS site Administrator account is inactive in ETS.

Resolution:

To reactivate the account, contact Crown Land Data for assistance. The support team will review the account status and provide guidance to restore access.

Error 4:

Your ETS account is inactive. Contact your organization's ETS administrator for assistance.

Reason:

ETS sub-accounts are managed by your organization's ETS site Administrator. Crown Land Data does not create, modify, or maintain user accounts.

Resolution:

To regain access, contact your organization's ETS site Administrator.

Error 5:

The information associated with your Alberta.ca account does not match the information on your ETS account.

Contact Crown Land Data and include your ETS account number and client name so we can assist you.

CrownLandDataSupport@gov.ab.ca
780-644-2300

Reason:

This error occurs when user's Alberta.ca account details does not match with user account details in ETS.

The most common causes and recommended resolutions are outlined below.

1. Verify That You Belong to the Correct Organization in Alberta Account for Business

If there are multiple organizations with similar names in Alberta Account for Business, you may have been added to the wrong organization.

Ask your Alberta Account for Business Administrator to:

1. **Confirm that you have been added to the correct organization.**
2. Verify the Organization Code. Each organization has a unique Organization Code that begins with **"B"** followed by a series of numbers.
    - Example: *TEST COMPANY LTD [B.####]*
3. Ensure that the organization associated with your Alberta Account for Business profile matches the organization linked to your ETS account.

Verifying these details will help ensure that your account is correctly associated with the appropriate organization and can prevent access-related issues.

2. Verify the organization information

The organization name in Alberta Account for Business must match the organization name in ETS.

Ask your Alberta Account for Business administrator to review the organization details and confirm they match ETS, including:

- Legal business name
- Corporate Access Number (if entered)
- Spelling

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- Punctuation (for example, periods ".")
- Spacing

Examples of mismatches:

- Test Company vs. Test Company
- Test Company Ltd vs. Test Company Ltd.
- Test Company Ltd vs. Test Company Limited
- Test Company vs. Test Company (extra spaces)

If your business is registered in Alberta, ensure the legal name also matches the information recorded with Corporate Registries.

3. Verify your user account information

Your personal account information in Alberta Account for Business must match the information stored in ETS.

Ask your Alberta Account for Business administrator to verify:

- User First name
- User Last name
- User Email address
- Organization name
- Corporate Access Number (if entered)

Examples of mismatches:

- Sam Smith vs. Samantha Smith
- 123smith@testcompany.com vs. 123ssmith@testcompany.com
- Test Company Ltd vs. Test Company Ltd.
- Test Company Ltd vs. Test Company Limited
- Test Company vs. Test Company (extra spaces)

Crown Land Data can verify the information stored in ETS; however, only your Alberta Account for Business administrator can verify information in Alberta Account for Business.

Error 6:

An unexpected error occurred while signing in with Alberta.ca. Please try again.

If the issue persists, contact ETS Technical Support and include your ETS account number and client name so we can assist you.

Action 6:

This error typically occurs when there is a temporary system-level issue, such as a database, network, or service interruption.

Try signing in again. If the issue persists, contact ETS Technical Support and provide your ETS account number and client name for further assistance.

Issue:

I signed in to Alberta.ca, but I do not see the organization I need to access.

Action:

If the organization does not appear after signing in, it is likely that you have not been added as a member of that organization in Alberta Account for Business.

To resolve this issue:

1. Contact your Alberta Account for Business administrator.
2. Ask the administrator to confirm that you have been added to the correct organization.
3. If necessary, the administrator can create or update your staff account.

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