Welcome!

To the ETS – Password Reset Online Training Course

Clients have the ability to change passwords at any time through the automated password reset process. As a best practice, clients are required to reset their passwords using the automated system within the Electronic Transfer System (ETS).

Revision Page

Revisions Table

Date	Revisions Type	Page Number
January 14, 2016	Initial Creation	All
October 25, 2018	Updated Content	5,6,9,13,14 & 17
July 2, 2019	Updated Content	All
July 30, 2019	Update Phone Number Crown Land Data	7,10,15,17,18
October 22, 2025	Updated content	All

Introduction

In this module, you will learn how to:

- Setup Security Questions
- Perform Client Account Password Resets
- Find ETS Support Contacts

Pre-requisite modules:

- ETS Account Set up and Preferences
- ETS Client Account Set up ad Maintenance

Login to ETS

To login in follow the steps below:

Electronic Transfer System

Please remember to clear your browser's cache, click **HERE** for instructions.
(This is required to ensure the **privacy** and **security** of the information).

You have been successfully logged out of ETS.

User Name: _____

1. Enter your Assigned ETS Access ID

Password: _____

2. Enter your Password

☐ Save my user name

Login

3. Select the Login Button

Forgot Password/Reset Password
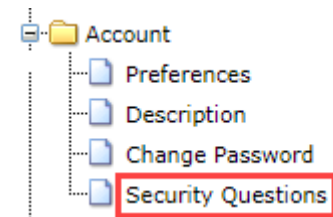
Setup Security Questions

Upon successful login to ETS, users will be asked to setup the security questions. This message will **only** be displayed if the Security Questions are **not set up**.

NOTE: In addition to the above, you can change your Security Questions by accessing Security Questions under your Account Node on the menu option.

Selecting the *Next* button on the menu option will display the following screen on the next page:

Setup Security Questions con't…

The following screen will populate for an **Account User**.

Setup Security Questions (Step 1)

Please verify your information below.
If it is not correct, please contact your Site Administrator (the owner of EA0331 account).

If it is correct, please click Next.

First Name: Jane
Last Name: Smith
Email Address: Jane.Smith@example.com

Next

NOTE: If the user is a Site Administrator, the text above will inform the user to contact Crown Land Data. (*See next page*)

Setup Security Questions con't…

The following screen will populate for a **Site Administrator**.

Setup Security Questions (Step 1)

Please verify your information below.
If it is not correct, please contact Crown Land Data @(780) 644-2300 Ext 4
If it is correct, please click Next.

First Name:	John
Last Name:	Smith
Email Address:	john.smith@example.com

[Next]

Selecting the *Next* button will send an email with a 6-digit security code to the user.

Setup Security Questions con't…

Setup Security Questions (Step 2)

Please do not close the browser.
Please check your email. A 6 digit code has been sent to you.
Please enter the code you received in the email.

Security Code:

Next

NOTE: DO NOT close the browser.

The user enters the 6-digit security code received in the e-mail and selects **Next**. Once the security code is validated, the following screen on the next page will be displayed:

Setup Security Questions con't…

Setup Security Questions (Step 3)

Please select 3 different questions and 3 different answers.
The answers are not case sensitive.

Question	Answer
⌄	👁
⌄	👁
⌄	👁

Save

NOTE: ETS will require the user to select three security questions from a predefined list of questions. The user must select a different question for each dropdown and each of the answers must be different from each other. The answer must be a minimum of two characters in length.

Password Reset

Electronic Transfer System

Please remember to clear your browser's cache, click **HERE** for instructions.
(This is required to ensure the **privacy** and **security** of the information).

You have been successfully logged out of ETS.

User Name: [   ]

Password: [   ] 👁

☐ Save my user name

Login

Forgot Password/Reset Password

Once the security questions have been set up, if you forget your password, selecting the *Forgot Password/Reset Password* link will take you to the **Reset Password** screen.

Password Reset con't…

Reset Password (Step 1)

Please provide values for all of the following fields

User name:

First name:

Last name:

Email:

Next

The user will be required to enter ALL of the above information. If any of the entered information is incorrect, a generic message saying "Invalid Data" will be displayed in red at the top of this screen. After four unsuccessful attempts the user will be redirected to the *No Access* screen (see page 17).

NOTE: Your User Name is your account access ID. Example: EA0331_JS

Password Reset con't…

If all information is correct the user will be emailed a 6-digit security code and ETS will display the following screen:

Reset Password (Step 2)

Please provide values for all of the following fields

Please do not close the browser.

Please check your email. A 6 digit code has been sent to you.
Please enter the code you received in the email.

Security Code: [   ] 👁

[Next]

NOTE: DO NOT close the browser.

The user enters the 6-digit security code received from the e-mail and selects **Next**. After four unsuccessful attempts the user will be redirected to the *No Access* screen (see page 17).

If the Security Code is correct, ETS will retrieve questions stored for the specified user and the screen on the next page will be displayed.

Classification: Public

Password Reset con't…

Reset Password (Step 3)
Please provide values for all of the following fields

In what city were you born?

What is your mother's maiden name?

[Next]

This screen will randomly display two of the three stored security questions for the user to answer. When the user clicks on **Next**, all answers will be compared with the stored answers. After four unsuccessful attempts the user will be redirected to the *No Access* screen (see page 17).

NOTE: The answers are not case sensitive.

If the answers are correct the following screen will allow the user to reset the password on the following page:

Classification: Public

Password Reset con't…

Reset Password (Step 4)

Please select a password that meets all of the following criteria:

- is at least 12 characters and no more than 127 characters.
- does not contain your EN Account or your Site Admin EN account.
- contains at least 3 of the following 4 groups.
    - English upper case characters (A through Z).
    - English lower case characters (a through z).
    - Numerals (0 through 9).
    - Non alphabetic characters (such as !,$,#,%).

> By clicking on the symbol at the end of the password line, the characters typed will display.

New Password:

Repeat New Password:

Submit

On this screen the user will be required to enter the new password twice. The password needs to conform to all the password complexity and history requirements already implemented in ETS.

NOTE: ETS will not allow the reuse of the last ten passwords on your account, nor the use of more than two sequential characters from your User Account/User Name.

Once the password is changed successfully it will be active for 360 days and then a reminder will be sent to the user.

Password Reset con't…

Reset Password

Your password has been successfully changed.

Login to ETS

Selecting the *Login to ETS* button will take you to the login screen.

NOTE:
1. Crown Land Data can reset the Primary and Backup Site Administrator's password **only**.

2. Client Account passwords can **only** be reset by the Primary and Backup Site Administrators.

3. The Primary Site Administrator can reset the password for the Back-up Site Administrator. **However**, the Back-up Site Administrator cannot reset the Primary Site Administrator's password. The Primary Site Administrator will need to contact Crown Land Data at 780-644-2300 Ext 4.

4. Whenever the password is reset by Crown Land Data or a Site Administrator, all security questions will be automatically deleted. This will ensure when an Administrator or Client Account user leaves the company, they will not be able to change the password (shown on the next page).

Edit Client Account

Select Client Account:
ED2308_JD -- <John.Smith@example.com>

Action:

○ Edit client account details

● Reset password

○ Delete client account

New Password:

Repeat New Password:

The security questions for this account will be deleted if the password is reset.

Submit   Reset

The above screen will populate when a Site Administrator is resetting a Client Account password. It indicates the security questions for the account will be deleted if you proceed.

Selecting **Submit** will reset the password. Selecting **Reset** will clear the screen so the user can start again.

No Access Screen

The following screen will be displayed if the user is unable to provide the required information.

NOTE: A Primary Site Administrator or Backup Site Administrator can also contact Crown Land Data at (780) 644-2300 Ext 4. All users are to contact their Administrator.

Congratulations!

You have completed the ETS – Password Reset Online Training Course

Please proceed to the subsequent modules detailing the functionality contained within each module of the application.

To access **Courses, Guides, Forms** for all of your **ETS Business** please see ETS Support & Alberta Online Learning at:
https://training.energy.gov.ab.ca/Pages/Accounts%20In%20ETS.aspx

For **information on your ETS account**, please contact:

Alberta Energy Crown Land Data
Phone: (780) 644-2300 Ext 4
E-mail inquiries: crownlanddatasupport@gov.ab.ca