User enrollment and re-enrollment guide for new and existing WATERS users

WATERS - Alberta.ca Account

The Government of Alberta has changed the way it provides secure online access to the Water Act Temporary Diversion Licence Electronic Review System (WATERS). To access WATERS you will be required to log in using a "basic" (unverified) Alberta.ca account. You are not required to obtain a verified digital Alberta.ca account. Please see the Alberta.ca Account website (https://account.alberta.ca) for more information on types of accounts.

It is important that if you already have a WATERS account, its contact email address <u>must be the same</u> as the contact email address in your Alberta.ca account. Below are the possible scenarios that may apply to your situation when enrolling or reenrolling to WATERS.

- A. You do not have an account for WATERS or Alberta.ca Account
- B. You do not have a WATERS account, but you have an Alberta.ca Account
- C. You have a WATERS account, but you do not have a Alberta.ca Account
- D. You have both WATERS and Alberta.ca Accounts

A. You do not have an account for WATERS or Alberta.ca Account

In this scenario you want to access WATERS but you do not have an account for either system. The steps below will guide you through the creation of your Alberta.ca Account, following by the steps to enroll in WATERS:

- 1) Start by accessing WATERS through its URL to begin the enrolment process: https://waters.alberta.ca
- 2) You will be directed to Alberta.ca Account to create a new account:

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_	New here?	
	Internalization	

- 3) Follow the instructions to create an account. For a basic Alberta.ca Account, you will be required to provide your name, contact email, date of birth, address and telephone number. Alberta.ca Account will then send an email to your email address requiring your confirmation of the account creation.
- 4) Once you confirm your Alberta.ca account, login to WATERS using its URL: <u>https://waters.alberta.ca</u>. After signing in, the WATERS enrolment screen is displayed. At this screen, you verify the information provided and specify who you will be submitting the TDLs for. Click the 'Submit' button to continue.

Note that you are now about to enroll in WATERS with the contact email address you provided in your Alberta.ca Account. This is how the two systems reconcile your information. Below is an example of the WATERS enrolment screen. (User name and personal info used in the sample screens are fictitious.)

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WATERS Enro	Iment						Er rieth	A .
Enter your contact det	ails to register for and	access the WATE	RS system.					
* Required field								
First Name: *	Walter		Middle Initia	l(s):				
Last Name: *	Pruden							
Organization Name:								
Primary Phone: *	7802123535	Ext:	Alt Phone N	umber:		Ext:		
Fax Number:								
Email Address: *	walterpruden@yaho	o.com						
			1	lote: If your C	ity / Town / Vil ted. you must o	lage or Pro	vince /	
Mailing Address			1	nformation Cer Centre to have	tre or the AER	Customer (Contact thed at	
Address: *	4523 - 67 Street			AEP Inform	ation Centre			
City / Town: *	Edmonton		~	Phone: 310 Email: ESR	-ESRD (3773)	booy ab ca		
Province / State: *	Alberta		~	AFR Custor	ner Contact Ce	ontre		
Country: *	Canada		~	Phone: 403	-297-8311	in the second seco		
Postal / Zip Code: *	T5Z 3W8			Fax: 403-29	17-7336			
				Email: inqui	ries@aer.ca			
				Hours of su (excluding \$	pport are Mond Statutory Holida	lay through iys) from 8:1	Friday 15 AM to	
				4:30 PM				

[Note, an individual can only apply for TDLs for their own personal use. If the intended water user is a business or company:

- a. You must apply to represent that business or company if they are already registered in WATERS, or
- b. You must apply to be their Administrator if they are not currently registered in WATERS.

In either case click on the appropriate situation in the menu options (*) at the WATERS main screen, shown in next step, and follow the instructions.]

5) After submitting your information, the WATERS main page is then displayed, as shown below by a screen example. This completes the WATERS enrolment step if you do not have a WATERS and Alberta.ca account.

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B. You do not have a WATERS account, but you have an Alberta.ca account

In this scenario you want to access WATERS but you have never had an account before. However, you do have an Alberta.ca Account. The steps below will guide you through the creation of a WATERS account after your Account.ca Account login. An important thing to note here is that your WATERS contact email address will be the same as your email address in Alberta.ca Account. This is how the two systems reconcile your information.

- 1) Access WATERS using this URL: https://waters.alberta.ca
- 2) You will be directed to Alberta.ca Account to sign in with your existing Alberta.ca Account.

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Sign in		
Username		
Password		
	2	3
Sign in		
Forgot your username or password?		
New here?		
Create account		

 Once you are authenticated, the WATERS enrolment page is displayed with pre-filled with Alberta.ca account info. Your Account.ca contact email address is also shown at the Email Address field (1). You can view or update your Account.ca account info by clicking on the 'MyAlberta Profile' link (2).

After verifying the information on the screen, please specify who you will be submitting the TDLs for and click 'Submit' to complete the enrolment process (3).

[Note, an individual can only apply for TDLs for their own personal use. If the intended water user is a business or company:

- 1. You must apply to represent that business or company if they are already registered in WATERS, or
- 2. You must apply to be their Administrator if they are not currently registered in WATERS.

In either case click on the appropriate situation in the menu options at the WATERS main screen and follow the instructions.]

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	r Help	AA
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ails to register for and access the WATI	ERS system.	
Joanne	Middle Initial(s):	
LeClaire]	
Ľ.		
[7802315625] Ext:	Alt Phone Number: Ext:	
joanneleclaire@yahoo.com		
- U	Note: If your City / Town / Village or Province / State is not listed, you must contact either the AEP	
	Centre to have it added. They can be reached at:	
12356 - 99 Ave	AEP Information Centre	
Edmonton	Email: ESRD.info-Centre@gov.ab.ca	
Alberta	AER Customer Contact Centre	
Canada	 Phone: 403-297-8311 Toll-free: 1-855-297-8311 	
T5Z 3W8	Fax: 403-297-7336 Email: inguines@aer.ca	
	Hours of support are Monday through Friday (excluding Statutory Holidays) from 6:15 AM to	
	Iment alls to register for and access the WAT Joanne LeClaire 7802315625 Ext: Joanneleclaire@yahoo.com 12356 - 99 Ave Edmonton Alberta Cenede T52 3W8	Iment alis to register for and access the WATERS system. Joanne Middle Initial(s): LeClaire /// // /// // // /// // // /// /// /// /// // // /// //

4) You will be directed to the WATERS main page after submitting your account information in the previous step:

A	Environment	ogg	ed in as Walter F	Pruden	My Profile	MyAlbert	a Profile
Aberta	and Parks						2
	and raiks						
						👝 Help	AA
Temporary Diversio	n Licence (TDL) Online app	lica	ation	۲	It is recomme speed interne	nded that a h	igh to
	Alberta Environment and Parks (L Alberta Energy Regulator (UAT Es electronic applications for the tem	JAT I xt) is ipora	Ext) and now accepting ry diversion of		support for the components i connections v might experie times.	e interactive in the system will work, but ince slow res	map Slower you ponse
	water. The system will allow you or your representative to submit a TOL application and support documents. This will enable Alberta Environment and Parks (UAT Ext) and Alberta Energy Regulator (UAT Ext) to improve service by immediately reviewing your application relative to current water restrictions.			The system is accessible suported from 8:15 AM PM, Monday through Fri (excluding Statutory Hoi Every effort will be made the system accessible d business hours. Howeve interruptions may occur		m 8:15 AM to through Frida atutory Holida vill be made to ccessible duri rs. However, may occur to duled evetom	and 9 4:30 ay ays). o keep ing non- service allow
application as well as to query a	If water is available and your proposed dive requirements, the system will approve and i diversion licence and email it to you. The system will also allow you to view the c and view temporary diversion licences issued	ersior issue currer d in ti	n meets a temporary nt status of an he last 12		maintenance.	uuea system	
Ouestions about the WAT	TERS system can be directed to the		Frequently Asl	ked Que	stions (EAO)		
Alberta Energy Regulato	r (UAT Ext) for energy related inquiries and	-	L off Navigation		iow		
Alberta Environment and	Parks (UAT Ext) for all other			r Admini	strator Author	ization Form	-
AEP Information Centre		~	MAILING 036	Admini	Strator Autrior	ization i on	
Phone: Email:	310-ESRD (3773)						
Email.	Eon Dinno-Conne (agoviablea						
AER Customer Contact Centr	e						
Phone:	403-297-8311						
For the second s	1-000-297-0011						
Email:	inguiries@aer.ca						
The system is referred to, within All Temporary Diversion Licence Elect	berta Environment and Parks (UAT Ext) and Alber ronic Review System). The acronym WATERS ap	rta Er opear	nergy Regulator (L s throughout the s	JAT Ext), system.	as WATERS (i	.e. Water Act	

You have now completed your WATERS enrolment using your existing Alberta.ca Account.

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C. You have a WATERS account, but you do not have an Alberta.ca account

With this scenario, you will need to create a Account.ca Account to access or re-enroll to WATERS. By clicking on the WATERS link, you will be directed to Account.ca Account for account creation. It is important to note that you must use your contact email address in WATERS when registering for a Alberta.ca Account. These two accounts <u>must have the same email address</u> to reconcile your information.

- 1) Start by accessing WATERS: https://waters.alberta.ca
- 2) You will be directed to Account.ca Account to create a new account:

Alberta Alberta ca Account		Available services Get help Contact
	Sign in Username	
þ.	Pessword	
	Sign in Eorget your username or password?	
_	New here?	
	Terms of Use	

3) Follow the instructions for the account creation. There is no need to create a verified account as a basic one will suffice to access WATERS. However, you will need to provide your name, email, date of birth, and work or home address. Again, it is important to note that your WATERS contact email must be used to register for the Alberta.ca Account.

Below are sample account creation screens:

C	>		
Create	account	Contirm email	Contra
reate account			
Sign in information a Create a username and passwor	and email rd to access your a	account.	
Username			
WalterPruden			
Email			
Email walterpruden@yahoo.com			
Email waiterpruden@yahoo.com Confirm Email			
Email waiterpruden@yahoo.com Gonfirm Email waiterpruden@yahoo.com			
Email waiterpruden@yahoo.com Confirm Email waiterpruden@yahoo.com Password			
Email waiterpruden@yahoo.com Confirm Email waiterpruden@yahoo.com Password		82	
Email walterpruden@yahoo.com Confirm Email walterpruden@yahoo.com Password Confirm Password		82	

Alberta

Walter		
Middle Name(s) (optional)		
Last Name		
Pruden		
DOB (Date of Birth)		
14 AUG ~	2000	
Sex		
M (Male)	C F (Female)	O X (Unspecified)
7802123535		
7802123535		
ell Phone (optional)		
inderstand the <u>Terms of Us</u> rified based on my choice. Iminister my account, auth rification of my identity. I fi he Terms of Use advises th rogram.	identifies that the personal informatio onticate my identity wher rither understand this inc e consequences of without consent for the use and	onal information I provide v n1 provide will be used am online services are access dudes verification of my per- provide provide the provided of the provided of the provided disclosure of my personal i
y acceptance provides my		

4) After providing the required information, click 'Submit' to continue. Alberta.ca Account will send you an email to complete the account registration:

Bas	ic account	Verifie	ed account
0-	<u> </u>		
Greate account	Confirm email	Contirm ID	Complete verification
Confirm	your emai	il addre	email address and finish
Confirm 5	your emai in the next 96 hours account: 	il addre	email address and finish
Confirm 5 Follow this link with creating your basic https://uat.account confirmation/action 2EjY291bn0= If you do not want to this link:	your email in the next 96 hours account: 	il addre to confirm your attion. d0b701040f91b you can cancel	email address and finish 4531d7116dee5b/target/L your request by following
Confirm Follow this link with creating your basic of https://ust.account confirmation/action 2F/Y291bnO= If you do not want to this link: https://uat.account	your email in the next 96 hours account: 	il addre to confirm your atton. dob701040f91b you can cancel atton.	email address and finish 4531d7116dee5b/target/L your request by following

5) Once the account creation step is completed, you may need to log off Account.ca Account and access WATERS using its URL: <u>https://waters.alberta.ca</u>. You will then see a WATERS enrollment screen. Shown below is an example screenshot:

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WATERS Enro	olment					
Bequired field	and access the war	ERO System.				
First Name: *	Walter	Middle In	tial(s):			
Last Name: "	Pruden]				
Primary Phone: *	7802123535 Ext:	Alt Phone	Number:	Ext:		
Fax Number:				·		
Email Address: *	walterpruden@yahoo.com					
Mailing Address Address: * City / Town: * Province / State: * Country: * Postal / Zip Code: *	4523 - 67 Street Edmonton Alberta Canada T5Z 3W8	>	State is no Information Centre to h AEP Inf Phone: Email: I AER CL Phone: Toll-free Fax: 40 Email: I Hours o (excludi 4:30 PM	tilsted, you must contact eith the AER Customer ave it added. They can be rea formation Centre 310-ESRD (3773) ESRD (1nfo-Centre@gov.ab.ca ESRD.Info-Centre@gov.ab.ca istomer Contact Centre 403-297-8311 a: 1-855-297-8311 3-297-7336 nguilfie@gater.ca of support are Monday through ing Statutory Holidays) from 8: 4.	er the AEP Contact ched at: Friday 15 AM to	

6) When at the WATERS enrolment screen, confirm or make changes to your user information and specify who you will be submitting the TDLs for.

Click 'Submit' to continue to the WATERS main page:

Environment	Logged in as Walter Pruden My Profile MyAlberta Profile
A berta and Parks	
Welcome to the	de Help 🔥 🔥
Temporary Diversion Licence (TDL) Online system	application It is recommended that a high speed internet connection to support for the interactive map
Alberta Environment and Alberta Environment and Alberta Energy Regulator	Parks (UAT Ext) and components in the system. Slower connections will work, but you (UAT Ext) is now accepting times.
electronic applications for water.	The temporary diversion of The system is accessible and supported from 8:15 AM to 4:30 PM. Monday through Friday
The system will allow you or your re TDL application and support docum Alberta Environment and Parks (UA Regulator (UAT Ext) to improve sen- reviewing your application relative tr if water is available and your propo- requirements, the system will appro- diversion licence and email it to you The system will also allow you to vir	Presentative to submit a (excluding Statutory Holidays). Ents. This will enable (ents. This will enable) (excluding Statutory Holidays). T Ext) and Alberta Energy (the system accessible during non- tice by immediately business hours. However, service sed diversion meets (the during for the system accessible during non- business hours. However, service interruptions may occur to allow (time for scheduled system waintenance.
application as well as to query and view temporary diversion licence months.	s issued in the last 12
Questions about the WATERS system can be directed to the	Frequently Asked Questions (FAQ)
Alberta Energy Regulator (UAT Ext) for energy related inquire Alberta Environment and Parks (UAT Ext) for all other	es and 🔁 Left Navigation Overview
AEP Information Centre	🔁 WATERS User Administrator Authorization Form
Phone: 310-ESRD (3773)	
Entail: ESRD.inio-Centre@gov.ab.ca	
AER Customer Contact Centre Phone: 403-297-8311	
Toll-free: 1-855-297-8311	
Fax: 403-297-7336	
Email: inquiries@aer.ca	
The system is referred to, within Alberta Environment and Parks (UAT Ext) a Temporary Diversion Licence Electronic Review System). The acronym WA	and Alberta Energy Regulator (UAT Ext), as WATERS (i.e. Water Act TERS appears throughout the system.

Note that at this screen you can view your WATERS account details (1) ('My Profile') and your Alberta.ca Account (2) ('MyAlberta Profile')

This completes the re-enrolment step for user who has an existing account for WATERS but not a Account.ca Account.

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D. You have both WATERS and Account.ca Accounts

In this scenario, if the email address in your WATERS account is the same as your Account.ca account's then you can just simply access WATERS using this URL: https://waters.alberta.ca. Otherwise, you will need to change your Account.ca Account contact email address to match with the contact email in WATERS. This is needed for the systems to reconcile your account.

To change your email address in Account.ca, please follow the steps below:

- 1) Login to Account.ca Account using this URL: https://account.alberta.ca
- 2) After signing in, scroll down until you see your account profile information then click 'Update' at the Contact Information box:

Personal information Walter Pruden Sex: Male Date of Birth (DOB): August 14, 2000	Update	Address 4523 - 67 Street Edmonton AB T5Z 3W8	Update
Contact information Phone: 7802123535 Cell Phone: Email Address: walterpruden@yahoo.com	Update	Sign in information Username: walterpruden Password: *******	Update

3) At the 'Update contact information' screen enter your new email then click 'Update'. You can also change your phone numbers if you wish. Sign out of Account.ca Account when done.

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	ormation		
pdate contact into	onnation		
Telephone (optional)	Ext. (optional)		
7802352656			
Cell Phone (optional)			
Email			
appagb@yahoo.com		-	
Confirm Email			
appagb@yahoo.com			
Cancel Update			

- 4) Log out of Account.ca Account.
- 5) You now can access WATERS by clicking this URL: <u>https://waters.alberta.ca</u>. After logging into Account.ca Account you should be directed to WATERS. If this does not happen, please click on "Explore more services" (see screen below) to locate WATERS. This completes the step for user who has WATERS and Account.ca accounts.

A vonfied account will let you accoss more services.				Verify account	
fou can access services lke:	Hyticallh Records	My Service Canada Account	ApplyAlberta	Explore more services >	
Personal information Walter Pruden Sox: Male Date of Birth (DOB): August 14, 2000	Up	Address 4523 - 67 Street Edmonton AB T52 :	3WB :	Update	
Contact Information Phone 7802123535 Cell Phone: 7805023333	Up	date Sign in infor Username: waiterpr Password: *******	mation uden	Update	

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Contact Information

WATERS Technical Support

WATERS (EPA) <u>aep.waters-support@gov.ab.ca</u> WATERS (AER) <u>tdl.applications@aer.ca</u>

Account.ca Account Questions and Support

Please go to <u>https://account.alberta.ca</u> and click "Contact us" at the top right of the screen.

Program Access Questions

EPA <u>aep.ab-waters@gov.ab.ca</u> AER <u>tdl.applications@aer.ca</u>

To Access WATERS

https://waters.alberta.ca

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