

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.

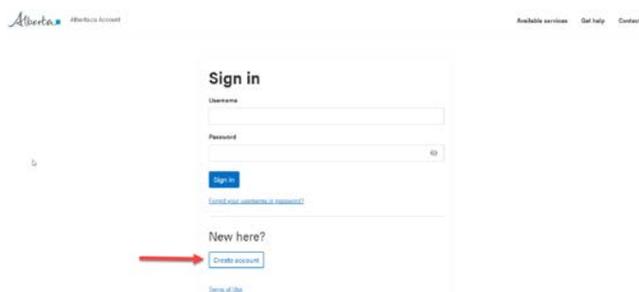
It is important that if you already have a WATERS account, its contact email address **must be the same** as the contact email address in your Alberta.ca account. Below are the possible scenarios that may apply to your situation when enrolling or re-enrolling to WATERS.

- 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:



- 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: <https://waters.alberta.ca>. 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.)

Learn more about the WATERS: <https://www.alberta.ca/temporary-diversion-licence>

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Environment and Parks
 Logged in as walterpruden@yahoo.com | MyAlberta Profile

rolement Help

WATERS Enrolment

Enter your contact details to register for and access the WATERS system.

* Required field

First Name: * Middle Initial(s):

Last Name: *

Organization Name:

Primary Phone: * Ext: Alt Phone Number: Ext:

Fax Number:

Email Address: *

Mailing Address

Address: *

City / Town: *

Province / State: *

Country: *

Postal / Zip Code: *

Note: If your City / Town / Village or Province / State is not listed, you must contact either the AEP Information Centre or the AER Customer Contact Centre to have it added. They can be reached at:

AEP Information Centre
 Phone: 310-ESRD (3773)
 Email: ESRD.Info-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

Hours of support are Monday through Friday (excluding Statutory Holidays) from 8:15 AM to 4:30 PM.

Will you be submitting TDL applications on behalf of others? (You may also apply to represent others at any time in the future)

No Yes

[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.

WATERS Home

WATERS Home

TDL APPLICATIONS

- Submit New Application
- View TDL Applications

TDLs

- View TDLs

APPLICANTS

- Apply to Represent Applicant
- Apply to be an Applicant's Administrator

Welcome to the **Temporary Diversion Licence (TDL) Online application system**

Alberta Environment and Parks (UAT Ext) and Alberta Energy Regulator (UAT Ext) is now accepting electronic applications for the temporary diversion of water.

The system will allow you or your representative to submit a TDL 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. If water is available and your proposed diversion meets requirements, the system will approve and issue a temporary diversion licence and email it to you.

The system will also allow you to view the current status of an application as well as to query and view temporary diversion licences issued in the last 12 months.

Questions about the WATERS system can be directed to the Alberta Energy Regulator (UAT Ext) for energy related inquiries and Alberta Environment and Parks (UAT Ext) for all other

Frequently Asked Questions (FAQ)
Left Navigation Overview
WATERS User Administrator Authorization Form

AEP Information Centre
Phone: 310-ESRD (3773)
Email: ESRD.Info-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) and Alberta Energy Regulator (UAT Ext), as WATERS (i.e. Water Act Temporary Diversion Licence Electronic Review System). The acronym WATERS appears throughout the system.

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.

Learn more about the WATERS: <https://www.alberta.ca/temporary-diversion-licence>

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Sign in

Username

Password

Sign in

[Forgot your username or password?](#)

New here?

Create account

- 3) 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.]

Alberta Environment and Parks

Logged in as joanneleclaire@yahoo.com | MyAlberta Profile

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Help

WATERS Enrolment

Enter your contact details to register for and access the WATERS system.

* Required field

First Name: * Middle Initial(s):

Last Name: *

Organization Name:

Primary Phone: * Ext: Alt Phone Number: Ext:

Fax Number:

Email Address: * 1

Mailing Address

Address: *

City / Town: *

Province / State: *

Country: *

Postal / Zip Code: *

Note: If your City / Town / Village or Province / State is not listed, you must contact either the AEP Information Centre or the AER Customer Contact Centre to have it added. They can be reached at:

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Fax: 403-297-7336
Email: inquiries@aer.ca

Hours of support are Monday through Friday (excluding Statutory Holidays) from 8:15 AM to 4:30 PM.

Will you be submitting TDL applications on behalf of others? (You may also apply to represent others at any time in the future)

No Yes 3

Submit

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

Alberta Environment and Parks

Logged in as Walter Pruden | My Profile | MyAlberta Profile

Help

Welcome to the Temporary Diversion Licence (TDL) Online application system

It is recommended that a high speed internet connection to support for the interactive map components in the system. Slower connections will work, but you might experience slow response times.

The system is accessible and supported from 8:15 AM to 4:30 PM, Monday through Friday (excluding Statutory Holidays). Every effort will be made to keep the system accessible during non-business hours. However, service interruptions may occur to allow time for scheduled system maintenance.

Alberta Environment and Parks (UAT Ext) and Alberta Energy Regulator (UAT Ext) is now accepting electronic applications for the temporary diversion of water.

The system will allow you or your representative to submit a TDL 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. If water is available and your proposed diversion meets requirements, the system will approve and issue a temporary diversion licence and email it to you.

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

Learn more about the WATERS: <https://www.alberta.ca/temporary-diversion-licence>

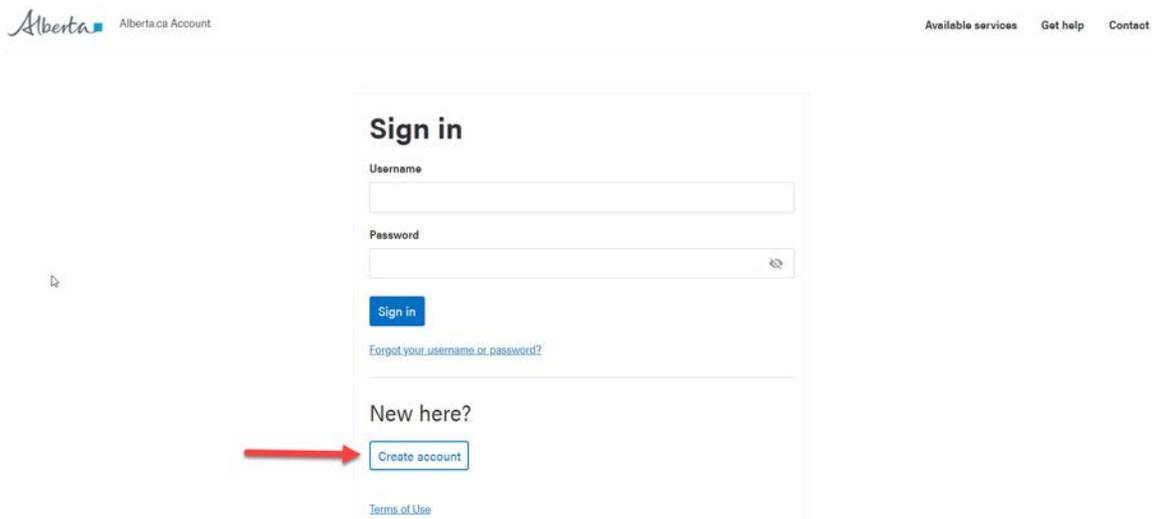
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C. You have a WATERS account, but you do not have an Alberta.ca account

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 must have the same email address 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:



- 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:

Learn more about the WATERS: <https://www.alberta.ca/temporary-diversion-licence>

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Personal Information

First Name

Middle Name(s) (optional)

Last Name

DOB (Date of Birth)

Sex
 M (Male) F (Female) X (Unspecified)

Postal Code

Telephone (optional) Ext. (optional)

Cell Phone (optional)

I understand the [Terms of Use](#) identifies that the personal information I provide will be a verified based on my choice. The personal information I provide will be used and discic: administer my account, authenticate my identity when online services are accessed, ar verification of my identity. I further understand this includes verification of my personal e The Terms of Use advises the consequences of withdrawing consent and provides info Program.

My acceptance provides my consent for the use and disclosure of my personal informa

I agree to the [Terms of Use](#)

Submit (Testing Account)

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

My Alberta DIGITAL ID

Basic account Verified account

Create account Confirm email Confirm ID Complete verification

Confirm your email address

Follow this link **within the next 96 hours** to confirm your email address and finish creating your basic account:
<https://uat.account.alberta.ca/#/registration-confirmation/action/accept/code/511b0d0b701040f91b4531d7116dee5b/target/L2FY291bnQ=>

If you do not want to create your account, you can cancel your request by following this link:
<https://uat.account.alberta.ca/#/registration-confirmation/action/reject/code/511b0d0b701040f91b4531d7116dee5b/target/L2FY291bnQ=>

If you are receiving this email in error, please call our Contact Centre at 1-844-643-2789.

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

- 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:

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

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

Learn more about the WATERS: <https://www.alberta.ca/temporary-diversion-licence>



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.

Available services Privacy and security About us Walter Pruden
Basic account

Update contact information

Telephone (optional) Ext. (optional)

Cell Phone (optional)

Email 

Confirm Email

4) Log out of Account.ca Account.

5) You now can access WATERS by clicking this URL: <https://waters.alberta.ca>. 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.

Want to get more from your Digital ID?
A verified account will let you access more services.

You can access services like:

- My Health Records
- My Service Canada Account
- ApplyAlberta
- [Explore more services >](#) 

Personal information

Walter Pruden
Sex: Male
Date of Birth (DOB): August 14, 2000

Address

4523 - 67 Street
Edmonton AB T5Z 3W8

Contact Information

Phone: 7802123535
Cell Phone: 7805623333
Email Address: walterpruden@yahoo.com

Sign In Information

Username: walterpruden
Password: *****

Learn more about the WATERS: <https://www.alberta.ca/temporary-diversion-licence>

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Contact Information

WATERS Technical Support

WATERS (EPA) aep.waters-support@gov.ab.ca

WATERS (AER) tdl.applications@aer.ca

Account.ca Account Questions and Support

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

Program Access Questions

EPA aep.ab-waters@gov.ab.ca

AER tdl.applications@aer.ca

To Access WATERS

<https://waters.alberta.ca>

Learn more about the WATERS: <https://www.alberta.ca/temporary-diversion-licence>

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