

# Alberta.ca Account for Organizations

## FREQUENTLY ASKED QUESTIONS

### General Questions

#### What is Alberta.ca Account for Organizations?

Alberta.ca Account for Organizations allows an organization to create an account and delegate access to its staff, avoiding the need to rely on a personal account for these transactions.

#### How is this different from Alberta.ca Account?

The Alberta.ca Account is an optional account that Albertans can use when they choose to access online services. For example, renewing your vehicle registration or accessing your MyHealth Records.

Alberta.ca Account for Organizations allows a business to create an account and delegate access to its staff so they can access online government services from an account associated with the business.

#### Will there be new verifications for Alberta.ca Accounts for Organizations?

Alberta.ca Accounts for Organization are not verified. Accounts can be edited by the owner or an administrator.

#### Will I need to verify my Alberta.ca Account for Organizations every year?

The Alberta.ca Account for Organizations does not have a verified version like your personal Alberta.ca Account does, so there is no need to verify this account.

#### Does Alberta.ca Account for Organizations introduce new functionalities?

Yes. We are making changes to how organizations access online services from the Government of Alberta. Going forward, when you enter your workplace email, you will be redirected to the appropriate sign in page without having to create a new account specific to our platform. Anyone with an existing account can continue to use those usernames, too. Some of the benefits and new capabilities include:

- Email-based sign in (no more usernames)
- Search for an organization (see if your organization is already listed)
- Use your everyday Google or Microsoft account (no new passwords)
- Add more than one organization to your account (no more having to create a new email account to represent another organization)

In terms of visible changes, you will notice a new look and feel in the platform that reflects the improvements we're making to serve you better.

#### Where should I go for help?

The following links will be available as of February 29, 2024.

- Contact – <https://www.alberta.ca/alberta-ca-account-contact>
- About us – <https://www.alberta.ca/about-alberta-ca-account>
- Available Services – <https://www.alberta.ca/alberta-ca-account-available-services>
- Get help – <https://www.alberta.ca/alberta-ca-account>
- Terms of use – <https://account.alberta.ca/ui/account/terms-of-use>

# Sign In Questions

## I am being prompted to sign in to my email account, is this normal?

Yes, our new sign in page will allow you to use your everyday username and password. Simply select your sign in option and follow the prompts on the screen to sign in.

Because email domains such as Outlook and Hotmail accounts are owned by Microsoft, the prompts will be through Microsoft as the sign in provider. When using a Gmail account, prompts will be through Google as the sign in provider.

## I don't know what email address I used. What can I do?

If you're not sure what email address is linked to your account but you know your old username and password, you can sign in using this information. Simply click on 'Having trouble signing in.' Here, you can use your old credentials. Once you're signed in, you will be able to see the email address linked to your account and use this in the future.

## I can't sign in to the new system with my old account. What do I do?

If you're not sure what email address is linked to your account but you know your old username and password, you can sign in using this information. Simply click on 'Having trouble signing in.' Here, you can use your old credentials. Once you're signed in, you will be able to see the email address linked to your account and use this in the future.

If you do not know your old username and have forgotten your password, you can reset your password. Simply click on 'Having trouble signing in' and then use the 'Forgot password option.'

If you no longer have access to the email address linked to your account and you've forgotten your password, you will need to create a new account.

If you have further questions, please reach out to the Alberta.ca support team through one of the following methods:

Phone: 1-844-643-2789

Email: [alberta-ca.account@gov.ab.ca](mailto:alberta-ca.account@gov.ab.ca)

Web: <https://www.alberta.ca/alberta-ca-account-contact>

## I get this error message when logging in with my Microsoft Account: "Need admin approval". What do I do?

### Need admin approval

needs permission to access resources in your organization that only an admin can grant. Please ask an admin to grant permission to this app before you can use it.

[Have an admin account? Sign in with that account](#)

[Return to the application without granting consent](#)

You may see this message if you are a Microsoft M365 customer. If you do, you will need to contact your organization's IT support. Your IT administrator will need to enable you to use your account when accessing Alberta government services. If they require assistance, they can work with our contact center to get this enabled for you.

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Email: [alberta-ca.account@gov.ab.ca](mailto:alberta-ca.account@gov.ab.ca)  
Web: <https://www.alberta.ca/alberta-ca-account-contact>

## **With the changes to Alberta.ca Account, will an email address be able to have a staff account in multiple businesses?**

With the new Alberta.ca Account for Organizations, it is possible to be associated with multiple organizations. Upon sign in, users with multiple staff accounts will need to select the organization, or 'staff account,' they would like to use for the session.

## **Administrator Questions**

### **What is the difference between an 'Administrator' and a 'Staff' role?**

An administrator, or simply 'admin,' can sign in on behalf of their organization, has permissions to manage their own account details and the organization's details, and can manage staff accounts. In contrast, a staff account is only able to sign in on behalf of an organization and manage their own account details.

### **Can there be only one administrator for an organization?**

There must be at least one admin for an organization. We recommend an organization have at least two admins.

### **Is there a limit to how many administrators there can be?**

No, there is no limit to how many admins you can have.

### **If I am the first to add an organization, does that mean I have to be the administrator?**

Yes. An organization must have at least one admin. If you are adding an organization to Alberta.ca Account for Organizations for the first time, you will become the first admin by default. You can change this later by adding another admin to the organization and removing yourself as an admin for that organization.

### **If I don't want to be an administrator, can I change that?**

As an administrator, you can add additional staff accounts which can be granted the administrator role. If there is at least one other administrator in the organization, you can remove the administrator role from your staff account or delete your staff account entirely. If you are the only administrator for the organization, you cannot delete your staff account or remove your admin role without also deleting the organization from Alberta.ca Account for Organizations.

### **What should I do if I have lost access to my administrator account?**

The new platform has a password recovery feature for your account. Please use this if you've forgotten your password.

If you have lost access to the email address linked to your account but know your old username and password, you can sign in using these credentials. Select 'Having trouble signing in' and enter your credentials. Once signed in, you will be able update your email address associated with your account.

If you no longer have access to your email address linked to your account and you've forgotten your password, you will need to create a new account.

If you have further questions, please reach out to the Alberta.ca support team through one of the following methods:

Phone: 1-844-643-2789  
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Web: <https://www.alberta.ca/alberta-ca-account-contact>

## **All administrators have left my organization, how can new users be added?**

We always suggest having more than one admin for an organization for instances just like this. In this case, a new administrator would need to be set up through our assistance. The organization would be able to reach out to the Alberta.ca support team through one of the following methods:

Phone: 1-844-643-2789  
Email: [alberta-ca.account@gov.ab.ca](mailto:alberta-ca.account@gov.ab.ca)  
Web: <https://www.alberta.ca/alberta-ca-account-contact>

## **Are there any limits on how many staff I can have added to my organization?**

No, there are no limits. However, it is important for organizations to continuously manage their list of staff accounts. If a staff member leaves the organization, it is the responsibility of the organization to remove them from the staff accounts list.

## **I accidentally accepted a staff request that I shouldn't have, how do I undo that?**

As an administrator you can delete the incorrectly added staff account from the list of staff on your organization.

## **Will a staff request expire if it isn't accepted it right away?**

Staff account requests expire after 30 days.

## **What if a staff member leaves an organization and then joins a different organization but uses the same Alberta.ca Account for Organizations?**

When a staff member leaves an organization, the organization is responsible for removing their access. Removing access to your organization does not delete their Alberta.ca Account for Organizations.

If a staff member sets up their Alberta.ca Account for Organizations using an email address not provided to them by your organization (i.e., if they are an accountant that works for a larger company, so they use the larger company's email address), then they can continue to utilize their account at a new organization.

However, if your organization has a managed sign-in system that was used to set up their Alberta.ca Account for Organizations, then the staff member would lose access to their Alberta.ca Account for Organizations when they lose access to their organization sign in. For example, if staff members are set up with an email address that is managed by your organization (e.g., [StaffMember@YourOrganization.ca](mailto:StaffMember@YourOrganization.ca)), and when that staff member leaves, they should no longer have access to that account or email address. This loss of access will also prevent them from signing in to Alberta.ca Account for Organizations.

## **Organization Questions**

### **Can I create a new organization using a name that is already listed in the system?**

Yes, but we encourage you to search for your organization first and joining your organization if it's already listed in the system. This reduces the number of duplicates in our list.

### **If I set up an organization wrong, how do I get it deleted so that I can start again?**

As an administrator, you can edit all the information entered during creation.

If you still wish to delete the organization, you can do so by first removing all staff accounts that are not yours. Then, as the last administrator, when you delete your account, the organization is also deleted.

If you have further questions, please reach out to the Alberta.ca support team through one of the following methods:

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Email: [alberta-ca.account@gov.ab.ca](mailto:alberta-ca.account@gov.ab.ca)

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## **What will happen during transition if there are multiple/duplicate organization records?**

During the migration, all business records, including duplicates, will exist in the new Alberta.ca Account for Organizations platform. We are working on process to reduce this issue in the future.

## **My organization has more than one location. What do I do?**

We appreciate your patience as we develop further enhancements to our platform, including the ability for multiple locations. For the time being, we recommend that you use your head office location.

## **Staff Account Questions**

### **What is the difference between an ‘Administrator’ and a ‘Staff’ role?**

An administrator, or simply ‘admin,’ can sign in on behalf of their organization, has permissions to manage their own account details and the organization’s details, and can manage staff accounts. In contrast, a staff account is only able to sign in on behalf of an organization and manage their own account details.

### **Are there any limits on how many staff an organization can have?**

No, there are no limits. However, it is important for organizations to continuously manage their list of staff accounts.

### **Will a staff request expire if I don’t accept it right away?**

Staff account requests expire after 30 days.

### **Can I belong to more than one organization at a time?**

Yes, each Alberta.ca Account for Organizations can be associated with multiple organizations. When signing in, if you have more than one organization linked, you will be prompted to choose which organization, or ‘staff account,’ you want to use. In other words, you will be able to select which organization you want to use each time you sign in.

### **I have multiple organizations linked to my account. How do I know if I am interacting on behalf of the right organization?**

To confirm you are interacting under the correct organization, go to the top right corner, click on the arrow beside your name and you should see your organization listed in the menu.

### **I am trying to add my organization, but I don’t see it in the list. What do I do?**

When searching for an organization, if no results appear in the list, then your organization hasn’t been added yet. You will see an option to ‘Add your organization.’ This will begin the process to add your organization to Alberta.ca Account for Organizations. This process will also make you the default administrator, which can be changed later.

## **I am trying to add my organization, but I see multiple entries. What do I do?**

We appreciate your patience as we develop further enhancements to our platform, including the ability for an organization to verify themselves. We have introduced a new support role for our Alberta.ca Contact Centre staff to be able to better assist in determining which organization is the right one for you to add.

It may also be beneficial for you to contact your organization to request an administrator-initiated staff account.

Alternately, you may wish to review the different options and select which is most appropriate. When you submit a staff account request, you will receive an email confirmation that lists the administrators the request to.

## **What if I leave an organization and want to join a different organization? Can I use my old Alberta.ca Account for Organizations?**

When you leave an organization, the organization removes your access to their profile. Removing access to an organization does not delete your Alberta.ca Account for Organizations.

If you set up your Alberta.ca Account for Organizations using an email address not provided by this organization (i.e., if you are an accountant that works for a larger company, so you used the larger company's email address), then you can continue to utilize your account at a new organization.

However, if you used an email address provided by the organization you left, then you would lose access to your Alberta.ca Account for Organizations when you lose access to that email address.