

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 resets their passwords using the automated system within 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

Introduction

In this module, you will learn how to:

- Setup Security Questions
- Perform Client Account Password Resets
- ETS Support Contacts for *No Access* Screen

Pre-requisite modules:

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


Setting up Security Questions

Logon to ETS

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

[Forgot Password/Reset Password](#)

1. Enter your Assigned ETS Access ID

2. Enter your Password

3. Select the Login Button

Support: Report problems or questions to [Crown Land Data](#) at (780) 422-1395 

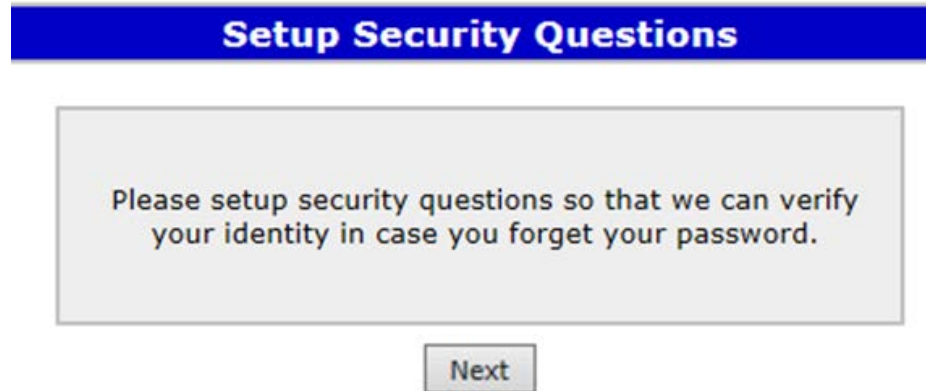
ETS may be unavailable due to system maintenance on Friday after 4:30 p.m. until 6:00 p.m. Sunday.

If you require support with existing ETS accounts or setting up a new account, please contact ETSAccountSetup@gov.ab.ca.

If you require technical support with ETS, please contact ETS@gov.ab.ca.

Note that technical support will only be available during business hours, so it is important to ensure the data is submitted within the business hours timeframe: 8:15 AM - 4:30 PM Monday to Friday.

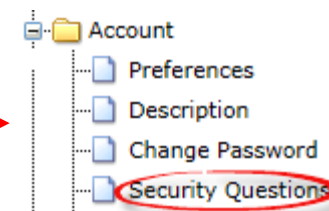
Setup Security Questions



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.



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

The following screen will populate for a **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 EN1234 account).

If it is correct, please click Next.

First Name:	John
Last Name:	Smith
Email Address:	John.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)

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

If it is correct, please click Next.

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

Next

Clicking on the **Next** button will send an email to the user.

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: Please **DO NOT** close the browser.

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

Setup Security Questions (Step 3)

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

Question	Answer
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Save



NOTE: ETS will require the users 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

[Forgot Password/Reset Password](#)

Support: Report problems or questions to [Crown Land Data](#) at (780) 644-2300

ETS may be unavailable due to system maintenance on Friday after 4:30 p.m. until 6:00 p.m. Sunday.

If you require support with existing ETS accounts or setting up a new account, please contact ETSAccountSetup@gov.ab.ca.

If you require technical support with ETS, please contact ETS@gov.ab.ca.

Note that technical support will only be available during business hours, so it is important to ensure the data is submitted within the business hours timeframe: 8:15 AM - 4:30 PM Monday to Friday.

Clicking on the [Forgot Password/Reset Password](#) link will take you to the **Setup Security Questions** screen.

Reset Password (Step 1)

Please provide values for all of the following fields

User name:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Email:	<input type="text"/>

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: ED2308_JD

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 **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: Please **DO NOT** close the browser.

The user enters the 6 digit security code received from the e-mail and clicks on **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.

Reset Password (Step 3)

In what city were you born?

In what city did you meet your spouse/significant other?

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:

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 account or full name.
- 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 !, \$, #, %).

New Password:

Repeat New Password:

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

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.

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 has the ability to reset **only** the Primary and Backup Site Administrator's password.
2. The Primary and Backup Site Administrators have the ability to reset the Client Account passwords.
3. The Primary Site Administrator has the ability to 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.
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 leaves the company, he/she 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.



The above screen will populate when resetting a password. It will indicate the security questions for the account will be deleted if you proceed with resetting the password.

No Access Screen

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



The screenshot shows a blue header bar with the text "Electronic Transfer System". Below this is a light gray box containing a red-bordered button labeled "No Access". Underneath the button, the text reads: "Sorry, you are not authorised to view the requested resource. Please close and re-open your browser and try again. If you are still having difficulty accessing the site, please email ETS Service Desk at ets@gov.ab.ca".



NOTE: A Primary Site Administrator or Backup Site Administrator can also contact Crown Land Data at (780) 644-2300. 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
E-mail inquiries: crownlanddatasupport@gov.ab.ca

