National Energy Board Office national de l'énergie

Canada

FIRST TIME USER GUIDE
GAS

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Introduction

Both government and businesses face the challenge of transforming services to keep up with changes in technology, business and management practices. At the same time, expectations for the security, privacy and integrity of transactions has increased. We have adopted a new e-business framework to ensure that your information is protected and that e-business transactions are with authorized filers only. Government standards assure that the information passed through the web form will be more secure than faxing.

For more information see **Annex B**. We can provide additional information on Access Key and supporting PKI technology upon request.

Contacts

If you have a question or issues regarding Access Key please contact an **Access Key customer service representative**, Monday to Friday from 07:00 to 23:00 EST.

ACCESS KEY - 1-866-372-7742 (Canada and U.S.)

If you have a question regarding **Gas Filing Portal** please review our First Time User Guide before contacting us as the information you are looking for may already be provided. We would be glad to assist you by phone during core business hours, Monday to Friday from 08:30 to 16:30 MST (except holidays).

GAS FILING PORTAL HELP - 1-877-825-8441 (Canada and U.S.)

Please leave a detailed message when calling outside of business hours or if we are busy helping another caller. We will return your call as soon as possible.

STEPS REQUIRED PRIOR TO REGISTERING ONLINE WITH THE NATIONAL ENERGY BOARD (NEB):

1. Become an Authorized Filer
2. Receive Single Use Code
3. Receive CTS Security Answer Sheet and Company Filing ID
4. Receive URL Link to NEB GAS Portal

How to become an Authorized Filer

Authorized Filer Form (Auto Filer Form)

1. In order to access the **NEB's Filing Portal** the company (Registered User) must first provide the NEB Research Officer with a completed **Authorized Filer Form** *(see Annex C)*
2. On approval of an order(s)/licence the Research Officer will forward an **Auto Filer Form** to the individual applying for the export order
3. The company is to complete the **Auto Filer Form**, have the form **signed by an authorized manager/supervisor** and return to the Research Officer

Single Use Code

ABCD

(Example)

4. The Research Officer will add the **Primary and Secondary Filer** to the Commodities Tracking System (CTS). At this time the system will generate a **Single Use Code** (4 Letter Upper Case)
5. The Research Officer will telephone the company's **Primary** and **Secondary Filers** to communicate their **Single Use Code**. Each Filer has their own **Single Use Code**.
This code **links the filer to their specific company** and is to be used by the Registered Filer only.

CTS Security Answer Sheet and Company Filing ID
E-Mail Example: **(cts-ssp@neb-one.gc.ca CTS Login Information)**

From: cts-ssp@neb-one.gc.ca
Sent:
To:
Subject: CTS Login Information
Attachments: CTS Security Answers.pdf

Please find attached your filing identification code and security answer sheet which are required for access to the National Energy Board's Commodity Tracking System (CTS).

As a designated filer for your company, the following is your company's private filing identification code and should not be disclosed to others: 12345678.

The attached CTS Security Answer Sheet provides your answers (password) to the security question asked as part of your login to CTS.

The following are links to the First Time User Guide to assist in setting up your access to CTS as well as the CTS Help document to assist you in your monthly reporting to the National Energy Board.

First Time User Guide
CTS Help

CTS Security Answer Sheet (Company Password)

CTS Security Answer Sheet
Feuille de réponses de sécurité du SSP

NEB Test Company

Date: Friday, December 10, 2010

	1	2	3	4	5	6	7	8	9
A	N4W	V1U	I7B	W0C	P8T	S8M	T0J	O0Z	S4F
B	X1B	C9K	Q5H	E2X	R0H	X0C	T9M	Y3F	A3X
C	E0K	W2S	O5Q	A8B	S0G	M6Q	O1Y	B7A	X0M

6. During this same telephone call the Research Officer will activate a system generated e-mail to the Filer that will include a **CTS Security Answer Sheet** (provides company password) and a **Company Filing ID** (8 numeric code).

   Note: There will be an attachment sent with this e-mail that will include:
   The First Time User Guide along with the **Commodity Forms Help** document.

Company Filing ID

12345678	**(Example)**

Receive URL Link by E-Mail

7. When the filer has been activated, the system will generate an e-mail to the Filer that will include the **URL Link** to **Register for Access Key** and to access the **Commodities Tracking System (CTS).** This e-mail will be received the following day.
   The **URL Links will change monthly** (see below)

Monthly URL Access

E-Mail Example : **(cts-ssp@neb-one.gc.ca Monthly URL Notification)**

From: cts-ssp@neb-one.gc.ca
Sent:
To:
Subject: Monthly URL Notification

Company Name: NEB Test Company

The following URL is to be used to access the National Energy Board's Commodity Tracking System (CTS) during the month of Month-2012:

https://aktpaz1.neb-one.gc.ca/CTSPublic/Default.aspx?enc=nzDuLlbLmqlHp0gRLTqwonuINtKqOWdmoc1PUl%2f%2flfZggvqapNUcBUl1MOI8vvpf

Previous URLs will no longer give you to access to the system.

As an additional security step, all URLs are active for only one calendar month and cannot be used later. CTS has been set up to send a new URL automatically to all registered filers on the first day of each month. The new URL is specific to your company and cannot be used for access for any other company. The URL will give you access to the CTS system to enter, revise, and submit reports for the current month as well as previous months and years.

As an additional security step the Commodities Tracking System (CTS) will automatically e-mail a new **URL link** on the first day of each month to the registered filers. On receipt of this **URL link** the **previous months URL link** will no longer be valid. The **new URL link** will give you access to the **current month and any previous months/years** you may wish to access in order to report or to revise.

> **Example:** A URL link will be generated by the system and forwarded to the filer on January 1, 2012. This URL link will grant access to the CTS for the month of January and any previous months. The previous URL will no longer be active. On February 1, 2012 the system will generate another URL link. This link will grant access to the current month of February and any previous months. The January URL link will no longer be active. This will continue each month. If the filer reports December 31, 2011 they will use their current URL and if they report on January 2, 2012 they will use the January URL link.

Register for Access Key and access to the NEB GAS Portal

Follow the Access Key Registration Steps:

Click on **NEB URL Link**

> **Note:** This URL Link is provided to the Filer at the same time the CTS Security
> Answer Sheet and Company Filing ID are provided

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Register
Logout
NGL Filing Portal
Gas Filing Portal
Français

Commodity Tracking System

Welcome to Commodity Tracking System!

Access to this application requires a Government of Canada Access Key. To register for a new Access Key, please click on the Register link and complete the required steps for creating your User ID, Password, Recovery Questions, and Answers.

If you already have an Access key, you can proceed with filing through the applicable link:
NGL Filing Portal
Gas Filing Portal

If you have an Access key and do not remember your current Password, you can create a new Password through the Forgot Your Password? link on Manage Your Access Key page.

Click on **Register** to register for an **Access Key**

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Access Key Terms and Conditions of Use

In return for the Government of Canada providing you with an Access Key, you agree to abide by the following Terms and Conditions of Use:

- You understand and accept that you are at all times responsible for your Access Key User ID, Password and Recovery Questions, Answers and Hints. If you suspect that others have obtained them, you are responsible for revoking your Access Key and obtaining a new one with a new User ID and Password.
- You understand and accept that the Government of Canada can revoke your Access Key for security or administrative reasons.
- You understand and accept that the Government of Canada disclaims all liability (except in cases of gross negligence or wilful misconduct) in relation to the use of, delivery of or reliance upon the Access Key service. More details can be found in our Disclaimers.

By clicking the **I accept** button, you are accepting the Access Key Terms and Conditions as stated above. You can choose to not register for an Access Key by clicking on **Cancel** to end this process.

I accept | Cancel

Date Modified: 2011-05-02 | Important Notices

Please read Access Key Terms and Conditions of Use and then **Click on "I Accept"**

Create your **User ID –** This User ID will be the Filer's personal ID

Individual Filers need to create their own personal ID

> **Note:** Access Key can be used by an individual to access other government services and if you already have an Access Key it is not necessary to create another for this application. Refer to **FAQ** *(Annex B)*

Select **Recovery Questions and Answers**
If you do not fill out these mandatory fields the System will not let you go any further
Print your Recovery Questions in case you forget your password

Create a Password for your Access Key
> **Note:** After you enter a password check the Password Checklist on side of screen to ensure you have met the requirements. (green checkmarks)

Click Submit

Click **Continue**

You are now back to the **NEB GAS Filing Portal**

Follow Steps to access NEB's GAS Filing Portal:

Now that you are registered with Access Key you need to **Login** to the **Gas Filing Portal** to access the monthly **Commodity Forms**

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Français

Commodity Tracking System

Welcome to Commodity Tracking System!

Access to this application requires a Government of Canada Access Key. To register for a new Access Key, please click on the Register link and complete the required steps for creating your User ID, Password, Recovery Questions, and Answers.

If you already have an Access key, you can proceed with filing through the applicable link:
NGL Filing Portal
Gas Filing Portal

If you have an Access key and do not remember your current Password, you can create a new Password through the Forgot Your Password? link on Manage Your Access Key page.

Click on **GAS Filing Portal**
   Note: You are now in **NEB URL**

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du Canada of Canada

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Clé d'accès – Access Key
www.cledacces-accesskey.gc.ca

Ouvrir une session

Log In

Veuillez noter que si vous possédez un epass existant, vous devez entrer votre ID utilisateur et votre mot de passe epass ci-dessous pour effectuer la mise à niveau vers une nouvelle clé d'accès du gouvernement du Canada.

Si vous possédez déjà une clé d'accès, veuillez entrer l'ID utilisateur et le mot de passe qui y sont associés afin d'ouvrir une session.

Votre mot de passe contient une lettre majuscule, une lettre minuscule et un chiffre.

Tous les champs marqués d'un astérisque (*) sont obligatoires.

Lorsque vous avez complété vos transactions avec le gouvernement du Canada, vous devez fermer votre session, en cliquant sur le bouton Fermer la session ou Fermeture de session, et votre navigateur avant de laisser cet ordinateur sans surveillance. Vous préviendrez ainsi l'accès non autorisé d'autres personnes à vos renseignements personnels.

Please note, if you have an existing epass, enter your epass User ID and Password below to upgrade to a new Government of Canada Access Key.

If you already have an Access Key, please enter your Access Key User ID and Password to log in.

Your Password contains one upper case letter, one lower case letter and one digit.

All fields marked with an asterisk (*) are required fields.

Once you have completed your business with the Government of Canada, you must logout by clicking on the logout button or on the logout link and close your browser before leaving this computer unattended. This will prevent unauthorized access to your personal information by others.

* ID utilisateur :

* User ID:

* Mot de passe :

* Password:

| Ouvrir une session | Effacer | Annuler |

| Log In | Clear | Cancel |

User ID and **Password** from **Access Key**
Click **Log In**

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Welcome michshab

You last logged in with your Access Key on Wednesday, May 11, 2011 at 12:39:41 ET.

Once you have completed your business with the Government of Canada, you must logout by clicking on the logout button or on the logout link and close your browser before leaving this computer unattended. This will prevent unauthorized access to your personal information by others.

Please click **Continue** to return to the departmental program or service.

Continue

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Click **Continue**

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Login

Company Filing ID: [   ]

[Continue] [Cancel]

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Filer ID: Company Filing ID (8 numeric) <u>received in system generated e-mail</u>
E-Mail Sample: (cts-ssp@neb-one.gc.ca - CTS Login Information)

This Filing ID is a unique identifier for your company name
This same Filing ID number will be used on all subsequent logins

Click **Continue**
Click **Cancel** if you wish to go back to the landing page

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Login

CTS Security Question: F5   A3   H6
CTS Security Answer: [   ] [   ] [   ]

[Continue]   [Cancel]

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CTS Security Question is generated by the system
CTS Security Answer is in the **CTS Security Answer Sheet** e-mailed to Filer

CTS Security Answer:
        CTS Security Question**: F5   A3   H6**
        Examine CTS Security Answer Sheet <u>received in system generated e-mail</u>
   E-Mail Example: (cts-ssp@neb-one.gc.ca)

        Determine CTS Security Answer
        Example: Look under **F5 - O5Q**
                      Look under **A3 - I7B**
                      Look under **H6 - q3s** (not case sensitive)

The CTS Security Answer: **O5Q I7B Q3S**
When the **Filer logs in** these values will be used for the **CTS Security Answer**

   Note: On each login the system will generate **a new question** which in turn will require **a new answer** using the CTS Answer Sheet

Click **Continue**

Login

The system has detected that you have never filed using this Accesskey account. Please enter the secret code that has been emailed to you after registering.

Single Use Code [   ]

[Continue] [Cancel]

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Important

SingleUse Code (4 Letter Upper Case) communicated to **Filer** <u>via telephone</u> by Research Officer

Note: This code is used for first login. You will not be asked for it on subsequent logins

Click **Continue**

Filer Approved

Navigation
Commodity Gas Home
Submitted Filings
Logout

Commodity Gas Home

To begin using the system, please select a filing to be submitted from the list below or use the side menu to access previously submitted filings.

Natural Gas

Sep 2011 Being Created

LNG

Sep 2011 To Be Filed

Date Modified: 2011-09-12

Michelle Shabits/NEB Test C

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Important

Online Services will now appear and the **Filer** can proceed to **file company Commodity Forms**

Annex A – Browser Configuration

The NEB has adopted Access Key, a Government of Canada service, to provide secure access to online services and enhanced security to protect your information. When conducting online transactions with the Government of Canada, your Access Key will act as your secure electronic signature. Your Access Key is a unique electronic credential and is used to electronically sign your transactions. You can use the same Access Key with different computers, provided they are connected to the Internet and use a browser that meets the technical requirements.

You will need an Internet connected computer running a browser that must:

- have SSL 3.0 enabled;

- have TLS 1.0 enabled;

- have Cookies enabled; and

- have JavaScript enabled.

The Access Key Canada service support 95% of the browser version market share provided that minimal configuration requirements are met.

If your browser or browser configuration is not compatible you can:

> Upgrade or change the configuration of your browser (note: you may require the assistance of a network administrator);
> Set-up a stand alone computer that is compatible;
> Or contact the NEB to discuss other options.

Please refer to the next page for additional details to configure your browser.

Configuring Microsoft Internet Explorer 6.x

On Microsoft Windows Operating Systems:

> Windows NT 4 with Service Pack 4 and higher;
> Windows 2000 Professional Service Pack 3 and higher;
> Windows Millennium Edition;
> Windows XP Home edition; and
> Windows XP Professional.

Enabling SSL 3.0 and TLS 1.0

- From the Tools menu, choose Internet Options;

- Select **Advanced** tab;

- Scroll down to Security;

- Select Use SSL 3.0 and select Use TLS 1.0;

- Click the Apply button; and

- Restart your computer for the new settings to take effect.

Enabling Cookies

- From the Tools menu, choose Internet Options;

- Select **Privacy** tab

- Click the "Advanced" button;

- Check the box "Override automatic cookie handling" under the Cookies panel;

- Check the box "Always allow session cookies"; and

- Click the OK button twice to exit.

Enabling JavaScript (Active Scripting)

- From the Tools menu, choose Internet Options;

- Select **Security** tab;

- Select Custom Level;

- Scroll down to Scripting:

    o under Active Scripting select Enable; and

    o under Scripting for Java Applets select Enable.

- Click the OK button twice to exit; and

- Close your browser for the new settings to take effect.

About Cookies

A Cookie is a small piece of information that is downloaded to your computer and is used by your browser. Access Key Canada cookies will only exist as long as your browser is open and you are logged into Access Key Canada. The Cookies are required to navigate you through forms in the language of your choice and to confirm that you are a user who has logged in with a valid epass.

Annex B – Frequently Asked Questions

What is Access Key?

- The Access Key service is provided by the Government of Canada to allow you to securely conduct online business with various governmental program and services. The Access Key service issues you your Access Key.
- An Access Key is a unique credential that protects your communications with online Government programs and services. Using your Access Key, you can access the online programs and services listed on our Enabled Services page.

What is an Access Key Enabled Service?

An enabled Service is an online Government of Canada program or service that uses Access Key to provide enhanced security to protect your information.

Can I have more than one Access Key?

Yes, you may have a different Access Key for each Enabled Service. Please see the What is an Enabled Service? listed above.

You will need to remember which Access Key was used to enrol with each service. If you forget, the Access Key service cannot assist you as it does not know which services you access or how many Access Keys you have.

How do I enrol into an Enabled Service?

We have included the enrolment process for the National Energy Board (NEB) in our First Time User Guide.

The Enabled Services enrolment process is unique to each Government department and agency. Please refer to the department or agency's frequently asked questions for more information on how to enrol with their Enabled Service.

Can I change my registration information?

Yes, you can. Using Manage Your Access Key, you are able to:

- Change your Password
- Change your Recovery Questions, Answers and Hints; or
- Revoke your Access Key

Can I share my Access Key with family members or others?

No, you may not.

Your Access Key is your own unique credential. Your Access Key allows you to exchange confidential information with Access Key enabled online government programs and services. If others need access to these services, they will need to obtain their own Access Key.

I am having problems accessing the Access Key site?

This could mean that your browser's software doesn't meet the security standards. See Annex A to verify the settings of your browser. You can also visit the Frequently Asked Questions at the Access Key site for additional information concerning browsers. https://cledacces-accesskey.gc.ca/eng/fq-01.html

If you have made the necessary changes to meet the browser requirements but still cannot access the registration process, please contact the Government of Canada **Access Key Client Service Centre at 1-866-372-7742.**

I cannot access the site. Can I send my Commodity Forms by email, fax or mail?

No. As of the end of 2011 the NEB will only accept gas forms filed on-line. The NEB does not correspond by email. This is not a secure method to transmit sensitive information to us. If you cannot use the service online, you will have to call us at **1-877-825-8441.**

What do I do if I either lose my SingleUse Code or I did not receive it?

If you do not have a SingleUse Code for the reasons stated above, call the NEB Research Officer at 403-299-3862.

What is a cookie?

A "cookie" is a small piece of information sent to your computer by a Web site and used by your browser. It contains settings (such as language preference) to help you use our services. There are two types of cookies: "session cookies" and "persistent cookies".

> A "session cookie" is used only during the browser session. It expires when the user closes the browser and it is not stored on your hard-drive.
> A "persistent cookie" is placed on your computer and will remain on your hard-drive for a specific period of time, unless you remove it. Some Web sites use persistent cookies to store information that can be used when you visit the site again. NEB My Account and epass Canada does not use persistent cookies.

I don't want to set my cookies to "on". Can I still use this service?

One of the ways we ensure that you continue to be identified and that we send the correct information during your online session is by using cookies. Right now, we have no other session management method for users who prefer not to accept browser cookies. If you don't accept cookies, you won't be able to use this service.

It is important to clear your browser's cache, or close and reopen your browser after an online session to stop someone from being able to view your information later. Most browsers conceal or cache images or files that you have viewed and store them locally to improve performance. Some browsers have an option to not cache encrypted sessions.

What can I do to ensure my security after an online session?

It is important to clear your browser's cache, or close and reopen your browser after an online session to stop someone from being able to view your information later. Most browsers conceal or cache images or files that you have viewed and store them locally to improve performance. Some browsers have an option to not cache encrypted sessions. See **Annex A** for more information.

What if I don't have 128-bit encryption on my browser?

For security purposes you will need 128-bit Secure Sockets Layer (SSL 3.0) encryption on your browser to use this service. See **Annex A** for more information.

Why can I bookmark some pages and not others?

It is not recommended to bookmark pages that are Access Key enabled. To access the NEB's filing portal, you need to use the monthly filing URL sent by NEB; click on the GAS filing portal link on the page; and follow the pages to log into Access Key service, then log into CTS.

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Annex C – Authorized Filer Form

Please complete this form and **fax to 403-299-3863 or e-mail to Michelle Shabits at michelle.shabits@neb-one.gc.ca**

Company Legal Name: _____
                    (**Use the company name that is on the Gas Order or Licence**)

Primary Filer – All fields are mandatory

First Name	
Last Name	
Title	
Mailing Address	
Phone #	
Fax	
Email	

Backup Filer – All fields are mandatory

First Name	
Last Name	
Title	
Mailing Address	
Phone #	
Fax	
Email	

This form needs to be authorized by a **manager/supervisor** of the company in order to set up accounts for the filers identified above.

Manager's Name:_____
Title:_____
Phone #:_____

Date :_____   **Signature** _____