



# My Account - First Time User Guide

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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 epass and supporting PKI technology upon request.

### Contact Us

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

**1-866-372-7742**

We have set-up a new Help Desk line to support users of My Account.

If you have a question regarding **My Account**, please review our Help 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).

**1-866-393-8533**



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.



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### How to become an Authorized Filer

1. Have a manager from your organization complete the Authorized Filer Form (see **Annex C**) when applying for an export order.
2. Once the NEB has entered your information in the NEB's system, you will receive the following emails:

	<MyAccount@neb-one.gc.ca>	<b>National Energy Board My Account - Activation Code</b>
	<MyAccount@neb-one.gc.ca>	<b>National Energy Board My Account - Authorization Code</b>

**Note:** You MUST register within 7 days or the codes will expire.

### How to register for an Epass - 5 min

1. Open your web browser. To access the NEB's My Account service, go to <http://www.neb-one.gc.ca/CommodityStatistics>
2. Click on the "**My Account via epass**" link under Filing Commodity Forms.
3. The first time you may see one or more similar notices, click **Always** each time.



**Note:** As you are transferred to the epass site, a browser check is run to ensure your system is compatible. Should you encounter a problem, call your IT staff and give them the **Annex A - Browser Configuration**.



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4. Since this is your first time, you must register for an epass. Click “Register”

The screenshot shows the epass Canada registration page. At the top, there is a navigation bar with links for Français, Contact Us, Help, Search, and Canada Site. Below this is a table with links for About epass, Definitions, Frequently Asked Questions, epass Notifications, and Home. The main heading is "epass Canada Log In or Register". A sub-heading explains that an epass is a unique electronic credential. There are two main sections: "Log In" and "Register". The "Log In" section has fields for "User ID:" and "Password:" and a "Log In" button. The "Register" section has a "Register" button. A large red arrow points to the "Register" button.

**Note:** As long as you are in an epass enabled session you will not see the NEB URL.

5. Then follow the epass registration steps.
- Create a User ID and select Recovery Questions and Answers
  - Print your Recovery Questions in case you forget your password
  - Create a Password for your epass
- Note:** you will be prompted for this password each time you need to “sign”
- Sign the Epass terms and conditions by entering your new epass password



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- When this page appears, click **Continue** and you will now be transferred to the NEB My Account.

The screenshot shows the epass Canada website interface. At the top, there are logos for the Government of Canada and the Government of Canada in French, along with the Canada wordmark. A navigation menu includes links for Français, Contact Us, Help, Search, and Canada Site. Below this, there are links for About epass, Definitions, Frequently Asked Questions, epass Notifications, and Home. The main content area features the epass Canada logo, a welcome message for user 'ABC123DEF', and instructions to click 'Continue' to return to the department epass Enabled Service. A sidebar on the left contains buttons for 'epass Enabled Services', 'Manage My epass', and 'Log Out'. A red arrow points to the 'Continue' button. Below the main text, there is a paragraph explaining that users can select a different epass enabled service while remaining logged in, and another paragraph stating that users can make changes to their epass by selecting 'Manage My epass'.



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### How to register with the NEB's My Account - 5 min

Now that you have an Epass, you need to register with the NEB. Registration is a two step process:

1. Attach epass
2. Add online service

1. Click Attach ePass

The screenshot shows the NEB website header with the National Energy Board and Office national de l'énergie logos, and the Canada logo. A navigation menu includes links for Français, Contact Us, Help, Search, Canada Site, My Account, and Exit. The My Account section is titled 'My Account - Unidentified user' and contains the message: 'Your ePass is not attached to an NEB account. Please click 'Attach ePass' to proceed.' Below this message is a button labeled 'Attach ePass'.

2. Enter your information and Click Submit

- Enter the Activation Code you received by email
- Enter your name as per the Authorized Filer Form sent to the NEB
- Enter your telephone as per the Authorized Filer Form sent to the NEB

The screenshot shows the 'My Account - Attach ePass' registration form. It features a title 'My Account - Attach ePass' and a prompt: 'Please enter the following information and press 'Submit''. The form contains three input fields: 'Activation code', 'Name', and 'Telephone'. The 'Name' and 'Telephone' fields are highlighted in yellow. A 'Submit' button is located at the bottom of the form.



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3. Enter your **epass password** and click "Sign & Submit"

Please enter your ePass password and click Sign & Submit.

ePass password

4. You will now see your name and the companies you represent listed on the My Account home page

**My Account - Mr. Test**

**Identities**  
Please select the identity as which you want to access online services.

**Online Services**  
This identity is not registered for any online services. Please click 'Add online services' to proceed.

5. Select the Identity of the company for whom you wish to file Commodity Forms

6. Please wait for the page to reload, then click Add online services

7. Enter the **Authorization** Code you received in the second email

**My Account - Add Services**

**Mr. Test - NEB Test Company**

Please enter the authorization code provided by NEB Online, and press 'Submit'.

Authorization code



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8. Enter the following information and Click Submit
- Most recent NEB order# issued by the NEB for the specified Commodity (Propane or Butane)
  - Total exports for Canada from your last submitted filing.

**My Account - Add Services**

**Mr. Test - NEB Test Company**

Please enter the responses to the following prompts, and press 'Submit'.

Authorization code	<input type="text" value="A426415"/>
Propane order#?	<input type="text"/>
Total Propane exports for ?	<input type="text"/>

**Note:** If your organization does not have an NEB Order leave the field blank (i.e. no value).  
If this is the first time your organization is submitting Propane/Butane data, then the total exports is zero (0)

9. Enter your epass password and click Sign & Submit

**My Account - Add Services**

**Mr. Test - NEB Test Company**

You have successfully matched the secrets for program services.

Authorization code	<input type="text" value="A426415"/>
Propane order#?	<input type="text"/>
Total Propane exports for ?	<input type="text" value="0"/>

Please enter your ePass password and click Sign & Submit.

ePass password	<input type="text"/>	<input type="button" value="Sign &amp; Submit"/>
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11. You will now see the online services listed for the selected Identity on the My Account home page

**My Account - Mr. Test**

**Identities**  
Please select the identity as which you want to access online services.

Citizen
<b>NEB Test Company</b>

**Online Services**  
Please select the online service you want to access

[Commodity Forms Home](#)

-or-

12. Click on Commodity Forms

Now that you have completed the registration process, you will be able to access My Account and other NEB online services by simply logging in, using your **epass** User ID and Password.



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### Annex A – Browser Configuration

The NEB has adopted epass, 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 epass will act as your secure electronic signature. Your epass is a unique electronic credential and is used to electronically sign your transactions. You can use the same epass 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:

- support 128-bit encryption;
- have SSL 3.0 enabled;
- have Cookies enabled;
- have JavaScript enabled; and
- have a running Java Virtual Machine (JVM);
  - Microsoft JVM; or
  - Sun JVM 1.4.2\_03 or later.

Since over 95% of our filers use Microsoft Internet Explorer 6.x, we have provided configuration information on the next page. The epass Canada service can be used by other browsers provided that minimal JVM versions and configuration requirements are met and the browser used is not specifically restricted as a result of security concerns. For information on how to configure other browsers go to: [https://blrscr3.egs-seg.gc.ca/faq/faq\\_Technology\\_e.html](https://blrscr3.egs-seg.gc.ca/faq/faq_Technology_e.html)

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.**



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### 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

- From the Tools menu, choose Internet Options;
- Select **Advanced** tab;
- Scroll down to Security;
- Select Use SSL 3.0;
- 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 Java

Enable "Java Sun" and/or "Microsoft VM" settings.

Java Sun (required for Windows XP)	Microsoft VM (excluding Windows XP)
<ul style="list-style-type: none"> <li>• From the Tools menu, choose Internet Options;</li> <li>• Select <b>Advanced</b> tab;</li> <li>• Scroll down to Java (SUN);</li> <li>• Select Use JRE... ;</li> <li>• Click the Apply button; and</li> <li>• Restart your computer.</li> </ul>	<ul style="list-style-type: none"> <li>• From the Tools menu, choose Internet Options;</li> <li>• Select <b>Security</b> tab;</li> <li>• Click the “Internet” Web content zone</li> <li>• Click the “Custom Level” button;</li> <li>• Scroll down to Microsoft VM;</li> <li>• Under Java Permissions, select Medium Safety (recommended) ; and</li> <li>• Click the OK button twice to exit.</li> </ul>



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### Enabling JavaScript (Active Scripting)

- From the Tools menu, choose Internet Options;
- Select **Security** tab;
- Select Custom Level;
- Scroll down to Scripting:
  - under Active Scripting select Enable; and
  - 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. epass Canada cookies will only exist as long as your browser is open and you are logged into epass 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.

### About Java Virtual Machine (JVM)

To help you use our services, epass Canada uses "JVM" technology that is active only while you are online. A Java Virtual Machine must be enabled to allow your epass to function properly and perform key security operations such as signing and encrypting transactions.

**What is a JVM?** The Java Virtual Machine (JVM) is a specific type of software program written to process Java instructions. Many software applications use the Java programming language to take advantage of its advanced features. A JVM is not a stand-alone program; it is part of the Sun Java 2 Runtime Environment (JRE).

**Where can I download the proper JRE?** Please visit SUN's [Java.com](http://java.com) download page, select the appropriate Java Runtime Environment for your operating system and follow the instructions provided. If you are attempting this download on a public or corporate computer, there may be restrictions in place that may prevent you from doing so. If you require technical assistance, your network administrator can assist you.



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### Annex B – Frequently Asked Questions

#### What is epass Canada?

epass Canada provides a fast and easy way to securely access Government services via the Internet. For more information, see [https://blrscr3.egs-seg.gc.ca/faq/aboutepass\\_e.html](https://blrscr3.egs-seg.gc.ca/faq/aboutepass_e.html)

#### What is an epass enabled Service?

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

#### I already have a Government of Canada epass.

If you already have a Government of Canada epass and would like to use it to access the NEB's My Account service, go to <http://www.neb-one.gc.ca/CommodityStatistics>, click on the "My Account via epass" link under Filing Commodity Forms and log in using your epass User ID and Password.

#### How do I change my User ID, Change my Password or Revoke my epass?

To change your Password or User ID, or Revoke your epass follow these steps:

1. At the epass Canada "Log In or Register" page, **enter your epass User ID and Password.**
2. At the "epass Canada Welcome" page, click on the "**Manage My epass**" button.
3. At the "Manage My epass" page, select the appropriate link to modify your epass.

#### Can I register for a Government of Canada epass for someone else?

No, you must register for your own epass. You must not share your codes, epass User ID or password with other to ensure the security of the system.

#### I am having problems accessing the epass Canada 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 **epass Canada** site for additional information concerning browsers.

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 **epass Client Service Centre at 1-866-EPASS-GC (1-866-372-7742)**. The teletypewriter (TTY) number is 1-866-330-1890.

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

No. As of October 2005 the NEB will only accept 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 1-866-393-8533.



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### Why do I need a Government of Canada epass to access My Account?

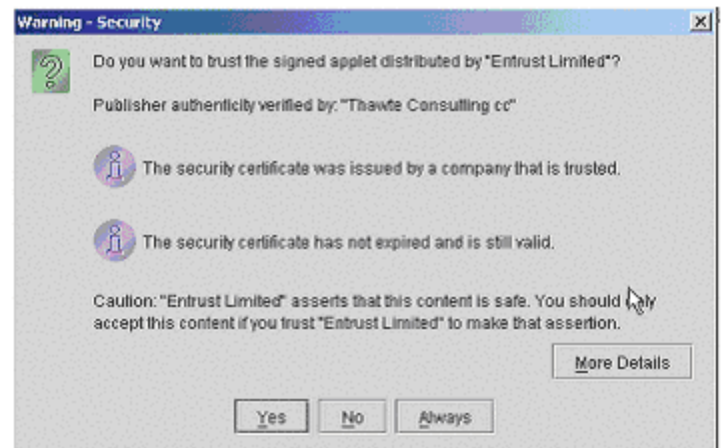
With epass and My Account, you can access systems that require more security, like Commodity Forms for Propane and Butanes. The security and protection of your confidential information is the NEB's highest priority when offering services over the Internet. In order to achieve this, we have created My Account and included registering for a Government of Canada epass. Once the NEB identifies that you need to use My Account, you will receive an email with an Activation Code, which is valid for seven (7) days. You may also receive an Authorization Code to access specific programs, like Commodity Forms for Propane and Butanes.

### How do I register for a Government of Canada epass to access My Account?

To access the services under My Account for the **first time** you will be asked to register for a Government of Canada epass. This registration process is done in three steps and you will be required to provide some information as "shared secrets". Once you have completed the registration process, you will be able to access My Account and other NEB online services by simply logging in, using your **epass** User ID and Password.

### Do I have to accept the security message?

epass Canada uses a signed applet from Entrust Limited. This applet has been designed to enhance security. When you encounter the security message shown below, please click on "Always". Selecting "Always" means you will never encounter this message again. If you select "Yes" instead, you will be prompted to reply to this security message every time you enter this site. If you click "No", you will not be able to register for an epass or use the My Account online service.



### I do not have an Activation Code because I either lost or did not receive it.

If you do not have an Activation Code for the reasons stated above, call the NEB at 1-866-393-8533.

### I have tried to enter my information and it did not work.

You may have tried to enter your information when the system was not available. If you continue to experience difficulties during our available hours of service, call the NEB at 1-866-393-8533. Please note that the Activation Code **expires after 7 days**. Be sure to follow the instructions before the code expires; otherwise you will have to obtain a new Activation Code and re-register.



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### 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.

### 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.

### 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?

You cannot bookmark pages that are epass-enabled. To access the NEB's My Account service, go to <http://www.neb-one.gc.ca/CommodityStatistics>, click on the "My Account via epass" link under Filing Commodity Forms and log in using your epass User ID and Password.



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### Annex C – Authorized Filer Form

Please complete this form and fax to Geraldine Metcalfe 403-299-3863 by October 7, 2005.

Company Legal Name: \_\_\_\_\_

**Primary Filer** – All fields are mandatory

<b>First Name</b>	
<b>Last Name</b>	
<b>Title</b>	
<b>Mailing Address</b>	
<b>Phone #</b>	
<b>Fax</b>	
<b>Email</b>	

**Backup Filer** – All fields are mandatory

<b>First Name</b>	
<b>Last Name</b>	
<b>Title</b>	
<b>Mailing Address</b>	
<b>Phone #</b>	
<b>Fax</b>	
<b>Email</b>	

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