Government of Canada | Gouvernement du Canada

Extractive Sector Transparency Measures Act

NRCan eServices Portal User Guide

Canada

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Introduction

Natural Resources Canada (NRCan) has developed a new tool to facilitate the reporting process for extractive businesses under the *Extractive Sector Transparency Measures Act* (the Act). Through Sign-In Partners or using a Government of Canada Key (GCKey), the NRCan eServices Portal provides a secure web environment to enrol Entities, submit an ESTMA report and update Entities' contact information.

To access the NRCan eServices Portal, individuals authorized to conduct ESTMA-related activities for the Entity must create a personal account. Once a personal account is created and access to the Entity has been granted by NRCan, the individual will be able to provide ESTMA-related information to NRCan on behalf of the Entity.

This User Guide has been prepared to help users navigate through the NRCan eServices Portal. If you have any questions related to the use of the NRCan eServices Portal not addressed in the instructions or the *Help and Frequently Asked Questions* located at the end of this guide, please contact NRCan by email at NRCan.ESTMA_Reports-Rapports_LMTSE.RNCan@canada.ca.

Accessing the eServices Portal with a Sign-in Partner

The **Sign-In Partners** are private-sector companies and organizations that have partnered with SecureKey Technologies to enable their customers to use their online credentials (e.g., card numbers or user names and passwords) to access Government of Canada services.

When you use a Sign-In Partner, none of your banking or personally-identifiable information is communicated to the government service you are accessing and the Government of Canada does not know which Sign-In Partner you have used. Similarly, no information about the government service being accessed by the user will be shared with the user's Sign-In Partner.

To login with a Sign-in Partner:

1. From the NRCan eServices Portal, select the "Continue to Sign-in Partner" button. You will be routed to the SecureKey Concierge service where you will be able to select your Sign-in Partner and log in.

2. Select your Sign-in Partner and enter your client card/username and password.

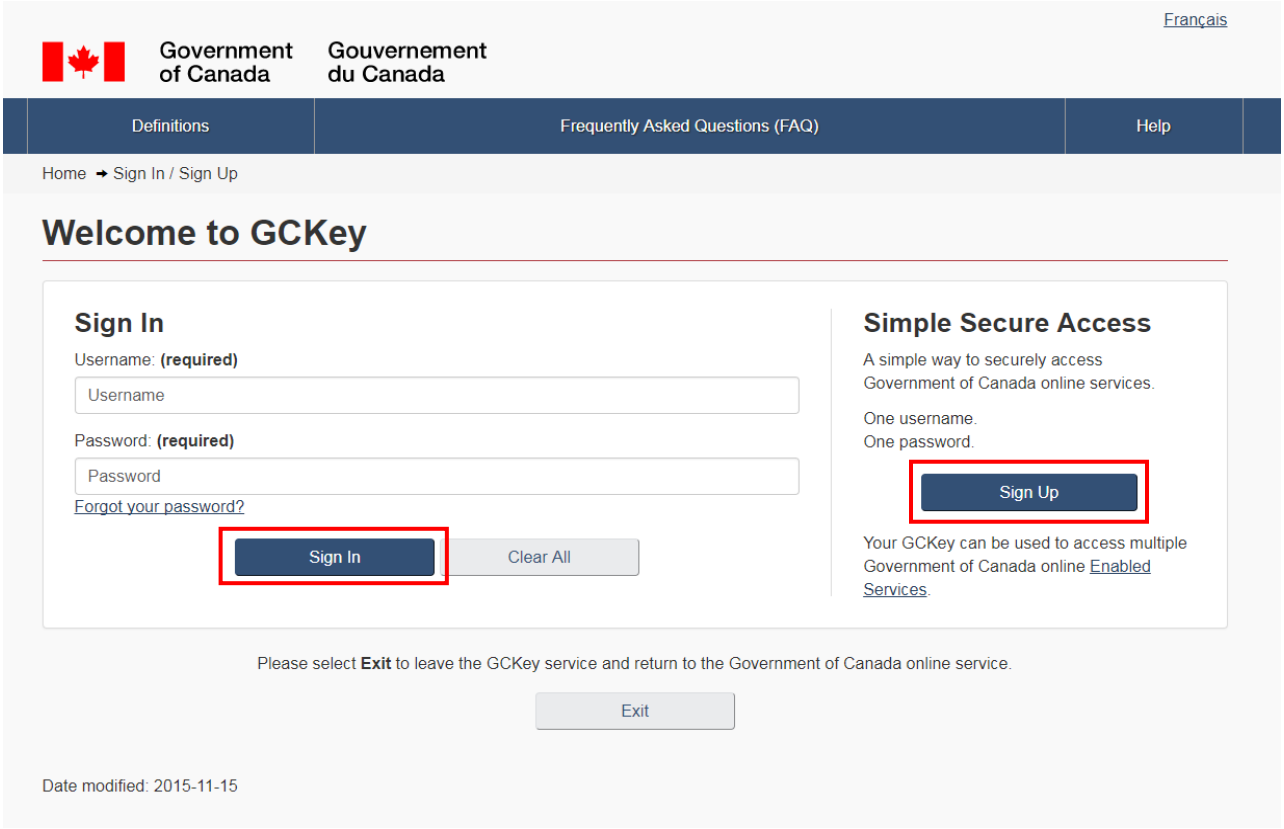
3. You will be routed to the 'Terms and Conditions of Use and Privacy Notice', select "Accept and Continue".

4. You will be redirected to the NRCan eServices Portal to register your NRCan eServices Account. See *Registering your NRCan eServices Account* for instructions.

Accessing the eServices Portal with a GCKey

The GCKey is a unique electronic credential (user name and password) that allows you to communicate securely with online government services. The Government of Canada, as the service provider, issues these credentials to individuals so they can access government online services.

If you have a GCKey, sign-in by entering your username and password in the appropriate fields. If you do not yet have a GCKey, or if you wish to create a new one for the sole purpose of reporting under the ESTMA, follow the four-step process below to get one, beginning by clicking 'Sign Up.'



1. Read and accept the Terms and Conditions of Use. Click 'I accept' to continue.

2. Create a username using the username checklist criteria.

3. Create a password that aligns with the password checklist. Once you have entered and confirmed your password, select 'Continue.'

4. Create your recovery questions, answers and hints in case you lose your password.

5. Read and accept the NRCan eServices Portal Terms and Conditions of Use.

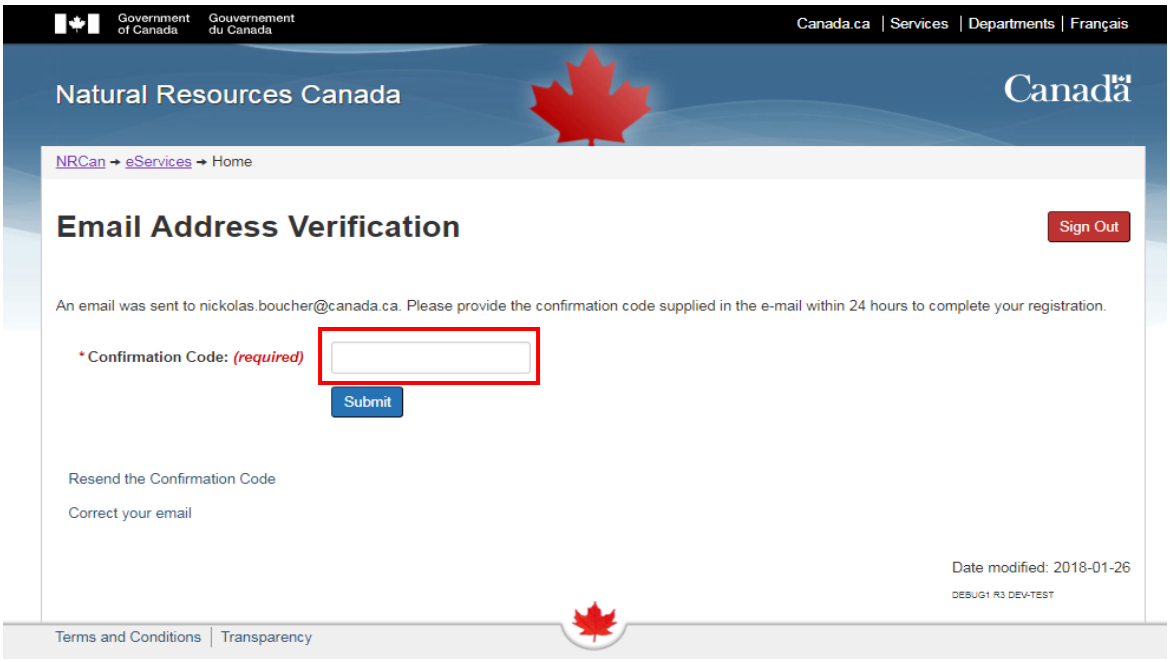
6. You will be prompted to register your NRCan eServices Account.

Registering your NRCan eServices Account

Once you have signed in using one of sign-in methods, you will be redirected to NRCan eServices Portal's landing page. If this is the first time you are using NRCan's eServices Portal, you will be asked to register your NRCan eServices account.

1. To register your account, please enter your personal details into the required fields and click 'Submit' when complete.

2. NRCan will send a confirmation code to the e-mail address provided.



3. You will have 24 hours to provide the confirmation code and complete your registration.

4. Once you submit the confirmation code, you will activate your NRCan eServices account.

5. Click ‘Continue’ to continue to the NRCan eServices homepage and select ‘ESTMA’ from the options on the left.

Enrolling a New Entity

If you have not previously enrolled an Entity, you will need to do so before accessing ESTMA-related services through the eServices Portal. Note that Entities who have previously enrolled with NRCan prior to the launch of the eServices Portal are not required to enroll again. This step is only required for Entities that have not previously enrolled with NRCan, as it replaces the previous practice of having Entities submit an ESTMA Contact Form for enrolment purposes. Previously enrolled entities may continue to the *Requesting Access to a previously Enrolled Entity* of this document.

1. The first step to enrolling an Entity is to provide their legal name, Canada Revenue Agency business number (if applicable), fiscal year start- and end-dates and business address.

2. Next, designate a Primary Contact and provide their business address and contact information. This person will be ESTMA's primary point of contact should the program need to contact the Entity.

3. You must also designate an Alternate Contact and provide their business address.

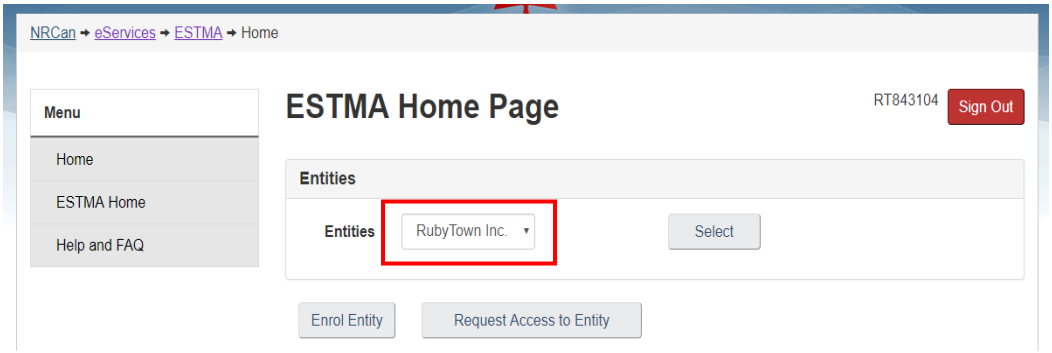
4. Lastly, you must provide the telephone number of the eServices Portal User.

5. Once you have submitted the Entity's details and the contact information for the Primary and Alternate contact persons, you will be prompted to review the information.

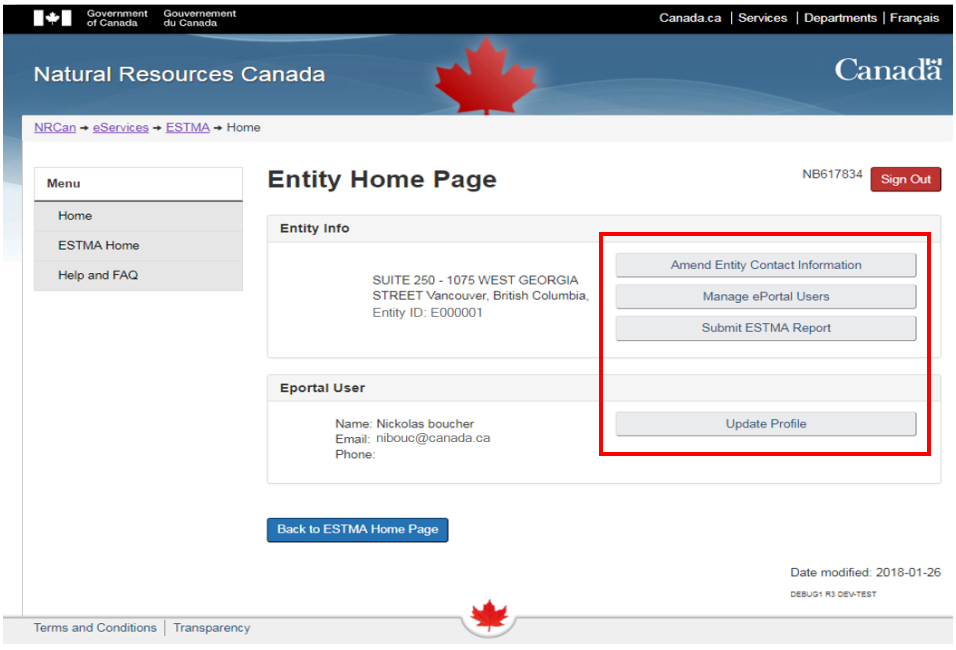
6. Select ‘Submit’ to continue, or select ‘Back’ to edit the provided details.

7. Once you have submitted the Entity’s details for enrolment, you will receive a notification that NRCan will review your submission. Once approved, you will receive by email a confirmation of enrolment as well as your ESTMA ID number. Note that ESTMA ID numbers will normally be processed within 3-5 business days. If your request is urgent, please let NRCan know at NRCan.ESTMA_Reports-Rapports_LMTSE.RNCan@canada.ca.

8. Once your submission has been reviewed and accepted, the Entity (or Entities) you have enrolled will appear on the ESTMA Home Page.



9. Choose an Entity and click ‘Select’ to access the Entity’s Home Page. From the Entity Home Page, you can:
    - Update or amend the Entity’s contact information
    - Manage eServices Portal Users (i.e. add, edit or remove)
    - Submit an ESTMA report
    - Update your eServices Portal User profile



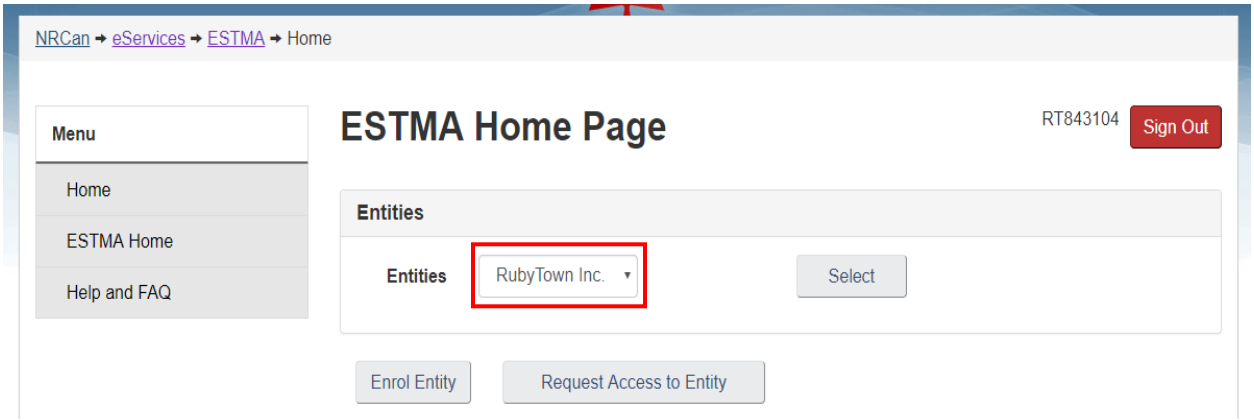
Requesting Access to a Previously Enrolled Entity

If you have previously enrolled one or several Entities with NRCan and have their ESTMA ID numbers, you can request access to those Entities through the eServices Portal.

1. For each Entity, fill out the required fields, including the ESTMA ID number of the Entity you are accessing, and click 'Submit.'

2. Once you submit a request to success, it will be reviewed by NRCan. Users are typically given access to an Entity within 3-5 business days. If your request is urgent, please let NRCan know at NRCan.ESTMA_Reports-Rapports_LMTSE.RNCan@canada.ca.

3. Once you have enrolled or gained access to one or several Entities, they will be listed on the ESTMA Home Page below.



4. Choose an Entity and click ‘Select’ to access the Entity’s Home Page. From the Entity Home Page, you can:
    - Update or amend the Entity’s contact information
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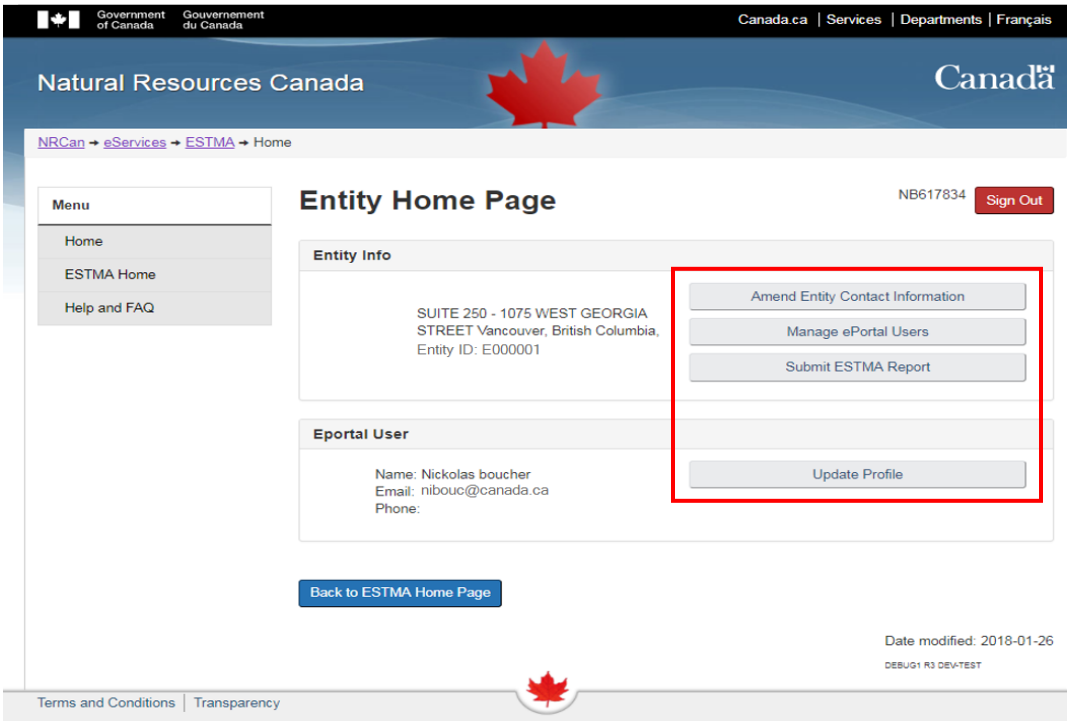
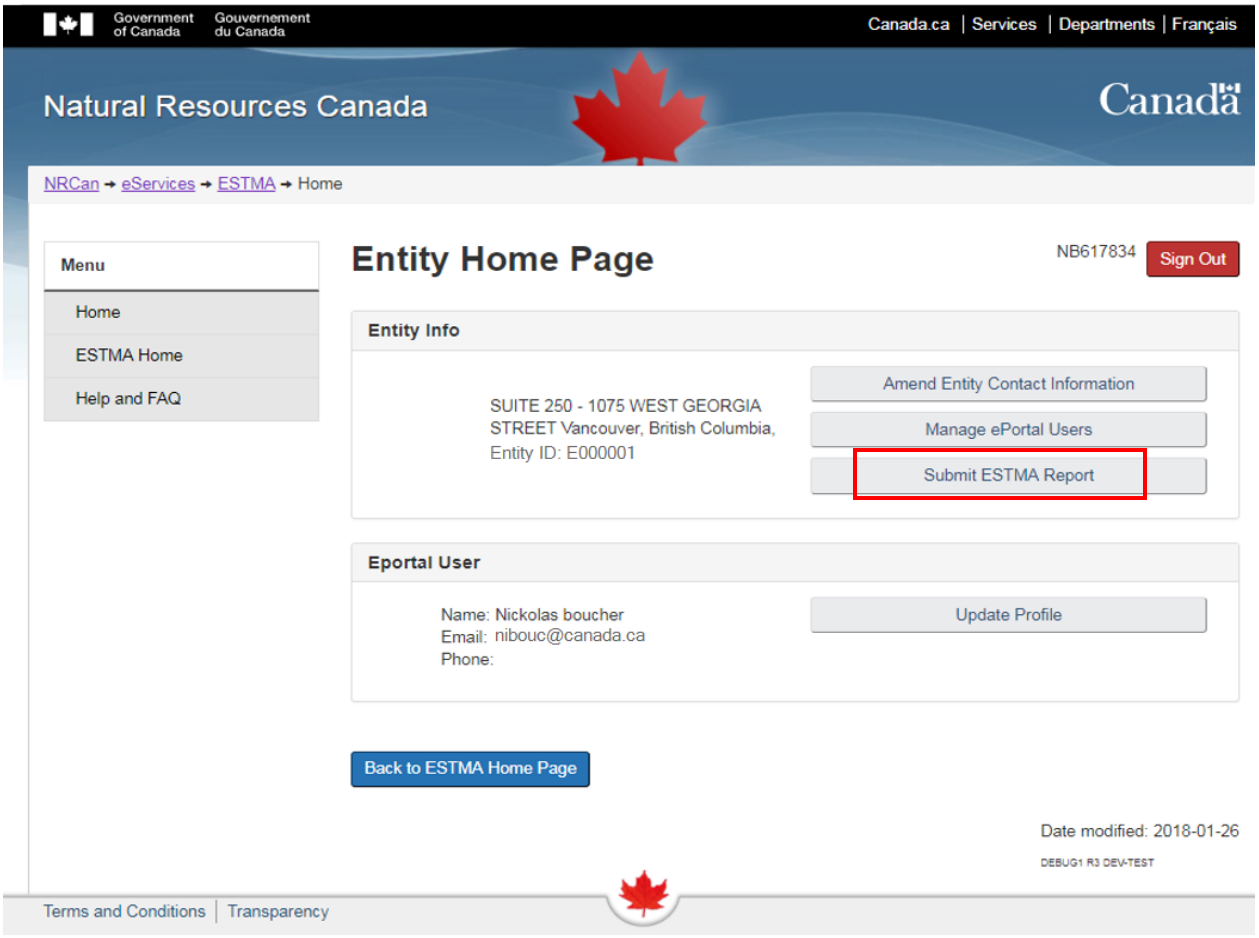
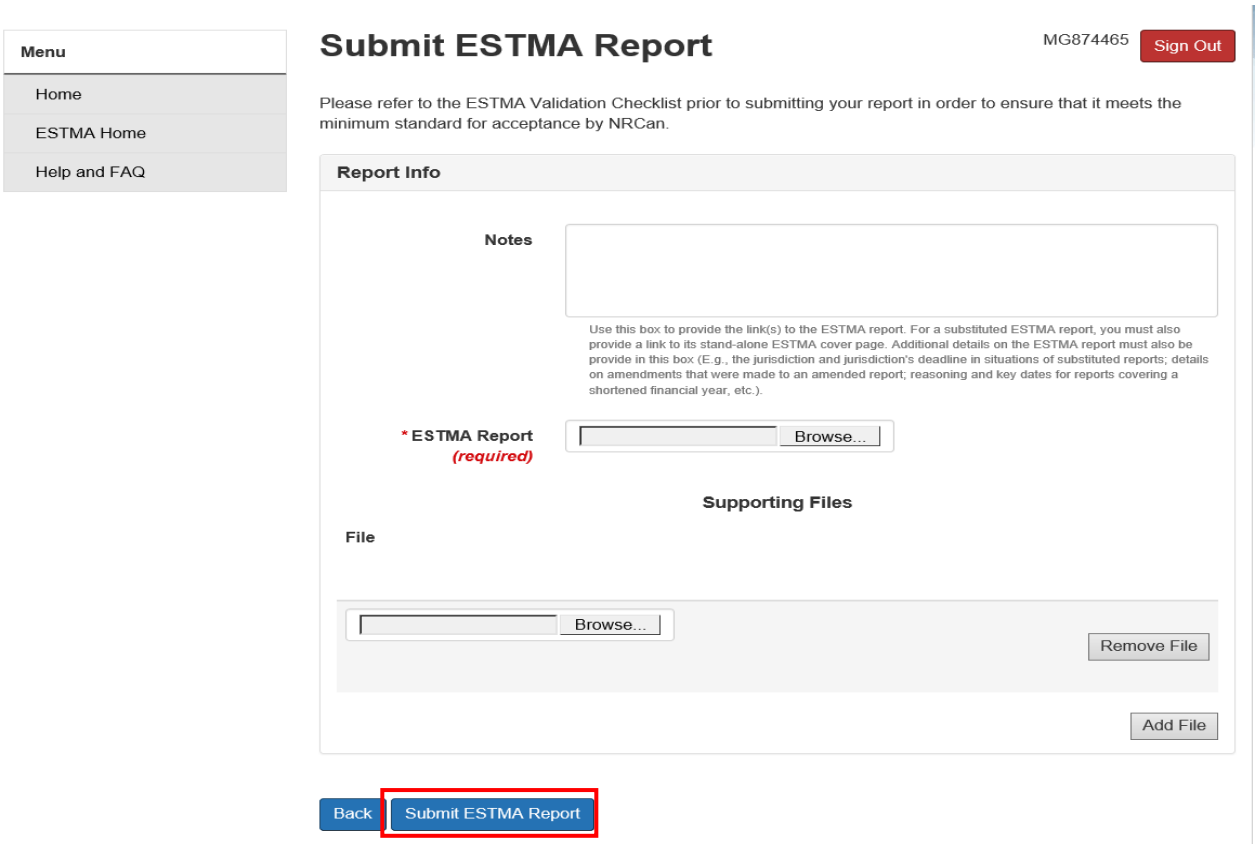


Submitting an ESTMA Report



To submit an ESTMA Report, click on ‘Submit ESTMA Report’ from the menu located on the right.



1. First, use the 'Notes' box to provide the link(s) to the ESTMA report.

   For a substituted ESTMA report, you must also provide a link to its stand-alone ESTMA cover page. Additional details on the ESTMA report must also be provided in this box (e.g., the jurisdiction and jurisdiction's deadline in situations of substituted reports; details on amendments that were made to an amended report; reasoning and key dates for reports covering a shortened financial year, etc.)

2. Upload your report by browsing and selecting the proper file from your computer. Click 'Add File' once you have selected the correct file.

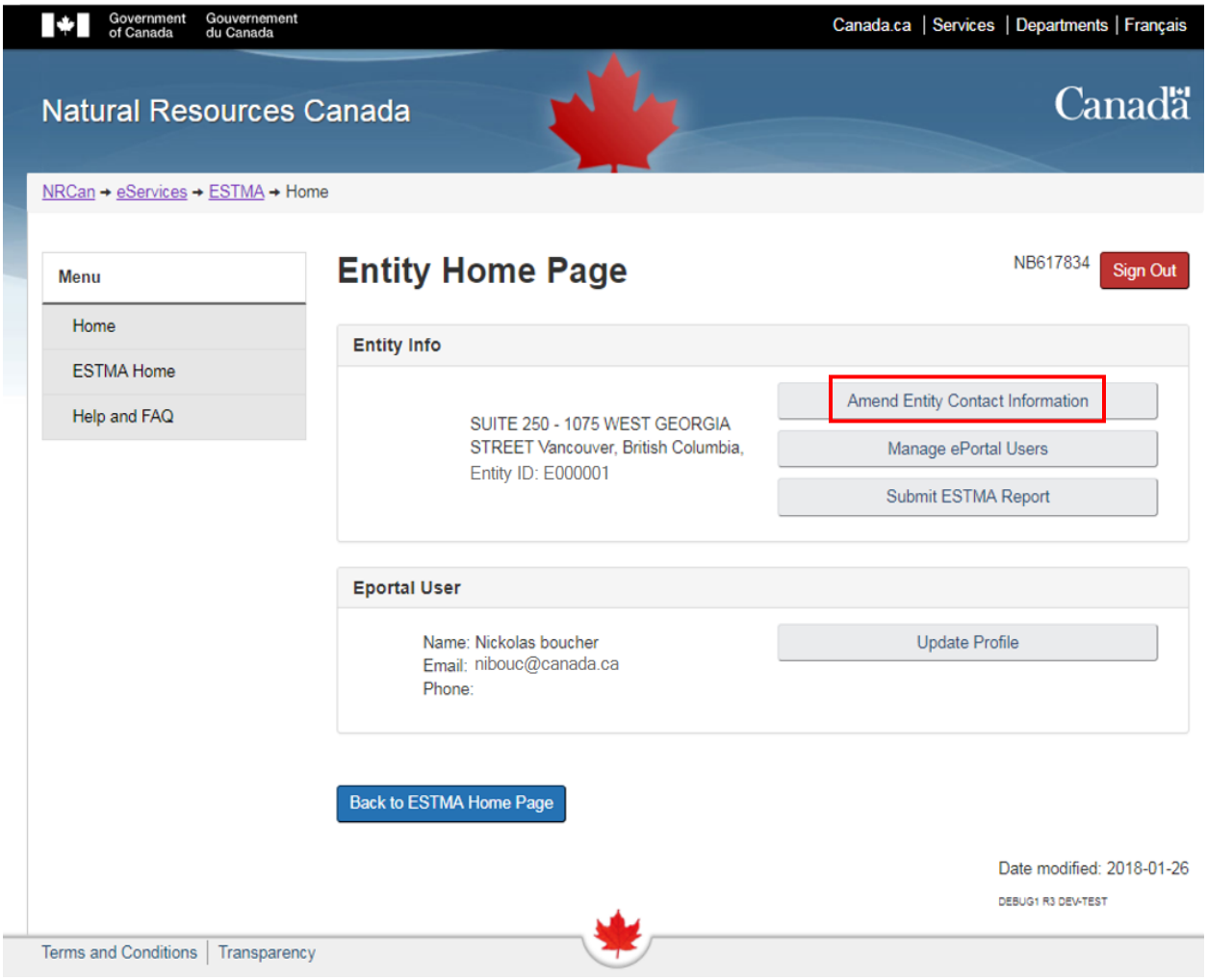
3. If applicable, browse and upload supporting files such as auditor's reports. Click 'Add File' once you have selected the correct file.

4. Finally, click on 'Submit ESTMA Report' once your report and supporting files have been selected. NRCan will review the report against the *Report Validation Checklist* and contact the Entity if changes or clarifications are required.

Updating an Entity's Contact Information

You can amend or update an Entity's contact information (e.g., legal name, business address, primary and/or alternate contact) from the Entity's Home Page.

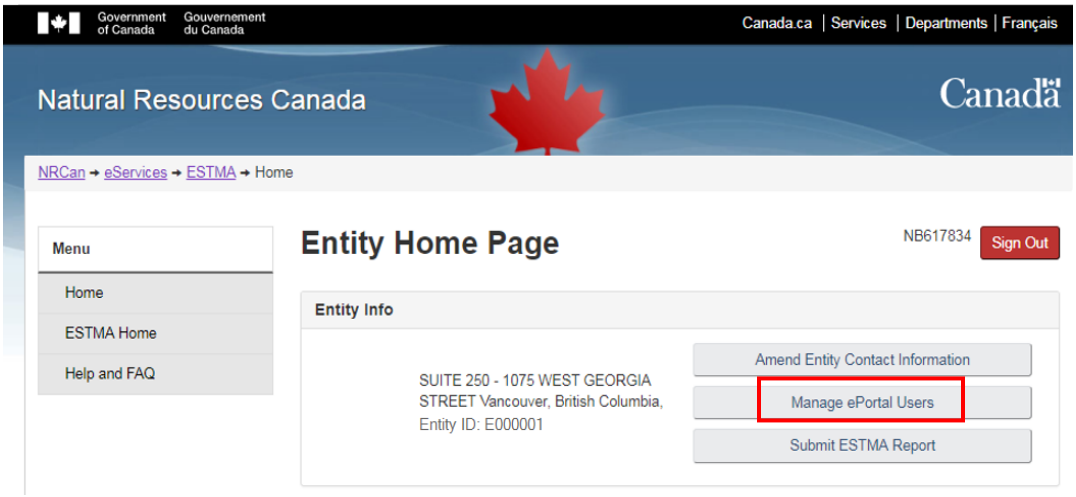
If an Entity's legal name changes at any point in time, you must provide to NRCan by email a Certificate of Name Change or any legal document supporting the name change. The documents must be sent at this address: NRCan.ESTMA_Reports-Rapports_LMTSE.RNCan@canada.ca.



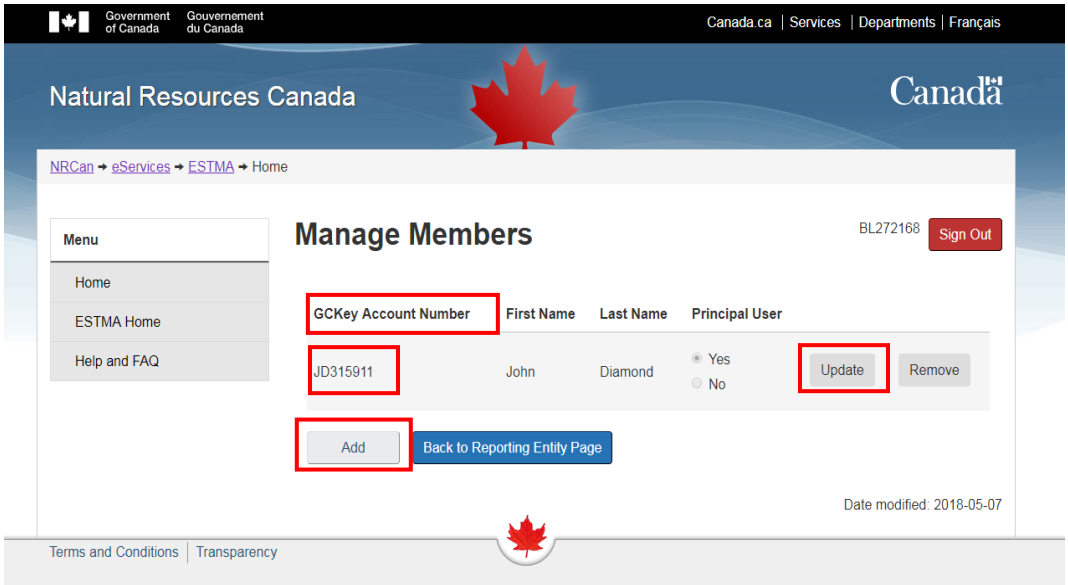
Managing eServices Portal Users

Only authorized users may access the eServices Portal and make changes to Entity and contact information, and submit ESTMA reports. From the Entity Home Page, you can manage eServices Portal Users by adding, updating or removing authorized users.

All new eServices Portal Users must have their own GCKey account number (see *Registering for a GCKey*). There are two types of users with different levels of authority. While all users may access and amend Entity information and submit reports, only "Principal Users" are authorized to add, update or remove other users for an Entity.

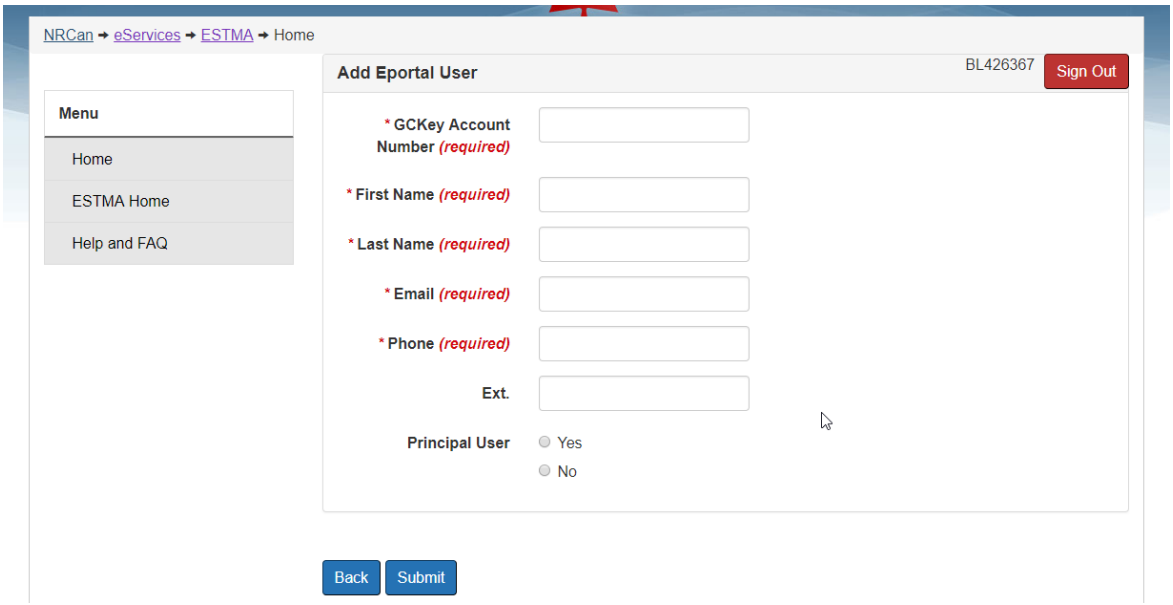


To Add / Update an eServices Portal User:



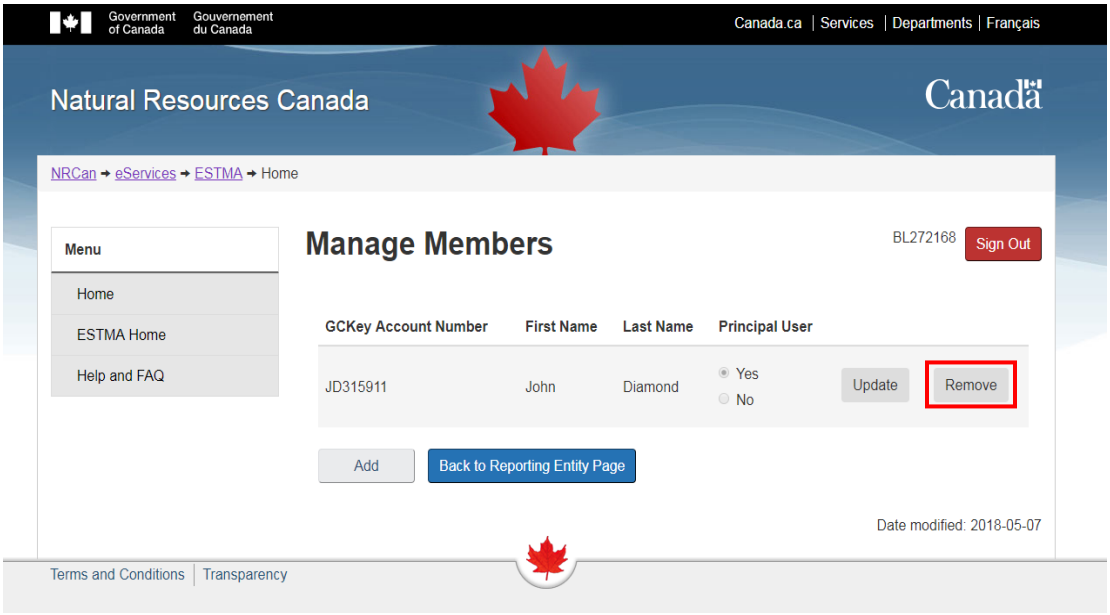
1. From the "Manage Members" page, select "Update" or "Add".

2. Add or update the user's information as required (GCKey account number, name, email address & phone number).



3. Once you submit the request, you will be notified that NRCan will review your eServices Portal User request. The change will take effect once NRCan has approved the request.

To Remove an eServices Portal User:

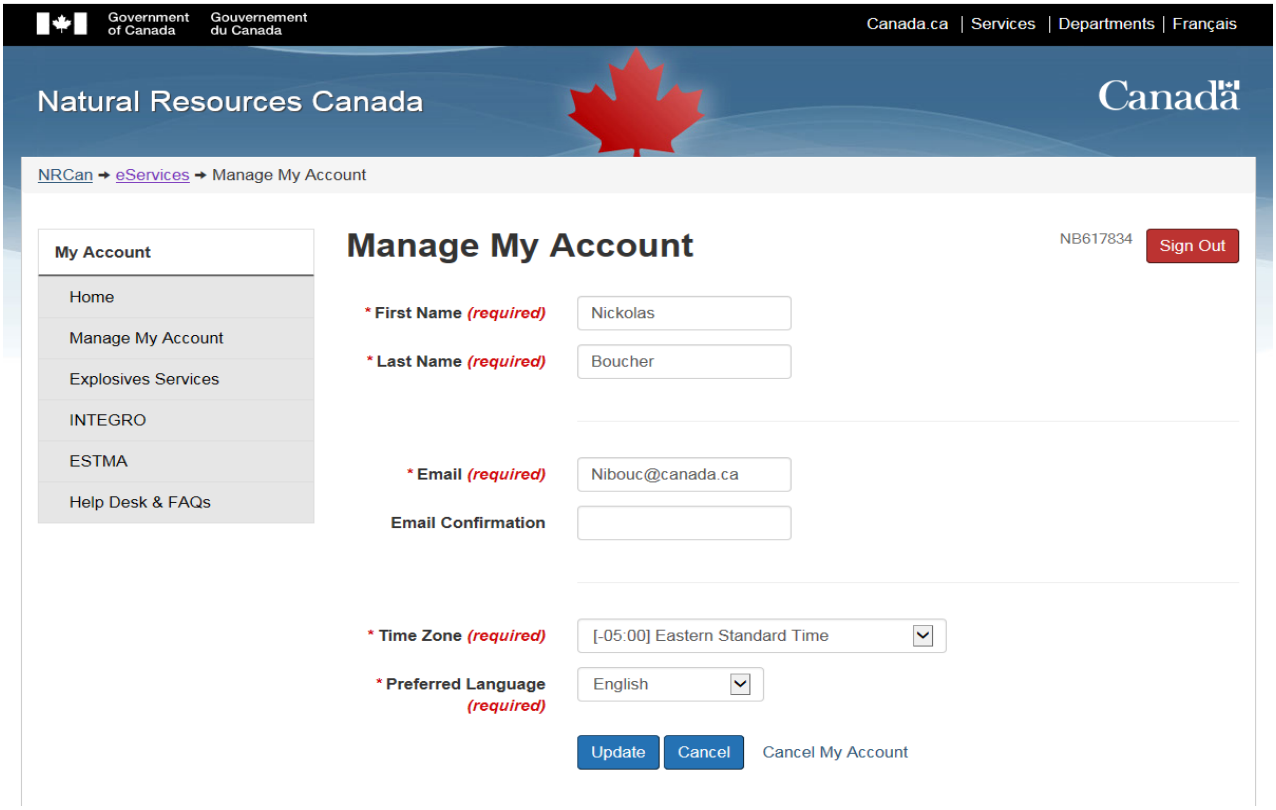


1. From the "Manage Members" page, select "Remove". A pop-up window asking you to confirm will appear, click "OK".
2. Once you submit the request, you will be notified that NRCan will review your eServices Portal User request. The change will take effect once NRCan has approved the request.

Managing My Account

NRCan eServices Portal Users can modify their account information by selecting “Manage My Account”. A Principal User can also modify their account information on their behalf. See *Managing eServices Portal Users* for more information.

NRCan eServices Portal Users can also cancel their eServices Portal Account; however, their GCKey login credentials will remain valid.



Help and Frequently Asked Questions

What is the purpose of the NRCan eServices Portal?

NRCan's Electronic Portal for eServices (NRCan eServices Portal) has been created to provide Entities with a secure web environment to undertake ESTMA-related activities, including enrolling a business, submitting annual ESTMA reports and updating business contact information.

Is use of the NRCan eServices Portal mandatory to enrol and submit ESTMA reports?

Yes. The *Technical Reporting Specifications* provide the required form and manner of reporting under the ESTMA, including how to enrol with NRCan, how to complete the reporting template, and other reporting requirements. The revised Specifications, which come into effect **November 1, 2018,** reflect the mandatory use of the NRCan eServices Portal.

Is my information secure?

Yes. The information entered into the NRCan eServices Portal is stored in accordance with the requirements of the Government of Canada for the security of personal information. The eServices Portal requires the use of secure login credentials. Only individuals with the proper credentials and authorized NRCan personnel can access the information. The information you provide is collected under the authority of the *Extractive Sector Transparency Measures Act* and is protected under the *Federal Privacy Act*.

Who can create an account?

Any individual can be associated with an Entity. Each individual user must create a personal NRCan eServices Portal account and, once access is granted, will be able to conduct activities such as enrolments, submission of reports/other documents and updates to business contact information.

Can users who are not an Entity's Primary or Alternate Contact still access the eServices Portal?

Yes. An Entity can authorize Users to use the eServices Portal even if they are not an Entity's Primary or Alternate Contact.

How many eServices Portal Users can be associated with an Entity?

There is no limit to the number of eServices Portal Users that an Entity can authorize.

What if an eServices Portal User is no longer employed by an Entity, can they still access the Entity's account?

Yes. For this reason, NRCan encourages Entities to have more than one Principal User and to revoke access of eServices Portal Users no longer authorized to act on their behalf for the purposes of the ESTMA. Please see *Managing eServices Portal Users* for information on the roles of a Principal User and instructions on how to revoke access of an eServices Portal User.

What is a CRA Business Number?

A CRA business number is a unique nine-digit number that the Canada Revenue Agency has assigned to a business or an organization for tax matters related to business in Canada.

What type of documents and formats can be uploaded to the portal?

Entities can submit their ESTMA reports, substituted report ESTMA cover pages, top-up or add-on reports, Certificate of Name Change or any other supporting documentation via the ESTMA eServices portal. Commonly supported document formats such as Word, Excel, PDF, etc. can be uploaded for supporting documentation. However, while Entities may convert and publish their ESTMA reports online in machine-readable PDF format, only ESTMA reports in Excel format will be accepted via the ESTMA eServices Portal for in accordance with the Technical Reporting Specifications.

What if I can't complete the enrolment process in one session?

The enrolment process can be completed quickly. In the event that you need to close your session early, the information will not be saved until you hit the “Submit” button.

What if an entity made no reportable payments in a given reporting period?

Reporting Entities that do not make any reportable payments within a financial year should not publish a report via the eServices Portal. Instead, Reporting Entities should notify NRCan by e-mail within 150 days following the end of their financial year that no report will be submitted for that year.

What if I am experiencing technical problems with the system?

Please contact the Help Desk at 1-877-842-5604 for help with technical problems.

What if I have questions on the enrolment or reporting process?

If you have questions on enrolment and/or the reporting process and requirements, please send an email to NRCan.ESTMA_Reports-Rapports_LMTSE.RNCan@canada.ca. If you wish to communicate with an agent by phone, please state so in your email and you will be contacted in a timely manner.