

User Manual – Volume 2

# USER PROFILE MANAGEMENT

CITSS Compliance Instrument Tracking System Service

**November 2024**

**The Québec Cap-and-Trade System for Greenhouse Gas  
Emission Allowances**

**Coordination and drafting**

This publication was produced by the Carbon Market Division of the Ministère de l'Environnement, de la Lutte contre les changements climatiques, de la Faune et des Parcs (MELCCFP). It was produced by the Direction des communications of the MELCCFP.

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## HISTORICAL BACKGROUND OF NEW FEATURES

<b>Date</b>	<b>Section</b>	<b>Changes</b>
November 2024	Multiple sections	Overall content review, toll free phone number and extensions modified

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## ACRONYMS, INITIALISMS AND DEFINITIONS

<b>AVA</b>	Account viewing agent
<b>Emitter</b>	Any person covered by section 2 or section 2.1 of the <i>Regulation respecting a cap-and-trade system for greenhouse gas emission allowances</i>
<b>Ministry</b>	Ministère de l'Environnement, de la Lutte contre les changements climatiques, de la Faune et des Parcs
<b>Participant</b>	A participating natural person or legal entity
<b>AR</b>	Account representative
<b>PAR</b>	Primary account representative (resource person)
<b>Regulation</b>	<i>Regulation respecting a cap-and-trade system for greenhouse gas emission allowances</i>
<b>Reserve Sale</b>	Sale by mutual agreement by the Minister (SBMA)
<b>C&amp;T system</b>	GHG emission cap-and-trade system
<b>CITSS</b>	Compliance Instrument Tracking System Service
<b>WCI, Inc.</b>	Western Climate Initiative, Inc.

# 1. Introduction

The *CITSS User Manual* was developed to support Compliance Instrument Tracking System Service system (CITSS) users who must carry out various actions under the Québec government’s GHG emission cap-and-trade (C&T) system.

The system’s numerous functions include the issuance by the government of emission allowances, recording of the ownership of emission allowances and account information, performing and recording of emission allowance transfers and the verification of compliance. It also allows entities to register for government sales.

The *CITSS User Manual* is divided into seven volumes developed specifically according to the types of operations that users will have to perform in the system:

Volume 1	User Registration
<b>Volume 2</b>	<b>User Profile Management</b>
Volume 3	Opening an Account
Volume 4	Account Management
Volume 5	Emission Allowance Transfers
Volume 6	Compliance Management
Volume 7	Registration for Government Sales

Additional volumes and updated versions will be published where warranted.

## 1.1 Access to CITSS

CITSS can be directly accessed at <https://www.wci-citss.org>.

The CITSS home page is the point of entry to carry out any operation in the system. To have access to user profiles, open an account and access accounts for which the user is a representative, users must, if they already have a valid user ID, click on “Open a session” in the left-hand menu and enter their personal access information (user ID and password). To obtain a user ID, please refer to volume 1 of the *CITSS User Manual*.

## **General Guidelines**

- CITSS is compatible with the main web browsers, but certain functions differ slightly from one browser to the next. Compatible browsers are listed on the CITSS website home page.
- As a security precaution, it is recommended to delete the browsing history if other people use the computer on which a profile has been created or on which CITSS has been used. It is also recommended to clear the browser cache upon completion of each CITSS session.
- CITSS is accessible 24 hours a day, seven days a week (except during periodic maintenance).



## 2. User profile management

Once the C&T system registrar has accepted a registration application, an email confirming the acceptance of the application is sent to a new user, who can then log in to CITSS. It is possible to update the user profile, open one or more accounts or ask to be added as an account representative to an entity already registered.

**STEP 1**      **Access CITSS** at <https://www.wci-citss.org>.

**STEP 2**      **Click on “Login” in the left-hand menu.**

**STEP 3**      **Enter the user ID and password** to access the user profile and the attendant accounts.

Figure 1: Login Page

**WCI, Inc.**      **CITSS** Compliance Instrument Tracking System Service      English • Français

**Welcome to WCI CITSS**

The Compliance Instrument Tracking System Service (CITSS) is a management and tracking system for accounts and compliance instruments issued through participating Western Climate Initiative cap-and-trade programs. CITSS is administered by the Western Climate Initiative, Inc. (WCI, Inc.). CITSS tracks compliance instruments (emissions allowances and offsets) from the point of issuance by jurisdictional governments, to ownership, transfer by regulated greenhouse gas emitters and other voluntary or general market participants, and to final compliance retirement.

CITSS is designed to simplify the participation in the cap-and-trade program for all program participants, jurisdiction staff, and any contractors involved in implementing cap-and-trade programs within participating jurisdictions.

*Notice: CITSS is for use by authorized users. Use is monitored and may be restricted at any time. Confidential information may not be accessed or used without authorization. Unauthorized or improper use of this system may result in administrative, civil, or criminal penalties. Use of this system, authorized or unauthorized, constitutes consent to monitoring and information retrieval. By accessing this system you are acknowledging and consenting to these terms and conditions. Leave this site immediately if you are not an authorized user or do not agree to the conditions in this notice.*

**Guidelines for Use:**

Use of your browser's BACK command may terminate your secure session and/or result in loss of data.

Within CITSS, switching between English and French will cause the application to return to the home screen and any information entered during that session may be lost.

CITSS is compatible with the following web browsers: Internet Explorer 11 and later, Firefox, Safari, Chrome, and Opera.

**To begin using CITSS, either login with your registered CITSS User ID and password or, if you are not yet registered, you may complete the User Registration form.**

For security purposes, please do not save your password using a web browser and clear the browser's cache upon completion of each CITSS session.

Western Climate Initiative, Inc. (WCI, Inc.) is a non-profit corporation formed to provide administrative and technical services to support the implementation of state and provincial greenhouse gas emissions trading programs.

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## 2.1 User home page

When the user logs in, “Welcome to WCI CITSS” displays on the user home page. The user ID appears in the upper right-hand corner of the screen (circled in blue in Figure 2 below). To return to this page from other pages, click on “Home” in the left-hand menu.

The user home page displays the following elements in boxes in the centre of the page:

- **The “Reminders” box displays all reminders concerning compliance with the *Regulation respecting a cap-and-trade system for greenhouse gas emission allowances*.** Volume 6 of the *CITSS System User Manual* describes the box.
- **The “My Accounts” box indicates all the accounts with which the user is associated as a PAR, an AR or an AVA.** Volume 3 of the *CITSS User Manual* describes the box.
- **The “Account Applications” box indicates all current or pending requests to open an account.** Volume 3 of the *CITSS User Manual* describes the box.
- **The “Pending Transfers” box displays all requests for emission allowance transfers awaiting processing.** Volume 5 of the *CITSS User Manual* describes the box.

Figure 2: User Home Page

**WCI, Inc.** **CITSS** Compliance Instrument Tracking System Service English • Français • LOGGED IN AS: **marysmith**

Welcome to WCI CITSS Last successful login: 2018-10-15 08:49:13 EDT  
Last failed login: 2018-10-15 08:53:58 EDT

**Reminders**

Type	Due Date	Link
Negative Allocation Adjustment	2018-09-14 00:00:00 EDT	<a href="#">Notifications page</a>

1 record

**My Accounts**

Name	Operating Name	Account Type	Account Number	Jurisdiction	Account Status	Actions
<a href="#">Smith and associates</a>	Smith and associates	General	QC2403-2891	Québec	Active	<a href="#">View</a>
<a href="#">Smith and associates</a>	Smith and associates	Compliance	QC2403-2892	Québec	Active	<a href="#">View</a>

2 records

**Account Applications**

Name	Entity Type	Jurisdiction	Entity Status
<a href="#">Mary Smith</a>	General Market Participant - Individual	Québec	Pending

1 record

**Pending Transfers**

Transfer ID	Transferring Account Name	Transferring Account Type	Receiving Account Name	Receiving Account Type	Status	Last Updated
<a href="#">114819</a>	Smith and associates (QC2403-2891)	General	Dawson Corp. (QC992-992)	General	Proposed	2018-10-15

1 record

Western Climate Initiative, Inc. (WCI, Inc.) is a non-profit corporation formed to provide administrative and technical services to support the implementation of state and provincial greenhouse gas emissions trading programs.

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**Note:** The boxes may be empty or not visible depending on the operations carried out in CITSS, for example, if no reminder has been issued, no account application has been made or if no transfer has been proposed.

The navigation menu to the left offers the following options:

- **“Log Out”** to end the active work session;
- **“Home”** returns to the home page;
- **“Contact Us”** displays the contact information of the CITSS support service;
- **“My User Profile”** gives access to information in the user profile;

- **“Account Registration”** enables users to open accounts;
- **“Representative Reports”** gives access to the section containing reports on balances and transfers, events (government emission allowance sales) and on compliance with the *Regulation respecting a cap-and-trade system for greenhouse gas emission allowances*;
- **“Glossary”** presents terms that differ between the regulations in force of the governments participating in the C&T system.

## 2.2 User Detail Page

The “My User Profile” screen (Figure 3) displays all of the user’s personal information. **Click on “My User Profile” in the left-hand menu** to access the user profile.

**The first field under “Personal Information” is the 12-character user reference code attributed at the time of registration.** The number can be communicated to other users to be designated as an account representative or an account viewing agent of an issuer or a participant. The user reference code does not allow another user to access the holder’s personal information.

The password and security questions and their responses are not displayed in the **“Login Information”** section and only the user knows them. The fields indicate the participating government, the user ID, the role in CITSS (“User”), access status (“Active”), the terms accepted (“Conditions d’OC du Québec”) and the dated registered.

**The “Representative Assignments” section** at the bottom of the page presents the PAR, AR and AVA roles of the user.

Figure 3: User Detail Page

# CITSS

Compliance Instrument  
Tracking System Service

[English](#) · [Français](#) · LOGGED IN AS: marysmith

Log Out

Home

Contact Us

My User Profile

Account Registration

Representative Reports

Glossary

## User Detail

Last successful login: 2018-10-15 08:49:13 EDT  
 Last failed login: 2018-10-15 08:53:58 EDT

Edit
Change Password
Change Jurisdiction

This screen shows the current user information in the system. Users may press the Edit button at the top of the screen to make changes to the information or the Change Password button to update their password. If the user has proposed a change to a field that requires Registrar approval, that field is identified with a "P". The change must be approved by the Registrar before the change is final. Pending changes are listed in the right column. A pending change that is a blank value means that the previously entered information was deleted and a new value was not proposed for that optional field.

! - Data requires jurisdiction approval before it is final

### Personal Information

User Reference Code	L6PQDYRM8P6S
Salutation	
First Name	Mary
Middle Name	
Last Name	Smith
Suffix	
Date of Birth	1978-07-09
Job Title	Director
Organization	Company xyz
Department	
Telephone (example: 9163247655)	41812345678
Telephone Ext.	
Mobile Telephone	
Fax Number (example: 9163247655)	
Email	mary@mail.com
Email Language Preference	English

### Primary Residence

Street 1	123 Main
Street 2	
City	Gatineau
State/Province	Québec
Postal Code	w2e3r4
Country	Canada

### Mailing Address

Street 1	123 Main
Street 2	
City	Gatineau
State/Province	Québec
Postal Code	w2e3r4
Country	Canada

### Login Information

Jurisdiction	Québec
User ID	marysmith
Role(s)	User
Status	Active
Terms Accepted	Conditions d'OC du Québec (01/06/2012)
Date Registered	2018-10-15

### Representative Assignments

Representative Type	Representative Status	Legal Name	Operating Name	Account Type	Account Number	Jurisdiction
Primary Account Representative	Active	Smith and associates	Smith and associates	General	QC2403-2891	Québec
Primary Account Representative	Active	Smith and associates	Smith and associates	Compliance	QC2403-2892	Québec

2 records



## 2.3 Updating the user profile

If any of the information provided at the time of registration changes, the user must inform the C&T system registrar accordingly and, where applicable, have the changes approved. If the user is designated as an account representative, he must submit the information within 30 days of the change, as stipulated in the Regulation. The changes can be submitted electronically on the page presented in Figure 4. To access the page, click on the “My User Profile” tab in the left-hand menu, then on “Edit User Information” at the top of the page.

Changes entered in the fields marked with an exclamation point will not take effect until the C&T system registrar has approved them. The other fields can be changed immediately without the registrar’s approval. Depending on the nature of and reasons for the changes, it may be necessary to submit new documents when information verified beforehand at the time of the initial registration is changed.

Table 1 below indicates the changes that require the C&T system registrar’s approval and the circumstances under which new documents must be submitted or updated. Table 2 indicates the fields in the user profile that can be changed or updated.

Following analysis, the requested changes will be approved or rejected. Until the registrar has approved the changes, the initial information will be used for all operations in CITSS, and all communications will be sent to the original email address. If, for any reason whatsoever, the original email address has been disabled and, consequently, it is no longer possible to receive messages from the system, users can contact the CITSS support service.



### **Security: User ID**

*The user ID is confidential and must not be disclosed to anyone, whether or not the person is registered in CITSS. Anyone wishing to access CITSS must submit a registration application to obtain his own user ID.*



### **Email**

*The user will receive an email confirmation of the changes to his profile that do not require the registrar’s approval, or an acknowledgement of receipt of the changes to and updates in the profile that require such approval.*

Figure 4: Edit User Information

Log Out

Home

Contact Us

My User Profile

Account Registration

Representative Reports

Glossary

## Edit User Information

This page allows users to edit their contact information. Asterisks (\*) indicate required fields. After correcting the desired fields, press the Submit Changes button at the bottom of the screen.

Many fields can be updated immediately. For security purposes, fields designated with an exclamation mark (!) require Registrar approval. When these fields are changed and the Submit Changes button is pressed, these fields will be identified on the User Detail Screen indicating that there is a Pending change. The Registrar will email the user upon Approval/Denial of the proposed change.

\* = Required field  
! = Data requires jurisdiction approval before it is final

### Personal Information

Selutation	!	<input type="text"/>
First Name	! *	<input type="text" value="Mary"/>
Middle Name	!	<input type="text"/>
Last Name	! *	<input type="text" value="Smith"/>
Suffix	!	<input type="text"/>
Date of Birth	! *	<input type="text" value="2"/> <input type="text" value="July"/> <input type="text" value="1978"/>
Job Title		<input type="text" value="Director"/>
Organization Name		<input type="text" value="Company xyz"/>
Organization Department		<input type="text"/>
Telephone Number	! *	<input type="text" value="41812345678"/>
Telephone Extension		<input type="text"/>
Mobile Phone Number		<input type="text"/>
Fax Number		<input type="text"/>
Email Address	! *	<input type="text" value="mary@mail.com"/>
Confirm Email Address	*	<input type="text" value="mary@mail.com"/>
Correspondence Language	*	<input type="text" value="English"/>

### Primary Residence

Street 1	! *	<input type="text" value="123 Main"/>
Street 2	!	<input type="text"/>
City	! *	<input type="text" value="Gatineau"/>
State/Province	! *	<input type="text" value="Québec"/>
Postal Code	! *	<input type="text" value="H9E3H4"/>
Country		<input type="text" value="Canada"/>

### Mailing Address

Use Primary Residence for Mailing Address

Mailing Street 1	! *	<input type="text" value="123 Main"/>
Mailing Street 2	!	<input type="text"/>
Mailing City	! *	<input type="text" value="Gatineau"/>
Mailing State/Province	! *	<input type="text" value="Québec"/>
Mailing Postal Code	! *	<input type="text" value="H9E3H4"/>
Country		<input type="text" value="Canada"/>

### Login Information

Jurisdiction		<input type="text" value="Québec"/>
User ID		<input type="text" value="marysmith"/>
Role(s)		<input type="text" value="User"/>
Status		<input type="text" value="Active"/>
Terms Accepted		<input type="text" value="Conditions d'OC du Québec (01/06/2012)"/>
Date Registered		<input type="text" value="2015-10-15"/>
User Reference Code		<input type="text" value="LEPOD/RVSPES"/>

### Comment

Data Change Comment

**Submit Changes**



Table 1: Fields in the user profile that can be changed or updated

Field	Required field	Approval required	Additional document required
<b>Personal information</b>			
Title Suffix	No	Yes	None in the case of a correction and if the identity verification documents indicate this correction. In the case of a change of name, new attested verification documents must be submitted.
First Name Last Name	Yes	Yes	
Middle Name	No	Yes	
Date of Birth	Yes	Yes	No change allowed, except for a correction. In this case, the identity verification documents must show the correction.
Telephone Number	Yes	Yes	The registrar will conduct a verification before approving the change.
Correspondence Language	Yes	No	No documentation necessary.
Job Title Organization Department Telephone Extension Fax Number	No	No	No documentation necessary. If the employer changes, new documents may be required in the context of a change of AR, PAR or AVA.
Mobile Telephone Number	No	No	No documentation necessary.
Email	Yes	Yes	No documentation necessary. Once the address is verified, the registrar will approve the change.
<b>Primary Residence</b>			
Primary Residence	Yes	Yes	No documentation necessary. Once the address is verified, the registrar will approve the change
<b>Mailing Address</b>			
Mailing Address	Yes	Yes	No documentation necessary.
<b>Password</b>			
New Password	Yes	No	No documentation necessary.

Table 2: Fields in the user profile that cannot be changed or updated

Information	Comments
Jurisdiction	Selected at the time of the initial registration. Cannot be changed.
User ID	The user ID is the user's unique identifier, and it cannot be changed.
Role(s) (in CITSS)	Assigned by the C&T system registrar. Cannot be changed.
Status	Assigned and managed by the registrar or automatically by CITSS. Cannot be changed.
Terms Accepted	Indicates the user's acceptance of the terms and conditions, which are linked to the participating government and cannot be changed.
Date Registered	Date recorded on which the initial online registration application was submitted. Cannot be changed.
User Reference Code	The 12-character user reference code is the user's unique identifier generated automatically by CITSS. It cannot be changed.

- STEP 1** Click on the “Edit” button located below the “User Profile” page title. The “Edit User Information” screen displays.
- STEP 2** Move the cursor to the field to be edited and enter the new information. Several changes can be made at the same time.
- STEP 3** Indicate in the “Data Change Comment” the reason for the change. This step is optional, but it provides a record of changes made to the profile.
- STEP 4** Click on the “Submit Changes” button.
- STEP 5** Verify the updated user profile. Two indications confirm that the proposed changes have been made. “User update successfully submitted” appears at the top of the screen if the changes have been successfully submitted. The status and date of the last update are indicated to the right.

An error message displays if an erroneous format is entered to modify a field or if the information in a mandatory field is removed.

In the example below (Figure 5), the user removed the last name but did not enter a new one. An error message indicates that the last name field is mandatory. Consequently, the change has not been submitted.

Figure 5: Edit User Information Page (error)

The screenshot shows the 'Edit User Information' page in the CITSS system. At the top, there is a navigation bar with the WCI, Inc. logo, the CITSS title, and the subtitle 'Compliance Instrument Tracking System Service'. The user is logged in as 'marysmith'. A sidebar on the left contains links for 'Log Out', 'Home', 'Contact Us', 'My User Profile', 'Account Registration', 'Representative Reports', and 'Glossary'. The main content area is titled 'Edit User Information' and contains a red error message at the top: 'Last Name is required.' Below this, there is explanatory text about required fields and the approval process. The form fields are as follows:

Field Name	Required	Value	Approval
Salutation	!		!
First Name	! *	Mary	!
Middle Name	!		!
Last Name	! * !		!
Suffix	!		!
Date of Birth	! *	9 / July / 1978	!
Job Title		Director	
Organization Name		Company xyz	
Organization Department			
Telephone Number	! *	41812345678	!
Telephone Extension			
Mobile Phone Number			
Fax Number			
Email Address	! *	mary@mail.com	!
Confirm Email Address	*	mary@mail.com	
Correspondence Language	*	English	

If the information to be changed does not require the C&T system registrar’s approval (see Table 1), the changes will take effect immediately. The proposed change status will be “Cleared” (see Figure 6).

If the information to be changed requires the C&T system registrar’s approval, the changes will not take effect immediately. The proposed change status will be “Pending” (Figure 7). Most of the mandatory information in CITSS was compared with the information in the paper documents at the time of registration. Consequently, certain changes proposed in the mandatory fields require the submission of documents that substantiate the changes requested. If need be, the C&T system registrar will contact the user to request the requisite documents.

Figure 6: Edit User Information Page (without approval)

The screenshot displays the CITSS (Compliance Instrument Tracking System Service) user interface. At the top, the WCI, Inc. logo is on the left, and the text 'CITSS Compliance Instrument Tracking System Service' is in the center. On the right, there are language options 'English · Français' and the user's login status 'LOGGED IN AS: marysmith'.

The main content area is titled 'User Detail'. On the left is a navigation sidebar with links: Log Out, Home, Contact Us, My User Profile, Account Registration, Representative Reports, and Glossary. At the top right of the main area, it shows 'Last successful login: 2018-10-15 08:54:06 EDT' and 'Last failed login: 2018-10-15 08:53:58 EDT'. Below the title are three buttons: 'Edit', 'Change Password', and 'Change Jurisdiction'. A blue notification box states 'User update successfully submitted.' Below this is a paragraph explaining the user information screen and a legend: 'I = Data requires jurisdiction approval before it is final'.

The 'Personal Information' section contains a table of user details. The 'Job Title' field is circled in blue. To the right of the table is a table with two columns: 'Proposed Change Status' and 'Cleared', with 'Updated Date' and '2018-10-17' listed below.

User Reference Code	L6PQDYRM8P6S
Salutation	
First Name	Mary
Middle Name	
Last Name	Smith
Suffix	
Date of Birth	1978-07-09
Job Title	Finance Director
Organization	Company xyz
Department	
Telephone (example: 9163247659)	41812345678
Telephone Ext.	
Mobile Telephone	
Fax Number (example: 9163247659)	
Email	mary@mail.com
Email Language Preference	English

Proposed Change Status	Cleared
Updated Date	2018-10-17

Figure 7: Edit User Information Page (approval required)

The screenshot shows the CITSS (Compliance Instrument Tracking System Service) user interface. At the top, there is a header with the WCI Inc. logo, the CITSS name, and language options (English, Français). The user is logged in as 'marysmith'. The main content area is titled 'User Detail' and includes a navigation sidebar on the left with options like 'Log Out', 'Home', 'Contact Us', 'My User Profile', 'Account Registration', 'Representative Reports', and 'Glossary'. At the top right of the main area, it shows 'Last successful login: 2018-10-15 08:54:06 EDT' and 'Last failed login: 2018-10-15 08:53:58 EDT'. Below the title, there are three buttons: 'Edit', 'Change Password', and 'Change Jurisdiction'. A blue notification box states 'User update successfully submitted.' Below this, a paragraph explains that the screen shows current user information and that changes require Registrar approval. A legend indicates that a purple '!' icon means 'Data requires jurisdiction approval before it is final'. The 'Personal Information' section lists various fields: User Reference Code (L6PQDYRM8P6S), Salutation, First Name (Mary), Middle Name, Last Name (Smith), Suffix, Date of Birth (1978-07-09), Job Title (Director), Organization (Company xyz), Department, Telephone (41812345678), Telephone Ext., Mobile Telephone, Fax Number, Email (mary@mail.com), and Email Language Preference (English). A table on the right shows 'Proposed Change Status' as 'Pending' and 'Updated Date' as '2018-10-17'. A red box highlights the 'Telephone' field, which has a purple '!' icon next to the second number, indicating it requires approval.



**Email**

The CITSS user will receive by email a confirmation of the transmission of the changes to his profile. Even if the changes do not require approval, the email confirms that the user voluntarily made the changes.

If the changes require the C&T system registrar's approval, the registrar will, following an analysis, approve or reject the changes to the user's information and inform the user accordingly by email.

## 2.4 Password and user ID

CITSS users need a user ID and a password to log in. Only the user knows the password and only he can change it.

### 2.4.1 User ID

It is impossible to change the user's username in CITSS. Rejected or disabled user IDs can no longer be used. If a registration application has been rejected or if an account has been disabled, it is not possible to re-register using the same user ID. The user ID is printed on the user registration form generated by CITSS. Users are advised to keep a copy of the form in a safe place. If the username is lost, please contact the CITSS system user support service.

### 2.4.2 Change password

Only the CITSS user knows his password. The registrar's staff and CITSS system user support service staff do not have access to users' passwords and are thus unable to transmit them. As a security precaution, users are advised to regularly change their passwords. Users can change their passwords by following the steps indicated below (Figure 8).

- STEP 1**      **On the user profile home page, click on "My User Profile" to access the "User Profile" page.**
- STEP 2**      **On the "User Profile" page, click on "Change Password" below the title.**
- STEP 3**      **On the "Change Password" page, enter the current password.**
- STEP 4**      **Enter a new password.**
- STEP 5**      **Re-enter the new password in the "Confirm New Password" field.**
- STEP 6**      **Click on "Submit."**

Figure 8: Change Password

WCI, Inc. **CITSS** Compliance Instrument Tracking System Service English • Français • LOGGED IN AS: marysmith

### Change Password

This page allows users to update their password. To prevent a password from expiring, users must update their password at least once every 60 days. To complete the password change process, please enter your current password, then enter your new password and confirm it.


\* = Required field

**Change Password**

Current Password \*

New Password \*

Confirm New Password \*

 **Email**

*The CITSS user will receive by email a confirmation of the transmission of the changes to his profile. Even if the changes do not require approval, the email confirms that the user voluntarily made the changes.*

### 2.4.3 Forgot password?

When a user forgets his password, a temporary password can be attributed to him to allow for access to CITSS and enable him to create a new password.

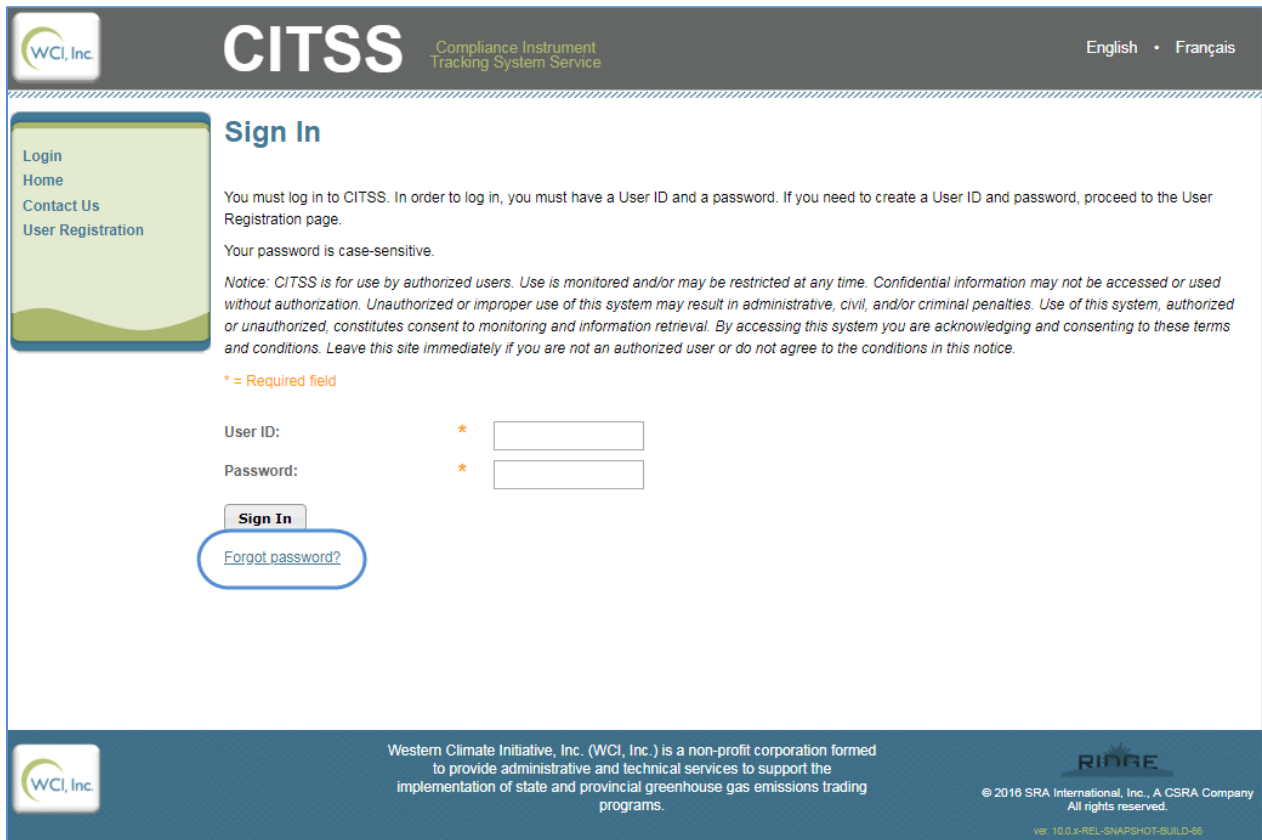
- STEP 1** Click on “Forgot password?” on the CITSS Sign In page (Figure 9). The page reproduced in Figure 10 displays.
- STEP 2** Enter the user ID and email address indicated at the time of registration and respond the visual test. The temporary password will only be sent to this email address. If the email address is no longer active or if the user forgets, contact the CITSS support service to ascertain the email address entered at the time of registration. When the information requested is entered correctly, the page reproduced in Figure 11 displays.
- STEP 3** One of the security questions chosen at the time of registration displays. Enter the response indicated at that time. The responses are case-sensitive.

If the response is not the one entered at the time of registration, another question displays. **If the responses to the three questions are erroneous, the user’s access to the system is disabled.** Contact the CITSS support service. When a user’s access is disabled because of failed attempts to connect, the user is informed accordingly by email. **If the email is received but the user did not attempt to connect, immediately contact**

## the CITSS user support service.

If the response to the security question is correct, a temporary password will be sent to the email address indicated. **The password is valid until midnight on the day of the password reset request.** During that time, log in to CITSS using the temporary password received by email. CITSS will then ask the user to choose and confirm a new password (Figure 12). The user will also receive an email when he changes his password. **If the email is received but the user did not reset the password, immediately contact the CITSS user support service.**

Figure 9: Login Page



The screenshot shows the CITSS (Compliance Instrument Tracking System Service) login page. At the top, there is a header with the WCI, Inc. logo, the text "CITSS Compliance Instrument Tracking System Service", and language options for "English" and "Français". On the left side, there is a navigation menu with links for "Login", "Home", "Contact Us", and "User Registration". The main content area is titled "Sign In" and contains the following text: "You must log in to CITSS. In order to log in, you must have a User ID and a password. If you need to create a User ID and password, proceed to the User Registration page." and "Your password is case-sensitive." Below this is a notice: "Notice: CITSS is for use by authorized users. Use is monitored and/or may be restricted at any time. Confidential information may not be accessed or used without authorization. Unauthorized or improper use of this system may result in administrative, civil, and/or criminal penalties. Use of this system, authorized or unauthorized, constitutes consent to monitoring and information retrieval. By accessing this system you are acknowledging and consenting to these terms and conditions. Leave this site immediately if you are not an authorized user or do not agree to the conditions in this notice." A legend indicates that an asterisk (\*) denotes a required field. The login form consists of two input fields: "User ID:" and "Password:", both marked with an asterisk. Below the fields is a "Sign In" button and a "Forgot password?" link. The footer contains the WCI, Inc. logo, a statement about the organization's purpose, the RIDGE logo, and copyright information: "© 2016 SRA International, Inc., A CSRA Company. All rights reserved." and the version number "ver. 10.0.X-REL-SNAPSHOT-BUILD-66".



Figure 10: Reset a Forgotten Password

Figure 11: Answer a Security Question

Figure 12: Change Password

WCI, Inc. CITSS Compliance Instrument Tracking System Service English • Français • LOGGED IN AS: marysmi

### Change Password

To complete the password reset process please enter your current or temporary password, then enter your new password and confirm it. Passwords must be at least eight characters in length and contain at least one lowercase letter, one uppercase letter, and one number. Special characters are allowed. Users cannot repeat use of the previous six passwords.

\* = Required field

**Update Password**

Current/Temporary Password \*

New Password \*

Confirm New Password \*

- Log Out
- Home
- Contact Us
- My User Profile
- Account Registration
- Glossary

### 3. CITSS user support

For questions concerning the GHG emission cap-and-trade system (C&T system) or to obtain assistance regarding CITSS or user profile management, you can consult the carbon market section of the Ministère de l'Environnement, de la Lutte contre les changements climatiques, de la Faune et des Parcs website devoted to the system (<https://www.environnement.gouv.qc.ca/changements/carbone/MAJ-CITSS-en.htm>).

You can also contact the CITSS support services by calling 418-521-3868, option 3 or toll-free at 1-833-522-0935, option 3 or by emailing at: [registraireqc-spede@environnement.gouv.qc.ca](mailto:registraireqc-spede@environnement.gouv.qc.ca).



**Environnement,  
Lutte contre  
les changements  
climatiques,  
Faune et Parcs**

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