

eSERVICES

# ACCOUNT OVERVIEW



Safety  
Codes  
Council

Alberta Safety Codes Authority

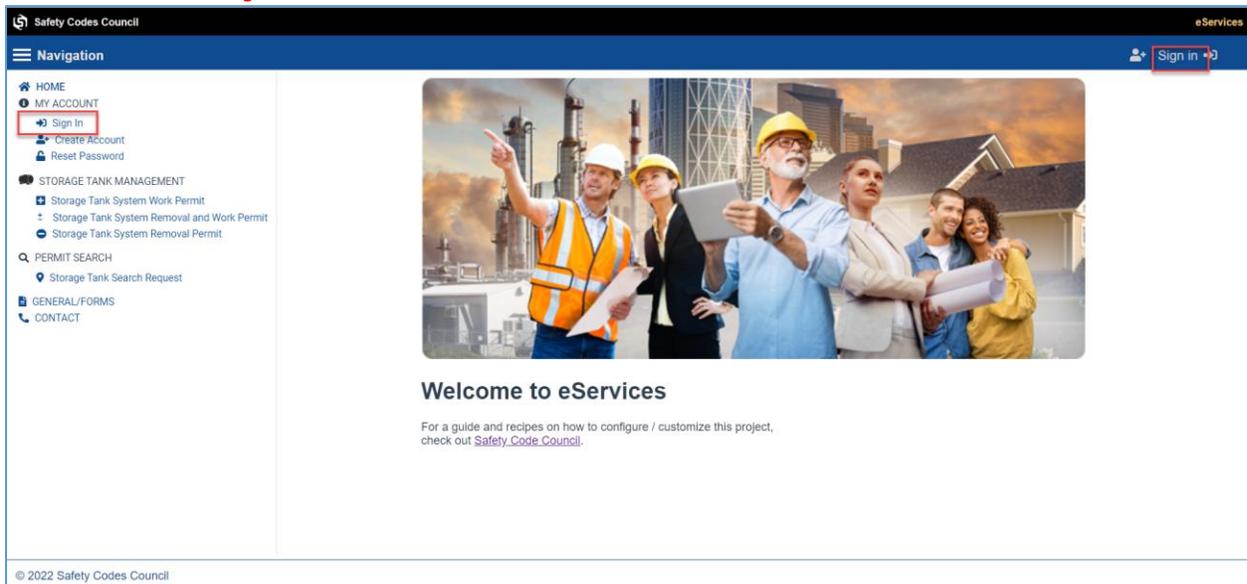
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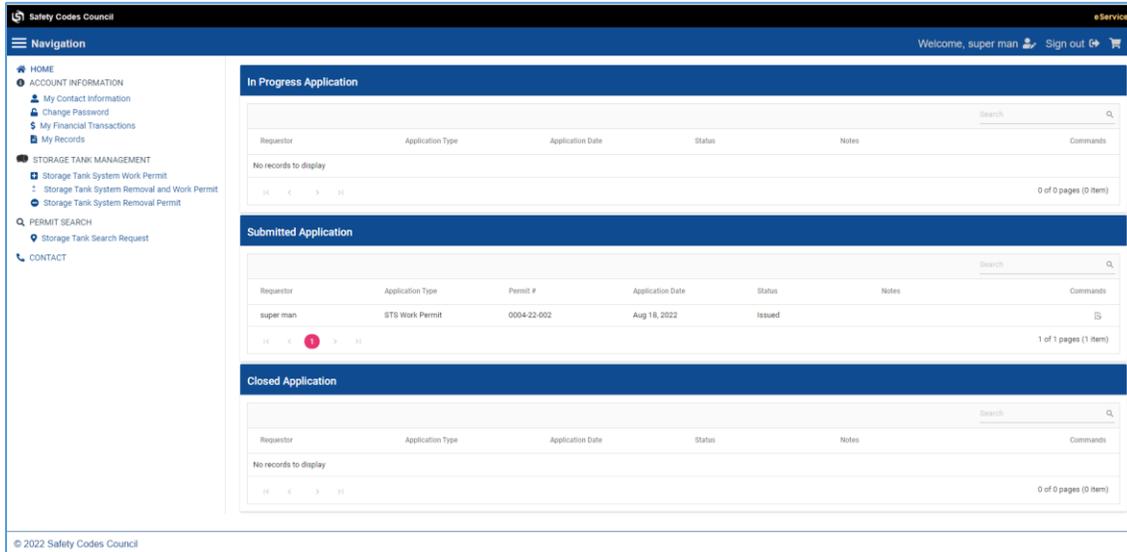
## My Account

This tutorial walks you through the steps to navigate your account. A lot of activities can be completed when logged into your account, and the home page is the starting point.

1. Go to the Safety Codes Council website <https://www.safetycodes.ab.ca/>
2. Select the **eServices** tab to take you to the home page, or alternatively use this link <https://eservices.safetycodes.ab.ca/>
3. Click on the **Sign In** button located on the left hand menu, or alternatively at the top right corner of the page
  - a. **Note:** *If you do not have an account, please register by clicking **Create an account** link on the left hand menu*
  - b. *There is a user guide on how to create new accounts*



4. Enter your email and password
5. Select sign in
6. This will take you to the dashboard

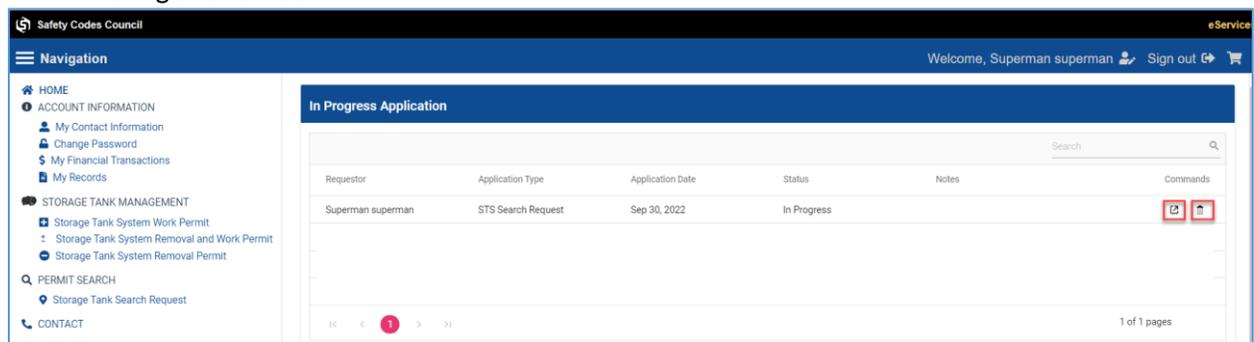


The screenshot shows the 'In Progress Application' section of the dashboard. It features a table with the following columns: Requestor, Application Type, Application Date, Status, Notes, and Commands. The table is currently empty, displaying 'No records to display' and '0 of 0 pages (0 item)'. The dashboard also includes a navigation menu on the left and a user profile at the top right.

## Home

The dashboard will display three sections;

- a. **In Progress Application**
  - i. This section displays all applications that have been initiated, and are in progress, saved by the user but have not been submitted.
  - ii. Selecting the Go-to button on an application, will take you into a saved application to complete the steps
  - iii. There is a delete button next to the Go-to button. Only draft applications can be deleted using this function.



The screenshot shows the 'In Progress Application' section of the dashboard with one record. The table has the following columns: Requestor, Application Type, Application Date, Status, Notes, and Commands. The record is: Requestor: Superman superman, Application Type: STS Search Request, Application Date: Sep 30, 2022, Status: In Progress. The Commands column contains two icons: a document icon and a trash can icon, both highlighted with red boxes. The dashboard also includes a navigation menu on the left and a user profile at the top right.

- b. **Submitted Application**
  - i. This section displays all applications which have been submitted for processing.
  - ii. You can print out a copy of a submitted application from this section

Submitted Application						
Requestor	Application Type	Permit #	Application Date	Status	Notes	Commands
Superman superman	STS Search Request		Sep 29, 2022	Submitted - Pending Payment		

1 of 1 pages

**c. Closed Application**

i. This section displays all applications which have either been completed or cancelled.

Closed Application						
Requestor	Application Type	Application Date	Status	Notes	Commands	
Superman superman	STS Search Request	Sep 29, 2022	Submitted - Completed			

1 of 1 pages

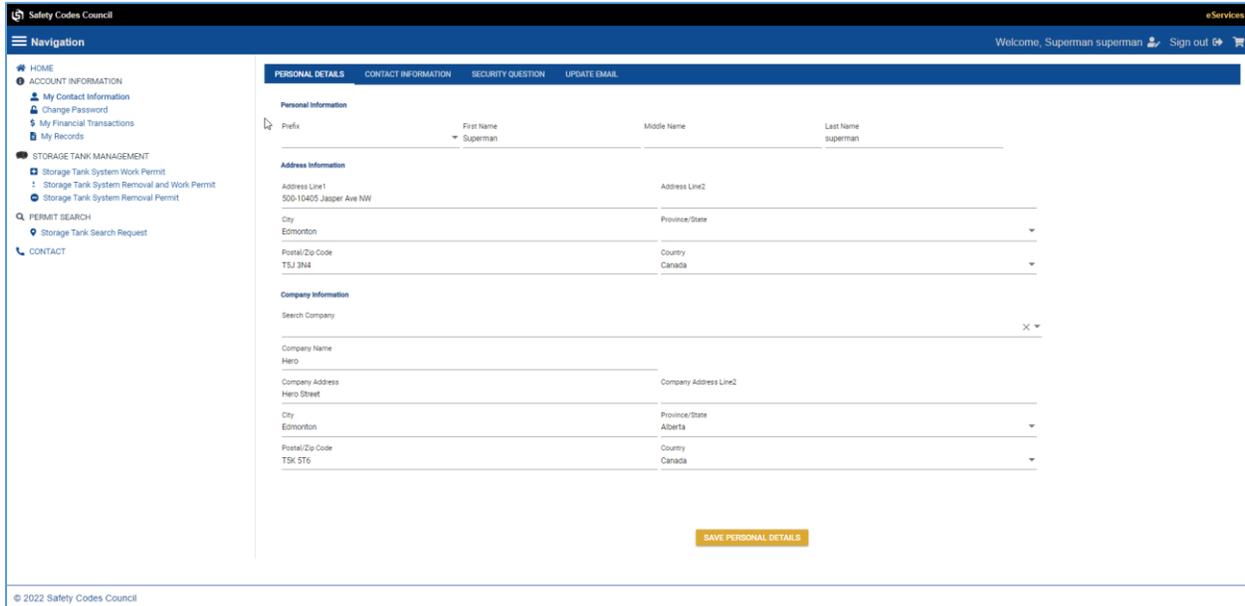
## Account Information

The account information section can be found directly below the home tab

- a. This section is made up of 4 tabs namely;
  - i. My Contact Information
  - ii. Change Password
  - iii. My Financial Transactions
  - iv. My Records
  - v. My Site Information *(Only applies to Site Owners, and details are covered on the Operational Permit user guide)*

### 1. My Contact Information

The information within this section are details which have been captured during account creation, and can be updated by the account owner at any time. The tabs within this section are made up of;



## Personal details

### a. Personal Information

- i. **Prefix:** enter your prefix
- ii. **First Name:** enter your legal first name
- iii. **Middle Name:** enter your legal middle name
- iv. **Last Name:** enter your legal last name

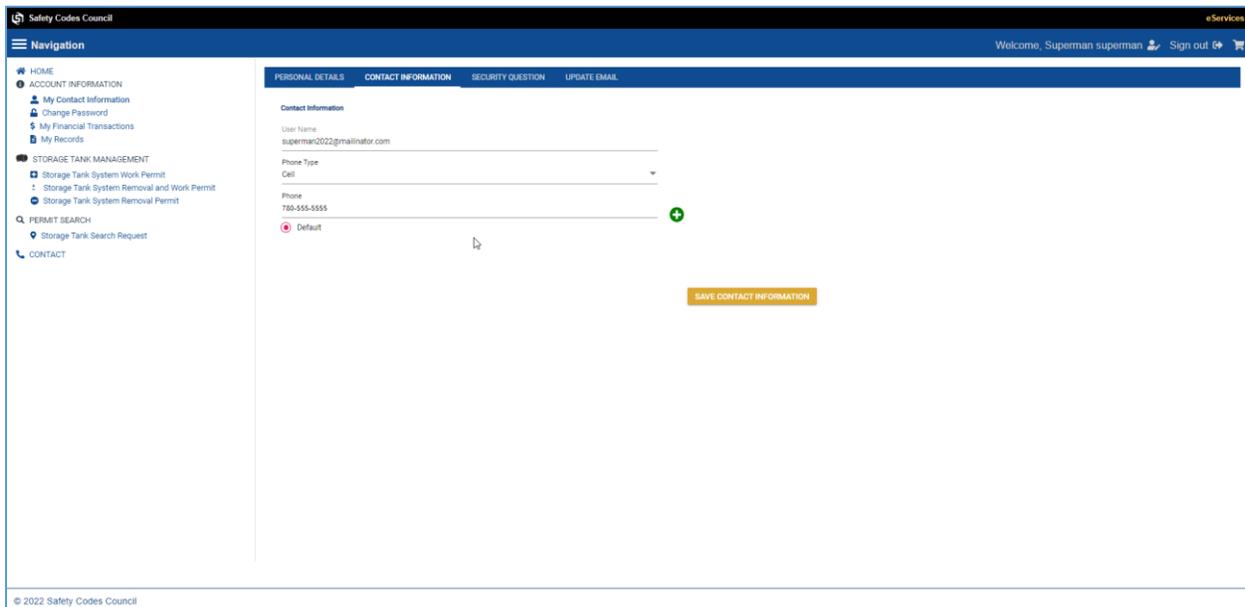
### b. Address Information

- i. **Address Line1:** enter your address (*Address suggestions are displayed to select as you type in the details*)
- ii. **Address Line 2:** enter your address (*Only if needed*)
- iii. **City\*:** enter the city (*if suggestion selected, this will be auto populated, but can be updated manually*)
- iv. **Province/State:** select your province
- v. **Postal Code/Zip Code:** enter your postal code
- vi. **Country:** select your country (*if suggestion selected, this will be auto populated, but can be changed*)

### c. Company Information (*Only applicable if you have a company*)

- a. **Search Company:** This search option will list all the available companies on eServices. If the company cannot be found within the search, it can be entered manually within the "Company Name" field
  - i. *Search company field will provide suggestions as user starts to type in the details, and will narrow down the list based on data entered into the field*
- b. **Company Name:** This is the your company name.
  - i. If the company is found and selected from the search field above, the data in this field will be populated
  - ii. The company name can be entered or updated manually within this field if the data is not found or is incorrect
    1. *If you select a company from the list, the details for field's C-H below will be auto-populated.*

2. *If the data within any of the fields is incorrect, you can update it manually*
- c. **Company address:** This is your company address.
    - i. If the company is found and selected from the search field above, the data in this field will be populated
    - ii. The company address can be entered or updated manually within this field if the data is not found or is incorrect
      1. *Company address field will provide suggestions as user starts to type in the details, and will auto-populate if the address is selected.*
  - d. **Company Address Line 2:** *(Only if needed)*
  - e. **City:** This is your company City/Town.
    - i. If the company is found and selected from the search field above, the data in this field will be populated
    - ii. The city/town can be entered or updated manually within this field if the data is not found or is incorrect
  - f. **Province/State:** This is your company's Province.
    - i. If the company is found and selected from the search field above, the data in this field will be populated
    - ii. The province can be entered or updated manually within this field if the data is not found or is incorrect
  - g. **Postal Code/Zip Code:** This is your company's postal code/ zip.
    - i. If the company is found and selected from the search field above, the data in this field will be populated
    - ii. The postal code/zip can be entered or updated manually within this field if the data is not found or is incorrect
  - h. **Country:** This is your company's Country of location
    - i. If the company is found and selected from the search field above, the data in this field will be populated
    - ii. The postal code/zip can be entered or updated manually within this field if the data is not found or is incorrect



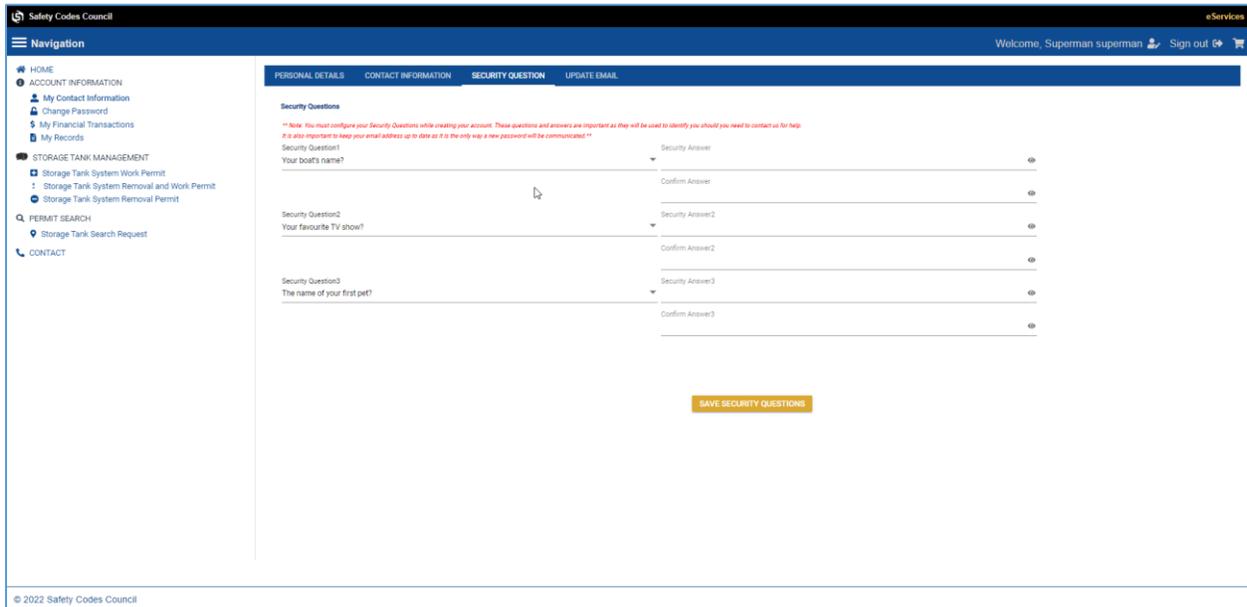
The screenshot displays the 'CONTACT INFORMATION' section of a user profile page. The page has a navigation menu on the left and a top header with the user's name 'Superman superman' and a 'Sign out' option. The main content area shows the following details:

- Contact Information**
- User Name: superman2022@mailinator.com
- Phone Type: Cell
- Phone: 750-555-5555
- Default selection: Default
- A green plus icon (+) is next to the phone number field.
- A yellow 'SAVE CONTACT INFORMATION' button is located at the bottom right of the form.

## Contact Information

### Contact Information

- a. **User name:** This is the email that was used to create the account (Email cannot be updated on this page)
- b. **Phone Type:** Select applicable phone type
- c. **Phone:** enter your primary area code and phone number (Additional phone numbers can be entered using the “+” button)



The screenshot shows the 'Security Questions' section of a user's account profile. The page has a navigation menu on the left and a main content area. The main content area has tabs for 'PERSONAL DETAILS', 'CONTACT INFORMATION', 'SECURITY QUESTION', and 'UPDATE EMAIL'. The 'SECURITY QUESTION' tab is active. Below the tabs, there is a heading 'Security Questions' followed by a red warning message: '\*\* Note: You must configure your Security Questions while creating your account. These questions and answers are important as they will be used to identify you should you need to contact us for help. It is also important to keep your email address up to date as it is the only way a new password will be communicated.\*\*'. There are three security questions listed, each with a dropdown menu to select a question and two text input fields for the answer and its confirmation. The questions are: 'Your boat's name?', 'Your favourite TV show?', and 'The name of your first pet?'. A yellow 'SAVE SECURITY QUESTIONS' button is located at the bottom right of the form area. The footer of the page reads '© 2022 Safety Codes Council'.

### Security Question

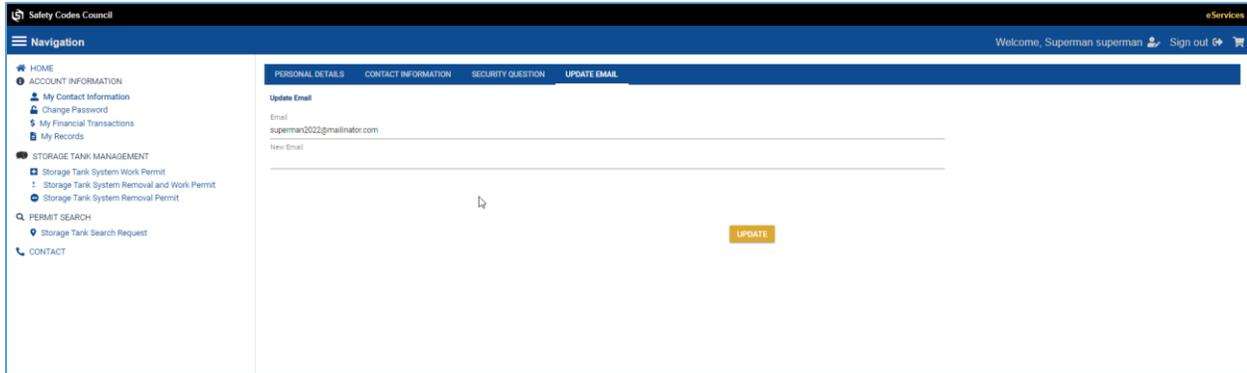
**Note:** You must configure your Security Questions while creating your account. These questions and answers are important as they will be used to identify you should you need to contact us for help, or in the event you need to reset your password.

*It is also important to keep your email address up to date as it is the only way a new password will be communicated.\*\**

**Security Question 1\*:** Select a question and enter your answer. Confirm the answer in the next field.

**Security Question 2\*:** Select a question and enter your answer. Confirm the answer in the next field.

**Security Question 3\*:** Select a question and enter your answer. Confirm the answer in the next field.



## **Update Email**

### **a. Update Email**

- iii. **Email:** Primary email which serves as the username for the account, to login and will receive all forms of communications
- iv. **New Email:** New email can be added to this field, and this will serve as the username for the account, to login and receive all communications.

**Note:** *If you are a Site Owner, you will need to contact ASCA at 1-888-413-0099 to update our email address.*

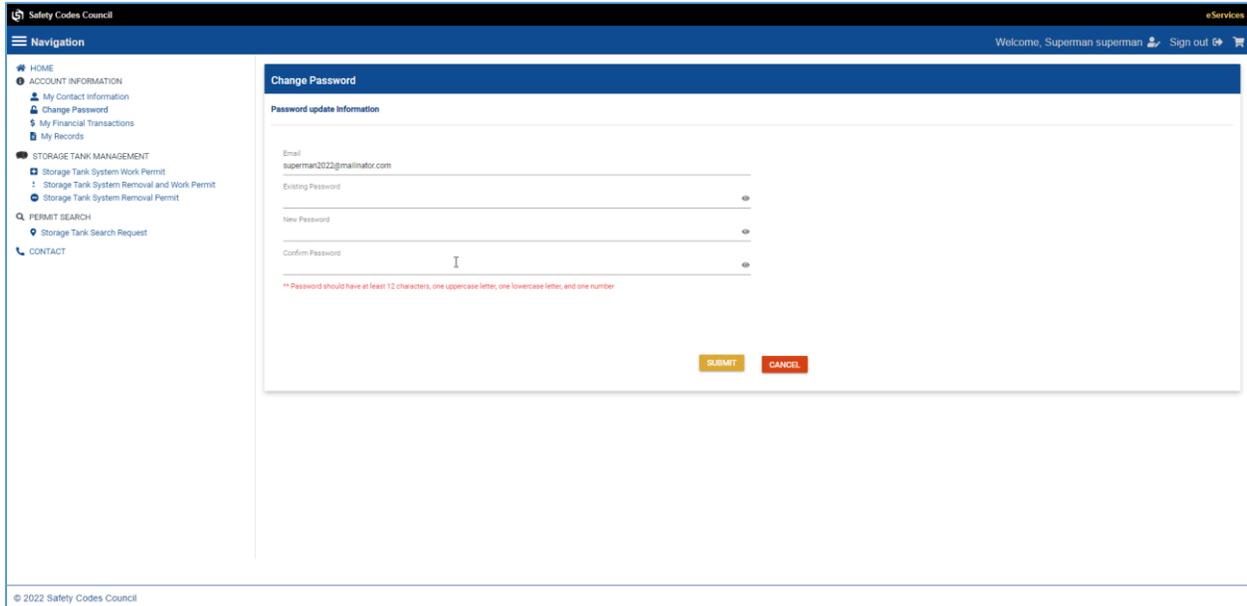
### **To Update your email follow these steps:**

- Login to your account,
- Go to My Contact Information section, then Update email tab,
- Enter your new email address in the “New email” field,
- Select update,
- A security code will be sent to the new email address,
- Login to your email,
- Copy the security code,
- Enter or paste security code in the verify code section,  
*Note: Security code is only valid for 15 minutes. If you copy and paste this code after 15 minutes it will be invalid, and you will need to start the process over to get a new security code*
- Click on verify
- If code is accepted, you will need to login to the account with your new credentials

## **2. Change Password**

This section can be found directly below the contact information tab, and it allows you manage your password information.

*\*Kindly refer to the “Sign In, Change Password & Contact Us” user guide on how to reset your password.*



## **Change Password**

### **a. Password Update Information**

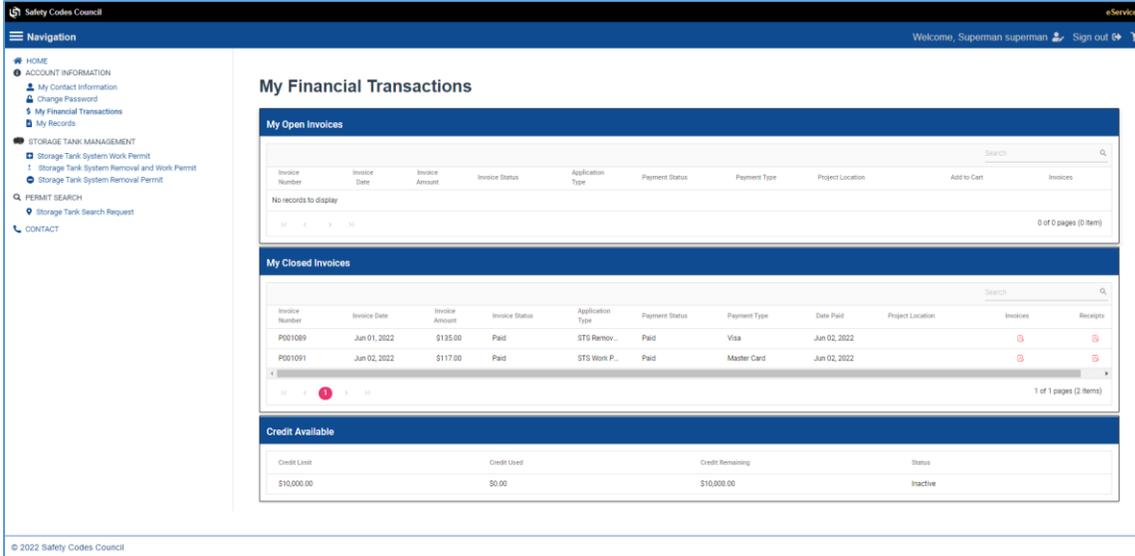
- i. Email: This is the email that was used to create the account (Email cannot be updated on this page)
- ii. Existing Password: Enter current password set to login to the account
- iii. New Password: Enter new password to login to the account
- iv. Confirm Password: Re-enter new password to login to the account

**\*\* Password should have at least 12 characters, one uppercase letter, one lowercase letter, and one number**

## **3. My Financial Transactions**

This section can be found within the account information group, and it tracks and manages your financial transactions. The section is made up of three sub-sections namely;

- a. My Open Invoices
- b. My Closed Invoices
- c. Credit Available *(Only applies to specific users who have a credit with the Council)*



The screenshot shows the 'My Financial Transactions' page in the eServices portal. The page is divided into three main sections: 'My Open Invoices', 'My Closed Invoices', and 'Credit Available'.

**My Open Invoices:** This section displays a table with columns for Invoice Number, Invoice Date, Invoice Amount, Invoice Status, Application Type, Payment Status, Payment Type, Project Location, Add to Cart, and Invoices. The table currently shows 'No records to display'.

**My Closed Invoices:** This section displays a table with columns for Invoice Number, Invoice Date, Invoice Amount, Invoice Status, Application Type, Payment Status, Payment Type, Date Paid, Project Location, Invoices, and Receipts. It shows two records:

Invoice Number	Invoice Date	Invoice Amount	Invoice Status	Application Type	Payment Status	Payment Type	Date Paid	Project Location	Invoices	Receipts
P001089	Jun 01, 2022	\$125.00	Paid	STS Remov...	Paid	Visa	Jun 02, 2022			
P001091	Jun 02, 2022	\$117.00	Paid	STS Work P...	Paid	Master Card	Jun 02, 2022			

**Credit Available:** This section shows a table with columns for Credit Limit, Credit Used, Credit Remaining, and Status. The values are:

Credit Limit	Credit Used	Credit Remaining	Status
\$10,000.00	\$0.00	\$10,000.00	Inactive

**My Open Invoices:** This section displays any unpaid invoices. The invoice and payment statuses help you track the payment stages. Invoices from this section can be added to the cart, to complete the checkout process. You have the option to print out a copy of your invoice from this section

**My Closed Invoices:** This section displays all paid/closed or cancelled invoices. The invoice & payment statuses help you track the payment stages. The payment type helps to identify means of payment. You have the option to print out a copy of your invoice and receipt from this section

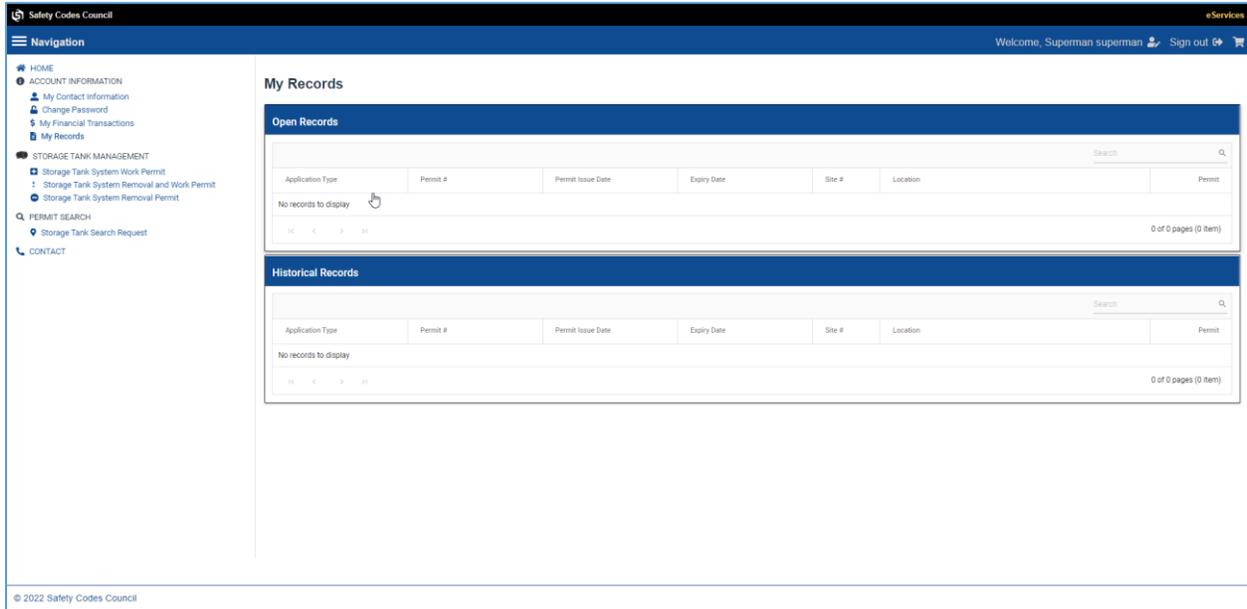
**Credit Available:** This section only applies to specific users who have a credit allocated by the Council's Accounting department.

#### 4. My Records

This section can be found within the account information group, and it displays approved documentation that you have on file. The section is made up of two sub-sections namely;

- a. Open Records
- b. Historical Records

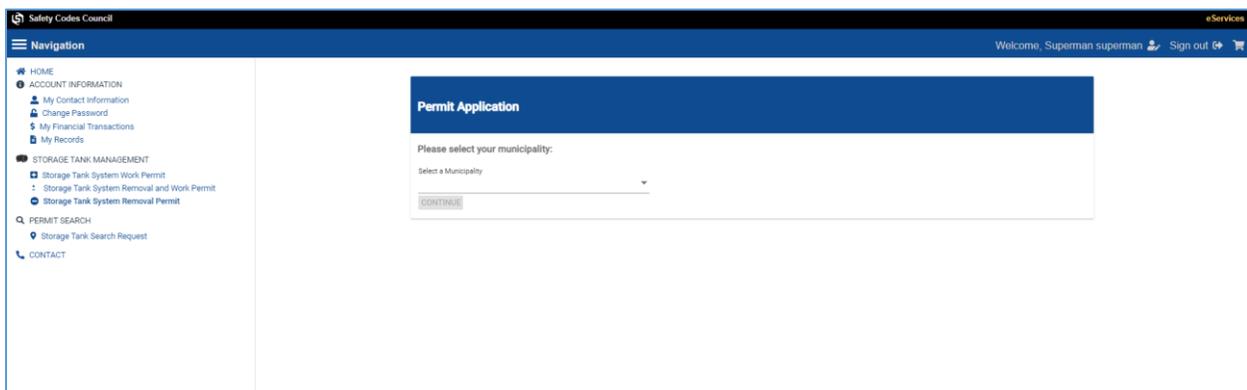
1. **Open Records:** This section displays all approved & active documents (e.g. permits) for the duration of its validity. A copy of the document can be downloaded and printed from this section.
2. **Historical Records:** This section displays all expired documentation which were previously displayed within the open records section.



The screenshot shows the 'My Records' section of the Safety Codes Council eServices portal. It features two tables: 'Open Records' and 'Historical Records'. Both tables have columns for Application Type, Permit #, Permit Issue Date, Expiry Date, Site #, Location, and Permit. Both tables currently display 'No records to display' and '0 of 0 pages (0 item)'. The left sidebar contains navigation options like HOME, ACCOUNT INFORMATION, STORAGE TANK MANAGEMENT, PERMIT SEARCH, and CONTACT. The top right shows a user login for 'Superman superman'.

## Storage Tank Management

1. The storage tank management section contains all storage tank applications.
2. You must be signed in to complete any of these applications
3. Instructions on completing each application is available on separate user guides
4. Applications from this section only apply to non-accredited municipalities which belong to ASCA (*Albert Safety Codes Authority*)
5. This section is made up of 3 applications;
  - a. Storage Tank System Work Permit
  - b. Storage Tank System Removal and Work Permit
  - c. Storage Tank System Removal Permit



The screenshot shows the 'Permit Application' form in the Safety Codes Council eServices portal. The form has a title 'Permit Application' and a section titled 'Please select your municipality:' with a dropdown menu labeled 'Select a Municipality' and a 'CONTINUE' button below it. The left sidebar and top navigation are consistent with the previous screenshot.

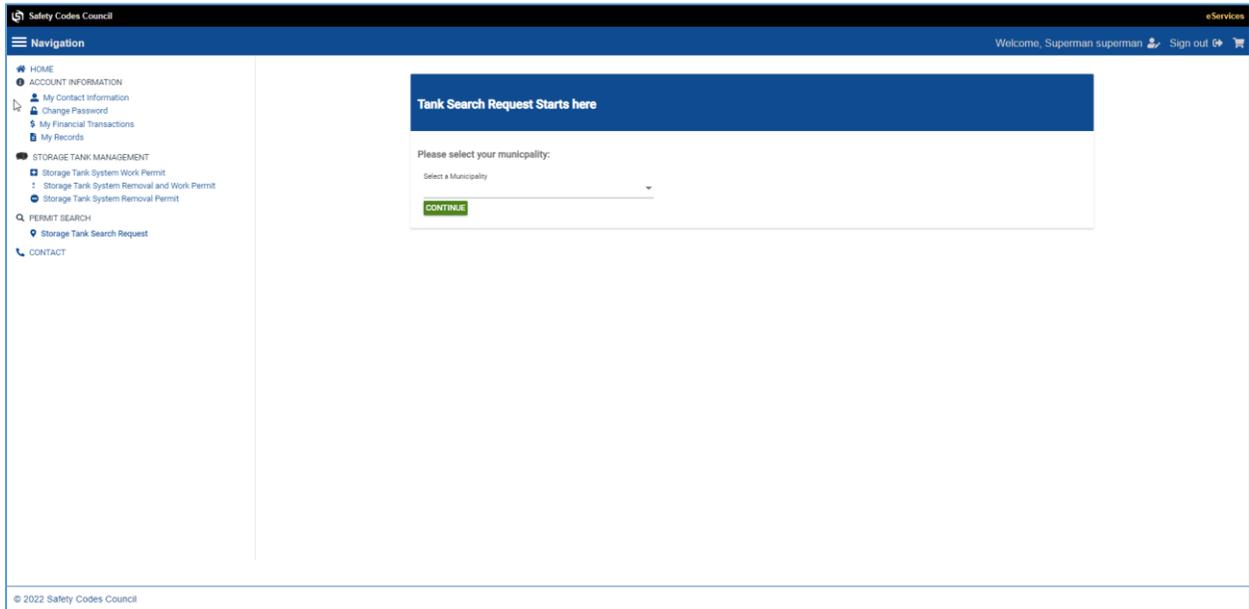
**Storage Tank System Work Permit:** This application is used to request for installation of new tank facilities

**Storage Tank System Removal and Work Permit:** This application is used to request for both installation of new tank facilities, and removal of existing tank facilities

**Storage Tank System Removal Permit:** This application is used to request for removal of existing tank facilities

## Permit Search

1. The permit search section allows you perform a search for a permit
2. You do not need to be signed in to initiate & submit this application
3. Instructions on completing this application is available on a separate user guide
4. This section is made up of;
  - a. Storage Tank Search Request



The screenshot shows the Safety Codes Council eServices portal. The navigation menu on the left includes: HOME, ACCOUNT INFORMATION (My Contact Information, Change Password, My Financial Transactions, My Records), STORAGE TANK MANAGEMENT (Storage Tank System Work Permit, Storage Tank System Removal and Work Permit, Storage Tank System Removal Permit), PERMIT SEARCH (Storage Tank Search Request), and CONTACT. The main content area displays a form titled 'Tank Search Request Starts here' with the instruction 'Please select your municipality:' and a dropdown menu labeled 'Select a Municipality'. A green 'CONTINUE' button is visible below the dropdown. The footer of the page reads '© 2022 Safety Codes Council'.

**Storage Tank Search Request:** This application is used to request the Council performs a search on a permit.

## Contact

1. This section contains all contact options when you need to reach the Council
2. The Council can be contacted using one of the following options;
  - a. Contact Form,
  - b. Mail,
  - c. Phone,
  - d. Email

Safety Codes Council
eServices

**Navigation**

- HOME
- ACCOUNT INFORMATION
  - My Contact Information
  - Change Password
  - My Financial Transactions
  - My Records
- STORAGE TANK MANAGEMENT
  - Storage Tank System Work Permit
  - Storage Tank System Removal and Work Permit
  - Storage Tank System Removal Permit
- PERMIT SEARCH
  - Storage Tank Search Request
- CONTACT

**Contact Us**

Your Name (required)

📍

Suite 500  
10405 Jasper Avenue  
Edmonton, Alberta  
T5J 3N4

Your Email (required)

☎️

Phone: 780.413.0099  
Toll Free Within Alberta - Phone: 1.888.413.0099  
Fax: 780.424.5134

Subject

✉️

General Inquiries  
[scconf@safetycodes.ab.ca](mailto:scconf@safetycodes.ab.ca)

Alberta Safety Codes Authority  
Storage Tank Systems  
[ascata@safetycodes.ab.ca](mailto:ascata@safetycodes.ab.ca)

Your Message

💻

ITS Service Support Desk

Phone: 780.413.0099 Option #4  
Toll Free: 1.888.413.0099 Option #4  
[itservicedesk@safetycodes.ab.ca](mailto:itservicedesk@safetycodes.ab.ca)

Business Hours: 9:00 a.m. - 4:30 p.m.

**SEND**