

This document describes the enrollment process for obtaining a digital certificate for secure access to the AESO's Energy Trading System (ETS).

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## 1. Online Enrollment

The online enrollment is a two step process.

**1.1 Step 1** – An [authorized contact](#) submits a completed ETS User Access Request form to [cert.admin@aeso.ca](mailto:cert.admin@aeso.ca). The ETS User Access request form can be found at: <https://www.aeso.ca/market/market-participation/system-tools/energy-trading-system-tools/> - ETS User Access Request Form.

<b>Certificate Information</b>
Certificate name: <u>John Smith ABCE</u>
Requestor name: <u>John Smith</u>
Email address: <u>john.smith@abce.com</u>
<b>Participant Information</b>
Pool Participant name: <u>ABC Electric Ltd.</u>
Pool Participant ID: <u>ABCE</u>
Authorized by (participant corporate contact): <u>Jane Doe</u>

**1.2 Step 2** – Complete the online enrollment at:  
<https://pki.symauth.com/certificate-service/?ac=790858&pf=2.16.840.1.113733.1.16.1.2.3.1.1.256001160>.

**Note:**

- Due to privacy parameters, information pertaining to digital certificates can only be disclosed to an [authorized contact](#) or current certificate holder. If you do not know who the authorized contact is for your organization, you can reference the [Pool Participant list](#).
- **When completing the Online Enrollment be sure to enter the exact same information as in the User Access form.** If there are discrepancies, your enrollment form may be rejected.

Participant ID is a unique identifier assigned to a company by the AESO. If you do not know your company ID you can find it at [here](#).

The screenshot shows the 'Verify your information' step of the digicert enrollment process. It includes fields for Certificate name, Email address, Participant name, Participant ID, First Name, Last Name, and Comments. A note specifies that the email address is case-sensitive. The form is for 'ETS' and includes contact information for AESO ETS Digital Certificate Administration.

Participant ID is a unique identifier assigned to a company by the AESO. If you do not know your company ID you can find it at [here](#).

The screenshot shows the 'Next steps' screen after successful submission. It displays the 'Certificate enrollment code: 571573435' and provides instructions on how to pick up the certificate, including the importance of saving the code. It also includes contact information for AESO ETS Digital Certificate Administration.

**Note:** The following PIN may be required when picking up your certificate. It is recommended you note the PIN in a secure location.

- 1.3** Upon the AESO's approval of the ETS User Access Request form and the DigiCert online enrollment, you will receive an email from [noreply@digicert.com](mailto:noreply@digicert.com) with further instructions on how to pick up and install the digital certificate.

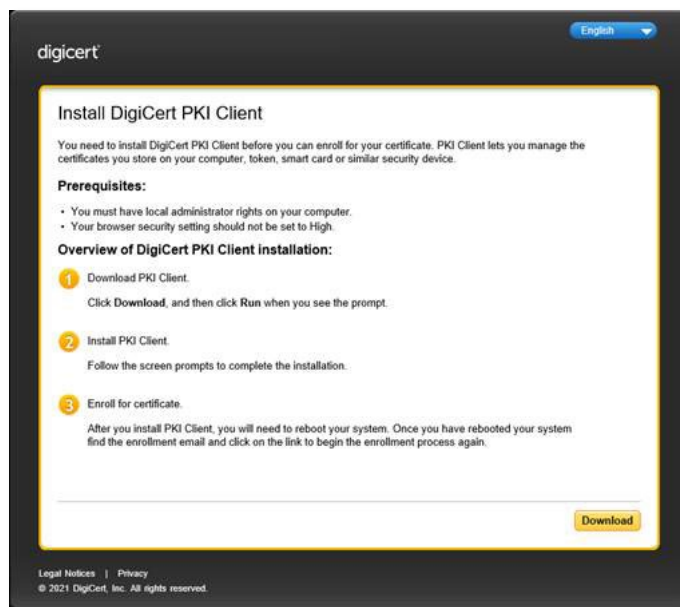
## 2. Installing DigiCert PKI Client

[DigiCert PKI Client](#) should be installed on your machine prior to picking up your certificate. There are two places from which the DigiCert PKI Client can be installed, and instructions for each are found below. If you already have the DigiCert PKI Client installed on your machine, it is best practice to check if an update is available prior to picking up your certificate. This can be verified by opening DigiCert PKI Client, clicking 'About' and 'Check for updates'.

**Note:** Pop-ups may need to be enabled in your browser to install your certificate.

### Following the prompts on the DigiCert website when picking up your certificate

When you receive the email informing you that your certificate is ready (see 'Picking up your digital certificate' section below), a link will take you to the DigiCert website. From here, you will be prompted to install the DigiCert PKI Client application on your computer.



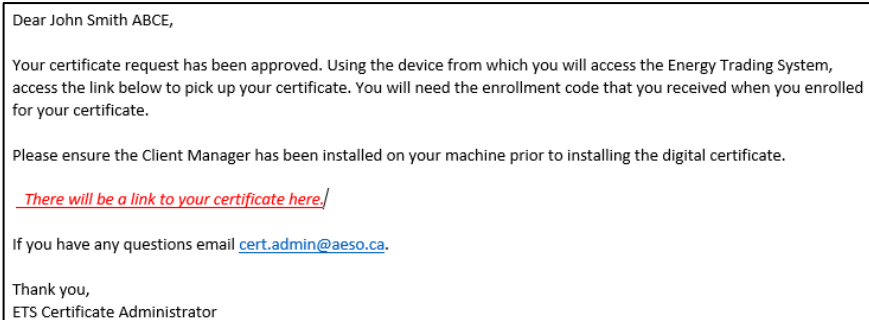
### Using a direct link from the DigiCert website

Go to: <https://knowledge.digicert.com/solution/SO25938.html> and follow the DigiCert provided directions. Installation of this application may require administrative privileges.

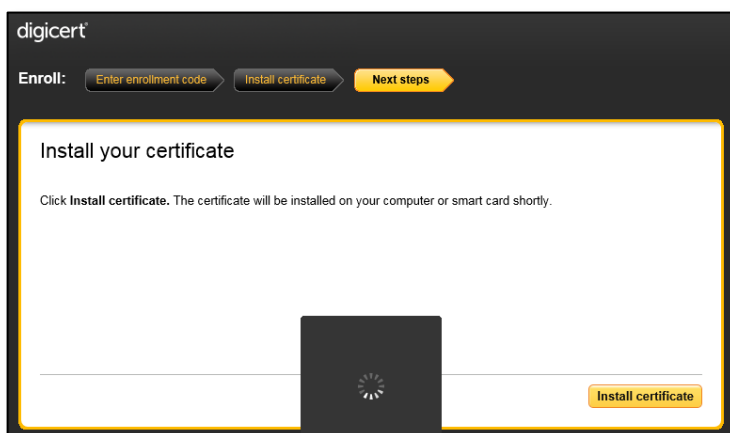
### 3. Picking up your Digital Certificate

**3.1** Once the enrollment has been approved you will receive an automated email instructing you to pick up your certificate.

**NOTE:** Installation of your certificate may require additional operating system privileges.

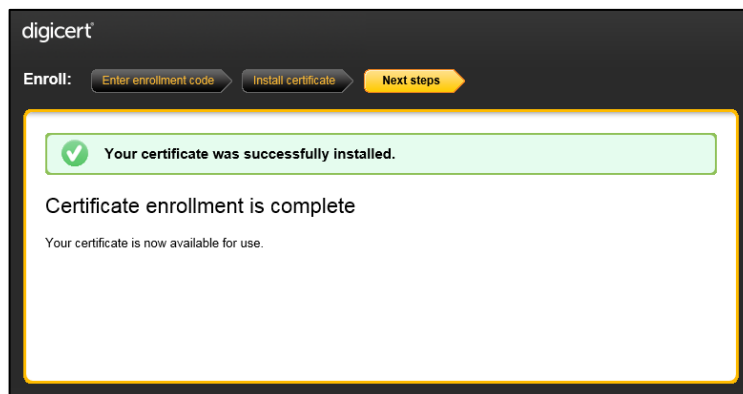
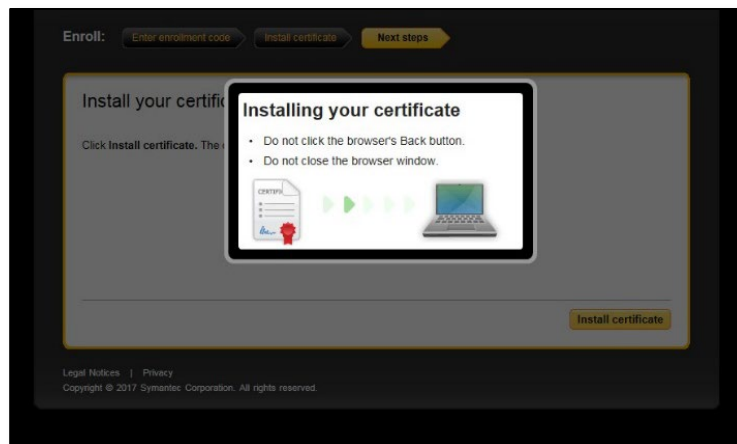


**3.2** Upon receiving the above email, click on the link provided. This will open the below window in your browser.



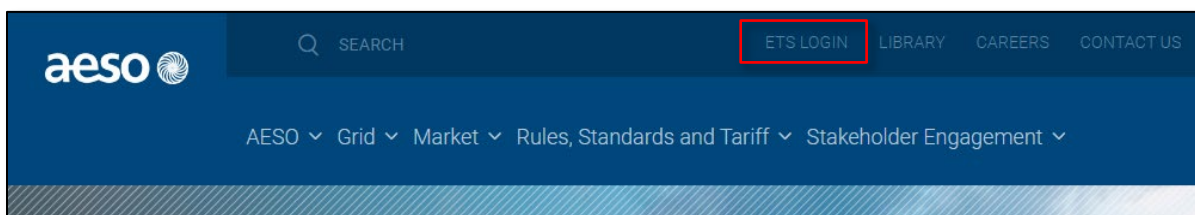
**Note:** DigiCert may prompt you to install the DigiCert PKI Client application if you did not already do so. For additional information on the DigiCert PKI application see 'Installing the DigiCert PKI Client' section above.

**3.3** Click on 'Install Certificate'. You will receive confirmation in a message similar to the one shown below that the certificate has successfully been installed on your computer and is available for use.

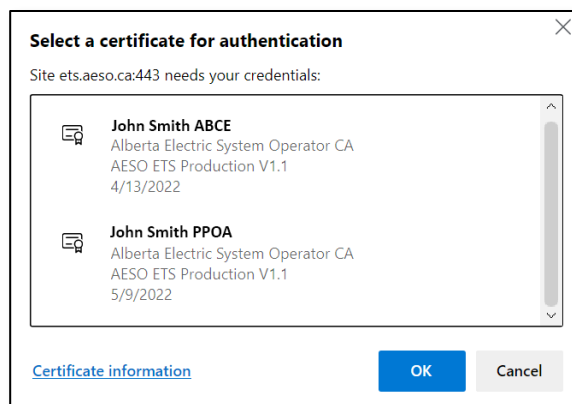


## 4. Accessing ETS

4.1 Navigate to the AESO website at [www.aeso.ca](http://www.aeso.ca). Click on the 'ETS Login' button in the top right corner.



4.2 If you have multiple certificates installed on your computer, you will receive a popup similar to the below instructing you to select a certificate. The certificate may show as 'AESO ETS Production V1.1' unless you chose to rename the certificate. Please refer to section 'Changing your certificate name (Optional)' within this guide.



**4.3** Once you have accessed ETS, you will see “Welcome [your certificate name] of [company]”.



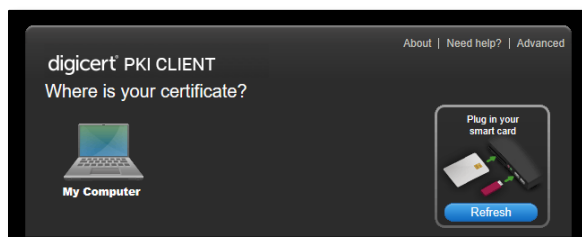
**Note:** If you do not see your certificate name, or if you still see a ‘login’ button in the top right corner (shown below), you have not successfully logged on to ETS. For assistance in identifying common certificate installation errors, please refer to section ‘Unable to Login to ETS’ in our Troubleshooting Guide at <https://www.aeso.ca/market/system-tools/>.



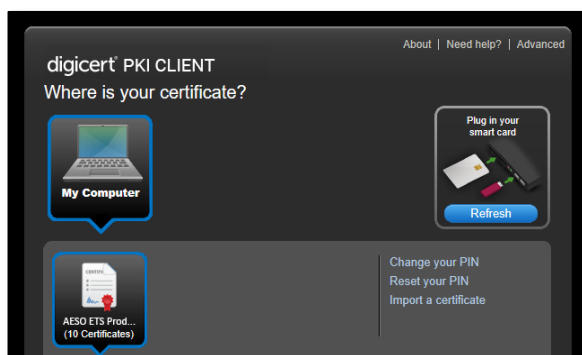
## 5. Changing your certificate name (Optional)

The certificate ‘common name’ is the name that appears on your certificate when you have multiple certificates installed on your computer. If you have multiple digital certificates, you may find it helpful to rename your certificate to match the ‘common name’ you used in your online enrollment, or something descriptive, like ‘ABC Energy settlement certificate.’ To rename your certificate, follow the directions below.

**5.1** Open the DigiCert PKI Client application on your computer.



5.2 Choose the location where the certificate is stored.

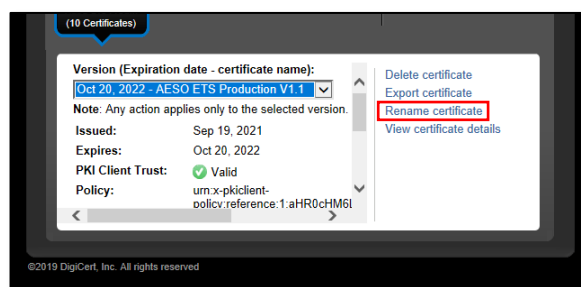


5.3 In the drop down, choose the certificate you wish to rename. To see the common name of the certificate, scroll down to the bottom as shown below.





5.4 Click 'Rename certificate' from the action options listed on the right-hand side.

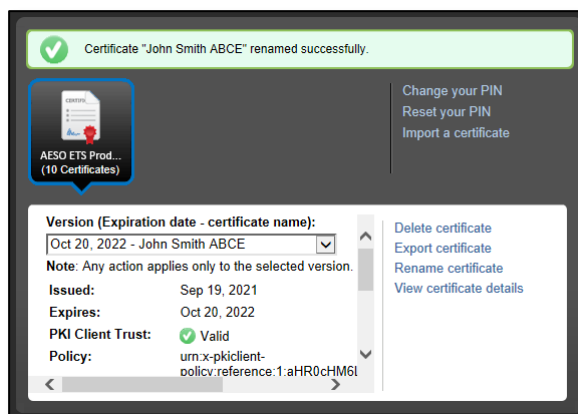


5.5 Type the new certificate name and click Save. A green bar will confirm the certificate has been renamed successfully.

**Rename certificate**

**Current certificate name**  
AESO ETS Production V1.1

**New certificate name**



## 6. ETS Training Environment

The [ETS training environment](#) gives new and existing pool participants the opportunity to practice transactions in a sandboxed environment. To access the [ETS training environment](#), you will require a ETS **training** digital certificate. Production and training certificates cannot be utilized interchangeably.

Digital certificates costs and procedures largely mirror ETS production environment. The primary differences are the form and the url. The link to the training request form can be found at: <https://www.aeso.ca/market/market-participation/system-tools/energy-trading-system-tools/> - Energy Trading System (ETS) training environment user access request form.



## 7. Digital Certificate Renewals and Revocations

For security integrity, digital certificates **require annual renewal** on the anniversary date of the installation. DigiCert will automatically notify you 5 days prior to the annual renewal date. Standard annual digital certificate fees apply once renewed.

A few things to keep in mind:

- Any changes to the certificate holder's original information (i.e., email address, name, etc.) may result in the certificate holder needing to obtain a new certificate. These changes may be requested by sending an email to [cert.admin@aeso.ca](mailto:cert.admin@aeso.ca).
- If you have multiple certificates, you will receive renewal reminders for each certificate.
- If you no longer need your certificate due to changes in responsibilities or employment status, please have an [authorized contact](#) send a request to [cert.admin@aeso.ca](mailto:cert.admin@aeso.ca) to have your certificate revoked.

## 8. Troubleshooting

Refer to our troubleshooting guide at <https://www.aeso.ca/market/market-participation/system-tools/energy-trading-system-tools/> > Troubleshooting Guide for additional helpful information.