To maintain system security, certificates require renewal prior to the anniversary date of their installation.

- Symantec VeriSign will automatically notify you one month prior to the annual renewal date. The email notification will look similar to this:

  Dear $NAME$,

  Our record indicates that your Digital ID with Alberta Electric System Operator will expire on $EXPDATE$.

  Please visit https://onsite.verisign.com/services/AlbertaElectricSystemOperatorETS/client/userRenewal.htm to renew your Digital ID.

  Note to NETSCAPE USERS: To complete the renewal process, you may need the Challenge Phrase you used to enroll for your original certificate, and the following Renewal ID Number:

  Your Renewal ID number is: $FIN$

  If you have any questions or problems, please contact your AESO Administrator by replying to this e-mail message.

  For security integrity, certificates require renewal on the anniversary date of the installation. Symantec VeriSign will automatically notify you one month prior to the annual renewal date.

- Please ensure the certificate is renewed from where it is installed:
  - The same computer
  - The same browser
  - The same User / Log-in ID

- Make sure you can see the certificate named in the renewal email, issued by ETS, in the browser you are renewing from.

- Chrome, Internet Explorer 8 and 64 bit browsers are incompatible.

- 32 bit Internet Explorer, version 9, is the only browser fully supported by the AESO.
• Earlier versions of Internet Explorer are strongly discouraged, especially versions 6-8.

• After considering the above, go to the link provided in the email:

  https://onsite.verisign.com/services/AlbertaElectricSystemOperatorETS/client/userRenewal.htm

• From this page, select the browser where the ETS certificate is installed.

Digital ID Renewal

Wait a moment while we take you to the correct renewal page.

For Microsoft Internet Explorer

For Netscape

Figure 2

• Netscape (Firefox) users will need the Challenge Phrase used when enrolling for the original certificate.
  – Please note: a forgotten Challenge Phrase can NOT be recovered.
  – If you have forgotten your Challenge Phrase, please export the certificate to 32 bit Internet Explorer (version 9 recommended), making sure to set the private key as exportable while you are running this process. Instructions can be found here:


  – If that is not possible, please re-enroll, following the instructions in the document “Digital Certificate Enrolment Procedure” at the same link (you can use the same certificate name).

• Internet Explorer users will not require the Challenge Phrase and can follow these steps.
• You will then be asked to verify that all information is correct, as seen below. If you do not see any information, click **Renew** to pull up a list of certificates, similar to the one shown in Figure 5.

![Digital ID Renewal](image1)

**Digital ID Renewal**

If information above is correct, click **Renew** to continue.

![Renew Button](image2)

Figure 3

• A request to trust the website may appear, as shown in Figure 4. Click on the yellow bar to follow the instructions.

![Trust Website](image3)

Figure 4
• From the list, highlight the appropriate certificate and select **Renew**.

![Image of VeriSign Personal Trust Agent window](image1.png)

*Figure 5*

• Select **Yes** on the security warning, as shown below.

![Image of Potential Scripting Violation window](image2.png)

*Figure 6*
- The security level should be set to medium. Select OK.

![Security Level Set to Medium](image)

**Figure 7**

- Once again, select Yes on the security warning, as shown below.

![Potential Scripting Violation](image)

**Figure 8**
Congratulations! Your certificate is ready to use for another year.

**Congratulations!**
Your Digital ID has been successfully generated and installed.

<table>
<thead>
<tr>
<th>Your Digital ID Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization = Alberta Electric System Operator</td>
</tr>
<tr>
<td>Organizational Unit = ETS</td>
</tr>
<tr>
<td>Organizational Unit = Phone No</td>
</tr>
<tr>
<td>Organizational Unit = Company</td>
</tr>
<tr>
<td>Title = Energy Market Coordinator</td>
</tr>
<tr>
<td>Common Name = TEST</td>
</tr>
<tr>
<td>Email Address =</td>
</tr>
<tr>
<td>Serial Number =</td>
</tr>
</tbody>
</table>

Consult our Help Desk and Tutorials:
1. Go to the Help Desk to view our tutorials and other useful information.
2. Go to the Digital ID Center to find out more about Digital IDs and Digital ID services.

Figure 9

Need Help?

- If using Internet Explorer, please add:

  https://onsite.verisign.com/services/AlbertaElectricSystemOperatorETS/digitalidCenter.htm

  to Trusted Sites (Internet Options > Security Tab). This is especially useful when experiencing the error “Error in selecting a Digital ID.”

- If using an unsupported browser such as Chrome, and the renewal process is failing:
  - Export the digital certificate using the instructions provided [here](https://www.aeso.ca/market/23626.html).
  - Import it to a supported browser, such as Internet Explorer version 9, and try the renewal again.

- An ActiveX component will need to be installed (if it isn’t already) during the renewal procedure:
  - Please watch for the pop-up at the bottom of the window for the install as this requires Admin privileges.

- If you are having difficulties, please view our Digital Certificate Renewals and Troubleshooting Digital Certificates guides at: [http://www.aeso.ca/market/23626.html](http://www.aeso.ca/market/23626.html)
• If you have a specific question or concern, please send an email with a full description of the problem and a screenshot.

• Send inquiries to cert.admin@aeso.ca. Inquiries are reviewed Monday to Friday, 8:00 a.m. to 5:00 p.m. MST.