

User Manual – Volume 1

User Registration

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

Date	Section	Changes
Novembre 2018	All	Replacement of the “Attestation of Verification of Identity” and “Attestation of Verification of Identity and Authorization” forms with the “Attestation of Verification of Identity and Designation” form
Novembre 2018	All	Updating of the contact information and email address of the CITSS support service
Novembre 2018	All	Adjustment of various sections of the text
Novembre 2018	All	Updating of the figures
Novembre 2018	All	Reorganization of the manual’s sections
Novembre 2018	Section 4	Removal of section 4 to create a separate user manual (Volume 2: User Profile Management)
November 2024	Multiple sections	Overall content review, toll free phone number and extensions modified

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ACRONYMS, INITIALISMS AND DEFINITIONS

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

1. Introduction

The *CITSS User Manual* was developed to support Compliance Instrument Tracking System Service (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 and auctions.

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

Volume 2 User Profile Management

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 "Login" in the left-hand menu and enter their personal access information (user ID and password). To obtain a user ID, please refer to this volume 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. Summary of C&T system registration

To participate in the Québec government's C&T system, an emitter or a participant must have one or a set of CITSS accounts that allow for the acquisition, possession, transfer and withdrawal of emission allowances. To open one or a set of accounts in CITSS, the emitter or the participant must follow a two-stage process, that is, user registration and the opening of accounts.

To obtain a CITSS user ID, the user must complete the online registration form directly in CITSS and submit the requisite paper documents. This manual describes the user registration procedure.

When the registration applications of at least two users are accepted, one user may request the opening of accounts on behalf of the emitter or the participant that is a participating legal entity who designated the user (only one user is required when a participating natural person applies to open an account). The procedure for opening an account is described in Volume 3 of the *CITSS User Manual*.

2.1 Roles in the accounts

Users whose registration applications have been accepted can play different roles in CITSS. The possible roles are indicated below.

Primary account representative and account representatives

An account representative is a user designated to act on behalf of an emitter or a participating legal entity pursuant to the Regulation, in particular to carry out on its behalf operations in CITSS and on the Ministry's auction and sale by mutual agreement platform. An account representative can:

- update information on the emitter or the participating legal entity;
- propose additions to or changes in the account representatives or the account viewing agents;
- propose, approve and accept emission allowance transfers;
- register for government Auction and Reserve Sale;
- participate in such Auction and Reserve Sale.

Except for accounts established by participating natural persons, each account must have at least two representatives, that is, a primary account representative (PAR), who will act as the resource person and contact, and another account representative (AR). The accounts can have up to four ARs. **It is recommended that at least two ARs be proposed, in addition to the PAR, to always ensure a sufficient number of ARs in the event of absence.** Accounts established by participating natural persons only require a PAR. The PAR and the AR of a given account must be different users and have an active user ID. The PAR and at least one AR must be designated when accounts are opened and representatives can be added, removed or modified after the application to open accounts is approved.

Account viewing agents

Account viewing agents (AVA) are users authorized to view an emitter's account data or that of the account of a participating legal entity in CITSS. They can access the data relating to the emitter's or the participating legal entity's registration, the assets of the account(s) and information pertaining to emission allowance transfers in CITSS. However, the AVAs cannot update information on the emitter or the participating legal entity, propose additions to or changes in the account representatives or the account viewing agents, nor play an active role in emission allowance transfers. They can't participate in government allowance sales or auctions. Each account, except for those of participating natural persons, can have up to five AVAs. The AVAs are only added once the opening of the accounts has been approved.

A user cannot be assigned several roles in a given account, although he can play different roles in different accounts. For example, a user can be the PAR of an emitter or a participant and the AVA of another emitter or participating legal entity.

3. User registration

To register as a user in CITSS, the applicant must provide information online in CITSS, accept the terms and conditions and submit paper documents for the purpose of verifying the information and the user's identity. In the case of the "Attestation of Verification of Identity and Designation" form, the user or the lawyer or notary must sign, authenticate and submit the paper documents to the C&T system registrar. Upon receipt of all the requisite electronic information and paper documents, the registrar will analyze the user's application for registration before accepting or refusing it. The registrar will inform the user by email of the acceptance or rejection of the application or will request additional information. The following section summarizes the steps to follow to register as a user in CITSS.

General data input guidelines

- CITSS ends the session after 10 minutes of inactivity.
- The use of the browser's BACK command may terminate the secure session and/or result in loss of data. Use the CITSS commands.
- 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.
- Clicking on the WCI, Inc. tabs redirect the user to the official WCI, Inc. website. Any step that has not be saved may then be lost.

Conditions related to the user ID

- User IDs are attributed solely to individuals and not to emitters or participating legal entities.
- A given individual may only possess one user ID in CITSS, even if he represents more than one emitter or participant.
- The user ID required to open a session in CITSS is linked to an individual and not to a position or function in the organization (the user ID is not transferable).
- A user ID is necessary for any individual who wishes to perform operations, display information in CITSS or submit an application to open accounts in his own name as a participating natural person or on behalf of the emitter or the participating legal entity that authorized him to do so.
- Individuals who request a user ID must accept the terms and conditions of CITSS and provide proof of their identity and their designation to represent the emitter or the participating legal entity, as the case may be, before their application is accepted.



Security: Protection of passwords

Users are strongly advised to avoid using the same password to access CITSS and the electronic messaging account, or a password identical to the one used on other websites.

Immediately change the password if you suspect that someone else knows it.

Never communicate your password to anyone, including the C&T system registrar or any other Ministry or CITSS support service employee.

3.1 User registration in CITSS

To launch the user registration process in CITSS, access the appropriate feature of the system as follows:

- STEP 1** **Access CITSS** at <https://www.wci-citss.org>.
The CITSS home page (see Figure 1) is the starting point for user registration. It provides information and instructions.
- STEP 2** **Click on “User Registration” in the left-hand menu.** The user registration home page explains the procedure before starting. The user must immediately leave the website if he does not accept the conditions stipulated.
- STEP 3** **On the user registration page, read the instructions and click on “Continue”** (see Figure 2).

Figure 1: CITSS Home page

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

[Login](#)
[Home](#)
[Contact Us](#)
[User Registration](#)

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.

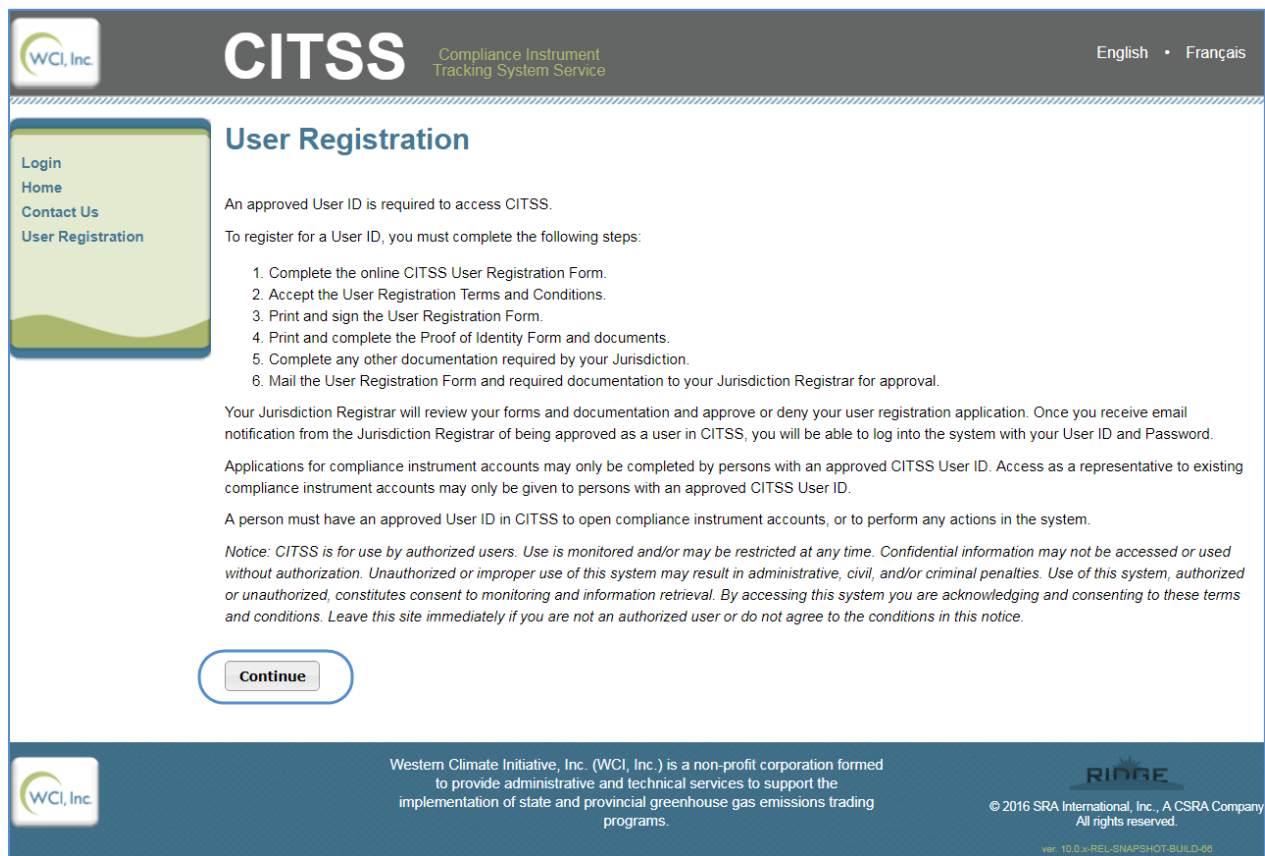
To begin using CITSS, either login with your registered CITSS User ID and password or, if you are not yet registered, you may complete the User Registration form.

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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ver. 10.0.x-REL-SNAPSHOT-BUILD-66

Figure 2: User registration home page



3.1.1 Electronic data input

After you click on “Continue,” the online registration form appears (see Figure 3, Figure 4 and Figure 5). It allows for the submission online of certain information.

Mandatory fields are marked with an asterisk. Since the screen is longer than the pages in this manual, the online registration form has been divided into three sections: personal and contact information (upper portion – Figure 3), addresses (central portion – Figure 4) and information on opening a session and security questions (lower portion – Figure 5).

Special case: Change jurisdiction

If the applicant does not already have access to CITSS obtained from any participating jurisdiction, he must **not** check the “I consent” checkbox located on the “If previously registered in another jurisdiction” pane.

If the applicant already has access to CITSS, obtained from a jurisdiction that withdraw from the cap-and-trade program, and want his access to CITSS to be transferred to another active jurisdiction, he must read the consent section “If previously registered in another jurisdiction” and check the “I consent” checkbox. **Before proceeding, the applicant should contact the jurisdiction that he would like his access to be transferred to.**

Personal and contact information

In the upper portion of the online registration form (Figure 3), the applicant must provide his personal and contact information. The following fields are mandatory: first name, last name, date of birth, telephone number, email address and preferred language of correspondence.

- STEP 1** In the **“Salutation”** field, indicate the form of address such as Ms., Mr., Dr., Professor.
- STEP 2** In the **“First Name,” “Middle Name”** and **“Last Name”** fields, indicate the legal name as it appears on a government ID card, the driver’s licence or passport. The **“First Name”** and **“Last Name”** fields are mandatory. In all of the mandatory fields, only provide verifiable information such as the full legal name rather than a nickname. All of the information provided will be compared with the information in the paper documents in order to validate the information entered in CITSS.
- STEP 3** In the **“Suffix”** field, indicate where relevant professional titles such as Adm.A., CMC, CPA, CA, CMA, Eng., Urb., Dr., Lawyer, Architect, Geologist.
- STEP 4** Use the pull-down menus to indicate the date of birth. The accidental selection of the wrong option in a pull-down menu occurs frequently, especially as regards the year. **Ensure that the right options have been selected.**
- STEP 5** Indicate the job title in the organization, the employer’s name (organization) and the department in which the applicant works. This job-related information is optional. If it is provided on the online registration form, ensure that it corresponds to the information on the **“Attestation of Verification of Identity and Designation”** form.
- STEP 6** Indicate the main telephone number and, where relevant, the extension. The number will be used to reach the user, in particular concerning transactions in the accounts that he represents. Do not use spaces, hyphens and parentheses when entering the telephone number.
- STEP 7** Indicate a mobile telephone and a fax number. This information is optional but may be useful if the user is often absent from duty and wishes to be reached at another number.
- STEP 8** Indicate an email address and confirm it. Email is the main means of communication regarding registration in CITSS and accounts. Communications in the C&T system will be carried out at this email address. Each user ID in CITSS must be linked to only one email address. Two users cannot have the same email address.

STEP 9 Choose the preferred email language preference in the pull-down menu. The preferred email language preference determines the language in which the automatic emails that CITSS generates are sent.

Figure 3: Online registration form (upper portion)

The screenshot shows the upper portion of the CITSS User Registration form. At the top left is the WCI, Inc. logo. The main header features the CITSS logo and the text "Compliance Instrument Tracking System Service". On the top right, there are language options for "English" and "Français".

On the left side, there is a navigation menu with the following items: "Login", "Home", "Contact Us", and "User Registration".

The main heading is "User Registration". Below it, there is a paragraph stating: "Completion of the following form is required to obtain a User ID. Information collected on this form is used to administer the cap-and-trade program." This is followed by a paragraph explaining the registration process and the submission of information to the Jurisdiction Registrar.

A red asterisk indicates a required field: "* = Required field".

The form contains a section titled "If previously registered in another jurisdiction:" which provides instructions for users who have previously registered in another jurisdiction and want to change their jurisdiction. It includes a consent checkbox: "I consent" with an unchecked box.

Below the consent section is a registration form with the following fields:

- Salutation: [Text Input]
- First Name: [Text Input] *
- Middle Name: [Text Input]
- Last Name: [Text Input] *
- Suffix: [Text Input]
- Date of Birth: [Dropdown: 12] [Dropdown: October] [Dropdown: 2018] *
- Job Title: [Text Input]
- Organization: [Text Input]
- Department: [Text Input]
- Telephone (example: 9163247659): [Text Input] *
- Telephone Ext.: [Text Input]
- Mobile Telephone: [Text Input]
- Fax Number (example: 9163247659): [Text Input]
- Email: [Text Input] *
- Confirm Email: [Text Input] *
- Email Language Preference: [Dropdown: -- Select --] *

Addresses

In the central portion of the online registration form (Figure 4), the user must indicate the address of his primary residence and his mailing address.

STEP 1 **Indicate the address of the primary residence** (number, street and city). The address of the primary residence indicated must be the user's address. **DO NOT INDICATE THE ADDRESS AT WORK.** The information provided must correspond to the information in the paper documents and will be subject to an identity verification procedure. It must, therefore, correspond to the user's current home address.

STEP 2 **Select the state or province of residence** in the pull-down menu.

STEP 3 **Indicate the postal code of the residence.**

STEP 4 **Select the country of residence** in the pull-down menu.

The next step differs depending on the address to which mail must be sent, for example, to the home address, a post office box or the place of work.

STEP 5a **If the mailing address is identical to the address of the primary residence, check the box above the mailing address field.** If this option is selected, the address of the primary residence will be used as the mailing address and the fields in the mailing address cannot be filled.

STEP 5b **If mail relating to the C&T system must be sent to a different address such as the place of work, indicate this address in the manner described in steps 1 to 4 above.**

Figure 4: Online registration form (central portion)

The screenshot displays the central portion of an online registration form, divided into two main sections: "Primary Residence" and "Mailing Address".

Primary Residence Section:

- Street 1: Text input field with a red asterisk (*) indicating it is mandatory.
- Street 2: Text input field.
- City: Text input field with a red asterisk (*) indicating it is mandatory.
- State/Province: Dropdown menu with "-- Select --" and a downward arrow.
- Postal Code: Text input field with a red asterisk (*) indicating it is mandatory.
- Country: Dropdown menu with "-- Select --" and a downward arrow.

Mailing Address Section:

- Use Primary Residence for Mailing Address: A checkbox that is currently unchecked.
- Street 1: Text input field with a red asterisk (*) indicating it is mandatory.
- Street 2: Text input field.
- City: Text input field with a red asterisk (*) indicating it is mandatory.
- State/Province: Dropdown menu with "-- Select --" and a downward arrow.
- Postal Code: Text input field with a red asterisk (*) indicating it is mandatory.
- Country: Dropdown menu with "-- Select --" and a downward arrow.

Login information and security questions

In the lower portion of the online registration form (Figure 5), the user chooses login information and security questions. All of the fields are mandatory. Each user must create his own user ID and password. Three security questions must also be selected, and a different answer must be entered for each one. The questions will be asked if the password is forgotten. CITSS support service staff do not have access to either the passwords or the security questions.

STEP 1 In the “Jurisdiction” field, select “Québec” in the pull-down menu. Individuals who register with Québec’s C&T system must select “Québec” as a jurisdiction regardless of where they reside. A user registered in Québec can be an account representative of entities registered in Québec or with other jurisdictions.

STEP 2 **Indicate the user ID.** Choose a user ID comprising at least six characters that is not case-sensitive (upper- and lower-case letters are equivalent). The user ID can contain digits and special characters but no spaces. The CITSS user ID must be unique. If a user ID already requested by another user is registered, a different user ID must be submitted. If a registration application is rejected, the user ID requested will be disabled and cannot be used for a new application.



- STEP 3 Choose and enter a password.** The password must contain a minimum of ten characters and must contain at least one upper case letter, one lower case letter, one special character and a digit.
- STEP 4 Re-enter the password to confirm it.**
- STEP 5 For questions 1, 2 and 3, choose a security question in the pull-down menu and indicate the answer to it.** The answers to the security questions must include at least three characters and are case-sensitive. Each answer must be unique, that is, the same answer cannot be used to answer two security questions.
- STEP 6 Check “I’m not a robot” in the box and respond to the visual test presented.** Click on “Change the picture - ” to repeat the test, if necessary. An audio version comprising several digits in English can also be obtained by clicking on “Obtain an audio version - .
- STEP 7 Verify the information on the form before clicking on “Register.”** The information entered cannot be modified once you have clicked on this button. Click on “Cancel” to end the process. The information entered will not be saved.
- STEP 8 Click on “Register” to submit the information.**

Figure 5: Online registration form (lower portion)

Login Information

Jurisdiction *

User ID *

Password *

Confirm Password *

Security Questions

Question 1 *


Answer 1 *

Question 2 *

Answer 2 *

Question 3 *

Answer 3 *

I'm not a robot  reCAPTCHA
Privacy - Terms

Register



3.1.2 Transmission of data – Error messages

If a mandatory field has not been completed or if the information is entered incorrectly, an error message indicating the information to be added or corrected appears at the top of the registration page. Only fields marked with an asterisk must be completed or corrected. The password chosen must be entered and confirmed again.

In the example in Figure 6, the user included hyphens in the mobile telephone number. The steps to be followed to correct the error are described below by way of an example.

- STEP 1** **To correct the error, move the cursor to the mobile telephone number field and remove the hyphens.**
- STEP 2** **Enter the password selected again and confirm it.**
- STEP 3** **Click on “Register” to again submit the form.**

Figure 6: Online registration form with an error message

The screenshot shows the CITSS (Compliance Instrument Tracking System Service) User Registration page. At the top left is the WCI, Inc. logo. The page title is "User Registration". A navigation menu on the left includes "Login", "Home", "Contact Us", and "User Registration". A red error message box at the top states: "Mobile phone number should be numbers only. Do not enter dashes or parenthesis." Below this, instructions explain that completing the form is required to obtain a User ID and that information is used to administer the cap-and-trade program. A section titled "If previously registered in another jurisdiction:" provides details on how to change jurisdiction, including requirements for documentation and consent. A consent checkbox is present. The registration form fields include: Salutation (Ms), First Name (Mary), Middle Name, Last Name (Smith), Suffix, Date of Birth (9 July 1978), Job Title (Director), Organization (Company xyz), Department, Telephone (3453445), Telephone Ext., Mobile Telephone (418-98765432), and Fax Number. The Mobile Telephone field is circled in blue and has a red error icon next to it.

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

User Registration

Login
Home
Contact Us
User Registration

Mobile phone number should be numbers only. Do not enter dashes or parenthesis.

Completion of the following form is required to obtain a User ID.
Information collected on this form is used to administer the cap-and-trade program.
After completing this form, pressing the "Register" button at the bottom of the form will take you to the Terms and Conditions. Upon acceptance of the Terms and Conditions, your registration information and acceptance are electronically submitted to the Jurisdiction Registrar. The electronic submission must be supported by printed copies and additional proof of identity documents that are mailed to the Registrar for approval. You will be provided instructions on what to do when you complete the Terms and Conditions.

* = Required field

If previously registered in another jurisdiction:

This option provides a process for a deactivated CITSS user registered in a jurisdiction that is no longer in the program to request to change the Jurisdiction of User Registration to a new jurisdiction.

This process allows the new jurisdiction to locate your existing user profile for review and approval. Please ensure your First Name, Last Name, and Date of Birth correctly matches your valid government-issued documentation. This information is used for profile matching purposes and not intended to create a new user registration.

Users requesting to change their jurisdiction of registration must meet the new jurisdiction's user requirements and submit required user documentation. The new jurisdiction Registrar will review the submitted materials before approving or denying a request to change the jurisdiction of user registration. The user account remains in the existing jurisdiction until the new jurisdiction accepts or denies the request.

Once the new jurisdiction approves the change in jurisdiction, the new jurisdiction will direct the user to review and update their CITSS User Profile with current information.

By selecting the checkbox below, I am sharing my CITSS user profile with a new jurisdiction and I consent to the disclosure by the authorities in the jurisdiction in which I initially registered as a CITSS user, of all the personal information and documents submitted in my application to be a registered CITSS User, including, but not limited to, my name, address, date of birth, confirmation from a financial institution and identity-related documents, to the new jurisdiction for the purposes of requesting to change my jurisdiction of CITSS user registration. I understand that my consent to disclose the above-referenced information is permitted under applicable laws of the jurisdiction in which I initially registered as a CITSS user.

I consent

Salutation: Ms
First Name: * Mary
Middle Name:
Last Name: * Smith
Suffix:
Date of Birth: * 9 July 1978
Job Title: Director
Organization: Company xyz
Department:
Telephone (example: 9163247659): * 3453445
Telephone Ext.:
Mobile Telephone * 418-98765432
Fax Number:

3.1.3 Terms and conditions

Once the registration form has been submitted, the “Terms and Conditions” page will display (Figure 7). Read and accept the terms and conditions before transmitting electronically the registration form to the C&T system registrar.

STEP 1 **Read the terms and conditions.**

STEP 2 **Check the box at the bottom of the page to accept the terms and conditions.** If the terms and conditions are not accepted, the registration cannot be completed and access to CITSS will not be approved. Click on “Cancel.” The information entered will not be saved.

STEP 3 **Click on “Register.”**

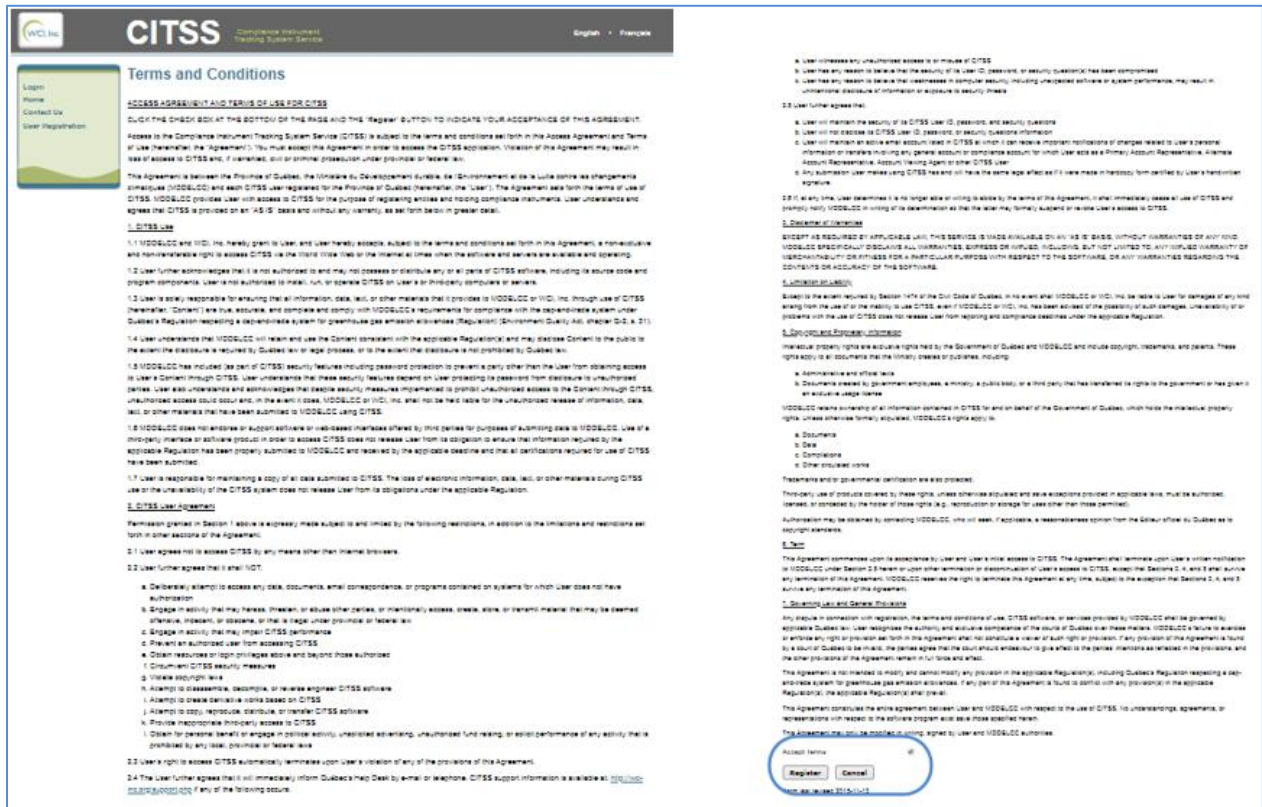
Online registration has been completed. The terms and conditions will be included in one of the forms to be printed and signed during the second step in the user registration process. A copy can be made of the form for future reference to the terms and conditions.



Email

Once the terms and conditions have been accepted and the online registration form has been submitted, CITSS sends a confirmation of the submission to the email address recorded in the user profile.

Figure 7: Terms and conditions page



3.1.4 Confirmation of the online registration and access to the registration forms

The Registration Submitted page displays when the terms and conditions have been accepted and the registration has been submitted electronically. This page indicates the 12-characters user reference code attributed to the registration application, for example, “CY92T81S8W98.” Figure 8 shows the Registration Submitted page with the user reference code circled and the three buttons allowing to access the forms to be printed, filled out, signed and sent to complete the registration application process.

When a registration application is submitted electronically, CITSS generates the following documents:

- the user registration verification list (Figure 9);
- the user registration form (Figure 10);
- the Attestation of Verification of Identity and Designation (Figure 11).

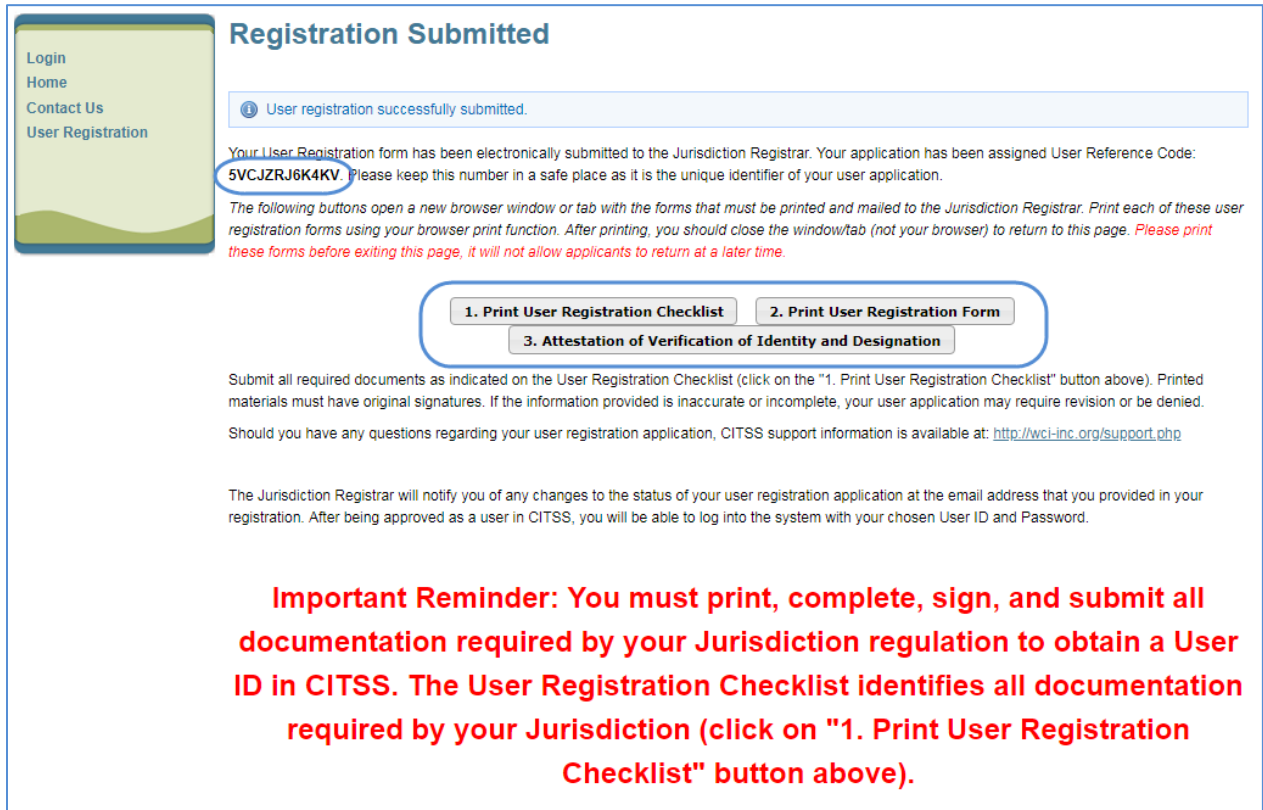


Note: Forms generated by CITSS

Once a user leaves CITSS, the forms will no longer be accessible. They must, therefore, be printed before the tab or the browser is closed. Should a problem arise, please contact the CITSS support service.

- STEP 1** Click on each button linked to a form. Each form opens in a new browser window or tab.
- STEP 2** For reference purposes, record or print the **User Registration Verification List** (button 1: “User Registration Checklist”).
- STEP 3** Print and sign the **User Registration Form** (button 2: “User Registration Form”).
- STEP 4** Complete online then print the **Attestation of Verification of Identity and Designation** (button 3: “Attestation of Verification of Identity and Designation”). Some sections of the document can be completed electronically and others by hand.

Figure 8: Registration submitted



Registration Submitted

User registration successfully submitted.

Your User Registration form has been electronically submitted to the Jurisdiction Registrar. Your application has been assigned User Reference Code: **5VCJZRJ6K4KV**. Please keep this number in a safe place as it is the unique identifier of your user application.

The following buttons open a new browser window or tab with the forms that must be printed and mailed to the Jurisdiction Registrar. Print each of these user registration forms using your browser print function. After printing, you should close the window/tab (not your browser) to return to this page. *Please print these forms before exiting this page, it will not allow applicants to return at a later time.*

1. Print User Registration Checklist **2. Print User Registration Form**
3. Attestation of Verification of Identity and Designation


Submit all required documents as indicated on the User Registration Checklist (click on the "1. Print User Registration Checklist" button above). Printed materials must have original signatures. If the information provided is inaccurate or incomplete, your user application may require revision or be denied.

Should you have any questions regarding your user registration application, CITSS support information is available at: <http://wci-inc.org/support.php>

The Jurisdiction Registrar will notify you of any changes to the status of your user registration application at the email address that you provided in your registration. After being approved as a user in CITSS, you will be able to log into the system with your chosen User ID and Password.

Important Reminder: You must print, complete, sign, and submit all documentation required by your Jurisdiction regulation to obtain a User ID in CITSS. The User Registration Checklist identifies all documentation required by your Jurisdiction (click on "1. Print User Registration Checklist" button above).

Figure 9: User Registration Checklist

<p>Développement durable, Environnement et Lutte contre les changements climatiques</p> <p>Québec </p>	<p>Cap-and-trade system for greenhouse gas emission allowances</p> <p>User Registration Checklist</p>
---	--

Complete the following steps to finalize user registration in the CITSS system:

- Print and sign the User Registration Form (button 2);
- Obtain a confirmation letter from a financial institution (an example is available on the Carbon Market Website <http://www.mddelcc.gouv.qc.ca/changements/carbone/formulaires/modele-lettre-institution-financiere-en.pdf>);
- Mail the abovementioned documents (signed User Registration Form and confirmation letter from a financial institution) to the address shown in the box below;
- Complete the Attestation of Verification of Identity and Designation (button 3, also available here <http://www.mddelcc.gouv.qc.ca/changements/carbone/formulaires/Attestation-personne-representant-entite-en.pdf>);
- Have the lawyer or notary who certifies the Attestation of Verification of Identity and Designation mail it to the address shown in the box below, accompanied by a certified true copy (signed by the lawyer or notary) of both pieces of identification listed in the Attestation.

Note: Only documents with original signatures will be accepted.

Completed documents should be mailed to the following address:

Carbon Market Division
Ministère du Développement durable, de l'Environnement
et de la Lutte contre les changements climatiques
675 René-Lévesque Blvd. East, 6th Floor, Box 31
Québec, Québec G1R 5V7

The cap-and-trade system for greenhouse gas emission allowances registrar will inform registrants by email once their CITSS user registration application has been approved. Registrants will then be able to log in to CITSS using their CITSS user ID and password chosen at the time of the online registration submission.

Last revision 2018-02-19

Ministère du Développement durable, de l'Environnement et de la Lutte contre les changements climatiques

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Figure 10: User Registration Form

2. USER REGISTRATION FORM

Print this form (page) using your browser's print function. After printing, close this window/tab (but not your browser) to return to the CITSS application, where you can open a print window for the other documents.

CITSS User Reference Code: 5VCJZRJKKAKV

This form includes the user registration information and the Terms and Conditions that you electronically accepted. You must print, sign (an original signature is required), and mail this form to the Jurisdiction Registrar.

User Information		Primary Residence	
Title	Ms	Street 1	123 Main
First Name	Mary	Street 2	
Middle Name		City	Gatineau
Last Name	Smith	State/Province	Québec
Suffix		Postal Code	w2e3r4
Date of Birth	1979-07-09	Country	Canada
Job Title	Director	Mailing Address	
Organization	Company xyz	Street 1	123 Main
Department		Street 2	
Telephone	3453445	City	Gatineau
Extension		State/Province	Québec
Mobile Telephone	41898765432	Postal Code	w2e3r4
Fax		Country	Canada
Email	mary@mail.com		
Email Language Preference	English		

in order to access the CITSS
 of Québec (hereinafter, the "User"),
 based on an "AS IS" basis and without
 or the Internet at times when the
 the CITSS on User's or third-party
 with MDELOCC's requirements for
 or to the extent that disclosure is not
 features depend on User protecting
 for which User acts as a Primary
 for uses other than those
 termination of User's access to
 of this Agreement.
 of the courts of Québec over
 vailed, the parties agree that the
 is Agreement is found to conflict

is password from disclosure to unauthorized parties. User also understands and acknowledges that despite security measures implemented to prohibit unauthorized access to the Content through CITSS, unauthorized access could occur and, in the event it does, MDELOCC or WCI, Inc. shall not be held liable for the unauthorized release of information, data, text, or other materials that have been submitted to MDELOCC using CITSS.

8. MDELOCC does not endorse or support software or web-based interfaces offered by third parties for purposes of submitting data to MDELOCC. Use of a third-party interface or software product in order to access CITSS does not release User from its obligation to ensure that information required by the applicable Regulation has been properly submitted to MDELOCC and received by the applicable deadline and that all certifications required for use of CITSS have been submitted.

17. User is responsible for maintaining a copy of all data submitted to CITSS. The loss of electronic information, data, text, or other materials during CITSS use or the unavailability of the CITSS system does not release User from its obligations under the applicable Regulation.

2. CITSS User Agreement

Permission granted in Section 1 above is expressly made subject to and limited by the following restrictions, in addition to the limitations and restrictions set forth in other sections of the Agreement:

2.1 User agrees not to access CITSS by any means other than Internet browsers.

2.2 User further agrees that it shall NOT:

Account Representatives, Alternate Account Representatives, Account Handling Agent or other CITSS User.

8. Any submission User makes using CITSS has and will have the same legal effect as if it were made in hardcopy form certified by User's handwritten signature.

2.6 If, at any time, User determines it is no longer able or willing to abide by the terms of this Agreement, it shall immediately cease all use of CITSS and promptly notify MDELOCC in writing of its determination so that the latter may formally suspend or revoke User's access to CITSS.

3. Disclaimer of Warranties

EXCEPT AS REQUIRED BY APPLICABLE LAW, THIS SERVICE IS MADE AVAILABLE ON AN "AS IS" BASIS, WITHOUT WARRANTIES OF ANY KIND. MDELOCC SPECIFICALLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE SOFTWARE, OR ANY WARRANTIES REGARDING THE CONTENTS OR ACCURACY OF THE SOFTWARE.

4. Limitation on Liability

Except to the extent required by Section 1474 of the Civil Code of Québec, in no event shall MDELOCC or WCI, Inc. be liable to User for damages of any kind arising from the use of or the inability to use CITSS, even if MDELOCC or WCI, Inc. has been advised of the possibility of such damages. Unavailability of or problems with the use of CITSS does not release User from reporting and compliance deadlines under the applicable Regulation.

This Agreement constitutes the entire agreement between User and MDELOCC with respect to the use of CITSS. No understandings, agreements, or representations with respect to the software program exist save those specified herein.

This Agreement may only be modified in writing, signed by User and MDELOCC authorities.

Name _____
 Signature _____
 Date _____

Form 888 revised 2015-11-13

Figure 11: Attestation of Verification of Identity and Designation

Cap-and-trade System for Greenhouse Gas Emission Allowances
Attestation of Verification of Identity and Designation

Section 1 - Applicant

Instruction
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B. THE AP

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Cap-and-trade System for Greenhouse Gas Emission Allowances
Attestation of Verification of Identity and Designation

Section 1 – Applicant (continued)

Applicant's identification

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Cap-and-trade System for Greenhouse Gas Emission Allowances
Attestation of Verification of Identity and Designation

Section 2 – Designation or authorization by the emitter or participating legal person

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Instruction
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The notary

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3. Cd or let thr
4. Se dir

B. THE A

1. Cd
2. Cd or let thr
3. Se ne

BCC-1007

Cap-and-trade System for Greenhouse Gas Emission Allowances
Attestation of Verification of Identity and Designation

Section 3 – Verification by the notary or lawyer

Notary's or lawyer's identification

Mr. Ms. First Name: Last name:

Bar number or professional identification number: Notary Lawyer

Notary's or lawyer's contact information

Address: Street: City:

Province: Country: Postal code:

Phone: Email:

Documents certified to establish the applicant's identity (two identification documents, including one with a photograph). Certified copies of these documents must be submitted. Note: Do not fill out this section if the applicant is already registered in CITSS (situation B).

Driver's license	License no:	Date issued:	Expiry date:
Health insurance card	Health insurance no:		Expiry date:
Passport:	Passport no:	Date issued:	Expiry date:
Other proof of identity	Number:	Date issued:	Expiry date:

Notary's or lawyer's attestation

I attest that I have established the identity of the applicant and certify the authenticity of the copies of the applicant's identification documents appended to this form.
Note: Does not apply if the applicant is already registered in CITSS (situation B).

I confirm the link between the applicant identified in section 1 and the emitter or participating legal person who designates or authorizes the applicant in the declaration in section 2 of this form or, where applicable, in the resolution of the board of directors or the designation or authorization letter appended to this form.
Note: Does not apply if the applicant is registering as an individual participant (situation C).

Lawyer's or notary's signature: Date (year-month-day):

BCC-1007 v6.2 Ministère du Développement durable, de l'Environnement et de la Lutte contre les changements climatiques Page 9 of 9

3.2 Registration forms and related documentation

The C&T system registrar will analyze the registration application when all of the following documents have been received.

1. User Registration Form

The form contains all of the information entered in CITSS except for the password and the security questions and responses. Once the form is printed, review the information. Indicate your name in block letters, sign the form (an original handwritten signature is required) and enter the date in the space provided at the bottom of the form. Keep a copy of the form in a safe place for future reference.

If you make a mistake in the online registration form, it is possible to use the user registration form to correct it by following the procedure described in section 3.4.

2. Attestation of Verification of Identity and Designation

The applicant must have a director or any other officer of the company and a lawyer or a notary complete the applicable sections of the form. The instructions presented in the form specify the applicable sections depending on whether the application represents an emitter or a participating legal entity or is registering as a participating natural person. The lawyer or the notary must submit the form to the registrar at the address indicated in the form.

3. The letter from a financial institution located in Canada confirming that the person possesses a deposit account

To provide additional proof of his identity, the applicant must submit a letter signed by a staff member of a financial institution located in Canada confirming that he possesses a deposit account at the institution. A sample letter is available on the Ministry website (<https://www.environnement.gouv.qc.ca/changements/carbone/documentation-en.htm>).

3.3 Submission of user registration documents

The C&T system registrar's mailing address for the submission of paper documents is indicated in the User Registration Checklist, in the Attestation of Verification of Identity and Designation and on the Ministry website:

<https://www.environnement.gouv.qc.ca/changements/carbone/inscription-spede-en.htm>



Email

An email acknowledgement of receipt of the forms and documents submitted for the purposes of the analysis of the registration application is sent to the email address indicated in the user profile in CITSS. If the forms and documents are incomplete, the analysis will be suspended until the requisite additional documents are received. If they are complete, the analysis of the application can proceed.

3.4 Correction of mistakes in the electronic registration information

If the information provided online when a user submits a registration application to CITSS is erroneous, the C&T system registrar must be notified of the errors to enable him to process the registration application.

The mistakes can be corrected by choosing one of the following options:

1. Delete the erroneous information on the user registration form printed from CITSS and write the correct information to the right and date the corrections. Do not cover the original information, simply cross it out with a single line.
2. If an explanation is necessary, attach a signed, dated letter to the registration documents describing the differences between the information entered online and the information in the documents.

Note: The following mistakes are frequent:


- entering a business address instead of the home address as the primary address.
- making a mistake in the date of birth by selecting the wrong option for the date, month or year in the pull-down menus.
- indicating the name ordinarily used instead of the legal name, for example "Robert" must be indicated instead of "Bob."

3.5 Acceptance or rejection of the user registration application

When the online user registration application has been submitted successfully and all the paper documents have been received, the C&T system registrar analyzes all of the information and documents then accepts or rejects the application.

A user cannot access CITSS by means of the user ID and password chosen before the C&T system registrar accepts the registration application. Figure 12 gives an example of a user who attempts to login to CITSS before his registration application has been accepted.

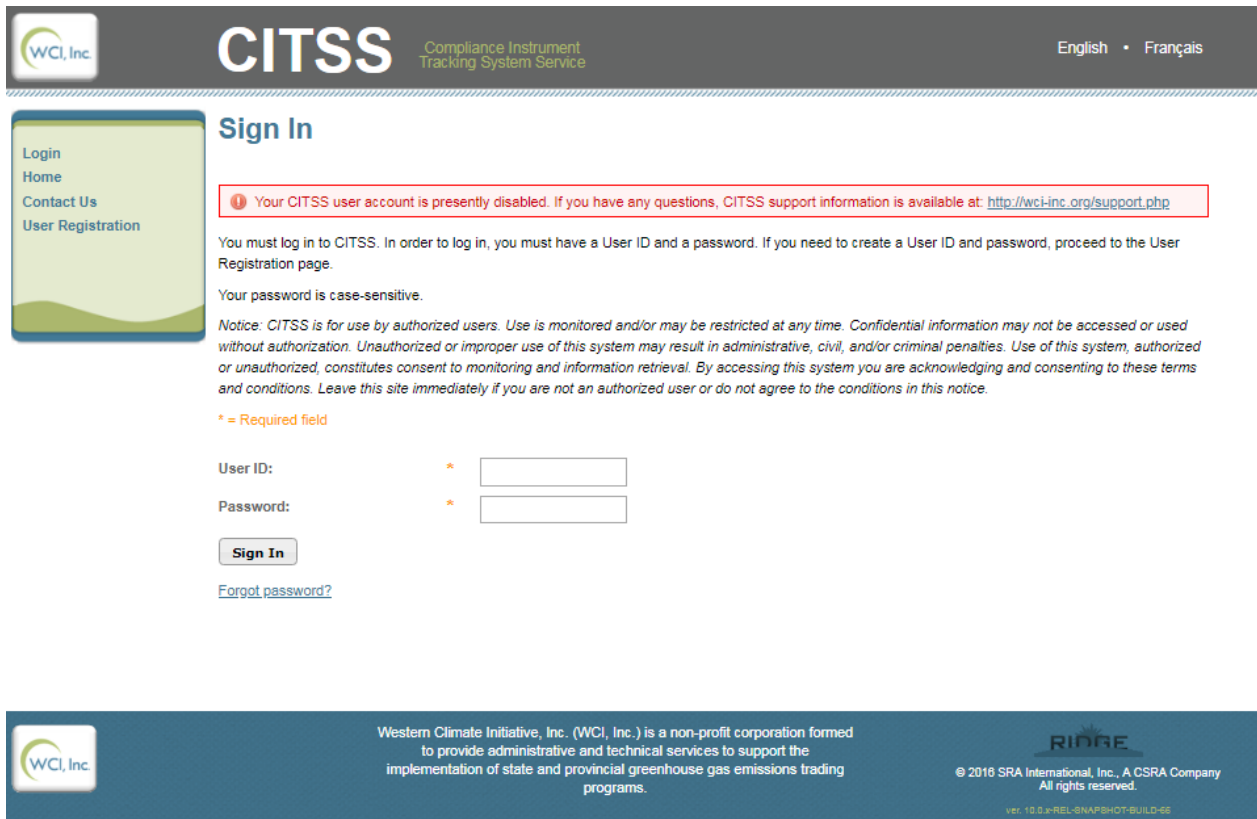
Contact the CITSS support service if you do not receive an email after submitting information online or paper documents or to obtain additional information should your application be rejected.



Email

Following an analysis of the information and documents submitted, the C&T system registrar will inform the user by email of the acceptance or rejection of his registration application.

Figure 12: Attempt to login showing that access has not yet been activated



The screenshot shows the CITSS (Compliance Instrument Tracking System Service) Sign In page. At the top, there is a WCI, Inc. logo and the text "CITSS Compliance Instrument Tracking System Service". On the right, there are language options for "English" and "Français". A navigation menu on the left includes "Login", "Home", "Contact Us", and "User Registration". The main heading is "Sign In". A red-bordered error message states: "Your CITSS user account is presently disabled. If you have any questions, CITSS support information is available at: <http://wci-inc.org/support.php>". Below this, instructions state: "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. Your password is case-sensitive." A notice follows: "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." Below the notice, a legend indicates "* = Required field". There are two input fields: "User ID:" and "Password:", both marked with an asterisk. A "Sign In" button is located below the fields, along with a "Forgot password?" link. The footer contains the WCI, Inc. logo, a paragraph describing the organization as a non-profit formed to support greenhouse gas emissions trading programs, the RIDRE logo, and copyright information: "© 2016 SRA International, Inc., A CSRA Company. All rights reserved. ver. 10.0.0-REL-0NAPSHOT-BUILD-05".

4. CITSS support services

For questions concerning the GHG emission cap-and-trade system (C&T system) or to obtain assistance regarding CITSS or user registration, 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 using this URL: (<https://www.environnement.gouv.qc.ca/changements/carbone/inscription-spede-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.



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climatiques,
Faune et Parcs***

Québec 