



National Energy  
Board

Office national  
de l'énergie

# How to Create a NEB Account

## Step-by-step instructions

2016



Canada

# Outline

**This presentation provides step-by-step instructions on how to apply for a NEB Account and acquire a GCKey. The instructions include images of what you will see on your computer screen as you go through the process.**

**This presentation shows how to:**

- Access the NEB's Participation System
  - Sign-in to the GCKey System
  - Create a NEB Account

# How does a NEB Account work?

- A NEB Account and its GCKey can be used to apply for or participate in multiple projects.
- Each Application to Participate is linked with one NEB Account.
- Each NEB Account is associated with one GCKey.

# What is GCKey?

- The GCKey allows you to communicate securely with the Government of Canada.
- You may already have a GCKey account from other interactions with the Government of Canada, such as booking a campsite with Parks Canada.
- If someone other than you needs to file documents on your NEB Account, you need to share your GCKey with him or her. Therefore, we suggest that you:
  - Create a GCKey specific to your NEB Account.
  - Use a generic username and password for your GCKey.
- One person can have more than one GCKey.

# Step 1

1. First, visit the NEB homepage at: [www.neb-one.gc.ca](http://www.neb-one.gc.ca).
2. To access the NEB's Public Participation System, go either under "Applications and Filings" at the top of the page, or under "Regulatory Documents" shortcut on the left side.
3. Select "Submit Applications and Regulatory Documents".

The screenshot shows the National Energy Board (NEB) homepage. At the top, the navigation menu includes "Safety & Environment", "Participation & Land", "Applications & Filings", "Energy Information", "North/Offshore", and "About Us". The "Applications & Filings" menu item is circled in red. Below the navigation is an "Interactive Incident Map" and a "What's New" section with news items. On the left side, there is a "Regulatory Documents" section with a "Submit Applications and Regulatory Documents" link, which is also circled in red. The page features a red maple leaf logo and a search bar.

# Step 2

1. In order to create a NEB Account, you must click on either "Apply to Participate" or "File Hearing Documents", depending on what you want to do.
2. Both options will bring you to a similar screen.

The screenshot displays the National Energy Board (NEB) website interface. At the top, the NEB logo and the Canadian flag are visible, along with the word 'Canada'. A navigation menu includes links for 'Safety & Environment', 'Participation & Lands', 'Applications & Filings', 'Energy Information', 'North/Offshore', and 'About Us'. A search bar is located in the top right corner.

The main content area is titled 'Submit Applications and Regulatory Documents'. It is divided into two columns of options:

- Left Column:** 'If you are a Company Proponent (not an Intervenor) that needs to electronically file documents please choose from the following options:'
  - File under the NEB Act/OPR (export/import, facilities, tolls & tariffs, etc.)
  - File under COGOA/CPRA (northern/offshore activity permissions, etc.)
- Right Column:** 'If you want to Apply to Participate, have been accepted as a Hearing Participant or want to file documents for a non-hearing, please choose from the following options:'
  - Apply to Participate** (hearings and non-hearing participants) - circled in red
  - File Hearing Documents** (for applications and intervenors) - circled in red
  - File Non-Hearing Documents (letters of comment, import/export)

Below these columns, there is a section for 'For anyone needing to file sensitive documents:' with a button for 'File Documents Requiring Enhanced Security' (sensitive documents under NEB Act S.16.1).

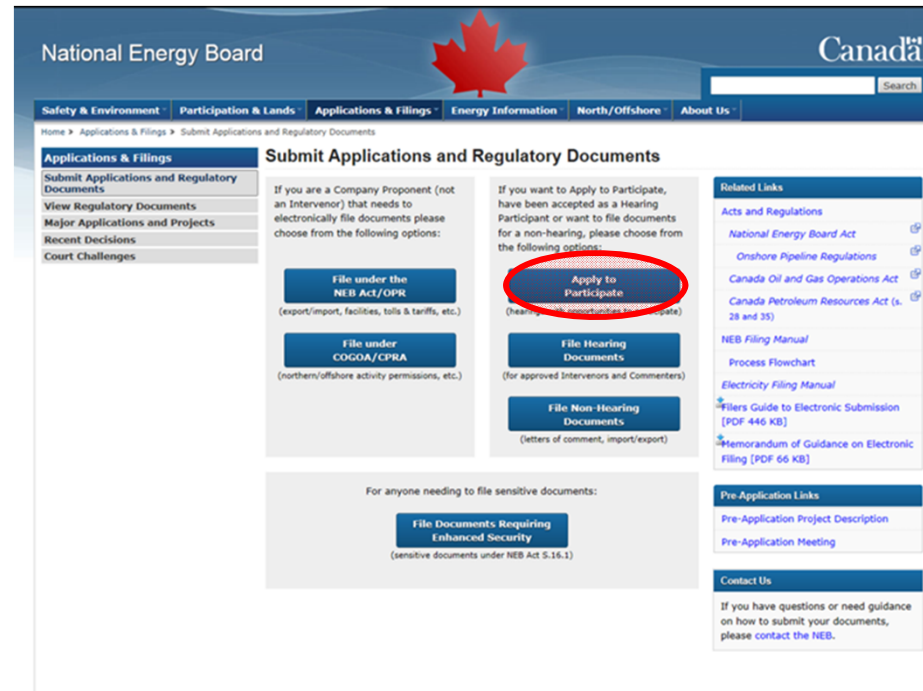
On the right side, there are two sections of links:

- Related Links:** Acts and Regulations, National Energy Board Act, Onshore Pipeline Regulations, Canada Oil and Gas Operations Act, Canada Petroleum Resources Act (s. 28 and 35), NEB Filing Manual, Process Flowchart, Electricity Filing Manual, Filers Guide to Electronic Submission [PDF 446 KB], Memorandum of Guidance on Electronic Filing [PDF 66 KB].
- Pre-Application Links:** Pre-Application Project Description, Pre-Application Meeting.
- Contact Us:** If you have questions or need guidance on how to submit your documents, please contact the NEB.

# Step 2-a

When selecting “Apply to Participate” to create your NEB Account, you must:

1. Select “Apply to Participate”.
2. The Participation System will automatically take you to the NEB Account login page.



The screenshot displays the National Energy Board (NEB) website interface. The header includes the NEB logo, a red maple leaf, and the word 'Canada'. A navigation menu at the top lists categories: Safety & Environment, Participation & Lands, Applications & Filings, Energy Information, North/Offshore, and About Us. Below the navigation, a breadcrumb trail reads: Home > Applications & Filings > Submit Applications and Regulatory Documents. The main content area is titled 'Submit Applications and Regulatory Documents' and is divided into two columns. The left column contains a sidebar with links: 'Submit Applications and Regulatory Documents', 'View Regulatory Documents', 'Major Applications and Projects', 'Recent Decisions', and 'Court Challenges'. The right column contains several buttons and text blocks. The 'Apply to Participate' button is circled in red. Below it are buttons for 'File under the NEB Act/OPR', 'File under COGQA/CPRA', 'File Hearing Documents', and 'File Non-Hearing Documents'. At the bottom of the main content area, there is a button for 'File Documents Requiring Enhanced Security'. On the right side of the page, there are sections for 'Related Links' (including Acts and Regulations, NEB Filing Manual, etc.), 'Pre-Application Links', and 'Contact Us'.

# Step 2-b

When selecting “File hearing Documents” to create your NEB Account, you must:

1. Select “File Hearing Documents”. This will bring you to a new page called “File Hearing Documents”.
2. On the File Hearing Documents page, select “Participation Portal”.
3. The Portal will automatically take you to the NEB Account login page.

## Regulatory Documents

If you want to Apply to Participate, have been accepted as a Hearing Participant or want to file documents for a non-hearing, please choose from the following options:

**Apply to Participate**

(hearings with opportunities to participate)

**File Hearing Documents**

(for approved intervenors and Commenters)

**File Non-Hearing Documents**

(letters of comment, import/export)



National Energy Board

Canada

Safety & Environment | Participation & Lands | Applications & Filings | Energy Information | North/Offshore | About Us

Home > Applications & Filings > Submit Applications and Regulatory Documents > File Hearing Documents

**Applications & Filings**

- Submit Applications and Regulatory Documents
- View Regulatory Documents
- Major Applications and Projects
- Recent Decisions
- Court Challenges

**File Hearing Documents**

All documents submitted to the Board become part of the public registry. As an approved Intervenor or Commenter in a hearing, you may file your document(s) in one of two ways: using your online NEB Account via the Participation Portal or by using e-file.

**Participation Portal**

**e-file**  
(Electronic Document Submission)

**Please note:** If you use e-file, you are responsible to serve your document(s) to all of your hearing's participants using any of the methods allowed under the Rules (i.e. email, facsimile, regular mail or hand delivery).

Date modified: 2015-09-16



# Step 3

1. There are 2 secure methods to log in. You can log in as a “Sign-In Partner” or use the “GCKey Log In”. This presentation focuses on the GCKey log in method.
2. Click on “GCKey Log In”. You will temporarily be redirected the Service Canada, GCKey Sign In / Sign Up page.

National Energy Board

Canada

### Create or Log in to My NEB Account

To Apply to Participate in hearing or write a Letter of Comments you must create a NEB Account. **Please remember User ID and e-mail address used during registration for future access to the account.**

Choose a secure sign-in method:

#### Use a Sign-In Partner

**Sign-In Partner Log In**

- Use the same sign-in information you use for other online services (e.g. online banking).
- None of your information (e.g. financial, banking) will be shared with NEB. Your Sign-In Partner will not know which government service you are using.
- **Note:** When choosing this option, you will be temporarily leaving the National Energy Board site.
  - ▶ View the full list of Sign-in Partners

**Sign in with or Register for a GCKey user ID and password**

**GCKey Log In**

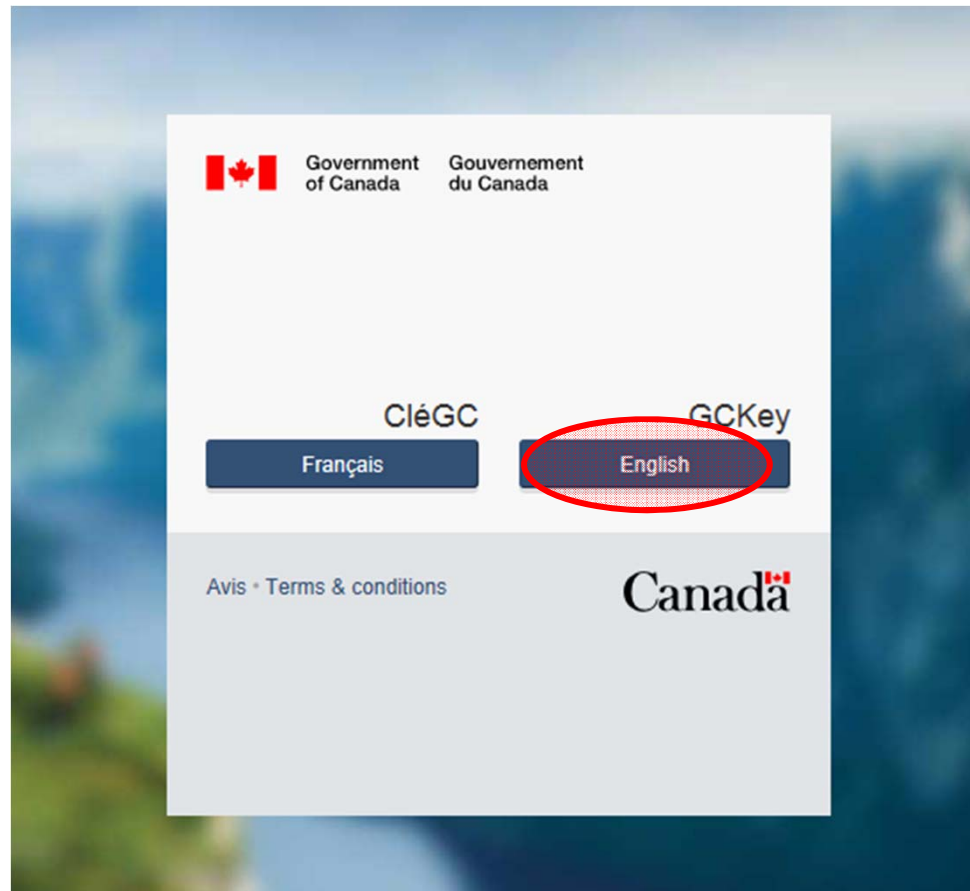
- Sign in with a GCKey user ID and password if you do not use one of the Sign-In Partners.
- Register for a GCKey user ID and password if you do not have one.

**Resource Centre**

- Frequently Asked Questions
- What if I forgot my GCKey User ID?
- What if I forgot my GCKey Password?
- What if my Sign-In Partners login changed?
- What if I forgot my Sign-In Partner password?

# Step 4

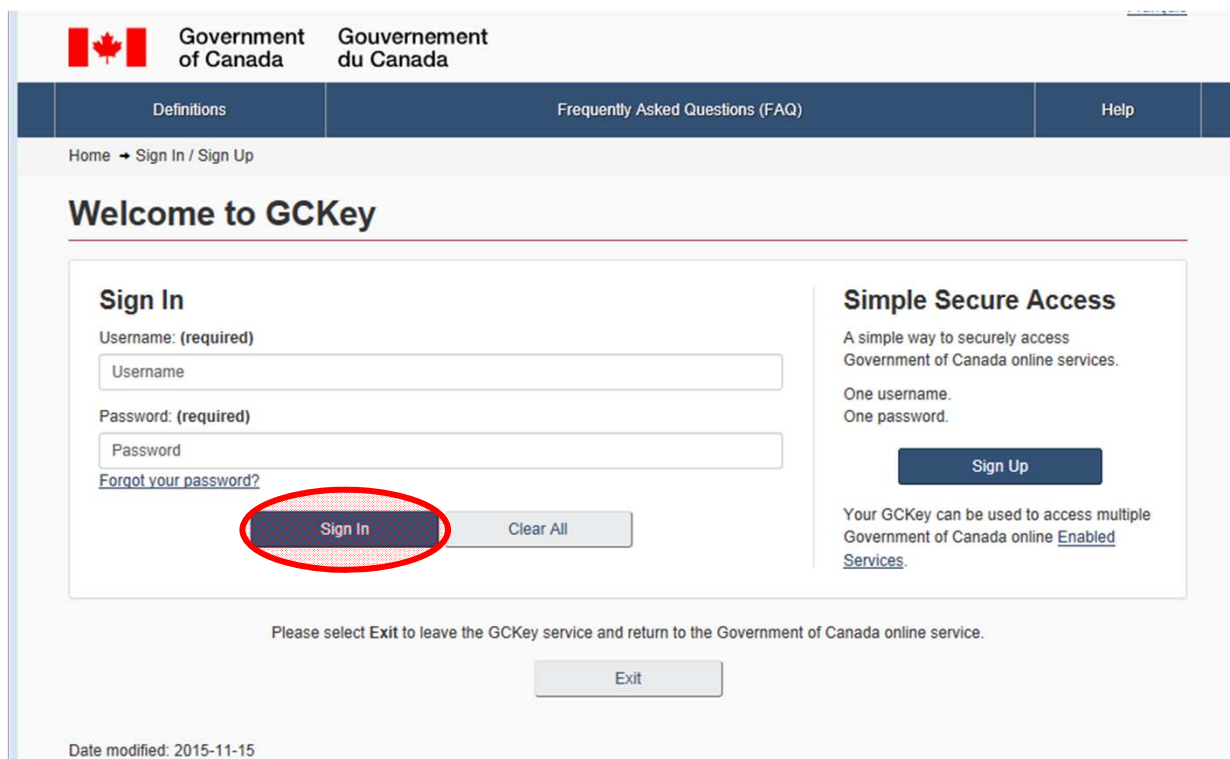
1. Click on your language of preference.



# Step 5-a

You may already have a GCKey from another government agency (ie. booking a campsite with Parks Canada). If so:

1. Enter your username and password.
2. Click on the link "Sign In".

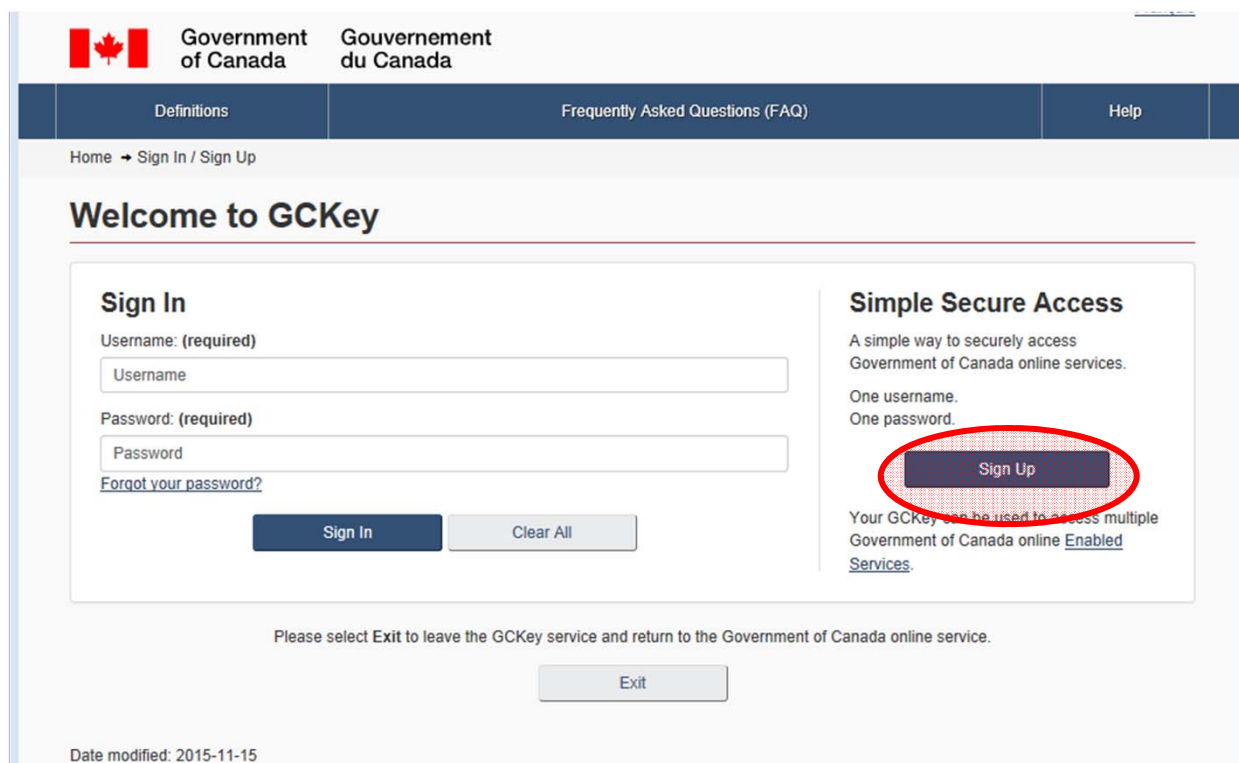


The screenshot shows the GCKey Sign In page. At the top, there is a header with the Government of Canada logo and the text "Government of Canada" and "Gouvernement du Canada". Below the header is a navigation bar with links for "Definitions", "Frequently Asked Questions (FAQ)", and "Help". The main content area is titled "Welcome to GCKey" and contains a "Sign In" section. This section has two input fields: "Username: (required)" and "Password: (required)". Below the password field is a link for "Forgot your password?". There are two buttons: "Sign In" (highlighted with a red circle) and "Clear All". To the right of the sign in section is a "Simple Secure Access" section with a "Sign Up" button. At the bottom of the page, there is an "Exit" button and a footer with the text "Date modified: 2015-11-15".

# Step 5-b

If you don't have a GCKey from another government agency:

1. Click on the link "Sign Up".
2. Follow the rest of this presentation to create your GCKey and NEB account.



The screenshot shows the GCKey sign-in and sign-up page. At the top, there is a header with the Government of Canada logo and the text "Government of Canada" and "Gouvernement du Canada". Below the header, there are navigation links for "Definitions", "Frequently Asked Questions (FAQ)", and "Help". The main content area is titled "Welcome to GCKey" and contains a "Sign In" form and a "Simple Secure Access" section. The "Sign In" form has fields for "Username: (required)" and "Password: (required)", a "Forgot your password?" link, and "Sign In" and "Clear All" buttons. The "Simple Secure Access" section describes the benefits of GCKey and includes a "Sign Up" button, which is circled in red. At the bottom, there is an "Exit" button and a date modified: 2015-11-15.

Government of Canada / Gouvernement du Canada

Definitions | Frequently Asked Questions (FAQ) | Help

Home → Sign In / Sign Up

## Welcome to GCKey

### Sign In

Username: (required)

Password: (required)

[Forgot your password?](#)

### Simple Secure Access

A simple way to securely access Government of Canada online services.

One username.  
One password.

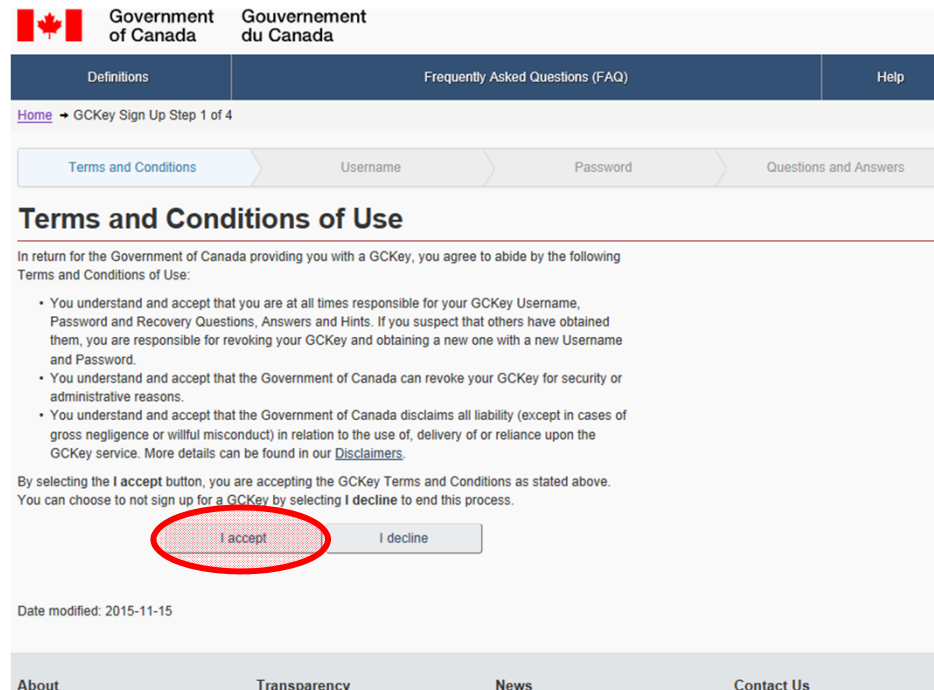
Your GCKey can be used to access multiple Government of Canada online [Enabled Services](#).

Please select Exit to leave the GCKey service and return to the Government of Canada online service.

Date modified: 2015-11-15

# Step 6

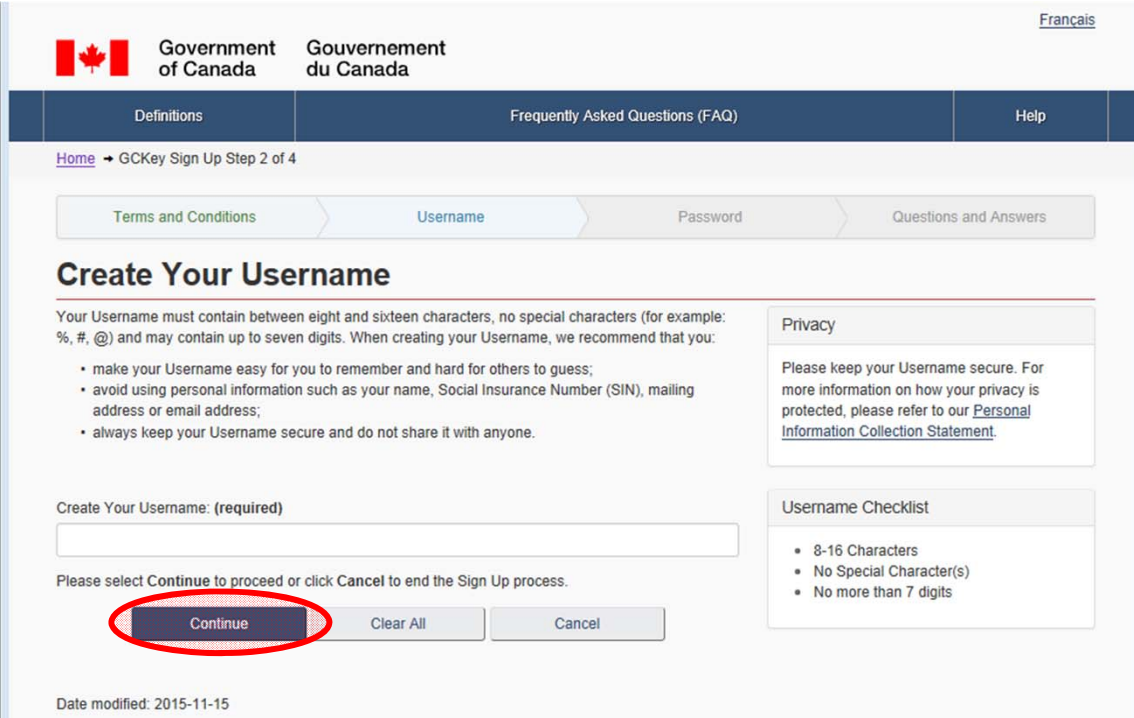
1. First, you must read the terms and, providing you agree, click on “I accept”.
2. If you decline, your other choice would be to use Sign-In Partners method.
3. If you have questions or issues with the GCKey service, click on the “Contact Us” link at the bottom right of the screen. As the GCKey is administered by Service Canada, your call will be answered by Service Canada and not by the NEB.



The screenshot shows the Government of Canada website interface for the GCKey sign-up process. At the top, there is a navigation bar with the Government of Canada logo and text in both English and French. Below this is a secondary navigation bar with links for Definitions, Frequently Asked Questions (FAQ), and Help. The main content area is titled "GCKey Sign Up Step 1 of 4" and includes a breadcrumb trail: Home → GCKey Sign Up Step 1 of 4. A progress indicator shows four steps: Terms and Conditions (highlighted), Username, Password, and Questions and Answers. The "Terms and Conditions of Use" section is displayed, starting with the text: "In return for the Government of Canada providing you with a GCKey, you agree to abide by the following Terms and Conditions of Use:". This is followed by three bullet points detailing user responsibilities and government disclaimers. Below the text, there is a prompt: "By selecting the I accept button, you are accepting the GCKey Terms and Conditions as stated above. You can choose to not sign up for a GCKey by selecting I decline to end this process." Two buttons are provided: "I accept" (highlighted with a red circle) and "I decline". At the bottom of the page, there is a footer with links for About, Transparency, News, and Contact Us. The date modified is listed as 2015-11-15.

# Step 7

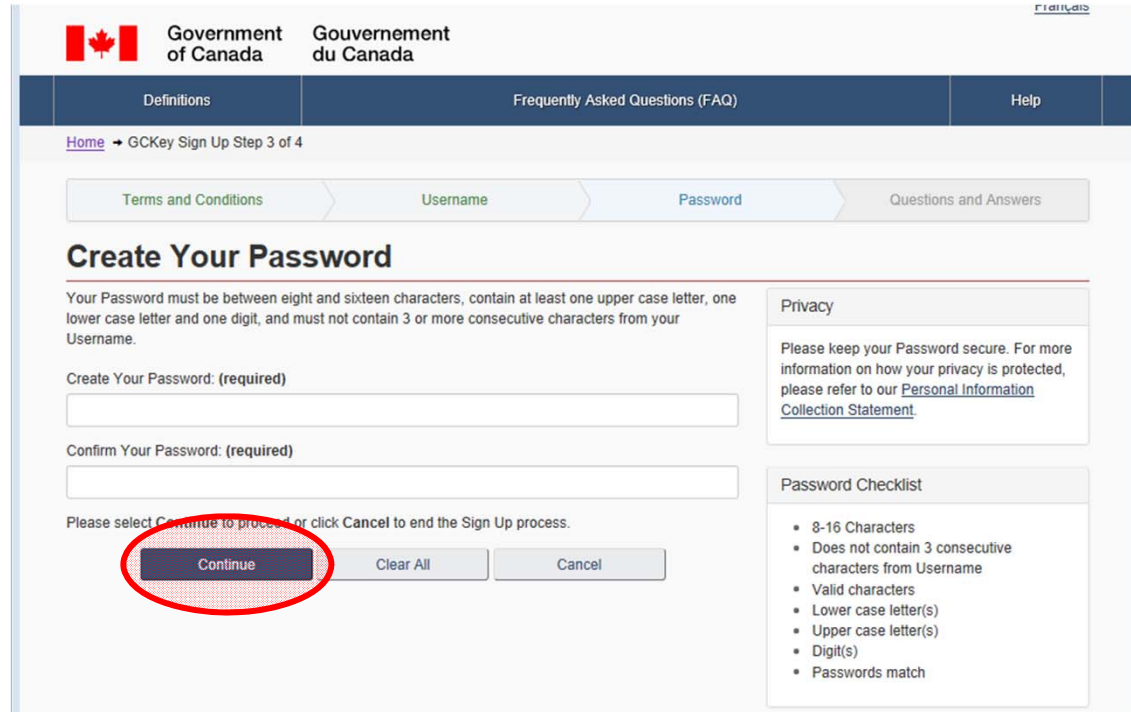
1. To create your NEB account, type in a username.
2. If multiple representatives need to access your NEB Account, create a generic username.
3. Ensure that you remember your username for future reference.
4. Click “Continue”.



The screenshot shows the 'Create Your Username' step of the GCKey sign-up process. At the top, there is a navigation bar with the Government of Canada logo and the text 'Government of Canada' and 'Gouvernement du Canada'. Below this is a dark blue header with 'Definitions', 'Frequently Asked Questions (FAQ)', and 'Help' links. The main content area has a breadcrumb trail: 'Home → GCKey Sign Up Step 2 of 4'. A progress bar shows four steps: 'Terms and Conditions', 'Username' (current step), 'Password', and 'Questions and Answers'. The 'Create Your Username' section includes instructions: 'Your Username must contain between eight and sixteen characters, no special characters (for example: %, #, @) and may contain up to seven digits. When creating your Username, we recommend that you:' followed by a bulleted list: '• make your Username easy for you to remember and hard for others to guess;', '• avoid using personal information such as your name, Social Insurance Number (SIN), mailing address or email address;', and '• always keep your Username secure and do not share it with anyone.' Below the instructions is a text input field labeled 'Create Your Username: (required)'. Underneath the field is the text 'Please select Continue to proceed or click Cancel to end the Sign Up process.' and three buttons: 'Continue' (circled in red), 'Clear All', and 'Cancel'. To the right, there are two side panels: 'Privacy' with a link to the 'Personal Information Collection Statement' and 'Username Checklist' with a bulleted list: '• 8-16 Characters', '• No Special Character(s)', and '• No more than 7 digits'. At the bottom left, it says 'Date modified: 2015-11-15'.

# Step 8

1. Enter a secure password.
2. If multiple representatives need to access your NEB Account, create a generic password.
3. Ensure that you remember your password for future reference.
4. Click “Continue”.



Government of Canada / Gouvernement du Canada

Definitions | Frequently Asked Questions (FAQ) | Help

Home → GCKey Sign Up Step 3 of 4

Terms and Conditions | Username | **Password** | Questions and Answers

### Create Your Password

Your Password must be between eight and sixteen characters, contain at least one upper case letter, one lower case letter and one digit, and must not contain 3 or more consecutive characters from your Username.

Create Your Password: (required)

Confirm Your Password: (required)

Please select **Continue** to proceed or click **Cancel** to end the Sign Up process.

**Continue** | Clear All | Cancel

**Privacy**

Please keep your Password secure. For more information on how your privacy is protected, please refer to our [Personal Information Collection Statement](#).

**Password Checklist**

- 8-16 Characters
- Does not contain 3 consecutive characters from Username
- Valid characters
- Lower case letter(s)
- Upper case letter(s)
- Digit(s)
- Passwords match

# Step 9

1. Complete the recovery questions. Your recovery questions, answers and hints will be used if you forget your password. If this is a shared account for an organization, use generic information and non-personal answers that you can share with colleagues.
2. Once you have entered your recovery questions, click on “Continue”.

The screenshot shows the 'Create Your Recovery Questions, Answers and Hints' step of the GCKey Sign Up process. The page header includes the Government of Canada logo and navigation links for Definitions, Frequently Asked Questions (FAQ), and Help. The breadcrumb trail indicates the current step: Home → GCKey Sign Up Step 4 of 4. A progress bar shows four steps: Terms and Conditions, Username, Password, and Questions and Answers (the current step). The main heading is 'Create Your Recovery Questions, Answers and Hints'. Below this, a note states: 'Your Recovery Question, Answers and Hints are used to help you if you forget your Password. Please complete all the required fields below to continue the Sign Up process.' The form contains several required fields: 'Select a Recovery Question: (required)' with a dropdown menu; 'My Recovery Answer: (required)' with a text input; 'My Memorable Person: (required)' with a text input; 'My Memorable Person Hint:' with a text input; 'My Memorable Date (YYYY-MM-DD): (required)' with a text input; and 'My Memorable Date Hint:' with a text input. To the right, there is a 'Privacy' section with a note: 'Please keep your Recovery Question, Answers and Hints secure. For more information on how your privacy is protected, please refer to our [Personal Information Collection Statement](#).' Below the privacy section is an information icon and a note: 'Your answers must contain at least three characters and contain no special characters (for example: %, #, @). Your hints must contain at least three characters and may contain letters, numbers and the following punctuation characters: apostrophe ('), comma (,), dash (-), period (.) and question mark (?).' At the bottom, a note says: 'Please select Continue to proceed or click Cancel to end the Sign Up process.' There are three buttons: 'Continue' (highlighted with a red circle), 'Clear All', and 'Cancel'.



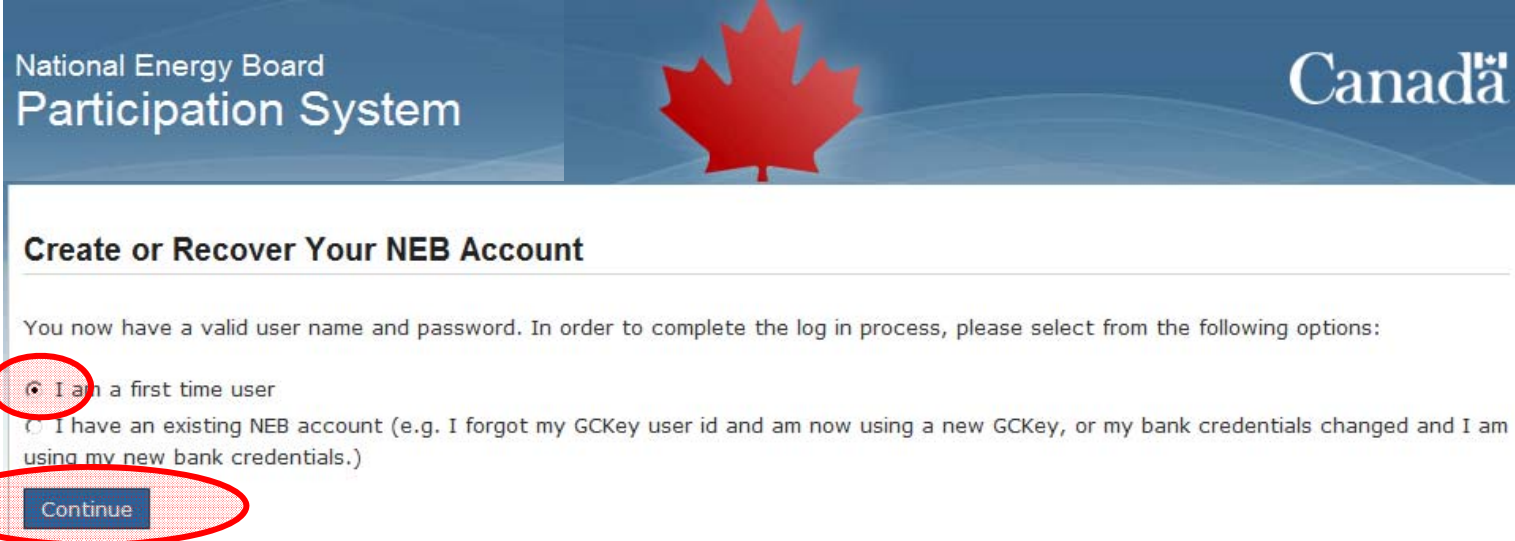
# Step 10

1. By clicking on “Continue”, you will leave the Service Canada website.

The screenshot displays the 'GCKey Sign Up Complete' page. At the top right, there is a link for 'Français'. The header includes the Government of Canada logo and the text 'Government of Canada' and 'Gouvernement du Canada'. A navigation bar contains 'Definitions', 'Frequently Asked Questions (FAQ)', and 'Help'. Below the navigation bar, a breadcrumb trail reads 'Home → GCKey Sign Up Complete'. The main heading is 'GCKey Sign Up Complete'. The content area contains the following text: 'You have successfully created your GCKey.', 'Your Username is: newparticipants', and 'Please select **Continue** to leave the GCKey service and return to the Government of Canada online service.' A dark blue button labeled 'Continue' is circled in red. To the right, a 'Privacy' section contains the text: 'Please keep your Username secure. For more information on how your privacy is protected, please refer to our [Personal Information Collection Statement](#).' At the bottom left, it says 'Date modified: 2015-11-15'.

# Step 11

1. You are now back on the NEB's Participation System.
2. Click on "I am a First time user".
3. Click on "Continue" to proceed with the creation of a NEB Account.



National Energy Board  
Participation System

Canada

## Create or Recover Your NEB Account

You now have a valid user name and password. In order to complete the log in process, please select from the following options:

I am a first time user

I have an existing NEB account (e.g. I forgot my GCKey user id and am now using a new GCKey, or my bank credentials changed and I am using my new bank credentials.)

Continue

# Step 12

1. Type your contact information. Red stars indicate fields that are mandatory.
2. You may wish to create a new dedicated email address for a hearing process. If you become an Intervenor in a hearing process, the volume of emails received may be substantial.
3. Press "Save".
4. The system will send you an e-mail confirming that you now have an account with the NEB.

Government of Canada / Gouvernement du Canada | Canada.gc.ca | Services | Departments | Français

National Energy Board  
Participation Portal

Canada

Sign Out: Jean Smith

### Edit Account

Contact

Salutation  
Ms.

First Name \*

Last Name \*

Title

Country \*  
Canada

Address \*

Organization

City \*

Province/State \*  
--Please select a Province/State--

Postal Code/Zip Code \*  
 ex: T4T 9U9, 12345, 12345-1234, 123

Phone \*  
 ex: 403-123-4567

Extension

Fax  
 ex: 403-123-4567

Email \*

To ensure your e-mail address is accurate, you must ensure the Confirm E-mail entered is the same as the E-mail.

Address for Courier/Personal Service (if different from the mailing address)

Country  
Canada

Address

City

Province/State  
--Please select a Province/State--

Postal Code/Zip Code  
 ex: T4T 9U9, 12345, 12345-1234, 123

Phone  
 ex: 403-123-4567

Fax  
 ex: 403-123-4567

# Where to Find More Information

- **Website:** [www.neb-one.gc.ca](http://www.neb-one.gc.ca)
- **General Inquiries:** Phone (toll free) 1-800-899-1265
- **Project Specific:** Follow the prompts for the project you are interested in.

National Energy  
Board



Office national  
de l'énergie

[www.neb-one.gc.ca](http://www.neb-one.gc.ca)

1-800-899-1265

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