

## **Introduction**

The Online Gas Permits Program was developed to provide added service to the citizens of Manitoba. Access to the program will allow registered users to apply for and receive permits from the Internet.

To access the program you are required to:

- Apply for a draw down account
- Apply for a user ID and password

### **Gas Permit Clerk**

**Inspection and Technical Services, Municipal Relations**

**508 - 401 York Avenue Winnipeg, Manitoba, R3C 0P8**

**Ph: 204-945-1359 Fax: 204-948-2089**

**Email: [OGP@gov.mb.ca](mailto:OGP@gov.mb.ca)**

## INSTRUCTIONS FOR PACKAGE

1. Review package and sign all appropriate forms to apply for access to the Online Gas Permit Program
2. Once all forms are completed and signed, return with appropriate fees to cover Draw Down account to: **Inspection and Technical Services / 508 - 401 York Avenue / Winnipeg MB R3C 0P8 / Attn: Online Gas Permits.**

**The following forms must be completed and originals returned to our office.**

- 1. ITS GO Form 13 - Draw Down Account application form.**
  - 2. ITS GO Form 14 - Business or Organization Security Application Form**
  - 3. ITS GO Form 15 - New Individual User Update existing user access Security application Form**
3. The Inspection and Technical Services section will register applicant and create an account.
  4. Inspection and Technical Services will forward all Security Application, Organization Registration Forms to IBM to create passwords and user ID's.
  5. IBM will mail passwords and user ID's to applicants and notify Inspection and Technical Services Manitoba.
  6. Once the user ID has been added to the account, that user ID will be able to access the program.
  7. Once registered, the Online Gas Permit program can be accessed at web-site address: **[www.gov.mb.ca/labour/gaspermits](http://www.gov.mb.ca/labour/gaspermits)**.

## DRAW DOWN ACCOUNT TERMS

### INTRODUCTION

A draw down account is a special account, which can be established with the Inspection and Technical Services, Inspection and Technical Services. The account allows the user to deposit monies in advance against which fees for gas permits can be debited. Clients must use draw down accounts for Gas Permit transactions online which require payment of fees at the ITS. The gas permits requested will be automatically paid out directly from the draw down account. It should be pointed out, however, that no interest is paid on funds deposited.

This guide outlines the procedures for establishing and maintaining a draw down account and the conditions upon which a draw down account is granted. For more information about access to the Gas Permits Program you may contact the ITS at 204 945-3373, or Online Gas Permit Administrator at 204 945-1359.

### WHO IS ENTITLED TO A DRAW DOWN ACCOUNT?

**An account will be granted to regular users of the Gas Permits Program to be used for gas permits only.**

An account is established upon the following conditions.

1. The Account holder assumes financial responsibility for all services made in the name of the account by any person who properly identifies the account, whether the person who identifies the account has or does not have authority to use the account. To use the draw down account for online gas permits the Account holder's Account Administrator must provide and keep up to date a list of authorized User IDs.
2. The Account holder is responsible to maintain sufficient funds in the account at all time to meet the fees for gas permits charged to the account. To do so, they must send a cheque payable to the Minister of Finance and indicate clearly that it is a payment to be credited to their draw down account. Clients are advised to ensure that the amount of each remittance is sufficient to cover all requests for gas permits that they intend to make for at least a one-month period. **(Minimum of \$120.00)**. If the balance in the account is not sufficient to cover the fee for the requested permits no permits will be processed online until a sufficient deposit is made.
3. The Director at his/her discretion may cancel the account when there is insufficient use of the account to warrant its continuance or where the service is abused by permitting the account to be depleted fully.

## TO OPEN A DRAW DOWN ACCOUNT

To open a draw down account, the client must forward a completed **ITS GO Form 13 - Draw Down Account Application form**. A cheque must accompany the application in an amount sufficient to cover the cost of all gas permits, that may be charged against the draw down account, or a minimum of \$120 made payable to the **Minister of Finance**.

The completed application forms and cheque should be forwarded to the ITS, 508 – 401 York Avenue, Winnipeg, Manitoba, R3C 0P8.

Once the application is approved, a unique draw down account number will be assigned to the applicant. **This number must be quoted on all cheques**, service requests, documents and correspondence relating to the draw down account so that transactions may be posted to their account.

## STATEMENT OF TRANSACTIONS

No statements will be issued. Your account balance and transactions can be viewed at any time online.

The fitter role can view the account balance, and the account holder can view all the transactions.

## WHAT DO YOU DO IF UNAUTHORIZED TRANSACTIONS ARE MADE AGAINST THE ACCOUNT?

As soon as an account holder discovers that unauthorized transactions are being charged against the account, the account holder must advise Inspection and Technical Services Manitoba Accounts Office. Financial responsibility for the unauthorized use remains with the account holder at all times.

In an emergency, Financial Services will accept a fax or telephone request from the Account administrator to delete a user from the account. The account clerk will verify the request via a return call to the telephone number of the Account administrator. The telephone request must be confirmed in writing to the ITS, 508-401 York Avenue, Winnipeg, MB R3C 0P8. Telephone Number 204 945 3373, Fax Number 204 948 2309.

## HOW DOES AN ACCOUNT HOLDER ADVISE OF ANY CHANGES IN THE ACCOUNT?

Wherever there are any changes to the account holder information on file, a letter advising of the changes must be sent to the Online Gas Permits at 508 – 401 York Avenue, Winnipeg, MB R3C 0P8. Phone number 204 945-1359 or 204 945-3373 Fax Number 204 948-2309

## HOW IS AN ACCOUNT CANCELLED?

When an account is no longer required it can be cancelled.

A letter canceling the account should be sent to the Office of the ITS. 508-401 York Ave, Winnipeg R3C 0P8

## ACCOUNT TRANSACTIONS DUE TO PERMIT ADJUSTMENTS

When a permit requires an adjustment, the Permit Manager will make the adjustment. If the adjustment increases the cost of the permit, the Permit Manager will remove the additional funds from the draw down account. If the adjustment decreases the amount of the permit, the Permit Manager will return the funds to the draw down account.

❖ **ITS GO Form 14 - Business or Organization Security Application Form**

**Signing Officer** - Is someone who is able to legally bind the organization, for example, the business owner or authorized manager should complete the business or Organization Security Application Form.

**Security Representative** - Is appointed by an organization to be responsible for the registration of its users, as well as act as the main contact for correspondence with the Province relating to the electronic security of the organization's users.

**Complete the form in full:**

- Indicate the name of the **Company/Organization** and, if applicable, indicate the level of government.
- Complete all applicable fields in the ***Signing Officer Information and Security Representative Information*** section. Please ensure both have a Challenge Question and Challenge Response.
- The ***Signing Officer***, as well as the ***Security Representative***, is required to complete applicable sections and sign the *"ITS GO Form 14 - Business or Organization Security Application Form."*

**Please note that if you are the *Signing Officer* or *Security Representative* and you would like to also access the Online Gas Permit Program, you must fill in the "ITS Go Form 15 - New Individual User Update Existing User Access Security Application Form" and choose the access role you would require.**

**Challenge Question:**

The purpose of the Challenge Question and Response is to provide an added security for password resets in the event that you forgot the password assigned to you. The question will be a "hint" to the user. Try to make the question something that only you will know the answer to. Only when the correct "answer" is given will the password reset proceed.

Examples of Challenge Questions may be:

- What is your mother's maiden name?
- Where did you spend your honeymoon?

If the user forgets their password and cannot remember the answer to their challenge question, they will have to re-register by completing and submitting the *"New Individual User/Update Existing User Access"* security application form.

❖ **ITS GO Form 15 - New Individual User/Update Existing User Access Security Application Form**

Due to the added security precautions accompanying the new Online Gas Permits program Internet access, every user must register to receive a unique user ID and password. Each applicant must complete and return the following enclosed forms:

Every user must register to receive a unique user ID and password.

The New Individual User/Update Existing User Access Security Application form is used to register each user within the organization.

- Indicate the name of the Company/Organization.
- Enter your RACF ID or Business Services ID, if applicable. (This applies only if you deal with other Government Offices online.)
- Complete all applicable fields in the **Individual User Information** section.
- Indicate a **Challenge Question** and **Challenge Response**. (This would be a question that you only would be able to answer).
- Check "**Online Gas Permits**" in the Access Requested section.
- For **Online Gas Permits access**, indicate which level of access you require for the program; this will be determined by your organization. Please note that you can apply for more than one role if it is required by your organization.

The following **access roles** are available: Only the first two would apply, the last two are for the fuel suppliers of natural gas and propane.

**Apply for a gas permit, which will reduce funds from the draw down account of my organization** - The user can be anyone the company authorizes to submit the permit, the gas fitter will be validated by the online system and the fee will be automatically withdrawn from your account. (Choosing only this access will not allow the user to view "account details" of the organization.)

**View details about my organization's account** - This access allows the user to view the account information; this user would probably be the owner, account clerk or anyone in a company's accounting department. – (Choosing only this access, the user will not be able to apply for permits but view account details only.)

**As a fuel supplier organization, ability to download permit information and/or upload turn on information** - This access allows fuel suppliers to download permit information and upload turn on information to Inspection and Technical Services.

**As a fuel Supplier organization, ability to enter turn on information online**- This access allows fuel suppliers to initiate turn on information.

**IMPORTANT:** The Security Representative must also fill out this form to have someone removed upon leaving his or her organization.

## **How do the Users within the Organization find out what their User ID and initial Password is?**

Once the form has been processed, the IBM Administrator will telephone the user, asks the Challenge Question, and upon hearing the correct response, will advise the user of their User ID and temporary password. The system will prompt the user for a new password upon first login to the system. It is advised that the user changes their temporary password immediately.

## **What if a User is having trouble accessing the system?**

If the user is entering the User ID or password incorrectly, the system will not recognize them. The user has five attempts to enter their password correctly before the system locks them out. After the third attempt, they must contact the **IBM Help Desk** at **1-800-946-6007** who will verify their identity to assign a temporary password.

**Alternately, if the user cannot access the system with their correct User ID and password, they may have been suspended for inappropriate use or another reason. They may contact the IBM Customer Service Centre to verify their status, but to resolve the issue, the Security Representative, the user and the Manitoba Administrator will have to discuss each case individually.**

## **What if a User cannot remember the Response to their Challenge Question?**

The user will be required to re-register by completing a New Individual User/Update Existing User Access Security Application Form, co-signed by the **Security Representative**.

## **What happens if a User forgets their Password?**

If the password is forgotten, the user will need to call the **IBM Help Desk 1-800-946-6007**. The Help Desk staff will ask the user their Challenge Question and only if the correct Challenge Response is received will the password reset proceed. The user will be given a temporary password and will be prompted to change it on their next login. Please advise the users to keep their Challenge Question and Challenge Response private to limit security breaches. **Inspection and Technical Services Online Administrator cannot help you with access or password problems. You must call IBM Help Desk for assistance.**

## **What do I do if the Signing Officer changes?**

You will be required to re-register by completing a "New Individual User/Update Existing User Access Security Application Form", co-signed by the *Security Representative*.

## **How do I change or appoint a new Security Representative?**

If you are replacing an existing Security Representative, The Business or Organization Security Application Form must be completed by the new Security Representative and co-signed by the Signing Officer.

### **How do I remove a user?**

When an employee, with a defined User ID, leaves the employment of your organization; **you must fill out the** “New Individual User Update existing user access Security Application Form” and forward it to the ITS, 508-401 York Avenue Winnipeg R3C 0P8

### **What does the Security Representative do?**

The Security Representative is responsible for gathering organization and user information and forwarding it to Manitoba or its agent.

The Security Representative is responsible for ensuring that the information gathered from the user is true and correct; that the user information is passed on to the administrator promptly ITS 508-401 York Ave., Winnipeg MB R3C 0P8); that any changes to user information are registered promptly and that staff changes will be registered promptly with IBM.

The Security Representative ensures that all mandatory information is received. The purpose of the Challenge Question and Challenge Response is to provide an added security for password resets. The question will be the “hint” to the user. Only when the correct “answer” is given will the password reset proceed.

### **Who receives mail from IBM or Inspection and Technical Services Manitoba on behalf of the Users?**

The Security Representatives receives the mail on behalf of the users.

**For further information contact:**

**Inspection and Technical Services**

**Attention: Online Gas Permits**

**508-401 York Ave, Wpg MB R3C 0P8**

**Telephone: 204 945 1359 / 3373**



## REQUIRED FORMS

- ITS GO FORM 13 - DRAW DOWN ACCOUNT APPLICATION FORM
- ITS GO FORM 14 - BUSINESS OR ORGANIZATION SECURITY APPLICATION FORM
- ITS GO FORM 15 - NEW INDIVIDUAL USER UPDATE EXISTING USER ACCESS SECURITY APPLICATION FORM

The above 3 forms **must be completed and returned.** Without all 3 forms returned the application cannot be processed.

Please return all forms and a cheque payable to Minister of Finance  
to:  
Inspection and Technical Services  
508-401 York Avenue