



Government
of Canada

Gouvernement
du Canada



Extractive Sector Transparency Measures Act

NRCan eServices Portal

User Guide

Contents

- Introduction..... 4
- Accessing the eServices Portal with a Sign-in Partner 5
- Accessing the eServices Portal with a GCKey 7
- Registering your NRCAN eServices Account 8
- Enrolling a New Entity..... 10
- Requesting Access to a Previously Enrolled Entity..... 12
- Submitting an ESTMA Report..... 14
- Updating an Entity's Contact Information..... 16
- Managing eServices Portal Users..... 17
- Managing My Account 19
- Help and Frequently Asked Questions 20
 - What is the purpose of the NRCAN eServices Portal? 20
 - Is use of the NRCAN eServices Portal mandatory to enrol and submit ESTMA reports? 20
 - Is my information secure?..... 20
 - Who can create an account? 20
 - Can users who are not an Entity's Primary or Alternate Contact still access the eServices Portal? 20
 - How many eServices Portal Users can be associated with an Entity? 20
 - What if an eServices Portal User is no longer employed by an Entity, can they still access the Entity's account? 20
 - What is a CRA Business Number? 21
 - What type of documents and formats can be uploaded to the portal? 21
 - What if I can't complete the enrolment process in one session? 21
 - What if I am experiencing technical problems with the system? 21
 - What if I have questions on the enrolment or reporting process? 21

Introduction

Natural Resources Canada (NRCan) has developed a new tool to facilitate the reporting process for extractive businesses under the [Extractive Sector Transparency Measures Act](#) (the Act). Through [Sign-In Partners](#) or using a Government of Canada Key (GCKey), the [NRCan eServices Portal](#) provides a secure web environment to enrol Entities, submit an ESTMA report and update Entities' contact information.

To access the NRCan eServices Portal, individuals authorized to conduct ESTMA-related activities for the Entity must create a personal account. Once a personal account is created and access to the Entity has been granted by NRCan, the individual will be able to provide ESTMA-related information to NRCan on behalf of the Entity.

This User Guide has been prepared to help users navigate through the NRCan eServices Portal. If you have any questions related to the use of the NRCan eServices Portal not addressed in the instructions or the [Help and Frequently Asked Questions](#) located at the end of this guide, please contact NRCan by email at NRCan.ESTMA_Reports-Rapports_LMTSE.RNCan@canada.ca.

Accessing the eServices Portal with a Sign-in Partner

The [Sign-In Partners](#) are private-sector companies and organizations that have partnered with SecureKey Technologies to enable their customers to use their online credentials (e.g., card numbers or user names and passwords) to access Government of Canada services.

When you use a Sign-In Partner, none of your banking or personally-identifiable information is communicated to the government service you are accessing and the Government of Canada does not know which Sign-In Partner you have used. Similarly, no information about the government service being accessed by the user will be shared with the user's Sign-In Partner.

Natural Resources Canada  Canada

[NRCAN](#) → [eServices](#) → [NRCAN Login](#)

Access NRCAN eServices Portal

Choose a secure sign-in method:

Use a Sign-In Partner

[Continue to Sign-In Partner](#)

- 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 Natural Resources Canada. Your Sign-In Partner will not know which government service you are using.
- You will temporarily leave the Natural Resources Canada website to use your Sign-In Partner.

[▶ View the full list of Sign-In Partners](#)

Resources

- [Frequently Asked Questions \(FAQs\)](#)
- [Full List of Sign-In Partners](#)
- [Terms of Use](#)

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

[Continue to GCKey](#)

- 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.

To login with a Sign-in Partner:

1. From the [NRCan eServices Portal](#), select the "Continue to Sign-in Partner" button. You will be routed to the SecureKey Concierge service where you will be able to select your [Sign-in Partner](#) and log in.
2. Select your Sign-in Partner and enter your client card/username and password.
3. You will be routed to the 'Terms and Conditions of Use and Privacy Notice', select "Accept and Continue".
4. You will be redirected to the NRCan eServices Portal to register your NRCan eServices Account. See [Registering your NRCan eServices Account](#) for instructions.

The screenshot shows the 'Account Registration' page on the NRCan eServices Portal. The page header includes the Government of Canada logo and navigation links for 'Canada.ca', 'Services', 'Departments', and 'Français'. The main content area is titled 'Account Registration' and features a 'Sign Out' button. Below the title is a 'Notes' section with a light blue background, containing instructions: 'Fill out the information below in order to create a new NRCan eServices Account in order to access NRCan Online Services. You will have to confirm your email address in order to gain access to the site.' The registration form includes several required fields: 'First Name (required)', 'Last Name (required)', 'Email (required)', and 'Email Confirmation (required)', each with a corresponding text input box. There are also dropdown menus for 'Time Zone (required)' (set to 'Select a timezone') and 'Preferred Language (required)' (set to 'English'). A blue 'Submit' button is located at the bottom of the form. The footer contains 'Terms and Conditions' and 'Transparency' links, a small red maple leaf logo, and the text 'Date modified: 2018-01-26' and 'DEBUG1 R3 DEV-TEST'.

Accessing the eServices Portal with a GCKey

The GCKey is a unique electronic credential (user name and password) that allows you to communicate securely with online government services. The Government of Canada, as the service provider, issues these credentials to individuals so they can access government online services.

If you have a GCKey, sign-in by entering your username and password in the appropriate fields. If you do not yet have a GCKey, or if you wish to create a new one for the sole purpose of reporting under the ESTMA, follow the four-step process below to get one, beginning by clicking 'Sign Up.'

The screenshot shows the GCKey portal interface. At the top, there is a header with the Government of Canada logo and the text 'Government of Canada' and 'Gouvernement du Canada'. A navigation bar contains links for 'Definitions', 'Frequently Asked Questions (FAQ)', and 'Help'. Below the navigation bar, there is a breadcrumb trail: 'Home → Sign In / Sign Up'. The main content area is titled 'Welcome to GCKey'. On the left, there is a 'Sign In' section with fields for 'Username (required)' and 'Password (required)', a 'Forgot your password?' link, and a 'Sign In' button. On the right, there is a 'Simple Secure Access' section with a 'Sign Up' button. Below the sign-in and sign-up sections, there is an 'Exit' button and a date modified: '2015-11-15'.

1. Read and accept the Terms and Conditions of Use. Click 'I accept' to continue.
2. Create a username using the username checklist criteria.
3. Create a password that aligns with the password checklist. Once you have entered and confirmed your password, select 'Continue.'
4. Create your recovery questions, answers and hints in case you lose your password.
5. Read and accept the NRCAN eServices Portal Terms and Conditions of Use.
6. You will be prompted to register your NRCAN eServices Account.

Registering your NRCan eServices Account

Once you have signed in using one of sign-in methods, you will be redirected to NRCan eServices Portal's landing page. If this is the first time you are using NRCan's eServices Portal, you will be asked to register your NRCan eServices account.

Account Registration [Sign Out](#)

Account Information

Notes
Fill out the information below in order to create a new NRCan eServices Account in order to access NRCan Online Services. You will have to confirm your email address in order to gain access to the site.

* First Name *(required)*

* Last Name *(required)*

* Email *(required)*

* Email Confirmation *(required)*

* Time Zone *(required)*

* Preferred Language *(required)*

[Submit](#)

Date modified: 2018-01-26
DEBUG1 R3 DEV-TEST

[Terms and Conditions](#) | [Transparency](#)

1. To register your account, please enter your personal details into the required fields and click 'Submit' when complete.
2. NRCan will send a confirmation code to the e-mail address provided.

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

Natural Resources Canada | Canada

NRCan → eServices → Home

Email Address Verification

[Sign Out](#)

An email was sent to nickolas.boucher@canada.ca. Please provide the confirmation code supplied in the e-mail within 24 hours to complete your registration.

* Confirmation Code: *(required)*

[Submit](#)

[Resend the Confirmation Code](#)
[Correct your email](#)

Date modified: 2018-01-26
DEBUG1 R3 DEV-TEST

[Terms and Conditions](#) | [Transparency](#)

3. You will have 24 hours to provide the confirmation code and complete your registration.
4. Once you submit the confirmation code, you will activate your NRCan eServices account.
5. Click 'Continue' to continue to the NRCan eServices homepage and select 'ESTMA' from the options on the left.

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

Natural Resources Canada | Canada

NRCan → eServices → Home

My Account

- Home
- Manage My Account
- Explosives Services
- INTEGRO
- ESTMA
- Stand-Alone Test
- Help Desk & FAQs

NRCan eServices

NB817289 [Sign Out](#)

Welcome to the NRCan eServices Portal. You will find a list of all available eServices in the left hand menu, as well as shortcuts to any eServices to which you are already enrolled below.

Your Account Number is: **NB817289**

You have not enrolled yet into any eServices.

Date modified: 2018-01-26
DEBUG1 R3 DEV-TEST

[Terms and Conditions](#) | [Transparency](#)

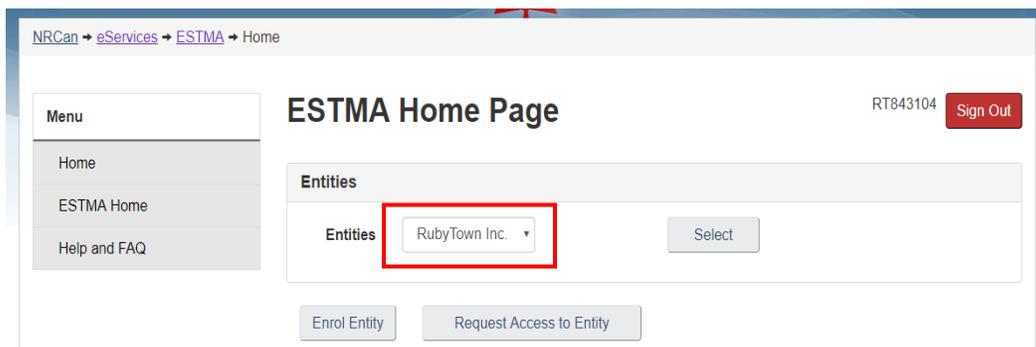
Enrolling a New Entity

If you have not previously enrolled an Entity, you will need to do so before accessing ESTMA-related services through the eServices Portal. **Note that Entities who have previously enrolled with NRCan prior to the launch of the eServices Portal are not required to enroll again. This step is only required for Entities that have not previously enrolled with NRCan, as it replaces the previous practice of having Entities submit an ESTMA Contact Form for enrolment purposes. Previously enrolled entities may continue to the [Requesting Access to a previously Enrolled Entity](#) of this document.**

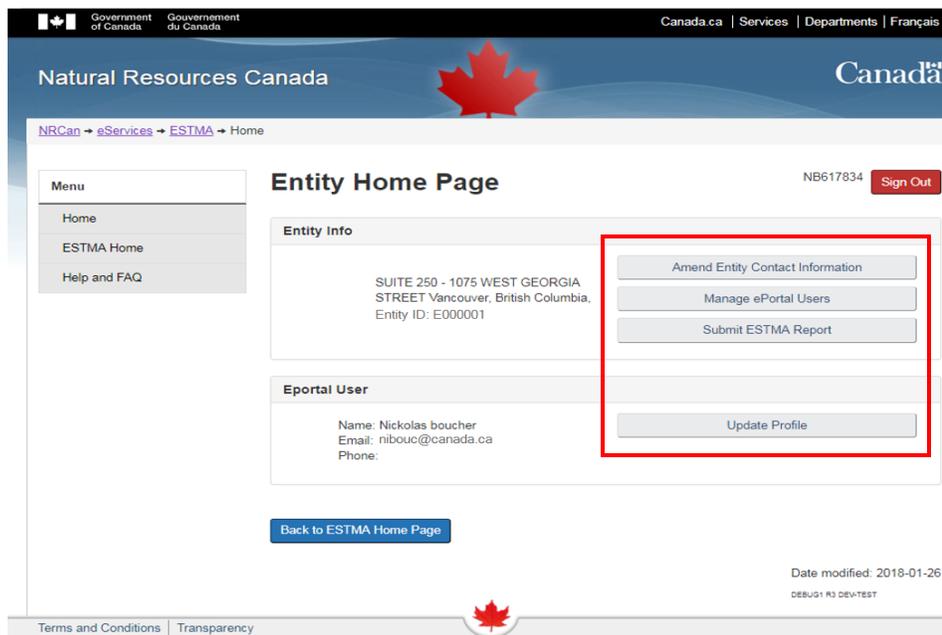
The screenshot shows the ESTMA Home Page interface. At the top, there is a header with the Government of Canada logo and navigation links for 'Canada.ca', 'Services', 'Departments', and 'Français'. Below this, the 'Natural Resources Canada' and 'Canada' logos are displayed. The main content area has a breadcrumb trail: 'NRCan → eServices → ESTMA → Home'. On the left, a 'Menu' sidebar lists 'Home', 'ESTMA Home', and 'Help and FAQ'. The central area is titled 'ESTMA Home Page' and contains two buttons: 'Enrol Entity' (highlighted with a red box) and 'Request Access to Entity'. The top right corner shows the user ID 'NB817289' and a 'Sign Out' button. The footer includes 'Terms and Conditions | Transparency' and a small red maple leaf logo.

1. The first step to enrolling an Entity is to provide their legal name, Canada Revenue Agency business number (if applicable), fiscal year start- and end-dates and business address.
2. Next, designate a Primary Contact and provide their business address and contact information. This person will be ESTMA's primary point of contact should the program need to contact the Entity.
3. You must also designate an Alternate Contact and provide their business address.
4. Lastly, you must provide the telephone number of the eServices Portal User.
5. Once you have submitted the Entity's details and the contact information for the Primary and Alternate contact persons, you will be prompted to review the information.

6. Select 'Submit' to continue, or select 'Back' to edit the provided details.
7. Once you have submitted the Entity's details for enrolment, you will receive a notification that NRCan will review your submission. Once approved, you will receive by email a confirmation of enrolment as well as your ESTMA ID number. Note that ESTMA ID numbers will normally be processed within 3-5 business days. If your request is urgent, please let NRCan know at NRCan.ESMA_Reports-Rapports_LMTSE.RNCan@canada.ca.
8. Once your submission has been reviewed and accepted, the Entity (or Entities) you have enrolled will appear on the ESTMA Home Page.

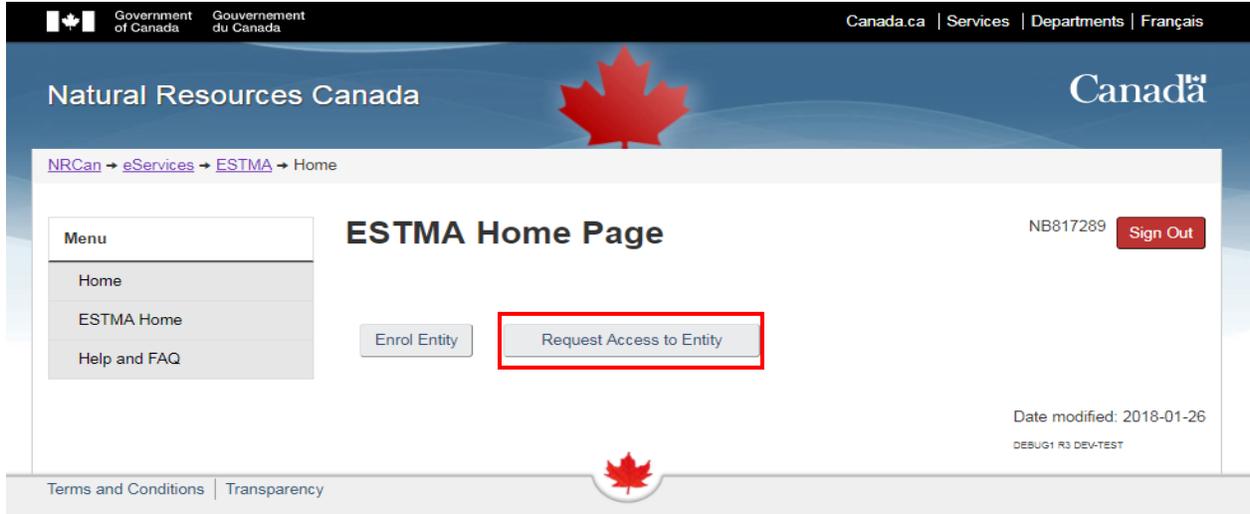


9. Choose an Entity and click 'Select' to access the Entity's Home Page. From the Entity Home Page, you can:
 - Update or amend the Entity's contact information
 - Manage eServices Portal Users (i.e. add, edit or remove)
 - Submit an ESTMA report
 - Update your eServices Portal User profile



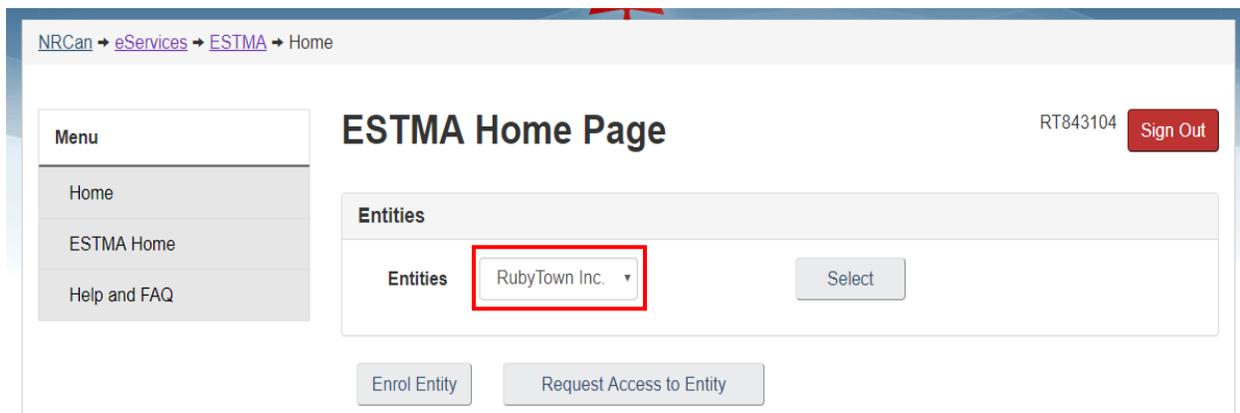
Requesting Access to a Previously Enrolled Entity

If you have previously enrolled one or several Entities with NRCan and have their ESTMA ID numbers, you can request access to those Entities through the eServices Portal.



The screenshot shows the ESTMA Home Page. At the top, there is a navigation bar with the Government of Canada logo and the text 'Canada.ca | Services | Departments | Français'. Below this, the page header includes 'Natural Resources Canada' and the 'Canada' logo. The main content area has a breadcrumb trail: 'NRCan → eServices → ESTMA → Home'. On the left, there is a 'Menu' sidebar with options: 'Home', 'ESTMA Home', and 'Help and FAQ'. The main heading is 'ESTMA Home Page'. To the right of the heading, there is a user ID 'NB817289' and a 'Sign Out' button. Below the heading, there are two buttons: 'Enrol Entity' and 'Request Access to Entity', with the latter highlighted by a red box. At the bottom right, it says 'Date modified: 2018-01-26' and 'DEBUG1 R3 DEV-TEST'. The footer contains 'Terms and Conditions | Transparency' and a small red maple leaf logo.

1. For each Entity, fill out the required fields, including the ESTMA ID number of the Entity you are accessing, and click 'Submit.'
2. Once you submit a request to success, it will be reviewed by NRCan. Users are typically given access to an Entity within 3-5 business days. If your request is urgent, please let NRCan know at NRCan.ESMA_Reports-Rapports_LMTSE.RNCan@canada.ca.
3. Once you have enrolled or gained access to one or several Entities, they will be listed on the ESTMA Home Page below.



The screenshot shows the ESTMA Home Page with a list of entities. The breadcrumb trail is 'NRCan → eServices → ESTMA → Home'. The main heading is 'ESTMA Home Page'. To the right of the heading, there is a user ID 'RT843104' and a 'Sign Out' button. Below the heading, there is a section titled 'Entities'. In this section, there is a dropdown menu labeled 'Entities' with 'RubyTown Inc.' selected and highlighted by a red box. To the right of the dropdown is a 'Select' button. Below the 'Entities' section, there are two buttons: 'Enrol Entity' and 'Request Access to Entity'.

4. Choose an Entity and click 'Select' to access the Entity's Home Page. From the Entity Home Page, you can:
 - Update or amend the Entity's contact information
 - Manage eServices Portal Users (i.e., add, edit or remove)
 - Submit an ESTMA report
 - Update your eServices Portal User profile

The screenshot displays the 'Entity Home Page' for Natural Resources Canada. At the top, there is a header with the Government of Canada logo and navigation links for 'Canada.ca', 'Services', 'Departments', and 'Français'. Below this is the 'Natural Resources Canada' banner with a red maple leaf logo and the 'Canada' logo. The breadcrumb trail reads 'NRCan > eServices > ESTMA > Home'. On the right side, the user ID 'NB617834' and a 'Sign Out' button are visible.

The main content area is divided into two sections: 'Entity Info' and 'Eportal User'. The 'Entity Info' section displays the address 'SUITE 250 - 1075 WEST GEORGIA STREET Vancouver, British Columbia' and 'Entity ID: E000001'. The 'Eportal User' section displays the user's name 'Nickolas boucher', email 'nibouc@canada.ca', and phone number. A red box highlights four buttons: 'Amend Entity Contact Information', 'Manage ePortal Users', 'Submit ESTMA Report', and 'Update Profile'. A 'Back to ESTMA Home Page' button is located at the bottom left of the main content area. The footer includes 'Terms and Conditions', 'Transparency', and a small maple leaf logo. The date 'Date modified: 2018-01-26' and the text 'DEBUG1 R3 DEV-TEST' are also present.

Submitting an ESTMA Report

The screenshot displays the 'Entity Home Page' for a user with ID NB617834. The page is part of the Natural Resources Canada website, as indicated by the header and logo. The breadcrumb trail shows the user's path: NRCan -> eServices -> ESTMA -> Home. On the left, there is a 'Menu' with options for Home, ESTMA Home, and Help and FAQ. The main content area is divided into two sections: 'Entity Info' and 'Eportal User'. The 'Entity Info' section displays the user's address (SUITE 250 - 1075 WEST GEORGIA STREET Vancouver, British Columbia) and Entity ID (E000001). It includes three buttons: 'Amend Entity Contact Information', 'Manage ePortal Users', and 'Submit ESTMA Report', with the latter being highlighted by a red box. The 'Eportal User' section shows the user's name (Nickolas boucher), email (nibouc@canada.ca), and phone number, along with an 'Update Profile' button. At the bottom, there is a 'Back to ESTMA Home Page' button and a footer with 'Terms and Conditions | Transparency' and 'Date modified: 2018-01-26'.

To submit an ESTMA Report, click on 'Submit ESTMA Report' from the menu located on the right.

Menu
Home
ESTMA Home
Help and FAQ

Submit ESTMA Report

MG874465

Sign Out

Please refer to the ESTMA Validation Checklist prior to submitting your report in order to ensure that it meets the minimum standard for acceptance by NRCan.

Report Info

Notes

Use this box to provide the link(s) to the ESTMA report. For a substituted ESTMA report, you must also provide a link to its stand-alone ESTMA cover page. Additional details on the ESTMA report must also be provided in this box (E.g., the jurisdiction and jurisdiction's deadline in situations of substituted reports; details on amendments that were made to an amended report, reasoning and key dates for reports covering a shortened financial year, etc.).

*** ESTMA Report (required)**

Supporting Files

File

1. First, use the 'Notes' box to provide the link(s) to the ESTMA report.

For a substituted ESTMA report, you must also provide a link to its stand-alone ESTMA cover page. Additional details on the ESTMA report must also be provided in this box (e.g., the jurisdiction and jurisdiction's deadline in situations of substituted reports; details on amendments that were made to an amended report; reasoning and key dates for reports covering a shortened financial year, etc.)

2. Upload your report by browsing and selecting the proper file from your computer. Click 'Add File' once you have selected the correct file.
3. If applicable, browse and upload supporting files such as auditor's reports. Click 'Add File' once you have selected the correct file.
4. Finally, click on 'Submit ESTMA Report' once your report and supporting files have been selected. NRCan will review the report against the [Report Validation Checklist](#) and contact the Entity if changes or clarifications are required.

Updating an Entity's Contact Information

You can amend or update an Entity's contact information (e.g., legal name, business address, primary and/or alternate contact) from the Entity's Home Page.

If an Entity's legal name changes at any point in time, you must provide to NRCan by email a Certificate of Name Change or any legal document supporting the name change. The documents must be sent at this address: NRCan.ESMA_Reports-Rapports_LMTSE.RNCan@canada.ca.

The screenshot displays the 'Entity Home Page' for a user with ID NB617834. The page header includes the Government of Canada logo and navigation links for 'Canada.ca', 'Services', 'Departments', and 'Français'. The main content area is divided into two sections: 'Entity Info' and 'Eportal User'. In the 'Entity Info' section, the address 'SUITE 250 - 1075 WEST GEORGIA STREET Vancouver, British Columbia, Entity ID: E000001' is shown. Three buttons are available: 'Amend Entity Contact Information' (highlighted with a red box), 'Manage ePortal Users', and 'Submit ESTMA Report'. The 'Eportal User' section shows the user's name 'Nickolas boucher', email 'nibouc@canada.ca', and phone number, with an 'Update Profile' button. A 'Back to ESTMA Home Page' button is located at the bottom left. The footer contains 'Terms and Conditions | Transparency' and a small maple leaf logo. The date 'Date modified: 2018-01-26' and 'DEBUG1 R3 DEV-TEST' are visible in the bottom right corner.

Managing eServices Portal Users

Only authorized users may access the eServices Portal and make changes to Entity and contact information, and submit ESTMA reports. From the Entity Home Page, you can manage eServices Portal Users by adding, updating or removing authorized users.

All new eServices Portal Users must have their own GCKey account number (see [Registering for a GCKey](#)). There are two types of users with different levels of authority. While all users may access and amend Entity information and submit reports, only “Principal Users” are authorized to add, update or remove other users for an Entity.

The screenshot shows the 'Entity Home Page' for a user with ID NB617834. The page header includes the Government of Canada logo and navigation links for Canada.ca, Services, Departments, and Français. The main content area displays the entity's address: SUITE 250 - 1075 WEST GEORGIA STREET Vancouver, British Columbia, with Entity ID: E000001. Three buttons are visible: 'Amend Entity Contact Information', 'Manage ePortal Users' (highlighted with a red box), and 'Submit ESTMA Report'. A left-hand menu contains links for Home, ESTMA Home, and Help and FAQ.

To Add / Update an eServices Portal User:

The screenshot shows the 'Manage Members' page for a user with ID BL272168. The page displays a table of members with the following data:

GCKey Account Number	First Name	Last Name	Principal User	
JD315911	John	Diamond	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="button" value="Update"/> <input type="button" value="Remove"/>

Below the table, there are two buttons: 'Add' (highlighted with a red box) and 'Back to Reporting Entity Page'. The page footer includes 'Terms and Conditions | Transparency' and 'Date modified: 2018-05-07'.

1. From the “Manage Members” page, select “Update” or “Add”.

2. Add or update the user's information as required (GCKey account number, name, email address & phone number).

NRCan → eServices → ESTMA → Home

BL426367 [Sign Out](#)

Add Eportal User

* GCKey Account Number (required)

* First Name (required)

* Last Name (required)

* Email (required)

* Phone (required)

Ext.

Principal User Yes No

[Back](#) [Submit](#)

3. Once you submit the request, you will be notified that NRCan will review your eServices Portal User request. The change will take effect once NRCan has approved the request.

To Remove an eServices Portal User:

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

Natural Resources Canada  Canada

NRCan → eServices → ESTMA → Home

BL272168 [Sign Out](#)

Manage Members

GCKey Account Number	First Name	Last Name	Principal User	
JD315911	John	Diamond	<input checked="" type="radio"/> Yes <input type="radio"/> No	Update Remove

[Add](#) [Back to Reporting Entity Page](#)

Date modified: 2018-05-07

[Terms and Conditions](#) | [Transparency](#)

1. From the “Manage Members” page, select “Remove”. A pop-up window asking you to confirm will appear, click “OK”.
2. Once you submit the request, you will be notified that NRCan will review your eServices Portal User request. The change will take effect once NRCan has approved the request.

Managing My Account

NRCan eServices Portal Users can modify their account information by selecting “Manage My Account”. A Principal User can also modify their account information on their behalf. See [Managing eServices Portal Users](#) for more information.

NRCan eServices Portal Users can also cancel their eServices Portal Account; however, their GCKey login credentials will remain valid.

The screenshot shows the 'Manage My Account' page in the NRCan eServices Portal. The page header includes the Government of Canada logo and navigation links for 'Canada.ca', 'Services', 'Departments', and 'Français'. The main header features 'Natural Resources Canada' and the 'Canada' logo. The breadcrumb trail indicates the user is in 'NRCan > eServices > Manage My Account'. The page title is 'Manage My Account' and the user ID is 'NB617834'. A 'Sign Out' button is visible in the top right corner. The form contains the following fields:

- My Account** (Navigation menu): Home, Manage My Account, Explosives Services, INTEGRO, ESTMA, Help Desk & FAQs.
- * First Name (required)**: Nickolas
- * Last Name (required)**: Boucher
- * Email (required)**: Nibouc@canada.ca
- Email Confirmation**: (Empty field)
- * Time Zone (required)**: [-05:00] Eastern Standard Time
- * Preferred Language (required)**: English

Buttons at the bottom: Update, Cancel, and Cancel My Account.

Help and Frequently Asked Questions

What is the purpose of the NRCan eServices Portal?

[NRCan's Electronic Portal for eServices](#) (NRCan eServices Portal) has been created to provide Entities with a secure web environment to undertake ESTMA-related activities, including enrolling a business, submitting annual ESTMA reports and updating business contact information.

Is use of the NRCan eServices Portal mandatory to enrol and submit ESTMA reports?

Yes. The [Technical Reporting Specifications](#) provide the required form and manner of reporting under the ESTMA, including how to enrol with NRCan, how to complete the reporting template, and other reporting requirements. The revised Specifications, which come into effect **November 1, 2018**, reflect the mandatory use of the NRCan eServices Portal.

Is my information secure?

Yes. The information entered into the NRCan eServices Portal is stored in accordance with the requirements of the Government of Canada for the security of personal information. The eServices Portal requires the use of secure login credentials. Only individuals with the proper credentials and authorized NRCan personnel can access the information. The information you provide is collected under the authority of the *Extractive Sector Transparency Measures Act* and is protected under the *Federal Privacy Act*.

Who can create an account?

Any individual can be associated with an Entity. Each individual user must create a personal NRCan eServices Portal account and, once access is granted, will be able to conduct activities such as enrolments, submission of reports/other documents and updates to business contact information.

Can users who are not an Entity's Primary or Alternate Contact still access the eServices Portal?

Yes. An Entity can authorize Users to use the eServices Portal even if they are not an Entity's Primary or Alternate Contact.

How many eServices Portal Users can be associated with an Entity?

There is no limit to the number of eServices Portal Users that an Entity can authorize.

What if an eServices Portal User is no longer employed by an Entity, can they still access the Entity's account?

Yes. For this reason, NRCan encourages Entities to have more than one Principal User and to revoke access of eServices Portal Users no longer authorized to act on their behalf for the purposes of the ESTMA. Please see [Managing eServices Portal Users](#) for information on the roles of a Principal User and instructions on how to revoke access of an eServices Portal User.

What is a CRA Business Number?

A CRA business number is a unique nine-digit number that the Canada Revenue Agency has assigned to a business or an organization for tax matters related to business in Canada.

What type of documents and formats can be uploaded to the portal?

Entities can submit their ESTMA reports, substituted report ESTMA cover pages, top-up or add-on reports, Certificate of Name Change or any other supporting documentation via the ESTMA eServices portal. Commonly supported document formats such as Word, Excel, PDF, etc. can be uploaded for supporting documentation. However, while Entities may convert and publish their ESTMA reports online in machine-readable PDF format, only ESTMA reports in Excel format will be accepted via the ESTMA eServices Portal for in accordance with the Technical Reporting Specifications.

What if I can't complete the enrolment process in one session?

The enrolment process can be completed quickly. In the event that you need to close your session early, the information will not be saved until you hit the "Submit" button.

What if an entity made no reportable payments in a given reporting period?

Reporting Entities that do not make any reportable payments within a financial year should not publish a report via the eServices Portal. Instead, Reporting Entities should notify NRCan by e-mail within 150 days following the end of their financial year that no report will be submitted for that year.

What if I am experiencing technical problems with the system?

Please contact the Help Desk at 1-877-842-5604 for help with technical problems.

What if I have questions on the enrolment or reporting process?

If you have questions on enrolment and/or the reporting process and requirements, please send an email to NRCan.ESTMA_Reports-Rapports_LMTSE.RNCan@canada.ca. If you wish to communicate with an agent by phone, please state so in your email and you will be contacted in a timely manner.