

CLEAN FUEL REGULATIONS CREDIT AND TRACKING SYSTEM:

USER GUIDE FOR VERIFICATION BODIES

VERSION 2.1

FEBRUARY, 2023



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Foreword

This is the first published version of the user guide for Verification Bodies for the *Clean Fuel Regulations*' Credit and Tracking System (CATS). This document provides guidance to Verification Bodies and their Authorized Agent users on using CATS for the purpose of conducting their verification activities under the *Clean Fuel Regulations* (CFR).

This second version of the CATS platform for CFR will allow an organization's Authorized Agent to create an account in CATS; and create and submit a registration report, including a copy of their accreditation certificate. More functions for Verification Bodies are planned for future releases, including adding additional users to the organization account. Questions should be addressed to Environment and Climate Change Canada at the following email addresses: cfsncp@ec.gc.ca (regulations related) or cfsncats-scscncp@ec.gc.ca (CATS related).

NOTE: Although numbered as Version 2.1, no prior version of this document was released for Verification Bodies. The first digit (2) refers to the second release of CATS platform. The first release enabled Primary Suppliers, Registered Creators and Foreign Suppliers to create an account in CATS; create and submit a registration report; and create and submit the following applications: recognition of CO₂e-Emission-Reduction Project, Approval of Carbon Intensity, and Approval of New Pathway.

Disclaimer

This document does not in any way supersede or modify the *Canadian Environmental Protection Act*, 1999 or the *Clean Fuel Regulations*, or offer any legal interpretation of those Regulations. Where there are any inconsistencies between this document and the Act or the Regulations, the Act and the Regulations take precedence.

The full text of the Regulations and associated documents are available on ECCC's website: www.canada.ca/clean-fuel-regulations.

Should you have questions about the *Clean Fuel Regulations*, please send them to:
Email: cfsncp@ec.gc.ca

Reference Documents

In addition to the *Clean Fuel Regulations: Credit and Tracking System User Guide for Verification Bodies - Version 2.1*, the following supporting documents for the use of CATS are available to users. References to these documents, if any, in the *User Guide* apply to the most current versions. You may find these documents on the [Clean Fuels Regulations web page](#), otherwise, click on “Contact us” hyperlink at the bottom of the page to request copies of technical presentations pertaining to the Regulations and supporting documents.

Title and description
Credit and Tracking System (CATS)
Clean Fuel Regulations: Credit and Tracking System User Guide for Primary Suppliers, Registered Creators and Foreign Suppliers - Version 2.1
Clean Fuel Regulations: Credit and Tracking System User Guide for Verification Bodies - Version 2.1
Regulations and Regulatory Impact Analysis Statement
Clean Fuel Regulations
Regulatory Impact Analysis Statement – Clean Fuel Regulations
Verification and Certification
Methods for Verification and Certification
Fuel LCA Model
Specifications for Fuel LCA Model CI Calculations
Clean Fuel Regulations Data Workbook
Quantification Methods
Quantification Method Development Guidance Document
Quantification Method for Low-Carbon-Intensity Electricity Integration
Quantification Method for CO ₂ Capture and Permanent Storage
Quantification Method for Enhanced Oil Recovery with CO ₂ Capture and Permanent Storage
Generic Quantification Method
Quantification Method for Co-processing in Refineries
Quantification Method for the integration of low-carbon-intensity hydrogen (will be available in winter 2023)

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Definitions

Account means a dedicated space in CATS¹ for a Primary Supplier, a Registered Creator, a Foreign Supplier and a Verification Body to perform applicable transactions.

Authorized Agent has the same meaning as section 1(1) of the CFR² and for the purpose of CATS use has full Account permissions including onboarding of all other Users to the Account. Only one User per Account may be assigned this role.

ECCC means the Department of the Environment that is also referred to as Environment and Climate Change Canada.

Foreign Supplier has the same meaning as section 1(1) of the CFR.

Minister means the Minister of the Environment.

Primary Supplier means a person as defined in section 1(1) of the CFR.

Registered Creator means a person as defined in section 1(1) of the CFR.

User means

- a. a Primary Supplier, a Registered Creator or a Foreign Supplier or their Authorized Agent, an Authorized Administrator, a Read/Write user, or a Read-Only user.
- b. or a Verification Body or their Authorized Agent.

Verification Body has the same meaning than in section 1(1) of the CFR. A Verification Body is mandated by a Primary Supplier, a Registered Creator or a Foreign Supplier to conduct verification activities.

¹ CATS is the Credit and Tracking System for the Clean Fuel Regulations

² CFR is the *Clean Fuel Regulations*, available from the Canada Gazette, Part II website

1. Introduction

1.1. General Overview

The *Clean Fuel Regulations* (CFR), a key component of Canada's 2030 Emissions Reduction Plan, require producers and importers of gasoline and diesel, called primary suppliers, to reduce the lifecycle carbon intensity of the gasoline and diesel they produce or import in Canada.

The Regulations use a performance-based lifecycle approach and establish a credit market that will incent the use of a broad range of low-carbon-intensity fuels (e.g. ethanol, biodiesel, renewable diesel), energy sources (e.g. hydrogen and electricity) and technologies (e.g. carbon capture and storage).

According to subsection 164(1) of the *Clean Fuel Regulations* (the Regulations), any report or notice that is required to be submitted, must be sent electronically in the form specified by the Minister and must bear the signature of the Authorized Agent. In addition, according to subsection 164(3) of the Regulations, a carbon intensity calculation must also be submitted electronically in the form specified by the Minister³.

The *Clean Fuel Regulations'* Credit and Tracking System (CATS) is the specified electronic form for these submissions. It is a secure, web accessible platform being developed to enable registration, reporting, credit creations, credit transactions for primary suppliers and registered creators. Foreign suppliers and verification bodies also register in CATS. CATS is accessible at the following web link: <https://marchescarbhone-carbonmarkets.canada.ca/en/Welcome>.

CATS is a platform that has a shared, common access point with the federal Output-Based Pricing System and Canada's GHG Offset Credit System. Separate accounts are required in order to register with each program (the same email address can be used between programs, but only one email address is allowed within CFR). This manual is specifically for users accessing the *Clean Fuel Regulations'* (CFR) section of CATS, referred to as "CATS" in this document.

1.2. Purpose of this manual

This is a first published version of the user guide for Verification Bodies for the *Clean Fuel Regulations'* Credit and Tracking System (CATS). This document provides guidance to organizations accredited as verification bodies and their authorized agents on using the Credit and Tracking System for the purpose of conducting their verification activities under the *Clean Fuel Regulations*.

This second version of the CATS platform for CFR will allow an organization's authorized agent to create an account in CATS; and create and submit a registration report, including a copy of their certificate of accreditation. More functions for Verification Bodies are planned for future releases, including adding additional users to the organization account. Questions should be addressed to Environment and Climate

³ If it is impractical to submit reports or notices electronically in accordance because of circumstances beyond a person's control, the report or notice must be sent on paper, signed by an Authorized Agent, and in the form and format specified by the Minister. In this event, please contact Environment and Climate Change Canada, at cfscats-scscncp@ec.gc.ca for guidance.

Change Canada at the following email addresses: cfsncp@ec.gc.ca (regulations related) or cfscats-scscncp@ec.gc.ca (CATS related).

The user guide for Primary Supplier, Registered Creator, and Foreign Supplier users is available as a separate document. Refer to **Reference Documents** section for more information.

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2. Introduction to CATS

2.1 Designating the Authorized Agent

The first step of creating an account in CATS for the *Clean Fuel Regulations* consists of designating an Authorized Agent to act on behalf of the Verification Body.

As defined in the *Clean Fuel Regulations*:

Authorized Agent means,

- (a) in respect of a corporation, any officer of the corporation who is authorized to act on its behalf;
- (b) in respect of an individual, that individual or any person authorized to act on behalf of that individual; and
- (c) in respect of any other entity, any person authorized to act on behalf of that entity.

The Authorized Agent is someone who meets the definition above, and is the first user to register in CATS by creating an account.

Refer to **section 3.4** for further information and requirement on documents to submit upon registration.

2.2 Accessing and Logging in to CATS

The latest versions of browsers such as *Firefox*, *Microsoft Edge*, *Google Chrome*, and *Safari* support CATS; however, *Internet Explorer* does not.

If you have not created a CATS account for CFR, follow the registration steps in **section 3** to create a CFR account.

If you already have a CATS login credentials for CFR but the registration has not been completed (i.e. full access to CATS has not been granted, due to documents not submitted and registration report information not completed), follow the registration steps starting in **section 3.1**, step 10.

Otherwise, for approved and active accounts, follow the steps below to log in to CATS.

1. Navigate to CATS via this link: <https://marchescarbone-carbonmarkets.canada.ca>.

Select Login (**Figure 1**).

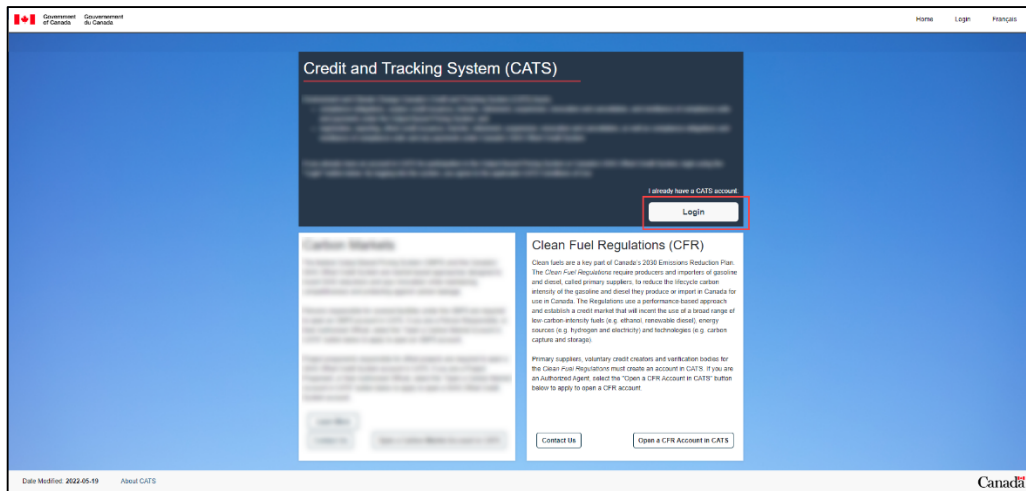


Figure 1: Login for CATS existing users

2. On the **Choose a Secure Sign-In Method** page, choose the same option as initially selected upon the account creation (**Figure 7**).

Each user must use their own sign-in method and credentials must not be shared.

3. Enter the Two-Factor Authentication Code sent to your email on file (or by SMS) and select **Sign-In** (**Figure 8**):

- The two-factor authentication code is valid for 3 minutes. After that time users will have to select **Resend Code**.
- If the code is not received, please refer to **section 9.2**.

2.3 User Roles and Permissions

Within CATS, various user roles have different permissions associated with them. Organizations authorize and onboard their own users, and must ensure to assign the correct role for individuals acting on their behalf.

NOTE: In the current version of CATS, Authorized Agents for Verification Bodies do not have the ability to onboard any additional users. This function will be allowed in future releases of CATS.

2.3.1. Authorized Agent

The Authorized Agent acts on behalf of the organization and has the full account permissions. This is the main user role and the first role that is created for an organization upon the first instance of registration. There can only be one Authorized Agent representing the organization.

For Verification Bodies, this user role has the ability to:

- Submit registration reports.
- Request to cancel an account (organization withdrawing from CFR).

The Authorized Agent is the only user that must go through the identity authentication process, providing the identity verification document. This step is part of the registration process. When the registration report is submitted in CATS, the Authorized Agent must also upload a letter of authorization before requesting participation in CATS. More information on these documents is available in appendixes **Appendix A: Identity Verification Document** and **Appendix B: Authorization Document**.

The letter of authorization and identity verification document must be submitted prior to approval for full access to CATS.

2.4 Communicating with ECCC

One of the following options will be used by ECCC to communicate with users:

- Automated CATS notification emails that send administrative information or notices from CATS
 - Email address: scscnepasrepondre-catsnoreply@ec.gc.ca
 - Please add to safe sender list
 - DO NOT REPLY
- CFR Operations Office for communications with ECCC about using CATS
 - Email address: cfscats-scscnecp@ec.gc.ca
 - Please add to safe sender list
 - 1-833-849-9160

2.5 Usability Tips

In any of the screens in CATS, users can zoom in by pressing CTRL + or zoom out by pressing CTRL -.

Where the content does not fit the page, scroll bars will appear on the right-hand side of their browser, as well as at the bottom of pages.

3. Creating an Account in CATS and submitting Registration Reports

This section applies to new users who do not have a CATS account for CFR and for existing users who have not completed their identity authentication and registration, and received full access to CATS. For existing users, return to section **Accessing and Logging in to CATS** for information to log in to CATS.

Before opening a CFR account in CATS, ensure that:

- Organization is eligible to act as a verification body for the *Clean Fuel Regulations*;
- Organization holds a valid accreditation as per subsection 138(1) of the Regulations;
- User has been authorized to act on behalf of the organization as an Authorized Agent;

- Authorized Agent has obtained or initiated the process of obtaining the Authorization Letter and Identity Verification Document.

3.1. Creating an account in CATS

The following steps must be performed for registering in CATS as a Verification Body.

Only the Authorized Agent should register an organization account.

Note: An email address cannot be associated with more than one account in *Clean Fuel Regulations-CATS*.

To create an organization account in CATS, the Authorized Agent must perform the following steps:

1. Navigate to CATS via this link: <https://marchescarbhone-carbonmarkets.canada.ca>
2. Select **Open a CFR Account in CATS (Figure 2)**.

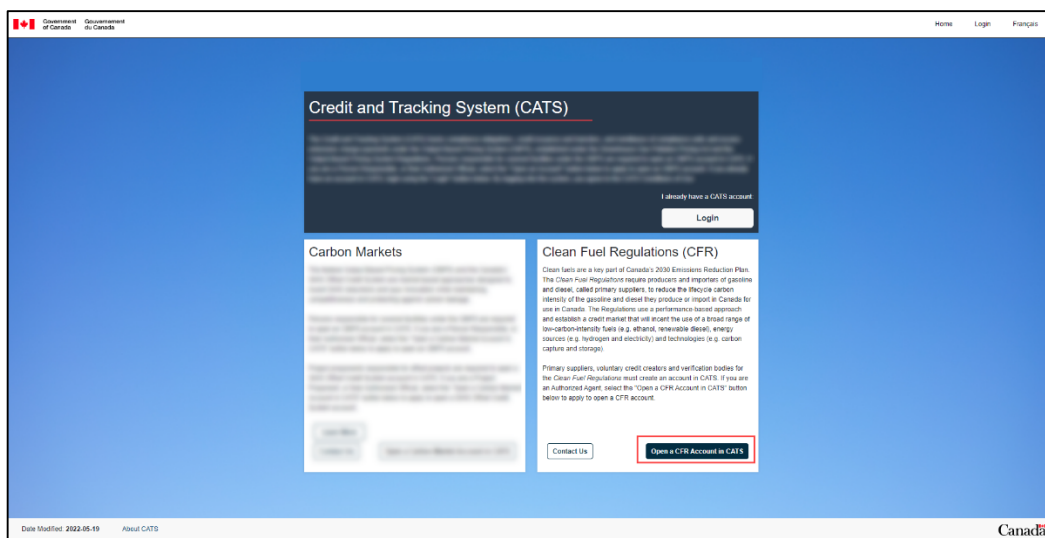


Figure 2: CATS Home Page

3. **Select** the Verification Body organization role option as illustrated below (**Figure 3**).

Steps for Primary Supplier, Registered Creator, and Foreign Supplier option can be found in a separate User Guide listed in

Reference Documents section.

Figure 3: Selecting Verification Body Organization Role

4. Enter the requested information in the next screen (*mandatory fields are marked by an asterisk* ***)**(Figure 4):

- Organization information, including postal/mailling address.

Business Registration Number (CRA BN) is not required to be obtained but is highly suggested in order to accelerate the organization approval process.

- Authorized agent contact information.
- Authorized agent postal/mailling address

If applicable, the user has the option to select **Same as Organization Address?** box and avoid entering the same information again.

NOTE: If some sections become greyed out and user is unable to continue entering the information, click on/off the **Same as...?** boxes in different sections on the same page.

- Select **Proceed to Next Step** at the bottom of the page.

Figure 4: Verification Body Account Registration

5. After proceeding to the next step, the user will be prompted to verify that the entered email address is accurate and does not contain errors. Verify the email address as it will be associated to the account being requested for the organization (**Figure 5**).

Figure 5: Verification Body Account Email Confirmation

6. The user now has the option to **Continue** with the registration process or close the page and complete the registration process within the next 24 hours by clicking on the link provided in the email (**Figure 6**).

Clicking on the link after it has expired will generate a new one. In case of any issues, user must communicate with ECCC (**section 2.4**).

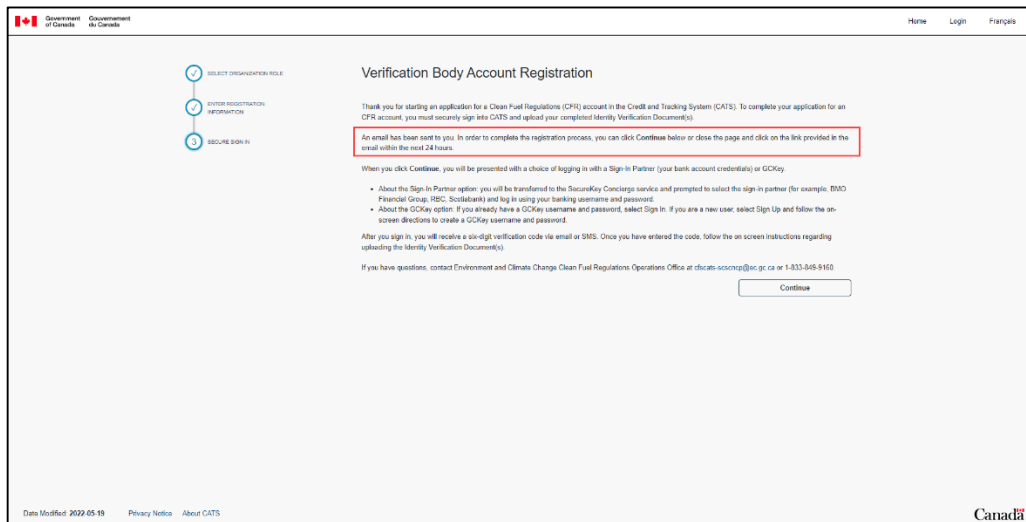


Figure 6: Secure Sign-In

7. Choose the preferred method of secure login (Figure 7)

The chosen method will be used each time the user logs in to CATS. Ensure to keep record of it.

- Use a Sign-In partner or GCKey.
 - **Sign-In Partner:** uses the same sign-in information used for other online services (e.g. online banking). None of user's information will be shared with CATS.
 - **GCKey:** requires users to create an account, password and recover questions. The GCKey can be used to access multiple Government of Canada online enabled services. More information on this service can be found [here](#).

To proceed with the GCKey option, select **Continue to GCKey > Sign Up** and follow the instructions on the screen.

NOTE: Each user must use their own sign-in method and credentials must not be shared.

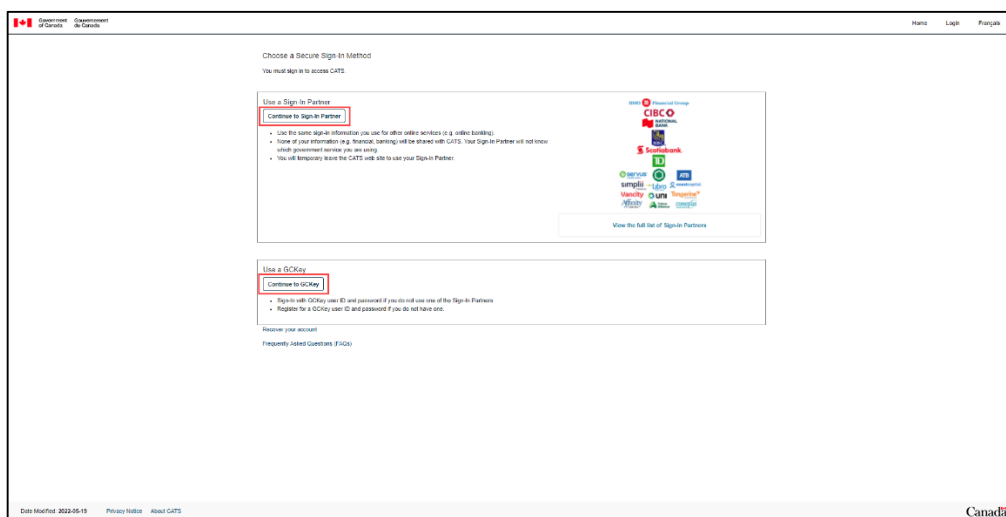


Figure 7: Selecting Secure Sign-In Method

8. Enter the Two-Factor Authentication Code received by email and select **Sign In (Figure 8)**.

The two-factor authentication code is valid for 3 minutes. After that time, users will have to select **Resend Code** option.

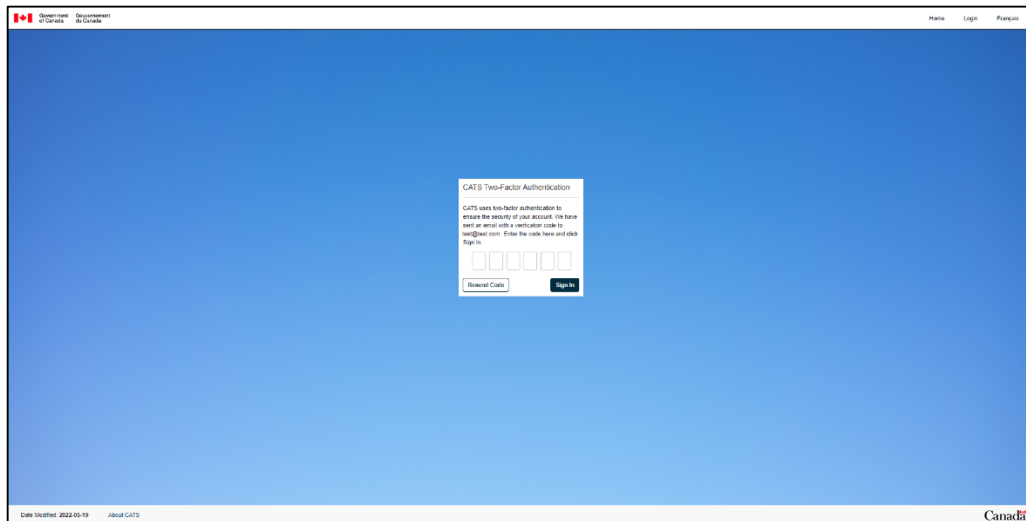


Figure 8: Two-Factor Authentication Code

9. Accept the Conditions of Use (**Figure 9**)

All users must read and accept the Conditions of Use before the access to CATS is allowed.

- To accept, select **Accept**. A success message will be displayed.
- To refuse, select **Log out**. Users will not be able to perform any actions in CATS.

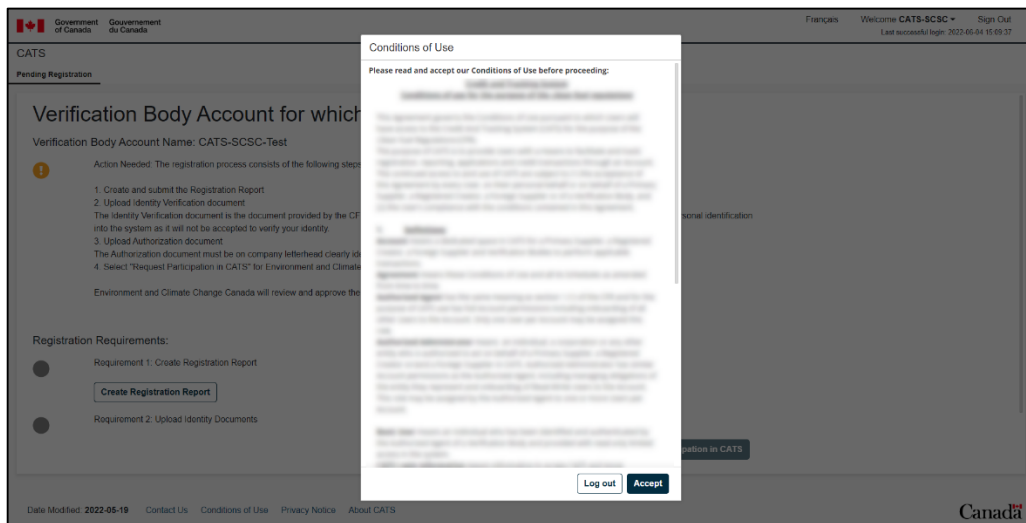


Figure 9: Accepting Conditions of Use

10. Partial access to CATS

Once the Conditions of Use have been accepted and the Success message displayed (**Figure 10**), the user has partial access to CATS. The on-screen information indicates that the following steps must be completed before accessing CATS:

- Creation of the Registration Report (**section 3.2**)
- Submission of the Registration Report (**section 3.3**)
- Uploading of required identity documents (**section 3.4**)
- Requesting Participation in CATS as a Verification Body (**section 3.5**)

Upon completion of all the required steps by the user, Environment and Climate Change Canada will review the registration report and uploaded documents before granting full access to CATS.

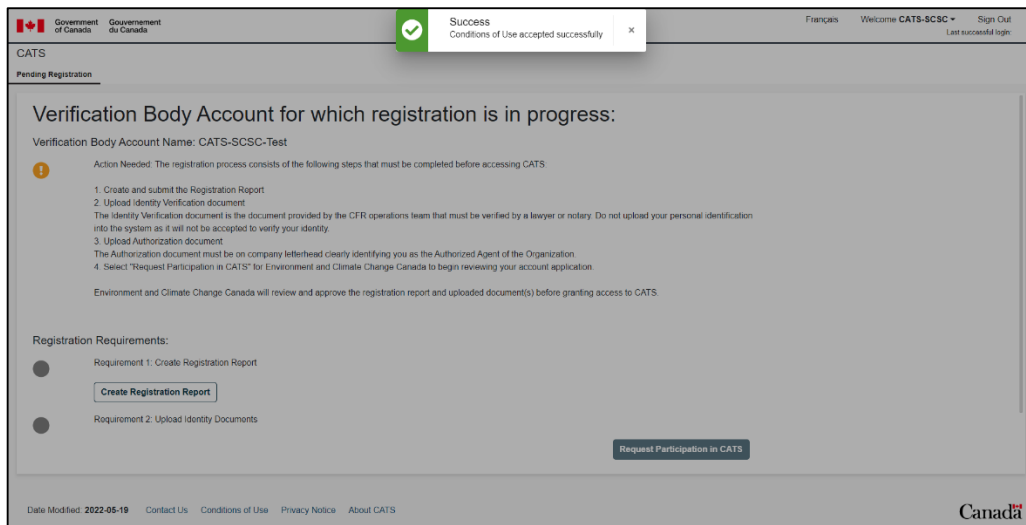


Figure 10: Partial access to CATS

3.2. Creating a Registration Report

The creation of a Registration Report consists of following four on-screen steps prompting the user to:



- enter organization information;
- select technical scope(s) of accreditation;
- provide accreditation details; and
- enter authorized agent's information.

1. Select **Create a Registration Report** (Figure 11).

Figure 11: Create a Registration Report

2. **STEP 1:** Enter organization information and click **Proceed to Next Step** button (Figure 12).

Certain information is already automatically transferred from the initial account creation step.

At any stage during the creation of the registration report, the user may select **Save as Draft** and logout of CATS. Upon logging in, the user will have the ability to continue the process.

Figure 12: Entering organization information

3. **STEP 2:** Select technical scope(s) of accreditation for the verification body, and click **Proceed to Next Step** button (Figure 13).

Click on Info bubbles for more information on technical scopes.

Figure 13: Selecting technical scope(s)

4. STEP 3: Provide accreditation details by performing the following steps (Figure 14):

Figure 14: Accreditation Details

- Select **Add Accreditation** button and enter the required information on the screen.
- Accreditation Body: from the drop-down menu select one of the options:
 - Standards Council of Canada (SCC);**
 - ANSI National Accreditation Board (ANAB);** or
 - Other** (When this option is selected, the user must indicate the Accreditation Body upon uploading the required documents in the Proof of Accreditation section).
- Select the period of validity of accreditation of the most recent accreditation:
 - From** field must contain past or current date (no future dates);
 - To** field must contain only future dates.
- Proof of Accreditation step requires the user to upload:

- i. Certificate of Accreditation (indicate the Accreditation Body in the Comments section).
- ii. Technical scope(s) of accreditation.

Depending on the Accreditation Body, i) and ii) above could either take the form of a single, or of two separate pieces of documentation. As CATS requires both document types to be uploaded, in the event of a single document being available, ensure to upload it twice.

Uploading of documents can be achieved by selecting **Upload Document (Figure 15)** blue button or by selecting specific **Upload Document** link to a document type. OTHER document type option is available from the drop-down menu for any other relevant documents to be uploaded.

NOTE: As the documents are being uploaded and scanned by the system, a loading icon will be displayed until the upload is completed.

Figure 15: Upload Proof of Accreditation documents

- e) Once the documents have been uploaded, select **Proceed to Next Step (Figure 16)**.

Figure 16: Proof of Accreditation documents uploaded

5. **STEP 4:** Enter the information for the Authorized Agent (**Figure 17**).

Certain information is already automatically transferred from the initial account creation step.

The screenshot shows the 'Registration Report Submission' form in the CATS system. The form is titled 'Registration Report Submission' and includes a sidebar with four steps: 1. ENTER ORGANIZATION INFORMATION, 2. SELECT TECHNICAL SCOPE OF AUTHORIZATION, 3. PROVIDE ACREDITATION DETAILS, and 4. ENTER AUTHORIZED AGENT INFORMATION. The form is divided into two main sections: 'Enter information for authorized agent submitting the report' and 'Authorized Agent Postal/Mailing Address'. The first section includes fields for Job Title, Name (CATS-SCSC), Telephone Number, Email, and Mobile Number. The second section includes a checkbox for 'Same as Organization Address?' and fields for Country, Street Name, Street Number, City/Town, Province/Territory/State, PO Box, and Postal/ZIP Code. At the bottom right, there are buttons for 'Close', 'Save as Draft', 'Back to Previous Step', and 'Submit Registration Report'. The footer includes the date 'Date Modified: 2023-01-16' and links for 'Contact Us', 'Conditions of Use', 'Privacy Notice', and 'About CATS'.

Figure 17: Registration Report: Authorized Agent Information

3.3. Submitting the Registration Report

As this is the last step of the registration report process, select **Submit Registration Report** button.

A success message is displayed and a green check mark indicates that the first requirement has been completed (**Figure 18**).

The screenshot shows the 'Verification Body Account' page in the CATS system. The page is titled 'Verification Body Account for which registration is in progress:' and includes a sidebar with four steps: 1. ENTER ORGANIZATION INFORMATION, 2. SELECT TECHNICAL SCOPE OF AUTHORIZATION, 3. PROVIDE ACREDITATION DETAILS, and 4. ENTER AUTHORIZED AGENT INFORMATION. The main content area displays a success message: 'Success: Registration report submitted successfully'. Below this, there is a section titled 'Registration Requirements' with two items: 'Requirement 1: Create Registration Report' (marked with a green checkmark) and 'Requirement 2: Upload Identity Documents' (marked with a grey circle). The 'Requirement 1' section includes a 'View Registration' button. At the bottom right, there is a button labeled 'Request Participation in CATS'. The footer includes the date 'Date Modified: 2022-05-19' and links for 'Contact Us', 'Conditions of Use', 'Privacy Notice', and 'About CATS'.

Figure 18: Registration Report Submitted

3.4. Uploading Authorization and Identity Documents

The second requirement upon registration in CATS requires the authorized agent to upload two documents:

- Identity Verification Document (**Appendix A: I** provides further instructions).

This Identity Verification Document allows Environment and Climate Change Canada to verify the identity of the authorized agent designated by the Verification Body organization. Only the provided form in this document is accepted to verify the identity of the authorized agent. Individual pieces of ID (Passport, driver's licence, etc.) will not be accepted by ECCC directly.

- Authorization document (**Appendix B: Authorization Document** provides further instructions).

The Authorization document is a letter of authorization issued by the Verification Body organization, clearly stating the user as the Authorized Agent. The document must be printed on a company letterhead.

To upload the required documents, proceed as follows:

1. select **Upload Documents** under Requirement 2: Upload Identity Documents (**Figure 18**).
2. On the next page (**Figure 19**):
 - select **Upload Document** and browse to select the file;
 - ensure that the file name is clearly identifying the Organization and contains the Authorized Agent name.

Uploading of documents can be achieved by selecting **Upload Document** blue button or by selecting specific **Upload Document** link to a document type. OTHER document type option is available from the drop-down menu for any other relevant documents to be uploaded.

NOTE: As the documents are being uploaded and scanned by the system, a loading icon will be displayed until the upload is completed.

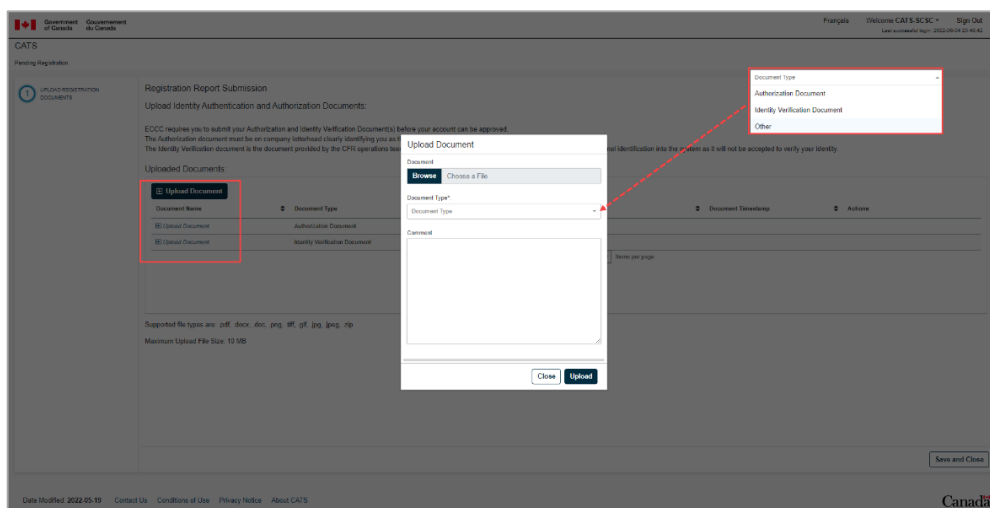


Figure 19: Uploading Identity Authentication and Authorization Documents

- Once both documents are uploaded, select **Save and Close** to move to the next step (**Figure 20**).

In case the user has uploaded the wrong document, Actions drop-down menu allows to delete it and the user can upload a new document by selecting carefully the correct Document Type.

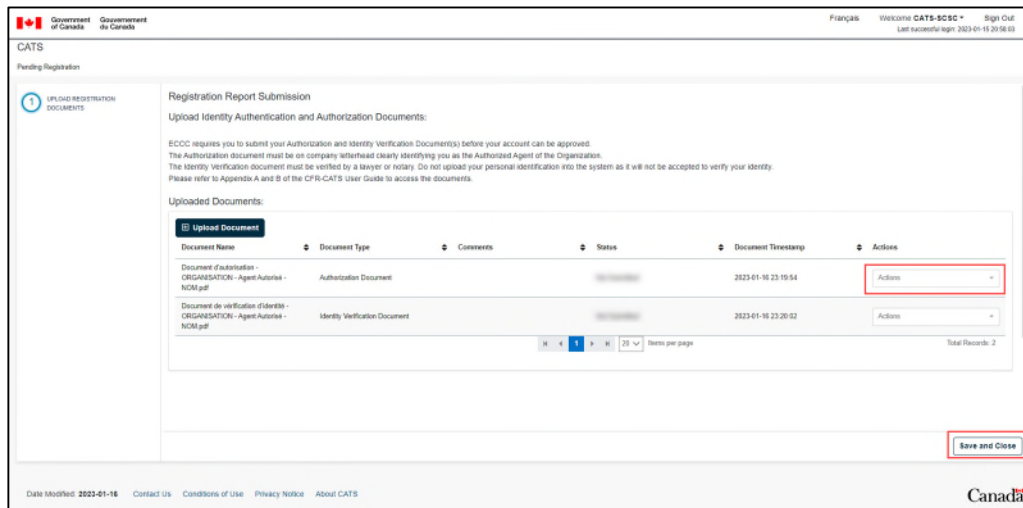


Figure 20: Deleting uploaded document or Proceeding to Next Step

- Upon selecting **Save and Close**, the green check mark will be displayed indicating the completion of Requirement 2: Upload Identity Documents (**Figure 21**).

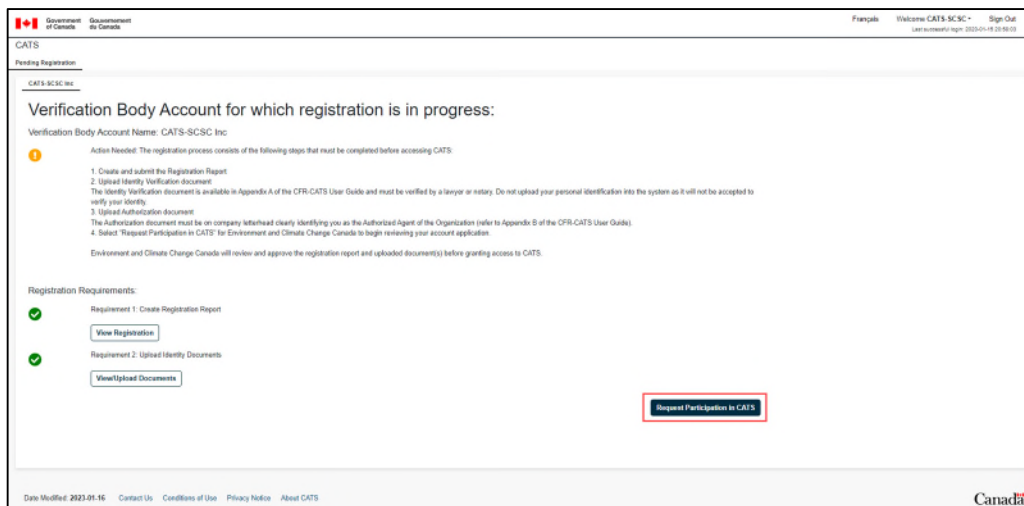


Figure 21: Requesting Participation in CATS

3.5. Requesting Participation in CATS

Upon the successful submission of the Registration Report (Requirement 1) and the upload of Identity Documents (Requirement 2), the user is now ready to complete the registration process.

- Select **Request Participation in CATS** button (**Figure 21**).
- A success message is displayed on the screen (**Figure 22**).

3. The user will receive an email confirming that the Verification Body account application has been submitted.

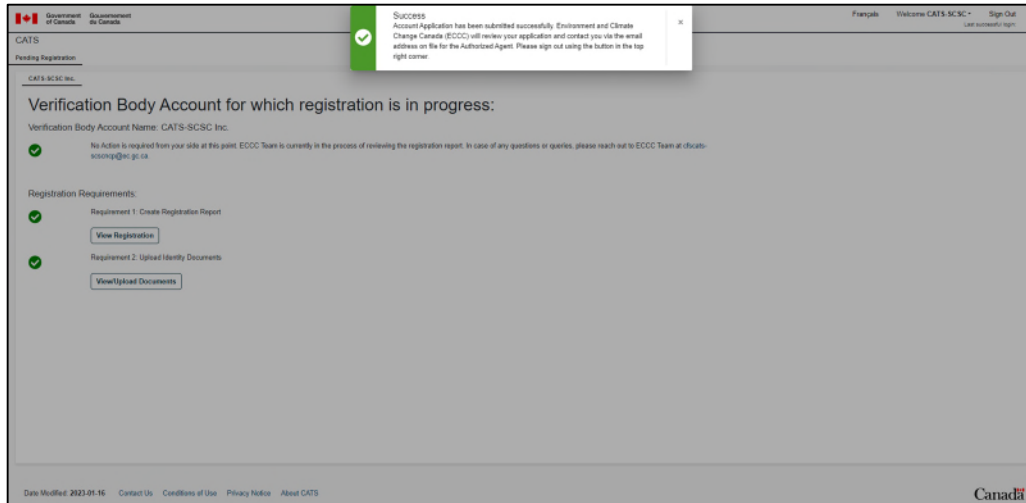


Figure 22: Requesting Participation in CATS Success Message

3.6. Pending Account Registration

No further action is required from the user at this stage. ECCC will review and accordingly, approve, reject, or request more information. Until the account registration is approved, the user cannot perform any other activities in CATS.

Account is approved:

- User will receive a notification email indicating that the application for a CFR account in CATS has been approved and that the account has been activated.
- User may log in to CATS to view available features. Refer to **section 4** to explore CATS features.

Account is rejected:

- User will receive a notification email indicating that the application for a CFR account in CATS has been rejected.
- User can contact ECCC for further details. Refer to **section 2.4** for ECCC contact information.

Approval requires more information:

- User will receive a notification email indicating that the application for a CFR account in CATS requires more information before it can be approved. The email will include the comment from ECCC.
- DO NOT REPLY to automated emails.
- User will need to log in to CATS to address the comment.

4. CATS Features

4.1. Account Overview

CATS account for a Verification Body allows the Authorized Agent to access three main tabs. User can view information and perform available actions in the current version of CATS.

Available options are briefly explained below and in more detail in each major section (**Figure 23**).

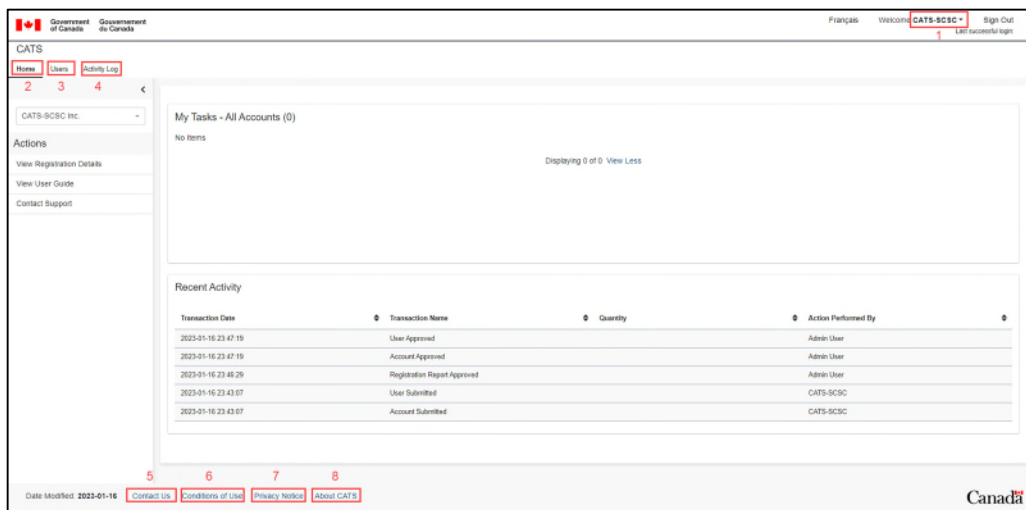


Figure 23: User Approved (Active) – User Account Overview

1. **Welcome**: drop-down menu allows access to **My Profile** and **Select New Login Credentials**. My Profile is the first area to be accessed once the account has been approved by ECCC.
2. **Home**: tab gives the user an overview of CATS. User has the ability to perform certain actions and view tasks and recent activity.
3. **Users**: tab allows to view all users registered to the organization and access to other functions for managing users. Verification Body accounts will only contain authorized agent information in the current version of CATS.
4. **Activity Log**: tab tracks all account activity associated to the organization profile.
5. **Contact Us**: displays contact information for CFR Operations Office also available in **section 2.4**.
6. **Conditions of Use**: displays the conditions of use content accepted by the user. All users must accept CATS conditions of use in order to access and use CATS.

Any amendments to the Conditions of Use will trigger displaying the Conditions of Use content upon user login and prompting user acceptance. The new content will then be available in this section.

7. **Privacy Notice**: displays the privacy notice on personal information being collected by ECCC.
8. **About CATS**: displays the list of supported browsers.

4.2. Welcome Menu

The Welcome menu allows access to My Profile and Select New Login Credentials.

4.2.1 My Profile

Once the CATS account has been approved by ECCC, the user is required to navigate to My Profile area (**Figure 24**) and complete the missing information.

The user also has the ability to select the preferred method for receiving the Verification Code (Email or SMS) and must select **Submit**. A success message will be displayed and user redirected to the Users tab. The user will also receive an email confirmation notice indicating that the information in user's CATS profile has been updated. Please refer to **section 9.2** for any issues related to receiving the verification code.

The User Role section of the screen displays the user role, associated account and the status.

The Documents section lists the Identity Verification Document(s) submitted to ECCC, displaying the status and the time stamp. The Actions drop-down menu options allows to download the document.

Authorized agent's information must be modified in the registration report, please refer to **section 6**. To update the email or name, the authorized agent must communicate with ECCC (**section 2.4**).

Document Name	Document Type	Comments	Status	Document Timestamp	Actions
Identity Verification Document			Processed	2023-01-16 23:47:46	Actions

Figure 24: My Profile

4.2.2 Select New Login Credentials

Once the user has selected the option **Select New Login Credentials** from the drop-down menu, select **OK** to proceed to the next step. The user will be prompted to select between the Sign-In Partner or GCKey as during the initial registration steps. Follow the instructions on the screen.

4.3. Home Tab

The Home tab consists of three sections listed below (**Figure 25**):

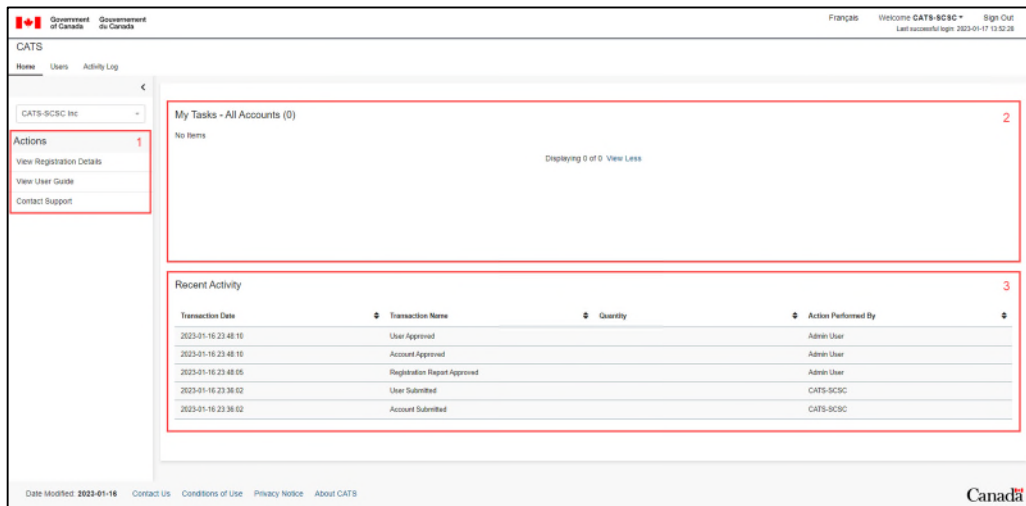


Figure 25: User account overview

1. Actions menu:

a) View Registration Details

This section provides multiple information to the user (**Figure 26**).

- Organization ID
- Account History
- Organization Role(s)
- Registration Report Details

The **actions** drop-down menu on the latest version of the registration report marked as active allows to:

- **Edit** the registration report (**section 6**)
- **Request Authorized Agent Replacement** (**section 8**)
- **Request Cancellation** (**section 7**)

- Assigned Users
- General Information
- Documents

Displays the authorization document and allows the download of an already submitted document.

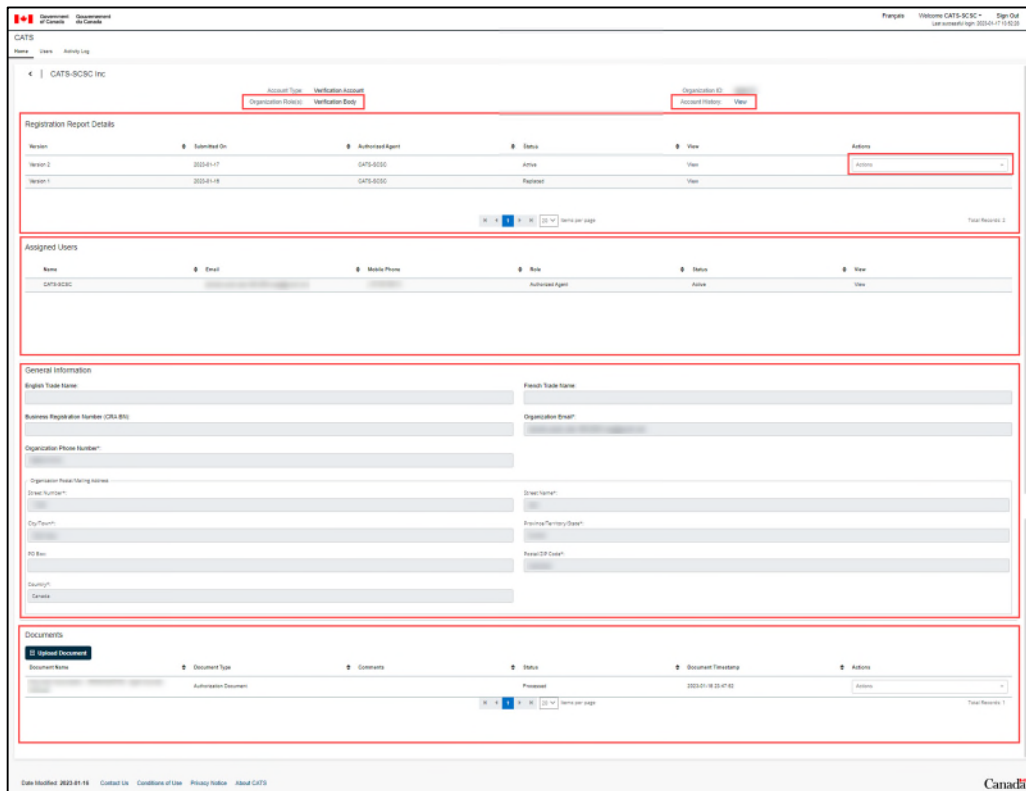


Figure 26: Home Tab – View Registration Details

- b) View User Guide
Selecting this option prompts the user to download the latest version of this User Guide, available in both official languages upon toggling to the other language in the upper right corner.
- c) Contact Support
This options displays the contact information for the CFR Operations Office, same information as displayed at the bottom of CATS screens.

2. My Tasks:
Any pending tasks will be displayed in this section of the Home tab. Select the task to access the **Take Action** button.
3. Recent Activity:
This section displays five more recent activities for the organization account. If more information on activities is required, the user can navigate to the **Activity Log** tab.

4.4. Users Tab

This tab (**Figure 27**) allows to view all users registered to the organization and also to create new user profiles. However, the current version of CATS does not allow the Verification Bodies to add users to the account.

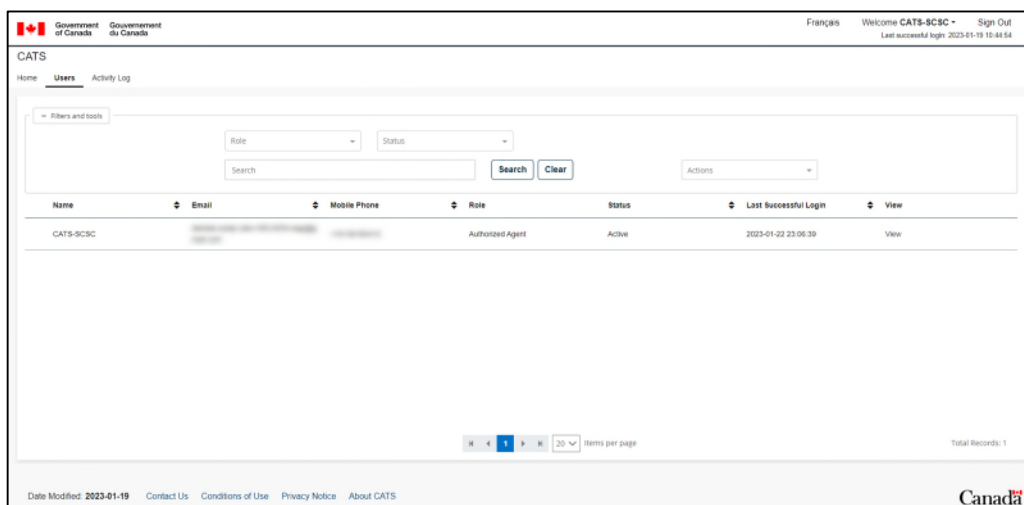


Figure 27: Users tab

In case of a high number of future records, users will have the ability to use filters, sort and export the data. The search field may also be used to search for specific information.

Filters

- Role
- Status
- Actions

Sort

- Name
- Email
- Mobile Phone
- Status
- Last Successful Login

Actions

- Export to Excel
- Export to PDF

The View option in the View column allows to access more information for each user and allows updates.

- Authorized Agent: to update information, proceed to **section 6** and update the registration report. This section allows only updating the method for receiving the verification code (SMS or email).
- The User Role section of the View screen allows to access Actions drop-down menu where a future user, other than an Authorized Agent, could be Deactivated or Discarded.
 - Deactivate: User loses access and can be restored.
 - Discard: User is removed from the system.

4.5. Activity Log

The activity log tab tracks all account activity related to the specific organization profile (**Figure 28**).

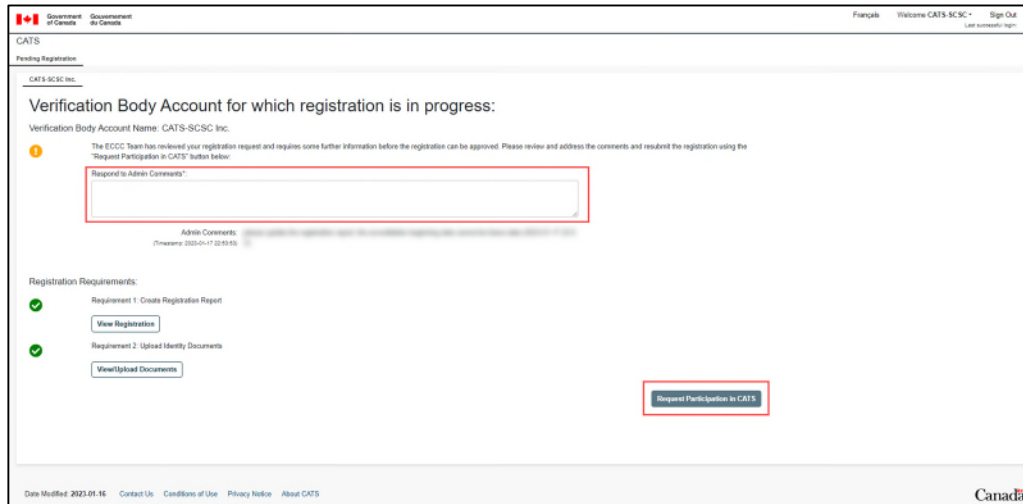


Figure 29: Need More Information - User response (Request Participation in CATS example)

6. Change of Information (Updating Registration Report)

Upon the submission of the initial registration report, the Verification Bodies do not have the ability to update the information during the pending ECCC approval process. If any information does require modification, users can communicate with ECCC.

Once the account is approved, most of the information contained in the registration report can be modified. The Authorized Agent must perform the following steps:

1. Navigate to the **Home** tab.
2. Select **View Registration Details**.
3. From the Registration Report Details section of the screen, locate the most recent approved registration report. The status will show **Active**.
4. From the Actions drop-down menu, select **Edit**.

By updating some specific information in the registration report, such as modification of technical scope or accreditation details, the registration report once submitted to ECCC will require approval.

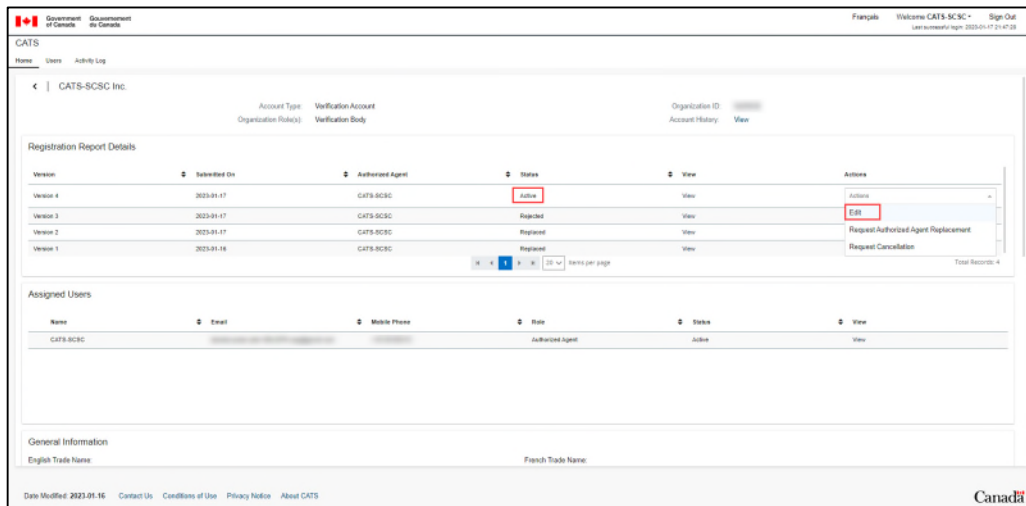


Figure 30: Change of Information (Updating Registration Report)

5. Navigate through the active registration report pages and select **Proceed to Next Step**.

If the address information has been modified, ensure to check off and on again the **Same as...** checkbox for the information to be reflected correctly in the greyed out area.

6. Once the modifications have been completed, continue selecting **Proceed to Next Step** until the last step where the **Update Registration Report** button will become available to be selected.
7. The success message will be displayed and the new version of the registration report will be displayed showing the **Active** status under the step #2 above.

NOTE: Communicating with ECCC will be required for any changes related to the name or email of the Authorized Agent.

7. Registration Cancellation

An organization may request to cancel their registration for one or multiple roles, however, this request may only be performed by the Authorized Agent and by proceeding as follows:

1. Navigate to the **Home** tab.
2. Select **View Registration Details**.
3. From the Registration Report Details section of the screen, look for the most recent registration report. The status will show **Active**.
4. From the Actions drop-down menu, select **Request Cancellation (Figure 31)**.

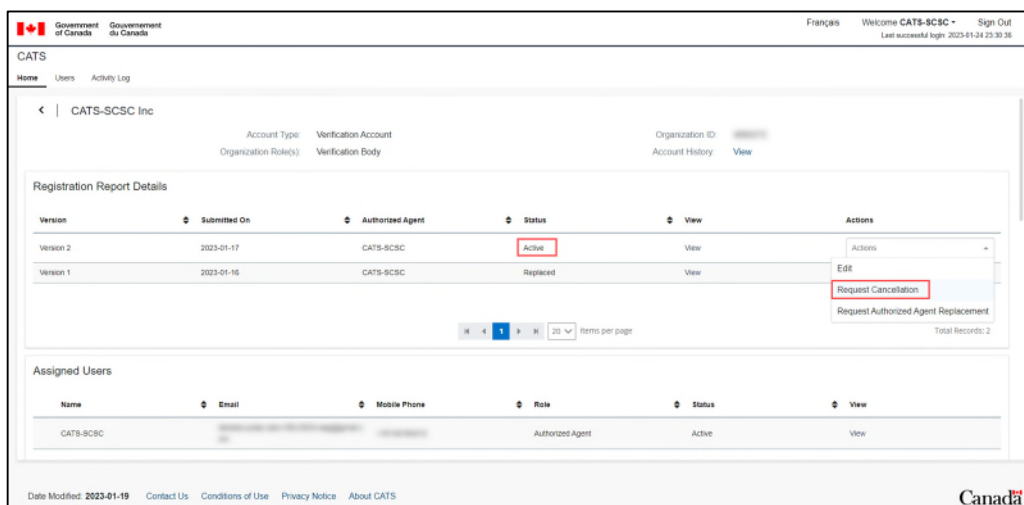


Figure 31: Request Cancellation

5. Select the box **I accept the cancellation of my registration report with regards to my organization account** and select **Submit Cancellation Request** (Figure 32).

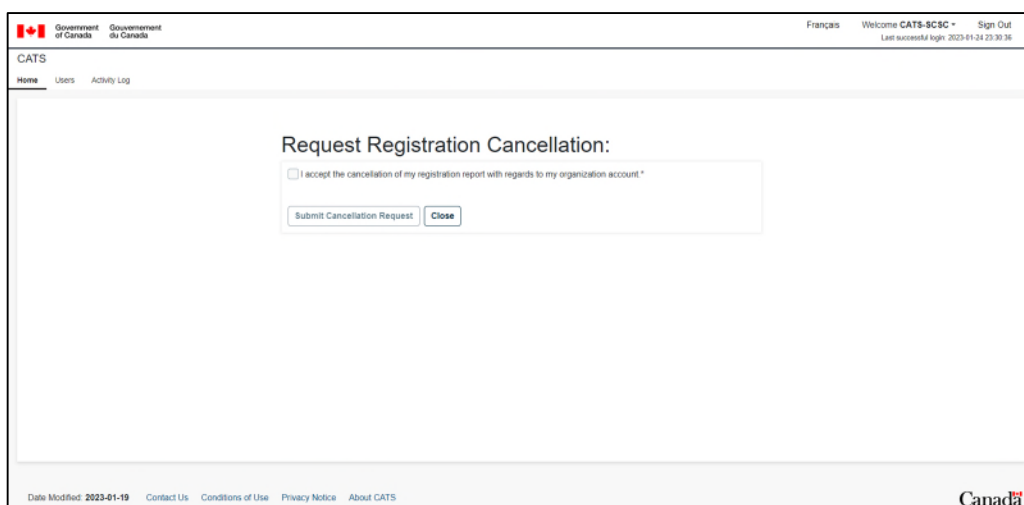


Figure 32: Request Cancellation – Accept cancellation

6. A confirmation message will be displayed. Select **OK**.
7. A success message will be displayed and an email notification confirming submission to ECCC will be sent to the Authorized Agent.
8. The cancellation request will be approved or rejected by ECCC. The user will receive an email notification.

8. Authorized Agent Replacement

An Authorized Agent replacement process is initiated by the current Authorized Agent of the organization once the full access to the account is granted by ECCC.

If the Authorized Agent is unable to perform the replacement process, the organization must communicate with ECCC.

The new Authorized Agent may be:

- a user already registered in CATS under another user role within the same organization, or
- a user not registered in CATS.

Only the second option (user not registered in CATS) will apply to Verification Bodies in the current version of CATS and is described below.

The screenshot shows the CATS web application interface. At the top, there is a header with the Government of Canada logo and navigation links. The main content area is titled 'Request to Replace Authorized Agent'. Below the title, there is a form with several fields: 'Organization Name' (pre-filled with 'CATS-SCSC Inc.'), 'Enter email address of the new Authorized Agent' (highlighted with a red box), and 'Reason for Requesting the Change' (highlighted with a red box). At the bottom of the form, there are two buttons: 'Close' and 'Submit Request to ECCC' (highlighted with a red box). The footer contains copyright information and a Canada logo.

Figure 33: Request to Replace Authorized Agent

8.1. User to become Authorized Agent - Not registered in CATS

To request the replacement of the Authorized Agent by an organization user not registered in CATS, follow the steps below:

1. Navigate to the **Home** tab.
2. Select **View Registration Details**.
3. Navigate to **Actions** drop-down menu of the latest active version of the registration report.
4. Select **Request Authorized Agent Replacement** prompting the new window to display.
5. Enter the **Email address of the new Authorized Agent**.
6. Enter the **Reason for Requesting the Change**.
7. Select **Submit Request to ECCC**.
8. A success message will be displayed confirming that the request has been submitted successfully to ECCC and the Actions drop-down menu associated to the active registration report will now indicate **View Authorized Agent Replacement Request**.

Upon ECCC approval, the new Authorized Agent will receive an email notification with a link to complete the registration process.

The new Authorized Agent must:

9. Complete the required information (**Figure 34**).
10. Select **Proceed to Next Step**.

Registration in CATS - Organization and Authorized Agent Information

By undertaking the registration of your organization you will be considered the Authorized Agent of your organization. Please refer to the CFR-CATS User Guide for more information on the registration process.

If you are not authorized by your organization to act as an Authorized Agent, **do not proceed further in the registration process**. Simply click Home to get back to the CATS landing page or close the page.

Please provide the information requested below. Fields marked with * are mandatory and must be filled out to proceed to the next step.

Organization Information

Legal Entity Name*
CATS-SCSC Inc.

Business Registration Number (CRABN)
[Field]

English Trade Name
[Field]

French Trade Name
[Field]

Organization Email*
[Field]

Organization Phone Number*
[Field]

Authorized Agent Information

Job Title*
[Field]

Name*
[Field]

Mobile Number*
+CountryCode(Phone Number)
[Field]

Telephone Number*
+CountryCode(Phone Number)
[Field]

Email*
[Field]

Authorized Agent's Residing Address

☐ Same as Organization Address?

Country*
Canada

Street Number*
[Field]

Street Name*
[Field]

City/Town*
[Field]

Province/Territory/State*
Select item... [Dropdown]

PO Box*
[Field]

Postal/ZIP Code*
[Field]

[Back](#) [Proceed to Next Step](#)

Figure 34: Request to Replace Authorized Agent - Registration in CATS

11. The user will be directed to secure Sign-In pages.
In case of any error messages during the process, refer to step #5 of **section 9** to initiate the account recovery process.
12. The new Authorized Agent must log in to CATS to complete My Profile information and upload the Authorization Document and Identity Verification Document (**Appendix A: Identity Verification Document** and **Appendix B: Authorization Document**) in order to complete the process.
13. Once the documents are uploaded, select **Request Participation in CATS** (section 3.5). The user will receive an email notification confirming the reception of the request by ECCC.
14. After ECCC has approved the submitted documents, the current and the new authorized agent will receive an email notification informing them that the Authorized Agent Request has been accepted.

This completes the Authorized Agent replacement process.

9. Troubleshooting steps for CATS

9.1. Login Issues

If the user is experiencing login issues in CATS, please follow the steps below:

1. **Confirm using a compatible browser**

CATS is supported by the latest versions of Edge, Firefox, Chrome and Safari. Internet Explorer does not support CATS.

2. Confirm using the correct URL for CATS

Navigate to CATS via this link: <https://marchescarbhone-carbonmarkets.canada.ca>.

- If the user is an Authorized Agent and has not created the CATS account yet, follow the steps in section **3. Creating an Account** in CATS and submitting Registration Reports.
- If the user already has an account, select **Login** from the CATS home page and refer to section **2.2**.

3. Trying to log in to CATS while logged in to (or timed out of) ECCC's Single Window, or another Government of Canada secure website that uses GCKey or Sign-In Partner

- User must ensure being logged out of any other secure Government of Canada websites when logging in to CATS.
- Closing all browser windows and starting fresh can help, and
- In some cases, using an InPrivate or Incognito window when logging in to CATS.

4. After attempting steps 1-2-3 above, user is still getting an error message

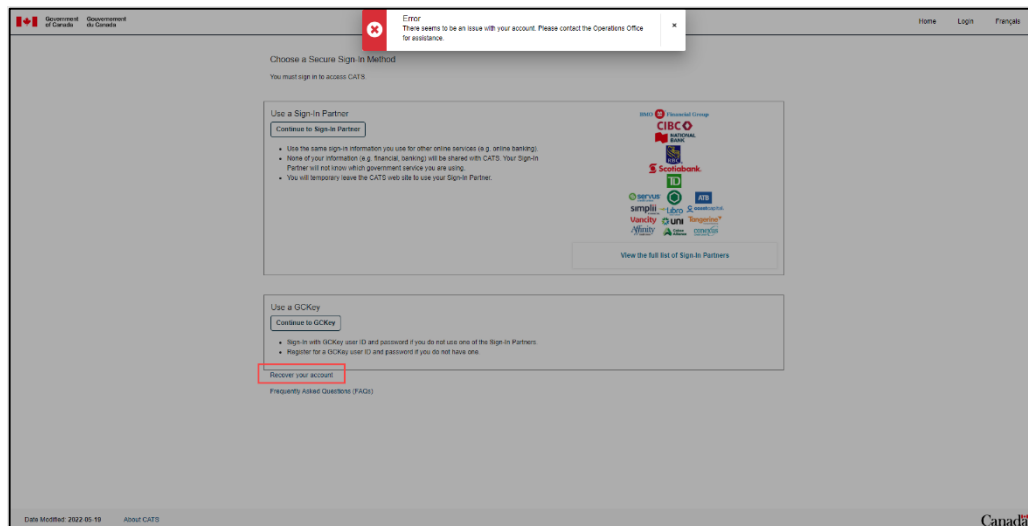


Figure 35: Login error message

The above error message can occur if the user is trying to use a GCKey or Sign-In Partner credentials that are:

- valid but not linked to the CATS profile: login again using the same credentials used on the initial account creation. If user does not remember the credentials, select **Recover your account** option as illustrated above and follow the on-screen steps.

- already associated with another CATS User: it is mandatory for each CATS user to have their own unique profile and login credentials. If user suspects that others may have the same credentials, use **Recover your account** process.

5. CATS Account Recovery Process

Users with an existing CATS account being unable to log in are encouraged to attempt the Account Recovery Process prior to contacting the CFR Operations Office.

- Select **Recover your account (Figure 35)**;
- Enter the email address associated with the CATS user account for CFR to be reset.
- CATS will send an email to that address with a special recovery link.
- Ensure to log out of any other secure Government of Canada sites.
- Open a fresh browser (Chrome, Edge, Firefox or Safari).
- Copy and paste the recovery link from the email into the browser.
- Select the preferred sign-in method.
 - For GCKey, select **Continue to GCKey**. If new credentials are needed, select **Sign Up** (instead of Sign-In) and follow the on-screen instructions to create a new GCKey username, password and recovery questions. Make note of the new GCKey as this will be used for each login to CATS going forward.
 - Once new GCKey is set up, user should receive the CATS Two-Factor Authentication code, and then be logged into CATS.

If these steps do not resolve the issue, proceed to **section 2.4** and contact ECCC.

9.2. Verification Code not received

CATS Two-Factor Authentication Code is sent to users by EMAIL or SMS.

Upon the initial account creation, the verification code is defaulted to being sent by email. Once the full access to the account is granted by ECCC, the user will be able to select the SMS method in My Profile (**section 4.2.1**).

9.2.1 Verification Code sent by Email

If the verification code is not being received by email:

Users attempting to register in CATS:

Please verify that the email address associated to the file is accurate. If not, communicate with ECCC Operations Office (contact information in **section 2.4**).

Registered users in CATS:

If your organization is using cloud security services (could be delaying emails), please ensure to add our CATS automated email address (SCSCnePasRepondre-CATSnoReply@ec.gc.ca) to the list of trusted emails in your cloud security services account.

If the cloud security services do not seem to cause the issue, please communicate with ECCC Operations Office (contact information in **section 2.4**) to set the reception of the verification code to SMS (mobile number associated to the account) instead of email.

9.2.2 Verification Code sent by SMS

If the verification code is not being received by SMS, communicating with ECCC Operations Office might be required to ensure that the mobile number on file is accurate and respects the CATS format including the country code (e.g. 1-234-567-8910).

Ensure that the CATS number is not on the list of blocked numbers:

- **Canada users:** 1-647-691-0916
- **United States users:** 1-833-668-1951
- **Other countries:** a number ID or “Notice” text will be displayed instead of a telephone number as for Canada/US. The example below illustrates the SMS code received by a user located in London, UK.

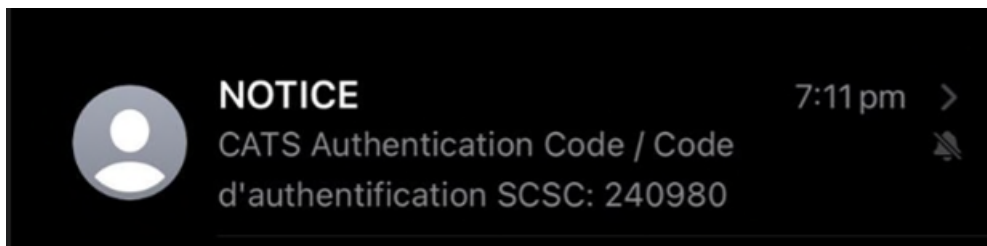


Figure 36: SMS displayed for users located outside of Canada/US

Appendix A: Identity Verification Document

Identity Verification Document is available in the ‘Attachments’ tab (paperclip icon) in the left navigation pane. Please download this user guide to your computer and open it in the PDF format if your web browser does not display the ‘Attachments’ tab.



Appendix B: Authorization Document

Authorization document for Authorized Agents is available in the ‘Attachments’ tab (paperclip icon) in the left navigation pane. Please download this user guide to your computer and open it in the PDF format if your web browser does not display the ‘Attachments’ tab.

