EXTERN ID Decommissioning - User Transition Guide

Project Objective

The Government of Alberta is transitioning applications away from the legacy EXTERN authentication platform to **Alberta.ca Account for Organizations (AAO)**.

> **Note:** An **EXTERN account** is the eCollision/eCruiser username and password that external users currently use to sign in to the applications.

This initiative provides a more secure, modern, and centralized authentication experience for external users accessing eCollision and eCruiser while aligning with the Government of Alberta's identity and access management strategy.

What is Alberta.ca Account for Organizations (AAO)?

Alberta.ca Account for Organizations (AAO) provides a secure and modern authentication platform used by organizations and their employees to access Government of Alberta online services.

Users authenticate using either:

- their **work email credentials** (for organizations using the **Microsoft or Google sign-in option**), or
- their **Alberta.ca Account credentials** (for organizations using the **Email or Username sign-in option**).

Once authenticated, users are provided access to Government of Alberta applications through a centralized identity platform.

Refer to **APPENDIX A: Organization Sign-In Method** to determine the appropriate sign-in method for your organization.

What is a Verified Organization?

A **Verified Organization** is an organization that has been pre-established within Alberta.ca Account and associated with one or more organizational email domains.

When a user signs in using their work email address and the appropriate sign-in option (Microsoft, Google, or Email/Username), Alberta.ca Account automatically associates their account with the appropriate Verified Organization based on their organization's email domain and identity provider.

Verified Organizations simplify onboarding by:

- Automatically associating users with the correct organization.
- Eliminating the need to search for an organization.
- Eliminating the need to submit organization join requests.
- Eliminating the need for organization administrators to invite staff users.

- Allowing organizations to continue managing their own employee accounts and passwords through their existing identity provider.

Pre-Transition Activities

Prior to go-live, users are encouraged to perform a one-time sign-in to Alberta.ca Account to verify they can successfully sign in and that their account is associated with the appropriate Verified Organization [VO.X].

Organizations using Microsoft or Google sign-in option

- Sign in using your work email address and work password by selecting the appropriate sign-in option (Microsoft or Google).

Organizations using the Email or Username sign-in option

- If you have not already done so, create an Alberta.ca Account using your work email address.
- Establish your Alberta.ca Account password.
- Sign in using your work email address via the Email or Username option and your Alberta.ca Account password.

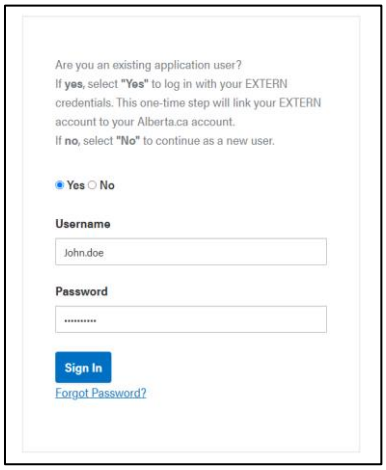
If you are unsure which sign-in option applies to your organization, refer to **APPENDIX A: Organization Sign-In Method**.

If you are unable to sign in, or your Alberta.ca Account is not associated with the appropriate Verified Organization [VO.X], please contact eCollision@gov.ab.ca prior to the transition date.

Post-Transition - Existing Users - First Login After Go-Live

If you already have access to eCollision and/or eCruiser, follow the steps below after the transition:

1. Browse to eCollision Application (https://extranet.inftra.gov.ab.ca/eCollision_prd/)
2. Sign in to **Alberta.ca Account** using the appropriate sign-in method for your organization.
    - If prompted to select an organization during sign-in, select the organization displaying the **Verified Organization [VO.X]** badge.
    - If you are unsure which sign-in option applies to your organization, refer to **APPENDIX A: Organization Sign-In Method**.
3. Select "Yes" when prompted whether you have an existing eCollision/eCruiser EXTERN account.



4. Enter your existing EXTERN credentials (your existing eCollision/eCruiser username and password).
5. Complete the one-time account mapping process.
6. Once the account mapping is successful, your Alberta.ca Account will be linked to your existing eCollision/eCruiser account and you will be signed in to the application.

Important

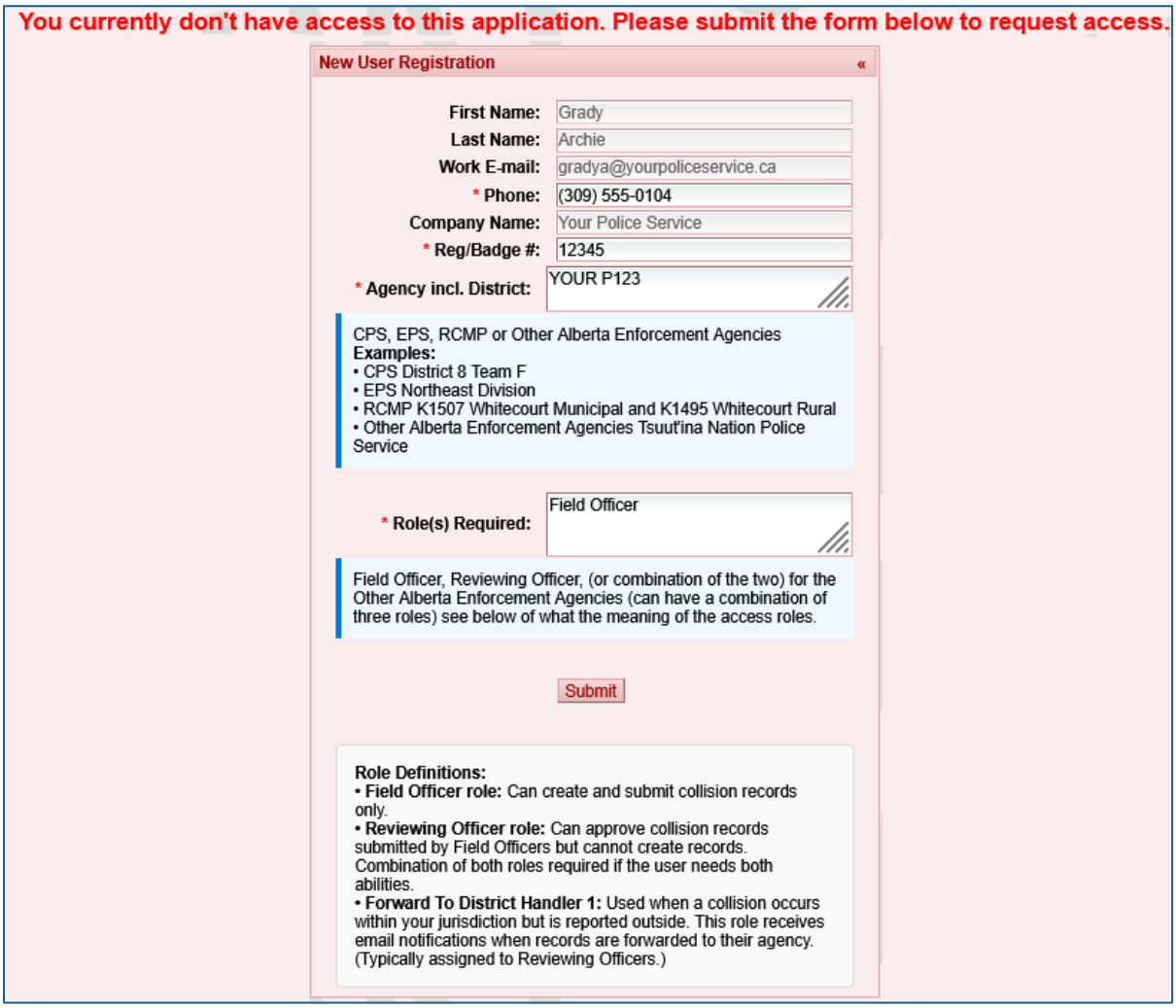
The account mapping process only needs to be completed once. After your Alberta.ca Account has been mapped, future logins will use Alberta.ca Account only.

If you have access to both eCollision and eCruiser, mapping your account in either application will allow access to both applications.

Post-Transition - New Users

If you do not currently have access to eCollision or eCruiser:

1. Browse to eCollision Application (https://extranet.inftra.gov.ab.ca/eCollision_prd/)
2. Sign in to **Alberta.ca Account** using the appropriate sign-in method for your organization.
    - If prompted to select an organization during sign-in, select the organization displaying the **Verified Organization [VO.X]** badge.
    - If you are unsure which sign-in option applies to your organization, refer to **APPENDIX A: Organization Sign-In Method**.
3. Select "No" when prompted whether you have an existing eCollision/eCruiser account.
4. Complete the eCollision Access registration form.



5. Submit the registration request.
6. Await approval and access instructions.

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Frequently Asked Questions

1. When is the transition taking place?

The transition to Alberta.ca Account is currently planned for Mid-August 2026

Users will be notified in advance once the final go-live date has been confirmed.

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2. Do I need to create an Alberta.ca Account?

It depends on your organization's sign-in method.

- **Microsoft / Google organizations**
    - No. Simply sign in using your work email address and the appropriate sign-in option.
- **Organizations using the Email or Username sign-in option**
    - **If you do not already have an Alberta.ca Account**, create one using your work email address by selecting **Create account** on the Alberta.ca Account sign-in page or by visiting: https://account.alberta.ca/ui/sign-in/create-new-business-account
    - Once your account has been created, establish your Alberta.ca Account password and sign in using the **Email or Username** option.

Refer to **Appendix A – Organization Sign-In Method** to determine the sign-in method for your organization.

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3. Do I need to request access to my Verified Organization?

No.

When you sign in using your work email address and the appropriate sign-in option, Alberta.ca Account automatically associates your account with your organization's Verified Organization based on your email domain.

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4. I am already an eCollision/eCruiser user. Do I need to register again?

No.

During your first login after the transition, sign in using Alberta.ca Account, select "Yes" when prompted whether you have an existing account, and then enter your existing eCollision/eCruiser EXTERN username and password to complete the one-time account mapping process.

What happens to my existing access and permissions?

Your existing access, roles and permissions will remain unchanged after your account has been mapped.

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5. What happens to my existing collision records and application data?

No application data will be impacted by the transition.

Existing collision records, user permissions, and application data will remain unchanged.

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6. What if I forget my existing eCollision/eCruiser EXTERN ID password?

You can reset your EXTERN password using the existing EXTERN password reset process.

https://extern.wln.gov.ab.ca/help/

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7. When is the deadline for mapping my Alberta.ca Account to my existing eCollision/eCruiser EXTERN account?

Users will have three months after the transition to complete the one-time account mapping process.

After that period, users may need to contact eCollision@gov.ab.ca for assistance.

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8. I accidentally selected "No" when prompted whether I have an existing eCollision/eCruiser EXTERN account. What should I do?

Do not submit the access registration request.

Please contact eCollision@gov.ab.ca so your account can be reset and the mapping process can be retried.

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9. Do I need to map my Alberta.ca Account in both eCollision and eCruiser?

No.

The one-time mapping process only needs to be completed in one application.

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10. Who do I contact if I experience issues?

Contact **eCollision@gov.ab.ca**

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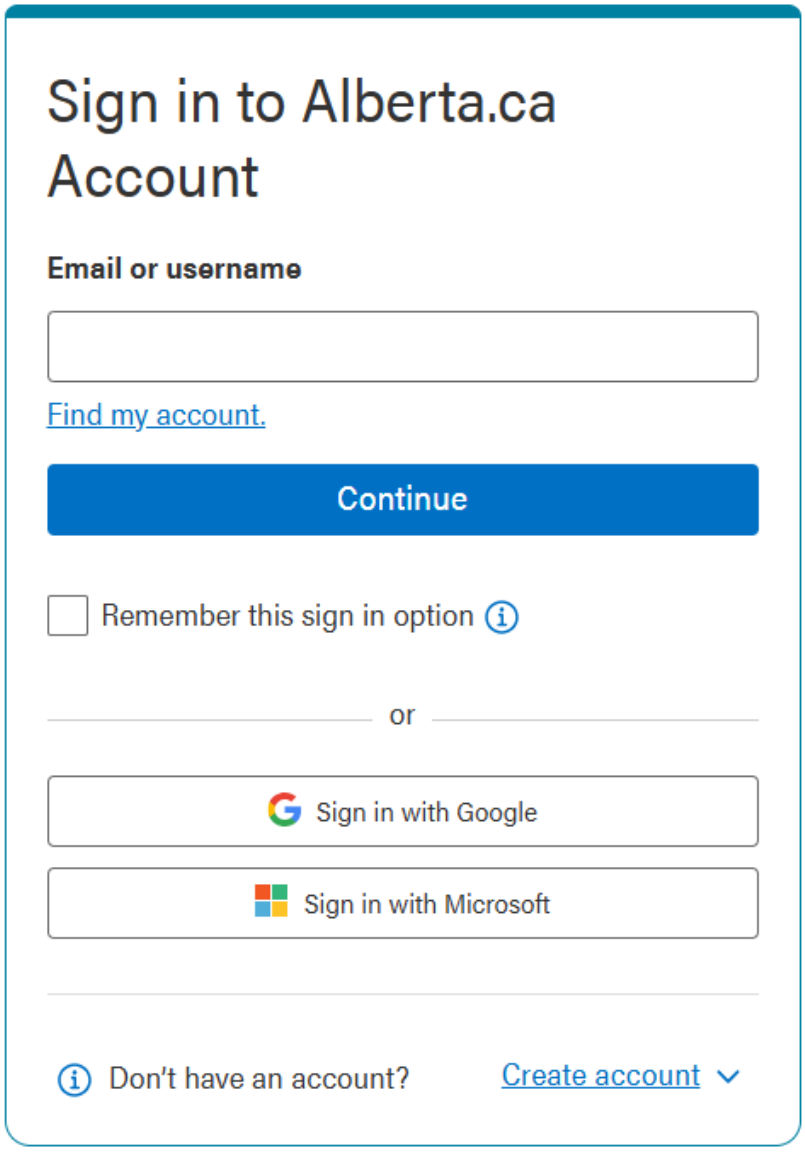
APPENDIX A: Organization Sign-In Method



Note: If your organization's email domain is not listed below, please contact eCollision@gov.ab.ca. Your organization may need to be onboarded to Alberta.ca Account and configured as a Verified Organization before users can access eCollision/eCruiser.

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How to use this table

Use the **Provider** column below to determine how you should sign in to Alberta.ca Account.

Provider	Sign-in Method
Microsoft	Select Sign in with Microsoft and authenticate using your work email address and work password.
Google	Select Sign in with Google and authenticate using your work email address and work password.
Other	If you have not already done so, create an Alberta.ca Account using your work email address and establish an Alberta.ca Account password. Then sign in using the Email or Username option.

Domain	Provider	Org Name	Org Code
airdrie.ca	Microsoft	City of Airdrie	VO.33
athabascacounty.com	Microsoft	Athabasca County	VO.42
beaumont.ab.ca	Microsoft	City of Beaumont	VO.30
besc.ca	Microsoft	Beaver Emergency Services Commission	VO.24
bloodtribepolice.com	Google	Blood Tribe Police Service	VO.49
calgarypolice.ca	Microsoft	Calgary Police Service	VO.7
camrosepolice.ca	Microsoft	Camrose Police Service	VO.34
cityofgp.com	Microsoft	The City of Grande Prairie	VO.9
county.camrose.ab.ca	Microsoft	Camrose County	VO.10
county24.com	Other	County of Vermilion River	VO.43
cpkcpolice.com	Other	Canadian Pacific Kansas City Police Service	VO.51
diamondvalley.town	Microsoft	Town of Diamond Valley	VO.11
didsbury.ca	Google	Town of Didsbury	VO.48
edmonton.ca	Google	City of Edmonton	VO.32
edmontonpolice.ca	Microsoft	Edmonton Police Service	VO.6
edson.ca	Microsoft	Town of Edson	VO.53
FoothillsCountyAb.ca	Microsoft	Foothills County	VO.23
forces.gc.ca	Microsoft	Department of National Defence	VO.44

gov.ab.ca	Microsoft	Government of Alberta	O.1
highriver.ca	Microsoft	Town of High River	VO.21
lacombecounty.com	Microsoft	Lacombe County	VO.40
lamontcounty.ca	Microsoft	Lamont County Emergency Services	VO.20
leduc.ca	Microsoft	City of Leduc	VO.38
leduc-county.com	Microsoft	Leduc County	VO.26
lethbridge.ca	Microsoft	City of Lethbridge	VO.31
lethbridgepolice.ca	Microsoft	Lethbridge Police Service	VO.35
lindenfire.ca	Microsoft	Linden Fire Department	VO.52
lsac.ca	Microsoft	Lac Ste Anne County	VO.12
lsrps.ca	Microsoft	Lakeshore Regional Police Service	VO.50
mdbighorn.ca	Microsoft	Municipal District of Bighorn No. 8	VO.54
mhps.ca	Microsoft	Medicine Hat Police Service	VO.47
minburncounty.ab.ca	Microsoft	County of Minburn No. 27	VO.25
okotoks.ca	Microsoft	Town of Okotoks	VO.41
ponokacounty.com	Microsoft	Ponoka County	VO.13
rcmp-grc.gc.ca	Microsoft	Royal Canadian Mounted Police	VO.8
rdcounty.ca	Microsoft	Red Deer County	VO.28
reddeer.ca	Microsoft	The City of Red Deer	VO.14
slavelake.ca	Microsoft	Town of Slave Lake	VO.22
stalbert.ca	Microsoft	City of St. Albert	VO.55
stonyplain.com	Microsoft	Town of Stony Plain	VO.56
strathmore.ca	Microsoft	Town of Strathmore	VO.37
sylvanlake.ca	Microsoft	Town of Sylvan Lake	VO.59
taber.ca	Microsoft	Town of Taber	VO.16
taberpolice.ca	Microsoft	Taber Police Service	VO.15
thorhildcounty.com	Microsoft	Thorhild County	VO.45

threehills.ca	Microsoft	Three Hills Fire Department	VO.36
tsuutinapolice.com	Microsoft	Tsuut'ina Nation Police Service	VO.17
westlock.ca	Microsoft	Town of Westlock	VO.46
westlockcounty.com	Microsoft	Westlock County	VO.18
wheatlandcounty.ca	Microsoft	Wheatland County	VO.39
woodlands.ab.ca	Microsoft	Woodlands County	VO.27
yhcounty.ca	Microsoft	Yellowhead County	VO.29
zebracentre.ca	Microsoft	Zebra Child & Youth Advocacy Centre	VO.19