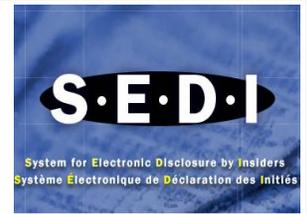


# Troubleshooting



## What are some of the technical features I should keep in mind when using SEDI?

**Browser Back Button** – Try not to use your browser **'Back'** button to navigate on SEDI. Where it affects system operability, SEDI will disable the use of your browser's **'Back'** button. In these instances, clicking the browser **'Back'** button will not return you to a prior screen – you will remain on the current screen. In the alternative, SEDI will bring you to a screen indicating that you have performed an unauthorized sequence of actions.

**Browser Stop Button** – If for any reason you click the browser **'Stop'** button, you must click the browser **'Refresh'** button in order to proceed.

**Cancel Button** – The **'Cancel'** button will delete all information previously entered and will cancel the current process. For example, if you selected **'Create insider profile'** and decide in mid-process that you prefer another option, you would click the **'Cancel'** button. SEDI would display the previous option you had selected.

**Certify Button** – The **'Certify'** button is used to confirm that the information filed electronically is true and complete in every respect. In the case of a filing agent, the certification is based on the agent's best knowledge, information and belief.

**Language** – The SEDI site is fully bilingual (French and English). You can change to the other language within the site by returning to the **'Welcome'** page and clicking the appropriate language button.

**Next Button** – The **'Next'** button appears when SEDI prompts you to provide additional information where needed and brings you to the following screen during the process of filing or amending information or reports or when changing your access key.

**Process Tracker** - The top of the filing insider report screens has been re-designed to allow you to go back in the filing process to make changes before filing the insider report. When you want to return to a previous step, transaction information entered on subsequent pages is cleared, so you can make needed changes before filing. For example, if you are on the **'Enter Transaction Information'** step and returns to the **'Select Security Designation'** step, the data entered up to the **'Select Security Designation'** step will remain, but any data beyond that will need to be re-entered.

**'Not Applicable' Checkbox** – All SEDI fields are mandatory, except for certain search criterion fields in the public reports. If the fields do not apply in your case, place a check mark in the **'Not Applicable'** checkbox.

**Printer Friendly Version Button** – Use the **'Printer friendly version'** button to display a separate browser window with pre-formatted data that was previously entered offering you print options.

## How do I resolve technical issues?

Steps to resolve technical issues follow:

If	then
Your browser or computer crashed during a filing	<p>SEDI may lock you out of the system for 20 minutes. If you cannot log in after 20 minutes, contact the CSA Service Desk at 1-800-219-5381.</p> <p><b>Note:</b> If you had not completed the filing by clicking <b>OK</b> on the Certification dialog box, you will be required to refile the transaction.</p> <p>To verify that your transaction was filed check the public access section of the SEDI website.</p>
You cannot file your transaction within the filing deadline due to technical issues	You may rely on the temporary hardship exemption. Under <b>"Additional Information"</b> on the SEDI Help page see Part 4 of the PDF version of NI 55-102 dated May 9, 2003.

You attempt to log in with an incorrect password three times in a row.	You will be locked out of the system for 20 minutes. If you cannot log in after 20 minutes, contact the CSA Service Desk.  <b>Note:</b> Passwords and access keys are case-sensitive and must be entered exactly as provided.
You failed to log out properly during your previous session	If you cannot log in after 20 minutes, contact the CSA Service Desk at 1-800-219-5381.
You leave SEDI inactive for more than 20 minutes.	For security reasons, if you stop entering information on SEDI for more than 20 minutes you will lose all the information you just entered. You will have to log in and enter the information again.
You can't see the pop up on "issuer event report" screen.	You should remove or disable the pop-up blocker option from your system, or enable pop-ups from the SEDI site.

### What are the solutions to the most common errors and warnings that appear on screens while filing on SEDI?

Solution of the most common errors and warning that appear on screens while filing on SEDI follow:

Errors and Warnings	Description/Solution
Enter a valid date	It may be that one of the date fields still shows " <b>Select One</b> ". If everything appears to be correct, contact the CSA Service Desk at 1-800-219-5381.
Select an Issuer from list	Highlight the issuer's name by clicking on it.
Balance entered must be a valid number	The number must be a whole number. No commas, dollar signs, spaces, fractions etc.
Unit price or Exercise price must be numeric	Unit price or exercise price, including conversion or exercise price, have a maximum of 4 characters following the decimal point. No commas, dollar signs, spaces, fractions, etc.
Cannot amend a position holding report	You cannot Amend the security or Amend registered holder or Delete transaction on an opening balance report that has insider reports for the same security and holder filed on SEDI. You may wish to contact staff of your local securities commission for assistance.
Cannot change the security category for the security designation	You can amend the security designation within the security category but you cannot amend the security category. Example: you can amend common shares to preferred shares because both are Equity (security category).  You cannot amend options to common shares because common shares are Equity (security category) and options are Derivatives (security category). In this instance the original transaction would have to be deleted and a new transaction posted. General or private remarks to the securities regulators explaining the reason for the deletion should be included.
Cannot enter both Equivalent number or value of securities acquired and Equivalent number or value of securities disposed of	When filing a derivative transaction you must enter the number or value of securities acquired or disposed of and the number or value of underlying securities acquired or disposed of one below the other on the same side of the screen.  <b>Note:</b> An exercise of options requires two transactions: the disposition of the options due to the exercise and the acquisition of the underlying security.
Cannot select a registered holder given this ownership type	If the ownership type is "Direct" a registered holder cannot be chosen.
Enter an Opening balance of securities held	If no holdings, enter zero (0).
Enter either the Opening balance date or the Date the insider became an insider of this issuer	Enter a date in one of the fields, not both. If you were an insider <b>prior</b> to <b>June 9, 2003</b> (paper filer) then you would put the date of your last paper filing. If you became an insider <b>on</b> or <b>after June 9, 2003</b> you would put the date you became an insider of the issuer.

Equivalent number or value of securities acquired and Equivalent number or value of securities disposed of must be numeric.	No commas, dollar signs or fractional units.
Issuer not found	<p>There are two reasons an issuer may not be found: 1. The issuer may have changed its name due to a business acquisition (merger, takeover etc.). The insider will need to set up an opening balance of shares for the new issuer for each type of security held. The insider may want to include an explanation in the General remarks field.</p> <p>2. The issuer has not completed an issuer profile and supplement. Your local securities regulators can verify this for you. If this is the case, the insider should contact the issuer to have this rectified.</p> <p>If a filing is due immediately, then the insider can file under the Temporary Hardship clause (<a href="#">see Part 4 of the PDF version of NI 55-102 dated May 9, 2003</a>).</p>
Opening balance must be a numeric, whole number	No commas, dollar signs or fractional units.
Selected account is logged in. Please attempt operation at a later time when the user is not logged in	The system detects you as being logged in. You may not have logged out during your last session. You must wait 20 minutes and try logging in. <a href="#">If you cannot log in after 20 minutes contact the CSA Service Desk at 1-800-219-5381.</a>
Your remarks exceed the 255 characters maximum.	Either shorten the message by rephrasing or try to incorporate references to information available elsewhere on the Internet (such as a document on SEDAR).
You must file a separate report if your actual holdings of the underlying securities change as a result of this transaction.	The insider is acquiring the underlying securities as a result of a transaction, for instance exercising options, they must file a separate report to record the acquisition of the underlying security.