

How to Book "Elevating Devices" Examination



This guide will provide you with step-by-step instructions on how to book an "Elevating Device" Examination in the TSSA Client Portal.

****Important:**** If you require accommodation for an exam, you must first apply for "Accommodation for Examination". The results of the accommodation application are required when booking an exam with accommodation.

1 Click the **"Applications"** tab from the Client Portal homepage.

A screenshot of the TSSA Client Portal homepage. At the top, there is a dark blue navigation bar with the TSSA logo on the left and four menu items: "Home", "Accounts", "Applications", and "Invoices". The "Applications" tab is highlighted with a red circle. Below the navigation bar is a light blue header area with the text "Customer Portal". The main content area is white and contains a greeting "Hi Ada Shelby" followed by a welcome message. There are four columns of text: "New Customers", "Existing Customers", "Third Party Property Management Companies", and "Third Party Submitters". At the bottom of the page, there are two red buttons: "Create Account" and "Link Existing Account".

2

Click the "**Examination Booking**" hyperlink under "**Online Applications**". The request to book an examination form will appear.

The screenshot shows the TSSA Customer Portal navigation bar with 'Home', 'Accounts', 'Applications', and 'Invoices'. Below the navigation bar, the breadcrumb trail reads 'Customer Portal > Applications'. The main content area is titled 'Online Applications' and contains a grid of application links. The 'Examination Booking' link is circled in orange. Below the grid, there is a text prompt: 'Please click [here](#) to access all other applications not listed above'. At the bottom of the page, there is a section for 'My Pending Applications'.

Boilers & Pressure Vessels Design Registration ⓘ	Fuels Safety Registration in Ontario as a Contractor ⓘ
Boilers & Pressure Vessels Inspection ⓘ	Ontario License to Transport Fuel
Boilers & Pressure Vessels Variance	Public Information Request
Change Of Ownership ⓘ	Renew Amusement Device Permit
Examination Booking ⓘ	

Please click [here](#) to access all other applications not listed above

My Pending Applications

3

Select the "**TSSA Customer Account**" from the dropdown list.

The screenshot shows the 'Request to Book an Examination' form. The 'Choose your exam details' section is active. The 'Instructions' tab is selected, and the 'TSSA Customer Account' dropdown menu is open. The dropdown list shows 'Select Account' at the top, followed by 'Adam Shelby - 003019149' and 'Ray Shelby - 003019150'. The dropdown is highlighted with an orange circle. Below the dropdown, there are 'General Instructions' for the examination booking process.

Request to Book an Examination

Choose your exam details

Instructions Examination Details Location Review Document Fees

TSSA Customer Account *
(Please select the account from list below. If account is not displayed, please proceed to [Create Account](#) or [Link Existing Account](#) if account exists but is not visible below)

Select Account

Select Account

Adam Shelby - 003019149

Ray Shelby - 003019150

--Select--

General Instructions:

1. Separate application to be submitted for each Examination
2. In order to schedule an examination with accommodations, A TSSA Accommodation Approval email must submitted when scheduling an examination with accommodations. If you require special accommodation, please contact TSSA Examinations and Certifications and submit [Accommodation Application](#)
3. If you are applying for an AD/SKI Certificate please apply through the prepayment portal
4. Please note you will receive an examination booking confirmation to the email on file once your examination has been confirmed. Please note, TSSA will contact you if your selected dates are not available

4 Select "Elevating Devices" from the "Program Area" drop-down list.

Request to Book an Examination

Choose your exam details

Instructions Examination Details Location Review Document Fees

TSSA Customer Account *
(Please select the account from list below. If account is not displayed, please proceed to [Create Account](#) or [Link Existing Account](#) if account exists but is not visible below)

Ray Shelby - 003019150

Program Area*

--Select--

--Select--

Elevating Devices

Fuels Safety

Operating Engineer

1. Separate application to be submitted for each Examination
2. In order to schedule an examination with accommodations, A TSSA Accommodation Approval email must submitted when scheduling an examination with accommodations. If you require special accommodation, please contact TSSA Examinations and Certifications and submit [Accommodation Application](#)
3. If you are applying for an AD/SKI Certificate please apply through the prepayment portal
4. Please note you will receive an examination booking confirmation to the email on file once your examination has been confirmed. Please note, TSSA will contact you if your selected dates are not available

5 Answer the question, "Is this an application for EDM-T (Mechanic in Training)". Select the "Yes" or "No".

Program Area*

Elevating Devices

Is this an application for EDM-T (Mechanic in Training)

No

No

Yes

General Instructions:

1. Separate application to be submitted for each Examination
2. In order to schedule an examination with accommodations, A TSSA Accommodation Approval email must submitted when scheduling an examination with accommodations. If you require special accommodation, please contact TSSA Examinations and Certifications and submit [Accommodation Application](#)
3. If you are applying for an AD/SKI Certificate please apply through the prepayment portal
4. Please note you will receive an examination booking confirmation to the email on file once your examination has been confirmed. Please note, TSSA will contact you if your selected dates are not available

Please note for ED Examination the exam booking will proceed after the Approval Letter is Issued, therefore the dates may vary and are not guaranteed until you receive an approval letter). Please note you will receive an examination booking confirmation to the email on file once your examination has been confirmed. Please note, TSSA will contact you if your selected dates are not available

As outlined in Ontario Regulation 222/01, s. 6 and the Elevating Device Mechanic Policies & Procedures Document, available at www.tssa.org, Elevating Device Mechanics-In-Training or Mechanics who are seeking a higher certification classification (i.e. EDM-A, EDM-F, etc.) are required to submit an application for assessment. At a minimum, the following documentation must be submitted to the Elevating Devices, Training and Certification Department.

6

If this is *not* an application for EDM-T, select "**No**" and review the General Instructions on the page.

TSSA Customer Account*

(Please select the account from list below. If account is not displayed, please proceed to [Create Account](#) or [Link Existing Account](#) if account exists but is not visible below)

Adam Shelby - 003019149

Program Area*

Elevating Devices

Is this an application for EDM-T (Mechanic in Training)

No

General Instructions:

1. Separate application to be submitted for each Examination
2. In order to schedule an examination with accommodations, A TSSA Accommodation Approval email must submitted when scheduling an examination with accommodations. If you require special accommodation, please contact TSSA Examinations and Certifications and submit [Accommodation Application](#)
3. If you are applying for an AD/SKI Certificate please apply through the prepayment portal
4. Please note you will receive an examination booking confirmation to the email on file once your examination has been confirmed. Please note, TSSA will contact you if your selected dates are not available

Please note for ED Examination the exam booking will proceed after the Approval Letter is Issued, therefore the dates may vary and are not guaranteed until you receive an approval letter). Please note you will receive an examination booking confirmation to the email on file once your examination has been confirmed. Please note, TSSA will contact you if your selected dates are not available

As outlined in Ontario Regulation 222/01, s. 6 and the Elevating Device Mechanic Policies & Procedures Document, available at www.tssa.org. Elevating Device Mechanics-In-Training or Mechanics who are seeking a higher certification classification (i.e. EDM-A, EDM-F, etc.) are required to submit an application for assessment. At a minimum, the following documentation must be submitted to the Elevating Devices, Training and Certification Department.

7

Click the "**Next**" button to move to the "**Examination Details**" tab.

Applicants must submit a COPY of the Certificate of Completion for the in-class mechanical training that refers to the certificate classification applied for. Transcripts are mandatory.

5) Certificate of Apprenticeship (EDM-A only):

- Applicants must submit a COPY of the Certificate of Apprenticeship issued by the Ministry of Training, Colleges and Universities.

6) A completed [Application for an Ontario Certificate of Qualification](#).

- Including the \$81.00 Certification Fee.

7) A completed [Application for Elevating Devices Mechanic Examination](#).

- Including the \$75.00 Examination Fee.

Applicants who follow the above procedure can expect a response from TSSA within 15 business days.

Cancel **Next**

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Need Help?

Anywhere you see an information icon **i**, please click it for more details.
If experiencing technical difficulties, please contact TSSA's Customer Contact Centre.
Available Monday to Friday from 8:00 a.m. to 5:00 p.m. (excluding holidays).
Toll-Free: 1-877-682-TSSA (8772)



8

If your applying for for EDM-T, select **"Yes"** and review the instructions.

Choose your exam details

Instructions	Review	Document	Fees
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TSSA Customer Account *

(Please select the account from list below. If account is not displayed, please proceed to [Create Account](#) or [Link Existing Account](#) if account exists but is not visible below)

Adam Shelby - 003019149

Program Area*

Elevating Devices

Is this an application for EDM-T (Mechanic in Training)

Yes

General Instructions:

1. Separate application to be submitted for each Examination
2. In order to schedule an examination with accommodations, A TSSA Accommodation Approval email must submitted when scheduling an examination with accommodations. If you require special accommodation, please contact TSSA Examinations and Certifications and submit [Accommodation Application](#)
3. If you are applying for an AD/SKI Certificate please apply through the prepayment portal
4. Please note you will receive an examination booking confirmation to the email on file once your examination has been confirmed. Please note, TSSA will contact you if your selected dates are not available

To assist you in initiating the process, a checklist detailing the mandatory steps has been provided below. Note: all steps are mandatory.

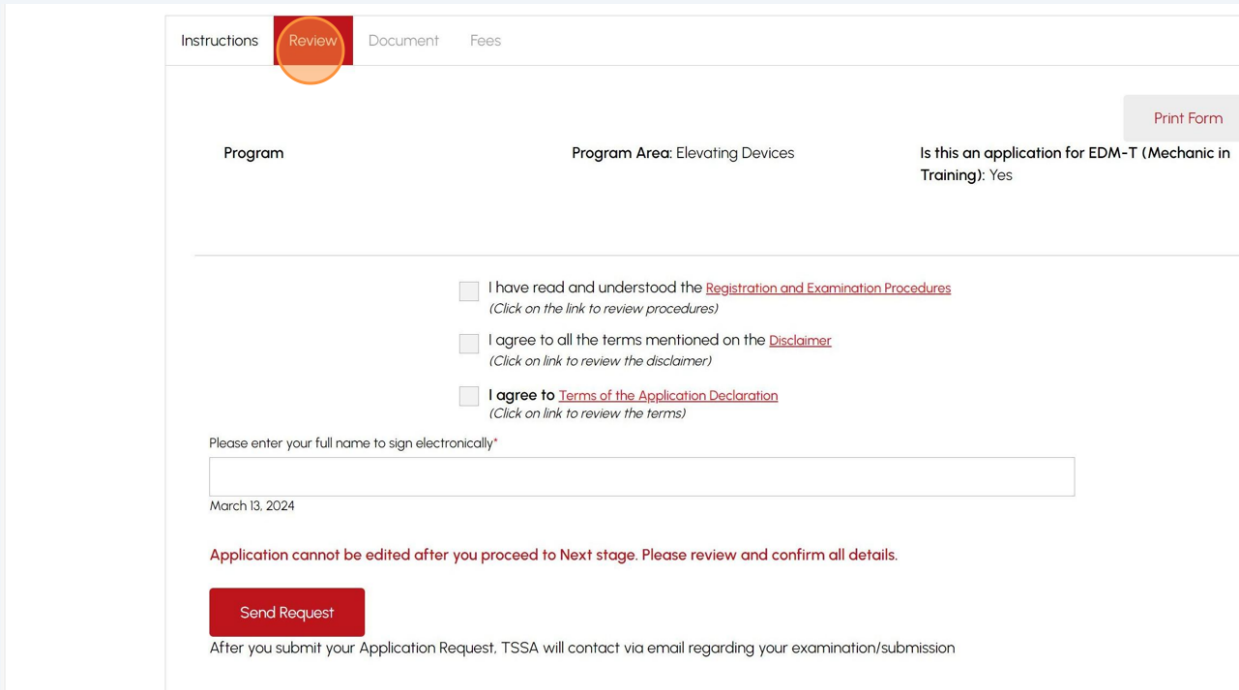
1) A safety training certificate, delivered by an Accredited Elevating Device Safety Training Provider

A completed [Application for an Ontario Certificate of Qualification](#) please click here for the form.

9 Only for EDM-T application:

The EDM-T application include the following tabs:

- Instructions
- Review
- Document
- Fees



The screenshot shows a web application interface for reviewing an EDM-T application. At the top, there are four tabs: "Instructions", "Review" (highlighted with a red circle), "Document", and "Fees". Below the tabs, the page displays the following information:

- Program:** Elevating Devices
- Program Area:** Elevating Devices
- Is this an application for EDM-T (Mechanic in Training):** Yes

There is a "Print Form" button in the top right corner. Below the program information, there are three checkboxes, each with a link to review a document:

- I have read and understood the [Registration and Examination Procedures](#)
(Click on the link to review procedures)
- I agree to all the terms mentioned on the [Disclaimer](#)
(Click on link to review the disclaimer)
- I agree to [Terms of the Application Declaration](#)
(Click on link to review the terms)

Below the checkboxes, there is a text input field for the user's full name to sign electronically, followed by the date "March 13, 2024".

A warning message states: "Application cannot be edited after you proceed to Next stage. Please review and confirm all details."

At the bottom, there is a red "Send Request" button and a note: "After you submit your Application Request, TSSA will contact via email regarding your examination/submission".



All other "Elevating Devices" examinations except the "EDM-T application" include the following tabs:

- Instructions
- Examination Details
- Location
- Review
- Document
- Fees

10 Answer the question, **"Is this a Re-write?"**

Select **"Yes"** or **"No"** to answer whether you are booking a **"Labour Mobility"**.

If you selected **"No"**, the following question will appear, **"Have you completed a Full Training Program with an Accredited Training Provider?"**.

Request to Book an Examination

Choose your exam details

Instructions Examination Details Location Review Document Fees

Is this a Re-write?*

No

Labour Mobility*

No

No

Yes

--Select--

Do you have an existing TSSA Certificate Number for the Program associated to this Application?*

Select

Are you applying to Reinststate a TSSA Certificate?*

Select

Have you completed a Full Training Program with an Accredited Training Provider?*

Select

11 Select an **"Examination Type"** from the dropdown list.

Choose your exam details

Instructions Examination Details Location Review Document Fees

Is this a Re-write?*

No

Labour Mobility*

No

Examination Type*

--Select--

--Select--

EDM-A

EDM-A LIMITED SCOPE-WINDMILL LIFTS

EDM-B

EDM-C

EDM-CE

EDM-CM

EDM-D

EDM-E

EDM-F

EDM-F-LIMITED SCOPE-FEO

Have you completed a Full Training Program with an Accredited Training Provider?*

Select

12

Answer the question, "Do you have an existing TSSA Certificate Number for the Program associated to this Application?". Select "Yes" or "No".

Is this a Re-write?*
No

Labour Mobility*
No

Examination Type*
EDM-D

Do you have an existing TSSA Certificate Number for the Program associated to this Application?*

Select

Select

Yes

No

Select

Have you completed a Full Training Program with an Accredited Training Provider?*

No

Cancel Back Next

13

If you select "Yes" to the question, enter your "Certificate Number".

Is this a Re-write?*
No

Labour Mobility*
No

Examination Type*
EDM-C

Do you have an existing TSSA Certificate Number for the Program associated to this Application?*

Yes

Certificate Number*

Are you applying to Reinstate a TSSA Certificate?*

Select

Have you completed a Full Training Program with an Accredited Training Provider?*

Select

Cancel Back Next

14

If you select "No" to the question, answer the question: "Are you applying to Reinstatement a TSSA Certificate"? Select "Yes" or "No".

Is this a Re-write?*
No

Labour Mobility*
No

Examination Type*
EDM-C

Do you have an existing TSSA Certificate Number for the Program associated to this Application?*

No

Are you applying to Reinstatement a TSSA Certificate*
Select
Select
Yes
No
select

Cancel Back Next

15

Answer the question, "Have you completed a Full Training Program with an Accredited Training Provider?" Select "Yes" or "No".

EDM-C

Do you have an existing TSSA Certificate Number for the Program associated to this Application?*

No

Are you applying to Reinstatement a TSSA Certificate*
Yes

Have you completed a Full Training Program with an Accredited Training Provider?*


Select
Select
Yes
No

Cancel Back Next

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Anywhere you see an information icon , please click it for more details.
If experiencing technical difficulties, please contact TSSA's Customer Contact Centre.
Available Monday to Friday from 8:00 a.m. to 5:00 p.m. (excluding holidays).



16 If you answered **"Yes"**, select **your training provider** from the dropdown list.

Do you have an existing TSSA Certificate Number for the Program associated to this Application?
No

Are you applying to Reinstate a TSSA Certificate*
Yes

Have you completed a Full Training Program with an Accredited Training Provider?
Yes

Please select your training provider*
--Select--
ADVANCED
AEC
AIRWAYS

Cancel Back

17 If you answered **"No"**, click the **"Next"** button to enter the **"Location"** details.

Do you have an existing TSSA Certificate Number for the Program associated to this Application?
No

Are you applying to Reinstate a TSSA Certificate*
Yes

Have you completed a Full Training Program with an Accredited Training Provider?
No

Cancel Back Next

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Toll-Free: 1-877-682-TSSA (8772)
Email: customerservices@tssa.org



18 Answer, "**Do you require special accommodation?**" Select "**Yes**" or "**No**".

Important: If you selected yes, you must first apply for accommodation for examination. You must provide the results of the accommodation application with this application.

[Customer Portal](#) > [Applications](#) > Book An Exam

Request to Book an Examination

Choose your exam details

Instructions Examination Details **Location** Review Document Fees

Special Accommodations

Do you Require Special Accommodation?
Select

Alternate Examination Date*
Select

Should the Preferred/ Alternate date be unavailable, I agree to be scheduled for the next available date at the following location

Cancel Back

19 If you selected that you require accommodation, answer the question, "**Have you Requested Special Accommodation?**". Select "**Yes**" or "**No**".

Special Accommodations

Do you Require Special Accommodation?
Yes

Preferred Examination Date*
Select

Have you Requested Special Accommodation?
Select

Should the Preferred/ Alternate date be unavailable, I agree to be scheduled for the next available date at the following location

Cancel Back

20

If you require special accommodation, answer the question, "**Have you received your Accommodation Approval Letter?**" Select "**Yes**". Otherwise, "**Contact TSSA Examination & Certification to request a special accommodation**".

Special Accommodations

Do you Require Special Accommodation?*

Have you Requested Special Accommodation?*

Have you received your Accommodation Approval Letter?*

Select
Yes
No
Select

Alternate Examination Date*

Should the Preferred/ Alternate date be unavailable, I agree to be scheduled for the next available date at the following location

Cancel Back

21

If you have received your **Accommodation Approval Letter**, select one of the following **Accommodation** options:

- Select All
- Extended Time to Complete Examinations
- Private Room/Distraction-Reduced Environment
- Use of Adaptive Technology, i.e. text to speech software
- Supervised Rest Breaks
- Large Print Examinations and/or Magnification Tools
- Other

Special Accommodations

Do you Require Special Accommodation?*

Have you Requested Special Accommodation?*

Have you received your Accommodation Approval Letter?*

Which of the following Accommodations do you require?*

Select All

Extended Time to Complete Examinations

Private Room/Distraction-Reduced Environment

Use of Adaptive Technology, i.e. text to speech software

Supervised Rest Breaks

Large Print Examinations and/or Magnification Tools

Other

Location

Preferred Location* Alternate Location* (You may select the same location with a different time as an

22 Select your "Preferred Examination Location".

<p>OTTAWA OWEN PEM.</p> <p>Select</p>	<p>Alternate Location* (You may select the same location with a different time as an alternate)</p> <p>Select</p>
<p>Preferred Examination Date*</p> <p>Select</p>	<p>Alternate Examination Date*</p> <p>Select</p>
<p><input type="checkbox"/> Should the Preferred/ Alternate date be unavailable, I agree to be scheduled for the next available date at the following location</p>	
<p>Cancel Back Next</p>	

23 Select your "Preferred Examination Date".

<p>Location</p> <p>Preferred Location*</p> <p>BA</p> <p>Cedar Pointer Suite 609 ON L4N</p> <p>Preferred Examination Date*</p> <p>2024-07-16 9:00 AM</p> <p><input type="checkbox"/> Should the Preferred/ Alternate date be unavailable, I agree to be</p> <p>Cancel Back</p>

24 Select your "**Alternative Location**".

Alternate Location* *(You may select the same location with a different time as an alternate)*

Alternate Examination Date*

to be scheduled for the next available date at the following location

[Back](#)

[Next](#)

25 Select your "**Alternative Examination Date**".

2024-07-01 9:00 AM
2024-07-05 9:00 AM
2024-07-16 9:00 AM
2024-08-01 9:00 AM
2024-08-21 9:00 AM
2024-08-26 9:00 AM
2024-09-04 9:00 AM
2024-09-21 9:00 AM
2024-10-07 12:59 PM
2024-10-11 9:00 AM
2024-10-17 9:00 AM

2024-08-21 9:00 AM

If the Preferred/ Alternate date be unavailable, I agree to be scheduled for the next available date at the following location

Cancel Back Next

26 Place a checkmark beside, "**Should the Preferred/Alternate date be unavailable, I agree to schedule the exam for the next available date at the following locations**" and select the "**Location**".

Use of Adaptive Technology, i.e. text to speech software
 Supervised Rest Breaks
 Large Print Examinations and/or Magnification Tools
 Other

Location

Preferred Location*
ALGONQUIN
1385 Woodroffe Ave
Nepean
ON K2G 1V8

Alternate Location* (You may select the same location with a different time as an alternate location)
BELL
135 North Front Street Belleville
ON K8P 3B6

Preferred Examination Date*
2024-01-10 8:00 AM

Alternate Examination Date*
2024-03-20 8:00 AM

Should the Preferred/ Alternate date be unavailable, I agree to be scheduled for the next available date at the following location

Select the Location*
THUNDER
189 Red River Road
Unit 103 Thunder Bay
ON P7B 1A2

27

Click the "Next" button to review your submission.

Alternate Location* (You may select the same location with a different time as an alternate)

▼ BELLEVILLE ▼

Alternate Examination Date*

▼ 2024-03-20 8:00 AM ▼

date be unavailable. I agree to be scheduled for the next available date at the following location

▼

Cancel Back **Next**

28

Review your submission.

Examination Details

Exam Type: G3

Are you challenging the exam?: No Is it a re write?: No

Have you completed your Accredited Training Course?: Select Training Provider:

Location

Preferred Location: ALGONQUIN COLLEGE- WOODROFFE CAMPUS
1385 Woodroffe Ave Nepean ON K2G 1V8

Alternate Location: BELLEVILLE
135 North Front Street Belleville ON K8P 3B6

Preferred Date: 2024-01-10 8:00 AM Alternate Date: 2024-03-20 8:00 AM

Should the Preferred/ Alternate date be unavailable. I agree to be scheduled for the next available date at the following location : Yes Location: THUNDER BAY
189 Red River Road Unit 103 Thunder Bay ON P7B 1A2

Do you Require Special Accommodation?: Yes Have you Requested Special Accommodation?: Yes

I have read and understood the [Registration and Examination Procedures](#)
(Click on the link to review procedures)

I agree to all the terms mentioned on the [Disclaimer](#)
(Click on link to review the disclaimer)

I agree to [Terms of the Application Declaration](#)
(Click on link to review the terms)

29

Read and Accept the Terms & Conditions for the following:

- "I have read and understood the Registration and Examination Procedures"
- "I agree to all the terms mentioned on the Disclaimer"
- "I agree to Terms of the Application Declaration"

Once all three Terms & Conditions are accepted, a check mark will be placed beside it.

Should the Preferred/ Alternate date be unavailable, I agree to be scheduled for the next available date at the following location : Yes

Do you Require Special Accommodation?: Yes



I have read and understood the [Registration and Examination Procedures](#)
(Click on the link to review procedures)

I agree to all the terms mentioned on the [Disclaimer](#)
(Click on link to review the disclaimer)

I agree to [Terms of the Application Declaration](#)
(Click on link to review the terms)

Please enter your full name to sign electronically*

January 16, 2024

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Enter your **full name** to **sign electronically** and click the **"Send Request"** button where you will be able to upload any documentation to your application.

Do you require special accommodations?

I have read and understood the [Registration and Examination Procedures](#)
(Click on the link to review procedures)

I agree to all the terms mentioned on the [Disclaimer](#)
(Click on link to review the disclaimer)

I agree to [Terms of the Application Declaration](#)
(Click on link to review the terms)

Please enter your full name to sign electronically*

January 16, 2024

Application cannot be edited after you proceed to Next stage. Please review and confirm all details.


Send Request

After you submit your Application Request, TSSA will contact via email regarding your examination/submission

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Click **"Browse"** to add the **"Additional Required Documentation."**

Important: Documents with the file formats are accepted: JPEG, PNG, ZIP, and PDF. Otherwise, an error will appear.

 Accounts Applications Invoices Profile Sign out
BPV Owner BPV Insurer

Accounts > Applications > Book An Exam

Request to Book an Examination

Choose your exam details

Instructions Examination Details Location Review **Document** Fees

For the Required/Mandatory documents, you may click browse again, to modify an uploaded file.

Additional Documentation (Optional)

Please upload a file
File Formats: JPEG, PNG, ZIP, PDF

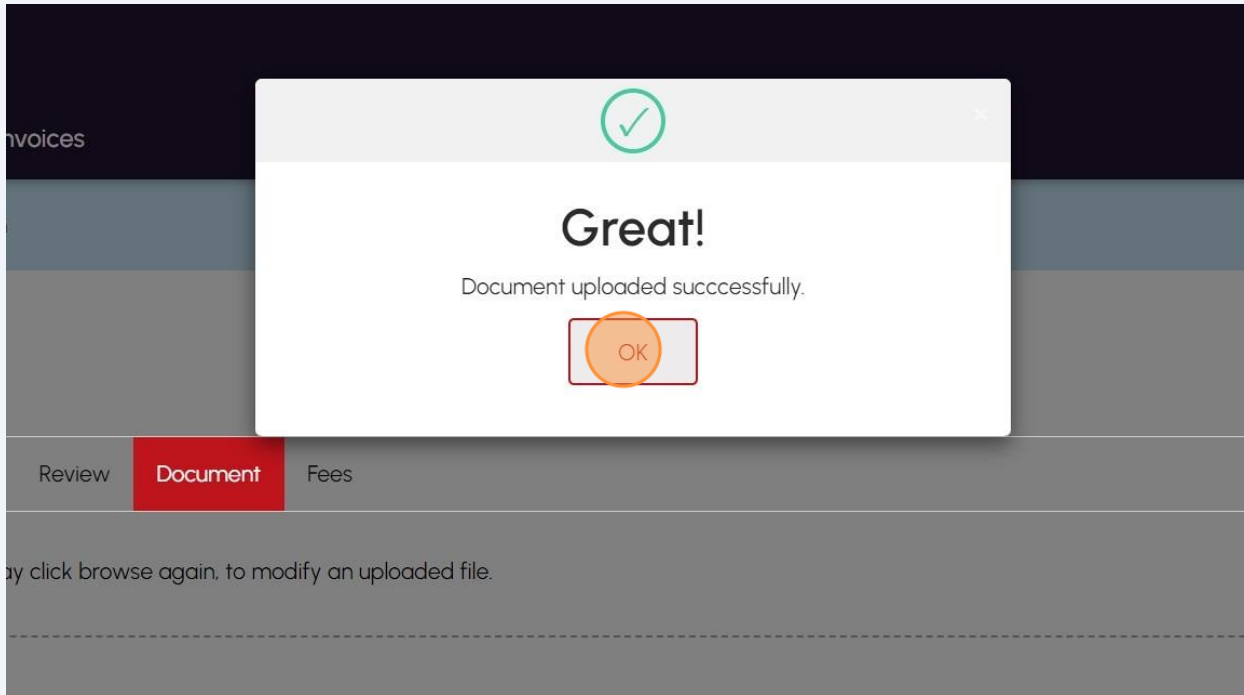
Browse

+ Add Another Document

Next

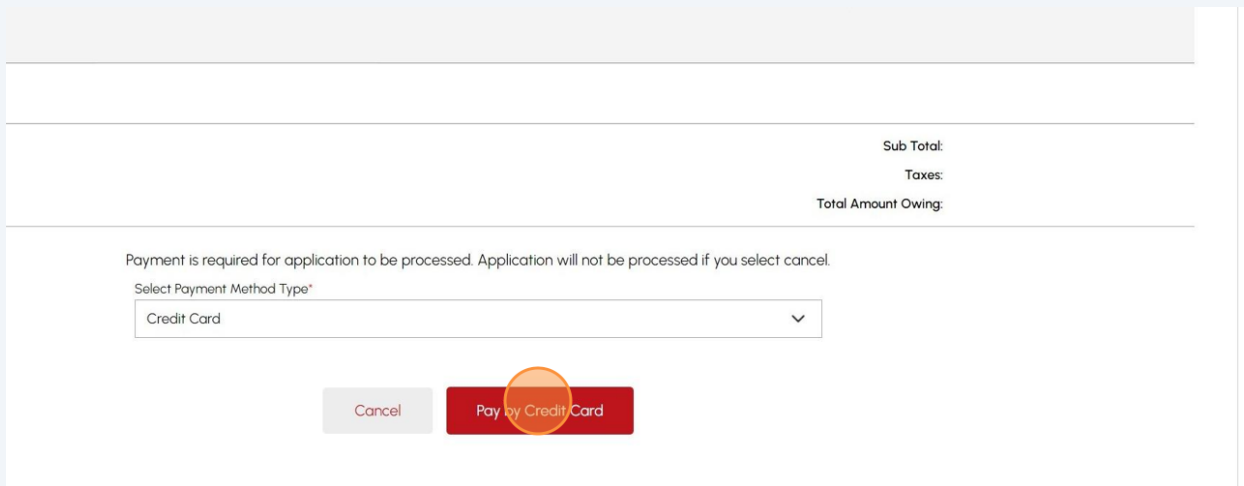
32

You will receive a notification if the document is uploaded successfully. Click **"OK"** to close the window and click **"Next"** to enter your fees.



33

Review the details of the Total Amount Owning and select **"Credit Card"** for the method of payment. Click **"Pay by Credit Card"**.



34

Click the "**Click to proceed to secure page**" button to enter your credit card details.

Amount to Pay:

304.43

Payment Id :

PortalTxn_2189

Application Number

AP00001567

[Click to proceed to Secure Page](#)

35

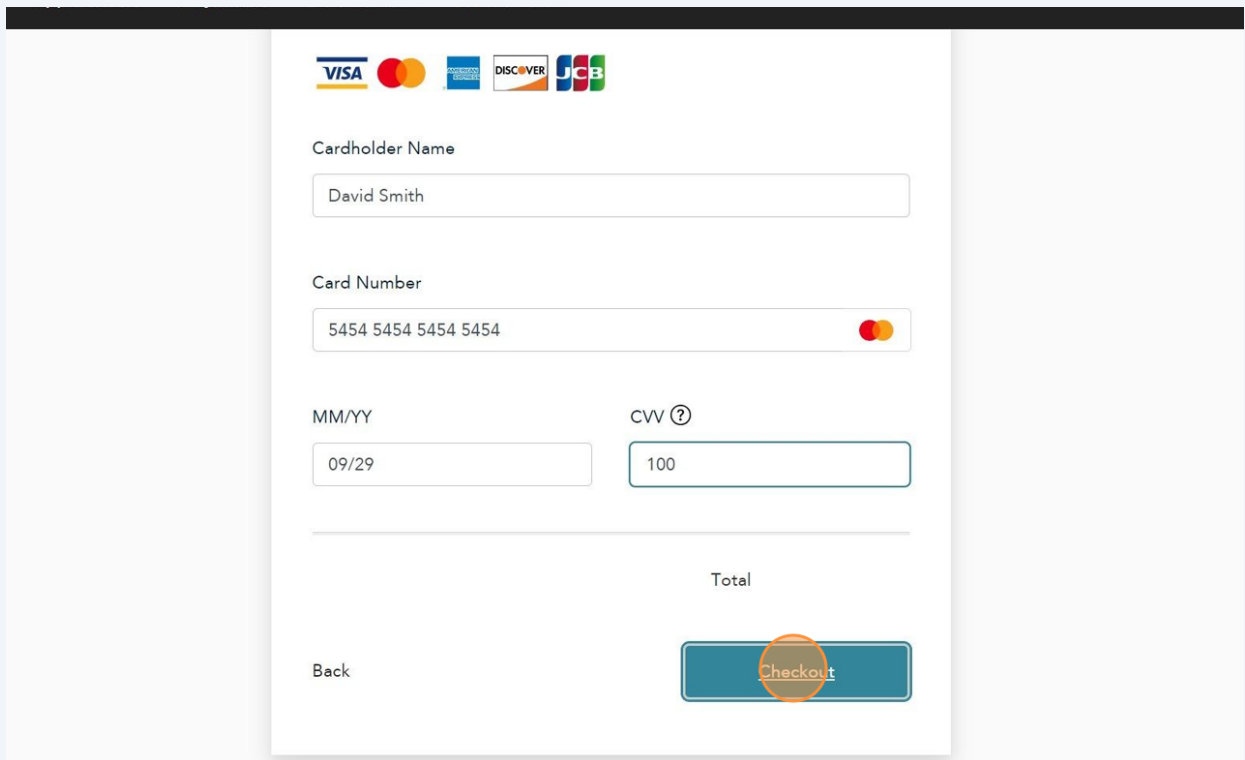
Enter your **Credit Card details:**

- Cardholder Name
- Card Number
- MM/YY (Month and Year)
- CVV (3-digit number on card)

The screenshot shows a credit card payment form. At the top left, there is an orange circle. To its right are logos for VISA, Mastercard, American Express, DISCOVER, and JCB. The form contains the following fields and elements:

- Cardholder Name:** A text input field containing "David Smith".
- Card Number:** A text input field containing "5454 5454 5454 5454" with a small Mastercard logo on the right.
- MM/YY:** A text input field containing "09/29".
- CVV:** A text input field containing "100" with a question mark icon to its right.
- Total:** A label positioned above a horizontal line.
- Back:** A text link on the bottom left.
- Checkout:** A blue button on the bottom right.

36 Click "**Checkout**" to process the payment.



The image shows a payment form with the following fields and elements:

- Payment logos: VISA, Mastercard, American Express, DISCOVER, JCB.
- Cardholder Name:
- Card Number: with a Mastercard logo on the right.
- MM/YY:
- CVV: with a help icon (question mark).
- Total: A label positioned above the checkout button.
- Buttons: "Back" and "Checkout". The "Checkout" button is highlighted with a blue circle.

37 Your **Transaction receipt** will appear. "**Print**" a copy for your records.

Important: You will receive an email confirmation and an official receipt once the payment has been completed.

Transaction Approved



Print

Click to Return to Portal

Transaction Approved

Order Number : PortalTxn_2178_

Application_Number : AP00001

Amount:

First6 and Last4 Digit of Card Number: 5454545454

Transaction Type:200

Approval Code : KN12

Reference Number : 6601885400

Transaction Number : 2339-0_652

Transaction Datetime : 2024-01-11 11:07:53



Congratulations! You have reviewed how to submit an application for the "Elevating Devices" Examination in the TSSA Client Portal.

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Contact Customer Service at 1-877-682-TSSA (8772) or send an email to customerservices@tssa.org in case of any questions.