

# How to Connect to an Existing Owner/Operator Account as a Third-Party Property Management Company



This guide will provide you with step-by-step instructions on how to connect to an Existing Owner/Operator's Account as a Third Party Property Management Company.



**Alert!** You must connect or create a TSSA account as the Property Management company before you link to the Owner/Operator.

A Third Party is an organization or management company that would transact on behalf of the owner/operator with TSSA.

**1** From the Client Portal home page, click the "**Accounts**" tab.

Customer Portal

**Hi Ada Shelby**

Welcome to the TSSA portal, where, customers can view and manage account information, submit application requests, pay invoices and r

**New Customers**

Create an Individual account if you are applying for:

- A personal certificate

For all other requests create an Organization account

- We require the company's legal entity details, i.e., corporation number or business identification number.

**Third Party Property Management Companies**

Link to your own TSSA account prior to linking to the owner/operator you wish to transact on behalf of, i.e. pay an invoice, submit an application request,

If you do not have an account with TSSA:

- Please create a Third-Party Property Manager account first,
- Then proceed to linking to the owner/operator you wish to transact on behalf of.

**Existing Customers**

Link to your TSSA account with,

- Invoice or inspection report or
- Valid authorization (licence/certificate/reg
- Account Access Key

**Third Party Submitters**

Link to your own TSSA account prior to linking on behalf of, i.e. submit an application request

If you do not have an account with TSSA:

- Please create a Third-Party Submitter type
- Then proceed to linking to the owner/operator

2 Click the **"Link Existing Account"** button.

The screenshot shows the TSSA user dashboard. At the top left is the TSSA logo. The navigation menu includes Home, Accounts, Applications, and Invoices. On the right, there are links for Profile, Sign out, BPV Owner, and BPV Insurer. Below the navigation is a breadcrumb trail: Home > Accounts. The main content area greets the user with "Hi David Smith!". To the right of the greeting are two buttons: "Create Account" and "Link Existing Account", with the latter circled in orange. Below this is a "Portal Manager" section with a help icon. It contains a table with three rows of user accounts:

Name	Account Number	Exams	Authorizations	Work Orders In Progress	Unpaid Invoices
Aby Shelby	003018036	0	0	0	0
David Smith O/A Dell Enterprises	003018017	0	0	0	0
June Lee	003018003	0	0	0	0

3 Select the **"Organization"** option from the dropdown list.

The screenshot shows the "Link Existing Account" form. At the top is a breadcrumb trail: Customer Portal > Accounts > Customer Portal - Link Account. The form title is "Link Existing Account". Below the title is the "Account Type" field, which is a dropdown menu. The dropdown is open, showing the "Organization" option selected and highlighted. Below the dropdown is a text input field. At the bottom of the form are two buttons: "Cancel" and "Validate and link".

Account Type\* ?

Select

Select

Individual

Organization


Cancel Validate and link

Company

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Need Help?

Anywhere you see an information icon ?, please click it for more details. If experiencing technical difficulties, please contact TSSA's Customer Contact Centre.



**4** Enter the **Account Number** of the Owner/Operator.

### Link Existing Account

Account Type\* 

Organization

Account Number\* (Enter the complete TSSA Account number, including all leading zeros, if applicable. This is the assigned TSSA Customer Number and can be four

00

Customers need to provide specific account information to link the TSSA Customer Portal to an existing account. Please ensure you have one of the following:

1. Account Access Key,  or
2. Active Authorization and Expiry Date, or
3. Invoice information, any invoice issued in the prior year that contains: Invoice number, Invoice amount, Invoice date, or
4. Inspection Report Number & Completion Date

**5** Select **Account Connection** as **Third Party Property Management Company** from the drop-down list.

Account Connection 

Type of Account Connection\*

Select

Select

Third Party - Property Management Company  
Third Party - Submitter  
As the Account Holder

Validation Type

Cancel

Validate and link

6

Select a **TSSA Third Party Property Management Account** from the dropdown list.

Account Connection ⓘ

Type of Account Connection\*

Third Party - Property Management Company

Account for the Property Management Company transacting on behalf of an owner/operator for a service with TSSA. The Consent to Grant Third Party Access must be completed and uploaded for this process.

TSSA Third Party Property Management Accounts\*

(No account found. [click here](#) to Create Account)

Select Account

Select Account

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Niya 00301

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

Select Validation Type

Validation Type\*

Validation Type

Cancel

Validate and link



Tip! If the Third Party Property Management account is not created, then select the **"click here"** option to create the account.

Account Connection ⓘ

Type of Account Connection\*

Third Party - Property Management Company

Account for the Property Management Company transacting on behalf of an owner/operator for a service with TSSA. The Consent to Grant Third Party Access must be completed and uploaded for this process.

TSSA Third Party Property Management Accounts\*

(No account found. [click here](#) to Create Account)

Select Account

Upload Document - Consent to Grant Third Party Access \* Please [click here](#) for the form

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

Browse

Select Validation Type

Validation Type\*

Validation Type

Cancel

Validate and link

8

Select "**click here**" to download the "**Consent to Grant Third Party Access**" form. Enter the details in the **consent form**.

4. Inspection Report Number & Completion Date, any Inspection Report issued in the prior year as of current date

Account Connection ⓘ

Type of Account Connection\*

Third Party - Property Management Company

Account for the Property Management Company transacting on behalf of an owner/operator for a service with TSSA. The Consent to Grant Third Party Access must be completed and uploaded for this process.

TSSA Third Party Property Management Accounts\*  
(No account found, [click here](#) to Create Account)

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Upload Document - Consent to Grant Third Party Access \* Please [click here](#) for the form

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

Browse

Select Validation Type

Validation Type\*

Validation Type

Cancel

Validate and link

9

Select the "**Browse**" option to upload the document.

Account Connection ⓘ

Type of Account Connection\*

Third Party - Property Management Company

Account for the Property Management Company transacting on behalf of an owner/operator for a service with TSSA. The Consent to Grant Third Party Access must be completed and uploaded for this process.

TSSA Third Party Property Management Accounts\*  
(No account found, [click here](#) to Create Account)

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Upload Document - Consent to Grant Third Party Access \* Please [click here](#) for the form

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

Browse

Select Validation Type

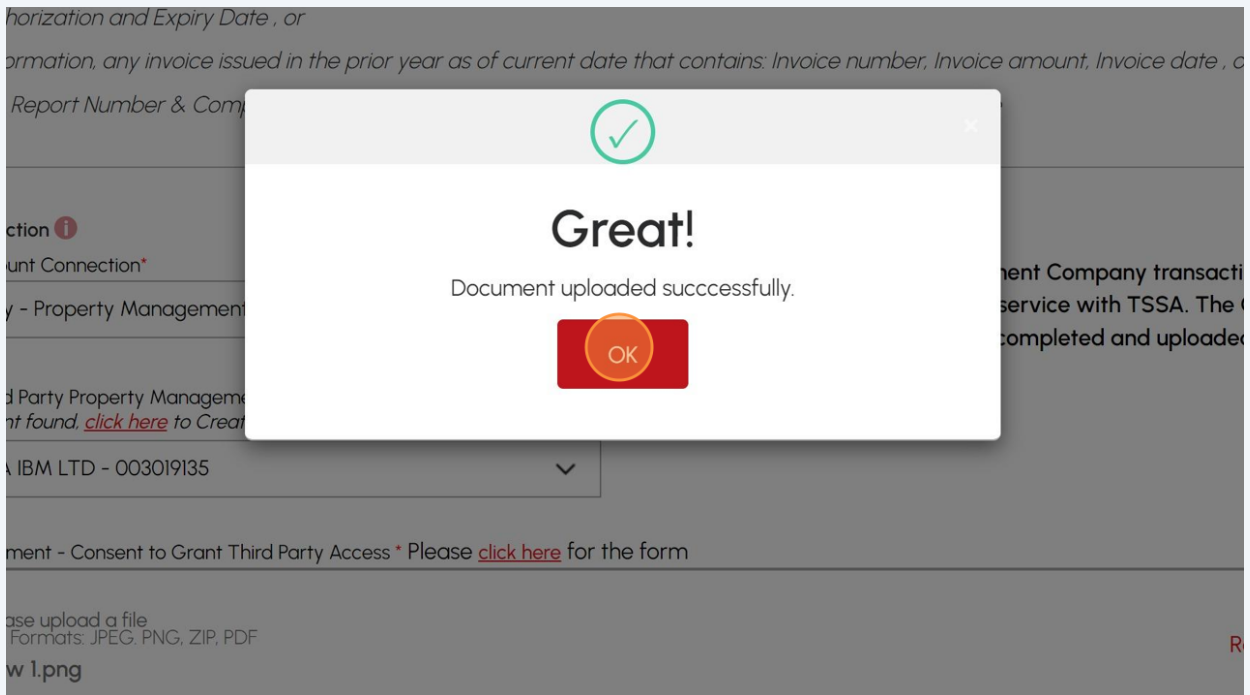
Validation Type\*

Validation Type

Cancel

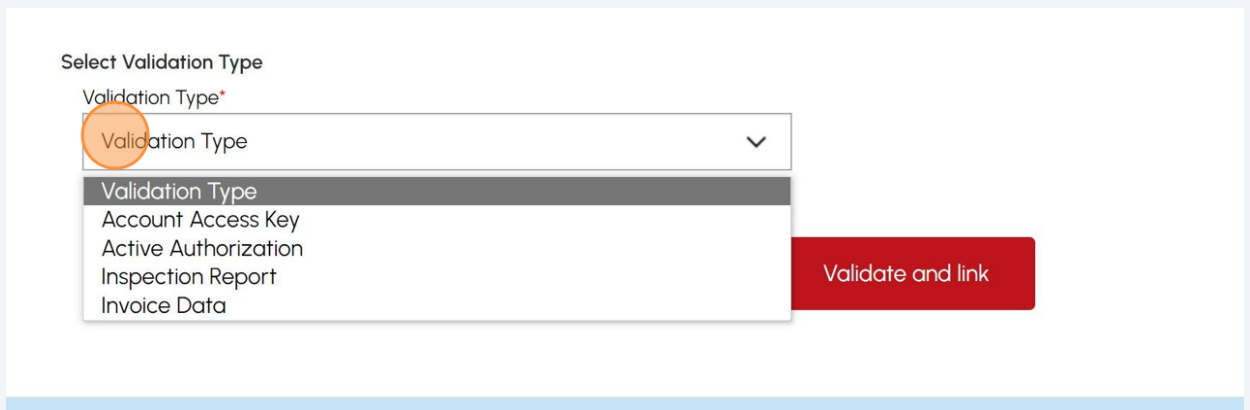
Validate and link

10 The document is successfully uploaded. Click "OK".



11 Select one of the following "Validation Type":

- Account Access Key
- Active Authorization
- Inspection Report
- Invoice Data



12 If you selected **"Account Access Key"**, enter the **"Account Access Key"**.

Select Validation Type

Validation Type\*


Account Access Key

Enter Account Access Key

OR Request Account Access Key

Cancel Validate and link

 Tip! If you do not have an **"Account Access Key"**, click **"Request Account Access Key"** to receive it.

Account Connection 

Type of Account Connection\*

As the Account Holder

Select Validation Type

Validation Type\*

Account Access Key

Enter Account Access Key

OR Request Account Access Key

Cancel Validate and link



"Request Account Access Key": This will send an email to the primary account email address, as they're responsible for providing the key. TSSA is not liable to share the confidential information.

**14** If you select "**Active Authorization**", enter the following information:

- Authorization Number
- Authorization Expiry Date

Select Validation Type

Validation Type\*

Active Authorization

Authorization Number\* (A Licence/Registration/Certificate Number Issued by TSSA in the past year as of current date. Enter all the prefix, special characters, spaces and alpha numeric details)


Authorization Expiry Date\* (Expiry Date noted on a Licence/Registration/Certificate Number Issued by TSSA in the past year as of current date.)

Cancel Validate and link

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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).



**15** If you select "**Inspection Report**", enter the following information:

- Inspection Report Number
- Inspection Completion Date

Select Validation Type

Validation Type\*

Inspection Report

Inspection Report Number\* (This information is located at the top right side of your report. Please ensure the inspection report was issued in the prior year as of current date.)

Inspection Completion Date\* (This information is located at the top right side of your report)

Cancel Validate and link



**16** If you select "**Invoice Data**", enter the following information:

- Invoice Number
- Invoice Amount
- Invoice Date

Select Validation Type

Validation Type\*


Invoice Data

Invoice Number\* (This information is located at the top right side of your invoice. Please ensure the invoice was issued in the prior year as of current date.)

Invoice Amount\* (This information is located in the "Total Amount" field at the bottom of your invoice. Please ensure the invoice was issued in the prior as of current date. Format example: 250.00)

Invoice Date\* (This information is located at the top right side of your invoice. Please ensure the invoice was issued in the prior year as of current date.)

Cancel Validate and link

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**17** Select the "**Validate and link**" option to link the organization account.

Select Validation Type



Validation Type\*

Account Access Key

Enter Account Access Key

OR Request Account Access Key

Cancel Validate and link

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18 A green banner will display that the account connection was successful.

Account connection is successful, please allow 15 minutes for connection to appear. Click [here](#) to return to the Accounts page.

Cancel

Validate and link

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



Congratulations! You have successfully connected the existing Owner/Operator account as a "Third Party Property Management Company" in the TSSA Client Portal.

#### Property Management Client Accounts

Client Name

Client Account Number

[SONY](#)

Account Number:  
003

 Inventory

 Authorizations

 Work Orders In Progress

 Unpaid Invoices

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