

How to Connect to an Existing Owner/Operator Account as a Third-Party Submitter



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 Submitter.

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

The screenshot shows the TSSA Customer Portal interface. 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 'Accounts' tab is highlighted with an orange circle. Below the navigation bar is a light blue header area with the text 'Customer Portal'. The main content area is white and contains the following sections:

Hi Ada Shelby
Welcome to the TSSA portal, where, customers can view and manage account information, submit application requests, pay invoices, and more.

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)
- Account Access Key

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

If you do not have an account with TSSA:

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

2 Click the "Link Existing Account" button.

The screenshot shows the TSSA Accounts page. At the top, there is a navigation bar with the TSSA logo on the left and 'Profile' and 'Sign out' buttons on the right. Below the navigation bar, there are tabs for 'Home', 'Accounts', 'Applications', and 'Invoices'. The 'Accounts' tab is selected. The main content area displays the user's name 'David Smith!' and a 'Manager' role. There are two red buttons: 'Create Account' and 'Link Existing Account', with the latter circled in orange. Below the buttons, there is a table listing accounts with columns for 'Account Number', 'Exams', 'Authorizations', 'Work Orders In Progress', and 'Unpaid Invoices'. The table contains three rows of account information.

3 Select the "Organization" option from the "Account Type" dropdown list.

The screenshot shows the 'Link Existing Account' form. At the top, there is a breadcrumb trail: 'Customer Portal > Accounts > Customer Portal - Link Account'. The form title is 'Link Existing Account'. Below the title, there is a dropdown menu for 'Account Type' with an information icon. The dropdown is open, showing 'Select' as the selected option and 'Individual' and 'Organization' as other options. Below the dropdown, there is a text input field. At the bottom of the form, there are two buttons: 'Cancel' and 'Validate and link'. The footer of the page contains links for 'Documents' and 'Videos', a 'Company' section with 'Company News', a 'Need Help?' section with contact information, and the TSSA logo.

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

003 

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 **"Third Party- Submitter"** from the dropdown 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

Learn

Training Documents

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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.

Available Monday to Friday from 8:00 a.m. to 5:00 p.m. (excluding holidays).

Toll-Free: 1-877-682-TSSA (8772)

Email: customerservices@tssa.org



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Select a Submitter account from the **TSSA Third Party Submitter Account** drop-down list.

2. *Active Authorization and Expiry Date*, or
3. *Invoice information, any invoice issued in the prior year as of current date that contains: Invoice number, Invoice amount, Invoice date*, or
4. *Inspection Report Number & Completion Date, any Inspection Report issued in the prior year as of current date*

Account Connection ⓘ

Type of Account Connection*

Account for the Submitter transacting on behalf of an owner/operator to apply for a service with TSSA, i.e. Engineering Firm, Contractor, etc. The Consent to Grant Third Party Access must be uploaded for this process.

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

Upload the form

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

Cancel

Validate and link



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

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

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TSSA Third Party Submitter Accounts* (No account found, click [here](#) to Create 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

Cancel

Validate and link

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Select "**click here**" to download the "**Consent to Grant Third Party Access**" form. Enter the details in the **consent form** and save it to your desktop.

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 - Submitter

Account for the Submitter transacting on behalf of an owner/operator to apply for a service with TSSA, i.e. Engineering Firm, Contractor, etc. The Consent to Grant Third Party Access must be uploaded for this process.

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

Google O/A Google corp - 003019136

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

Cancel

Validate and link

9

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

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 - Submitter

Account for the Submitter transacting on behalf of an owner/operator to apply for a service with TSSA, i.e. Engineering Firm, Contractor, etc. The Consent to Grant Third Party Access must be uploaded for this process.

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

Google O/A Google corp - 003019136

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

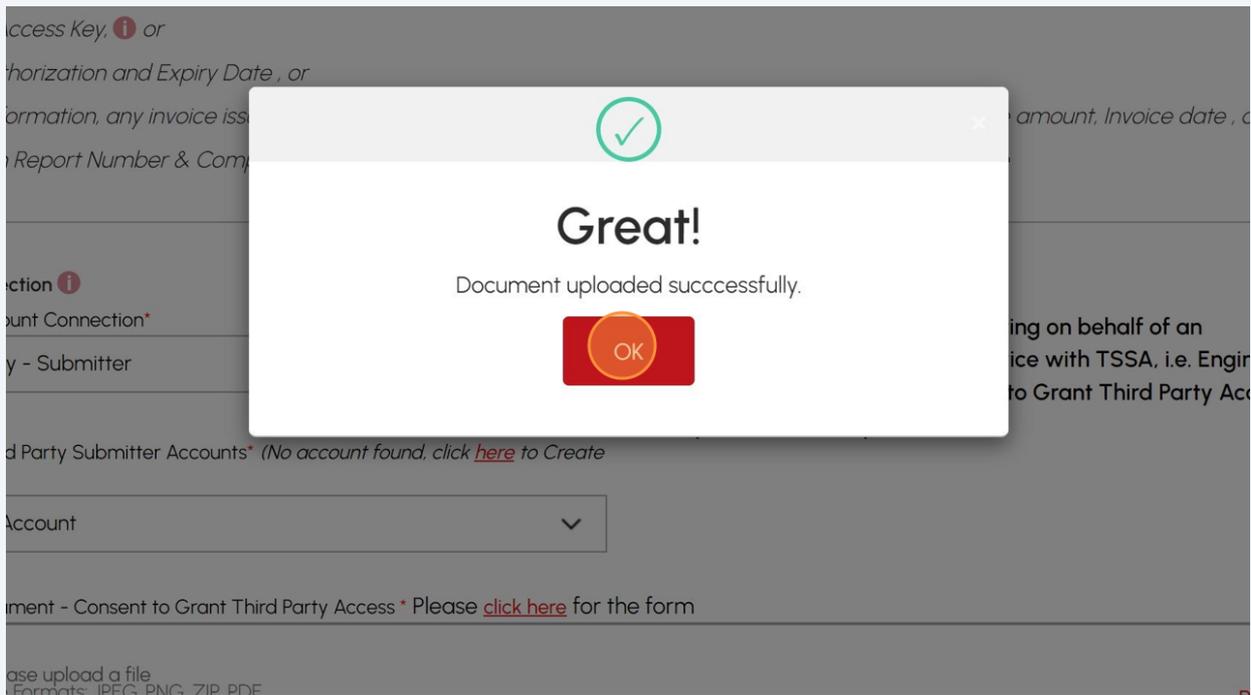
Please upload a file
File Formats: JPEG, PNG, ZIP, PDF

Browse

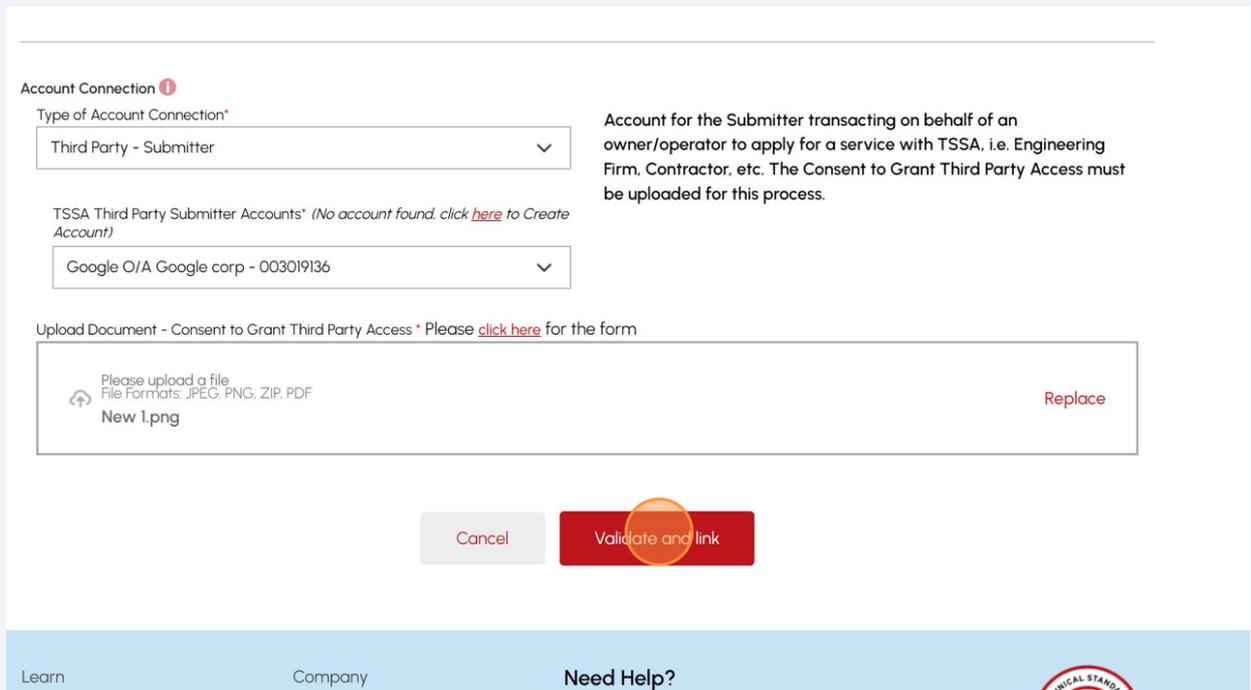
Cancel

Validate and link

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



11 Select the **Validate and link** option to connect the accounts.



12 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

Documents
Ideas

Company
Company News

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.
Available Monday to Friday from 8:00 a.m. to 5:00 p.m. (excluding holidays).
Toll-Free: 1-877-682-TSSA (8772)
Email: customerservices@tssa.org



Congratulations! You have successfully connected the existing Owner/Operator account as a Third Party Submitter" in the TSSA Client Portal. It can be viewed under the "Accounts" tab.

Submitter Client Accounts

Client Name
META

Client Account Number
Account Number: 003

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