

How to Create a Third Party Account



This guide will provide you with step-by-step instructions on how to create a "Third Party Account" in the TSSA Client Portal.

1 From the Client Portal homepage, 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 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/ce
- 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 Property Manager account first,
- Then proceed to linking to the owner/operator you wish to transact on behalf of.

2 Click the "Create Account" button.

The screenshot shows the 'Accounts' section of the TSSA Customer Portal. At the top, there is a navigation bar with 'Home', 'Accounts', 'Applications', and 'Invoices'. Below this, a breadcrumb trail reads 'Customer Portal > Accounts'. A greeting 'Hi David Smith!' is displayed. Two buttons are visible: 'Create Account' (highlighted with an orange circle) and 'Link Existing Account'. A 'Portal Manager' section includes a user profile for 'Rachel' and several metrics: 'Account Number', '0 Exams', '0 Authorizations', '0 Work Orders In Progress', and '0 Unpaid Invoices'. The footer contains links for 'Learn' (Training Documents, Training Videos), 'Company' (Company News), and 'Need Help?' (with a note about information icons and contact details). The TSSA logo is also present.

3 Select "Third Party" from the "Account Type" drop-down list.

The screenshot shows the 'Create a new account' form. The title 'Create a new account' is at the top. Below it are tabs for 'Account Details', 'Address', 'Contact Details', and 'Review'. The 'Account Details' tab is active. The form asks the user to 'Please choose one of the following:' and lists three options: 'Organization', 'Individual', and 'Third Party'. The 'Third Party' option is highlighted with an orange circle. Below the list is a dropdown menu labeled 'Select the Account Type*' with 'Select' as the current choice. The dropdown menu is open, showing 'Select', 'Organization', 'Individual', and 'Third Party'. The 'Third Party' option is also highlighted with an orange circle. A red 'Next' button is located to the right of the dropdown menu.

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Click on **"Third Party Account Purpose"**. Select from the drop-down, **"Property Management Company"** or **"Submitter"**.

Select the Account Type*	Third Party Account Purpose*
<input type="text" value="Third Party"/>	<input type="text" value="Select"/>
Legal Name* <i>(The full legal name of a business/ organization as per the business registry or first and last name for a Sole Proprietor)</i>	<input type="text" value="Property Management Company"/>
<input type="text" value="Legal Name"/>	<input type="text" value="Submitter"/>
Other Name/Type*	Other Name <i>(The full legal other name of the business/organization as per the business registry)</i>
<input type="text" value="Select"/>	<input type="text" value=""/>
Business Identification Number <i>(The number issued by the Province of Ontario for Master Business Licence or small business.)</i>	Business Identification Number Expiry Date
<input type="text" value="Business Identification number"/>	<input type="text" value="MM/DD/YYYY"/>
Corporation Number <i>(The number assigned to a corporation by the provincial designated authority.)</i>	
<input type="text" value="Corporation Number"/>	
Charity Number <i>(The number assigned to a charity by the CRA when it is registered.)</i>	
<input type="text" value="Charity Number"/>	

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Enter the name of your organization in the **"Legal Name"** field.

Select the Account Type*	Third Party Account Purpose*
<input type="text" value="Third Party"/>	<input type="text" value="Property Management Company"/>
Legal Name* <i>(The full legal name of a business/ organization as per the business registry or first and last name for a Sole Proprietor)</i>	Organization Type*
<input type="text" value="Legal Name"/>	<input type="text" value="Select"/>
Other Name/Type*	Other Name <i>(The full legal other name of the business/organization as per the business registry)</i>
<input type="text" value="Select"/>	<input type="text" value="Other Name"/>
Business Identification Number <i>(The number issued by the Province of Ontario for Master Business Licence or small business.)</i>	Business Identification Number Expiry Date
<input type="text" value="Business Identification number"/>	<input type="text" value="MM/DD/YYYY"/>
Corporation Number <i>(The number assigned to a corporation by the provincial designated authority.)</i>	
<input type="text" value="Corporation Number"/>	
Charity Number <i>(The number assigned to a charity by the CRA when it is registered.)</i>	
<input type="text" value="Charity Number"/>	

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Click on the **"Organization Type"** drop-down list and select one of the following options:

- Sole Proprietor
- Limited Partnership/Limited Liability Partnership (LLP)
- Corporation
- General Partnership
- Charity
- Foreign Corporation Business
- Cooperative
- None of the Above

Important: Based on your selection, certain fields will become mandatory. Mandatory fields are marked with an asterisk (*).

The screenshot shows a registration form with several fields. The 'Organization Type' dropdown menu is open, showing the following options: Select, Sole Proprietor, Limited Partnership/ Limited Liability Partnership (LLP), Corporation, General Partnership, Charity, Foreign Corporation/Business, Cooperative, None of the Above, and MM/DD/YYYY. The 'Select' option is highlighted with an orange circle.

Select the Account Type*	Third Party	Third Party Account Purpose*	Submitter
Legal Name* (The full legal name of a business/ organization as per the business registry or first and last name for a Sole Proprietor)	Legal Name	Organization Type*	Select
Other Name/Type*	Select		
Business Identification Number (The number issued by the Province of Ontario for Master Business Licence or small business.)	Business Identification number		
Corporation Number (The number assigned to a corporation by the provincial designated authority.)	Corporation Number		
Charity Number (The number assigned to a charity by the CRA when it is registered.)	Charity Number		

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Click the "**Other Name/Type**" field and select one of the following options:

- Operating as
- A Division of
- Doing Business as
- Not applicable

If the organization has another name, click it in the "Other Name" field.

The screenshot shows a registration form with the following fields:

- Select the Account Type***: A dropdown menu with "Third Party" selected.
- Third Party Account Purpose***: A dropdown menu with "Submitter" selected.
- Legal Name***: A text input field with "Legal Name" entered. *(The full legal name of a business/ organization as per the business registry or first and last name for a Sole Proprietor)*
- Organization Type***: A dropdown menu with "Select" selected.
- Other Name/Type***: A dropdown menu with "Select" selected and open. The options are: "Select", "Operating as", "A Division of", "Doing Business as", and "Not applicable".
- Other Name***: A text input field with "Other Name" entered. *(The full legal other name of the business/organization as per the business registry)*
- Business Identification Number Expiry Date**: A text input field with "MM/DD/YYYY" entered.
- Corporation Number**: A text input field with "Corporation Number" entered. *(The number assigned to a corporation by the provincial designated authority.)*
- Charity Number**: A text input field with "Charity Number" entered. *(The number assigned to a charity by the CRA when it is registered.)*

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Click the "Next" button to begin entering your "Address" details.

Legal Name* *(The full legal name of a business/ organization as per the business registry or first and last name for a Sole Proprietor)*

Legal Name

Organization Type*

Select

Other Name/Type*

Select

Other Name *(The full legal other name of the business/organization as per the business registry)*

Other Name

Business Identification Number *(The number issued by the Province of Ontario for Master Business Licence or small business.)*

Business Identification number

Business Identification Number Expiry Date

MM/DD/YYYY

Corporation Number *(The number assigned to a corporation by the provincial designated authority.)*

Corporation Number

Charity Number *(The number assigned to a charity by the CRA when it is registered.)*

Charity Number

Cancel

Next

9 Click the **"Search and Select Address"** field to search for the address.

If your address cannot be found, you can manually enter your address details in the following fields:

- Street Number or Name
- Country
- Province/State
- City
- Postal/Zip Code

Enter your email address in the **"Primary Account Email Address"** field.

Accounts > Create Account

Create a new account

Account Details **Address** Contact Details Review

Primary Address (The primary location of the business/organization or for individual account type the primary address as it appears on Government issued ID)
Search and Select Address
(Addresses can be searched and selected. Users also have the ability to edit the address directly on the fields.)

Street Number/Name* Unit/Suite

Floor Number Country*

Provincial/State* City*

Postal/Zip Code* Primary Account Email Address

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If your **Billing Address** is the same as your primary address, place a checkbox beside "**Same as Primary Address**" or enter a different address.

Select the "**Addressee**" option if applicable.

Billing Address *(Mailing address to receive invoices, statement of account, etc)*

Same as Primary Address

Search and Select Address

Addressee

Select

Street Number/Name*

Unit/Suite

Floor Number

PO Box ⓘ

PO BOX

Country*

Province/State*

City*

Postal/Zip Code*

Preferred Delivery Method for Billing*

Select

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Click the "**Preferred Delivery Method for Billing**" field and select "**Email**" or "**Mail**".

Addressee

Select

Street Number/Name*

12 Yonge St.

Unit/Suite

Floor Number

PO Box ⓘ

PO BOX

Country*

Canada

Province/State*

--Select--

City*

Toronto

Postal/Zip Code*

M5E 1Z9

Preferred Delivery Method for Billing*

Mail

Select

Mail

Email

12

If your **Shipping Address** is the same as the Billing Address, place a checkbox beside "**Same as Billing Address**". Alternatively, enter a different address.

Select the "**Addressee**" option if applicable.

Shipping Address (Mailing address to receive licences/registrations, inspection reports.)

Same as Billing Address

Search and Select Address

Addressee

Select

Street Number/Name* Unit/Suite

Floor Number PO Box ⓘ

Country* Province/State*

City* Postal/Zip Code*

Preferred Delivery Method for Shipping*

Select

13

Click the **"Preferred Delivery Method for Shipping"** field and select **"Email"** or **"Mail"**.

Click the **"Next"** button to enter your **"Contact"** details.

The screenshot shows a shipping address form with the following fields and controls:

- Addressee:** A dropdown menu with "Select" and a downward arrow.
- Street Number/Name*:** A text input field.
- Unit/Suite:** A text input field.
- Floor Number:** A text input field.
- PO Box 1:** A text input field with "PO BOX" pre-filled.
- Country*:** A dropdown menu with a downward arrow.
- Province/State*:** A text input field.
- City*:** A text input field.
- Postal/Zip Code*:** A text input field.
- Preferred Delivery Method for Shipping*:** A dropdown menu with "Select" and a downward arrow. The dropdown is open, showing the options "Select", "Mail", and "Email". The "Select" option is highlighted.
- Buttons:** "Cancel", "Back", and "Next" buttons are located at the bottom right of the form.

14 Complete the following fields for your **"Primary Contact Details"**.

- Primary Account Phone Type
- Country Code
- Primary Account Phone Number

The screenshot shows a web form with four tabs: 'Account Details', 'Address', 'Contact Details' (highlighted in red), and 'Review'. The form contains the following fields:

- Portal Manager First Name* (Ada)
- Portal Manager Last Name* (Shelby)
- Portal Manager Email Address* (adashelbytssa@gmail.com)
- Primary Account Phone Type* (Business) - This dropdown menu is highlighted with an orange circle.
- Primary Account Phone Country Code* (dropdown)
- Primary Account Phone Number* (text input)
- Primary Account Phone Extension (text input)
- Secondary Account Phone Type (dropdown)
- Secondary Account Phone Country Code* (dropdown)
- Secondary Account Phone Number (text input)
- Secondary Account Phone Extension (text input)

15 Click the **"Next"** button to review a summary of the information you entered.

This screenshot is identical to the one above, showing the same form fields. At the bottom of the form, there are three buttons: 'Cancel', 'Back', and 'Next'. The 'Next' button is highlighted with a red circle, indicating it should be clicked to proceed to the next step.

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Review the summary of your information. If changes are required, click the "edit" to make the changes.

Create a new account

Account Details	Address	Contact Details	Review
Account Details		Account Type Third Party	Account Name IBM Operating as IBM LTD Edit
		Legal Name IBM	
		Other Name Type Operating as	Other Name IBM LTD
		Third Party Account Purpose Property Management Company	Organization Type Sole Proprietor
		Business Identification number 445566	Business Identification Number Expiry Date 02/29/2024
Address		Primary Address 12 Yonge St. Toronto ON Canada, M5E 170	Primary Account Email Address adashelbytssa@gmail.com Edit

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Scroll to the bottom of the page and place a checkbox beside, "I certify that the information I have provided in the form is true".

Contact Details	Business	6475371477
Primary Account Phone Country Code		Canada
Portal Manager First Name	Ada	Portal Manager Last Name Shelby
Portal Manager Email		adashelbytssa@gmail.com
<input type="checkbox"/> I certify that the information I have provided in this form is true.		
<input type="checkbox"/> Click the Terms of Use to read and accept the conditions for using the TSSA Customer Portal		
<input type="checkbox"/> I accept the Terms & Conditions for Third Party Acknowledgement		
Account Details cannot be edited after you proceed to Save. Please review and confirm all details.		
Cancel Back Save		

18 Click the **"Terms of Use"** option. The Terms of Use will appear.

Contact Details	Primary Account Phone Type Business	Primary Account Phone Number 6475371477	Edit
	Primary Account Phone Country Code Canada		
	Portal Manager First Name Ada	Portal Manager Last Name Shelby	
	Portal Manager Email adashelbytssa@gmail.com		

I certify that the information I have provided in this form is true.

Click the [Terms of Use](#) to read and accept the conditions for using the TSSA Customer Portal

I accept the [Terms & Conditions for Third Party Acknowledgement](#)

Account Details cannot be edited after you proceed to Save. Please review and confirm all details.

[Cancel](#) [Back](#) [Save](#)

19 Read and acknowledge the terms by clicking the **"Accept"** button.

your account or you to administer the account of a third party on their behalf.

By accessing and using the Portal, you hereby accept and agree to be bound by these Terms (the "Agreement").

These Terms contain important information about your rights and obligations, as well as disclaimers, limitations of liability, exclusions of liability and other provisions that may affect your rights and remedies.

Definitions. In these Terms, "we" or "TSSA" means Technical Standards and Safety Authority and "you" means the user to which these Terms apply.

Changes to Terms. We may make changes to these Terms at any time. Any changes we make will be effective immediately when we post a revised version of these Terms on the Portal. The "Last Updated" date below will tell you when these Terms were last revised. By continuing to use this Portal after that date, you agree to the changes.

Your account. You will be required to register for an account to use the Portal. Your account username may not include the name of another person or entity in a manner that may cause confusion, or be offensive, vulgar or obscene. Your account username and password are personal to you or your business. You will be responsible for the confidentiality and use of your username and password, and for all activities and transactions that are conducted through your account. You may not transfer or sell access to your account. We will not be liable for any harm related to disclosure of your username or password or the use by anyone else of your username or password. You may not use another user's account without that user's permission except as an authorized third party agent. You will immediately notify us in writing if you discover any unauthorized use of your account or other account-related security breach. We may require you to change your username and/or password if we believe your account is no longer secure or if we receive a complaint that your username violates someone else's rights. You will have no

[Decline](#) [Accept](#)

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Click **"Terms & Conditions for Third Party"**. The Terms and Conditions will appear.

Primary Account Phone Country Code
Canada

Portal Manager First Name: Ada
Portal Manager Last Name: Shelby

Portal Manager Email: adashelbytssa@gmail.com

I certify that the information I have provided in this form is true.

Click the [Terms of Use](#) to read and accept the conditions for using the TSSA Customer Portal

I accept the [Terms & Conditions for Third Party, Acknowledgement](#)

Account Details cannot be edited after you proceed to Save. Please review and confirm all details.

Cancel Back Save

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Read and acknowledge the terms by clicking on the **"Accept"** button.

2. I will select employees and agents of my organization who will be granted account profiles on TSSA's customer service portal in order to deal and transact with TSSA on my behalf. I understand that it is my responsibility to oversee, manage, monitor and control such employees and agents and that TSSA will not manage, vet or otherwise control the persons who such access is granted to.

3. I will take all necessary measures and precautions to prevent unauthorized access to the TSSA customer service portal, including safeguarding my passwords and those of my employees and agents

4. I agree to promptly notify TSSA if my status as Third Party Agent for a Service Account Owner is revoked or otherwise changed.

5. I understand that TSSA may revoke my status or limit my authority as a Third Party Agent for any reason, including but not limited to failure to adhere to any of the terms and conditions herein.

6. I may cancel my Third Party Agent account at any time by providing TSSA with clear written instructions to that effect, which TSSA will make reasonable effort to effect in a reasonable timeframe.

7. I acknowledge that, in addition to the terms and conditions herein, I have agreed to abide by the general terms and conditions of TSSA's customer service portal.

8. I AGREE TO INDEMNIFY AND HOLD HARMLESS TSSA FOR ANY LOSS, DAMAGE OR HARM THAT TSSA, THE THIRD PARTY AGENT OR A SERVICE ACCOUNT OWNER OR ANY OF THEIR RESPECTIVE DIRECTORS, OFFICERS, EMPLOYEES, AGENTS, AFFILIATES, INSURERS OR ANY THIRD PARTY MAY INCUR OR SUFFER IN ANY WAY RELATED TO MY ACTIONS OR OMISSIONS AS THIRD PARTY AGENT OR THOSE OF MY EMPLOYEES OR AGENTS.

Decline Accept

22 Verify all check boxes are complete. Then, click the "Save" button.

- I certify that the information I have provided in this form is true.
- Click the [Terms of Use](#) to read and accept the conditions for using the TSSA Customer Portal
- I accept the [Terms & Conditions for Third Party Acknowledgement](#)

Account Details cannot be edited after you proceed to Save. Please review and confirm all details.

23 A green banner will display that the account was created successfully. The newly created account can be viewed under the "Accounts" tab on the portal homepage.

Primary Account Phone Country Code
Canada

Portal Manager First Name
Ada

Portal Manager Last Name
Shelby

Portal Manager Email
adashelbytssa@gmail.com

- I certify that the information I have provided in this form is true.
- Click the [Terms of Use](#) to read and accept the conditions for using the TSSA Customer Portal
- I accept the [Terms & Conditions for Third Party Acknowledgement](#)

Account Creation is successful, please allow 15 min before accessing account information via Accounts and to proceed with Application. ×

Account Details cannot be edited after you proceed to Save. Please review and confirm all details.



Congratulations! You have successfully reviewed how to create a "Third Party Account".

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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.