

How to Create an Individual Account



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

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

The screenshot shows 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 (highlighted with a red circle), Applications, and Invoices. 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.
- The [Consent to Grant Third Party Access] form will need to be completed.

Existing Customers
Link to your TSSA account with:

- Invoice or inspection report or
- Valid authorization (licence/certificate/registration, etc.) or
- Account Access Key

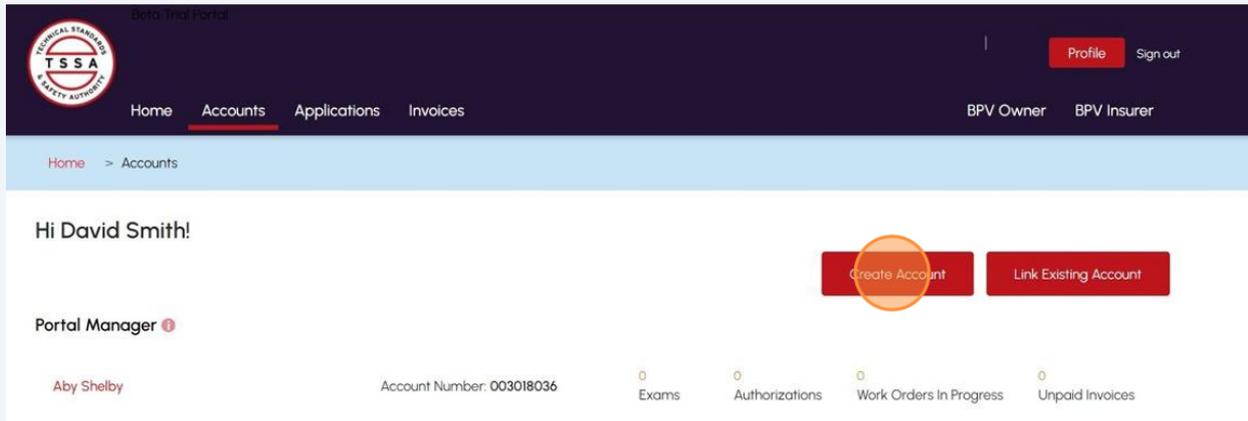
Third Party Submitters
Link to your own TSSA account prior to linking to the owner/operator you wish to transact on behalf of, i.e. submit an application request.

If you do not have an account with TSSA:

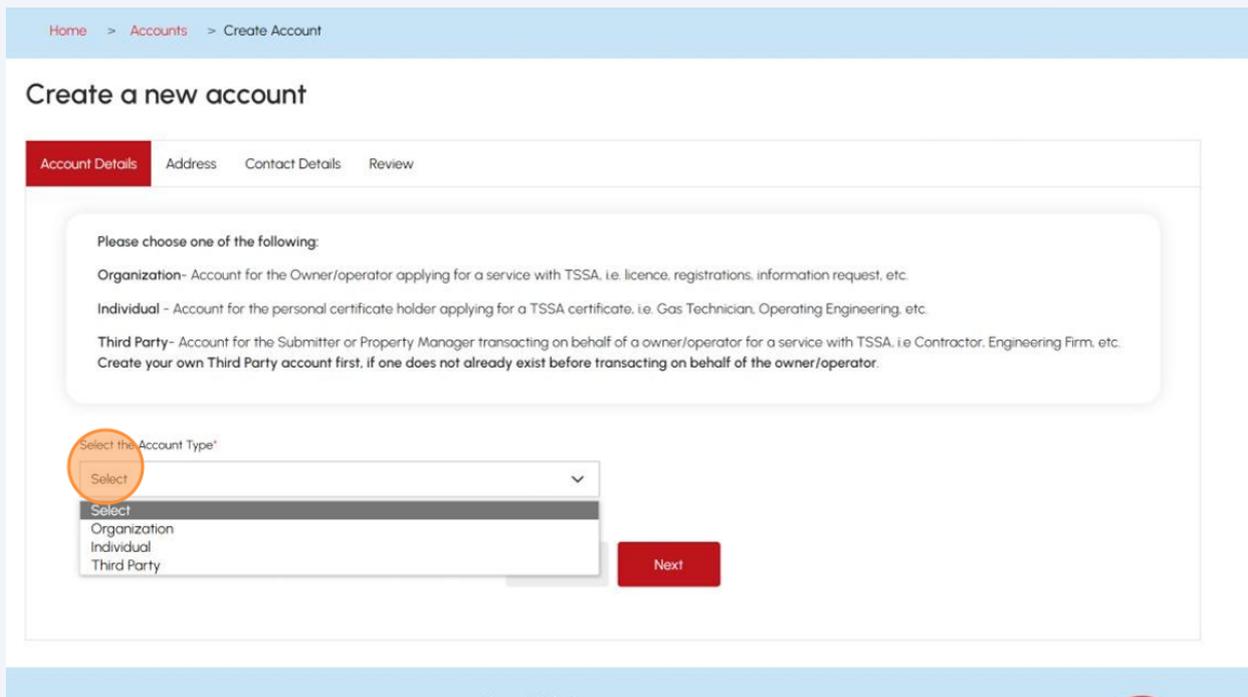
- Please create a Third-Party Submitter type account first.
- Then proceed to linking to the owner/operator you wish to submit an application request for.
- The [Consent to Grant Third Party Access] form will need to be completed

At the bottom of the page, there are two red buttons: "Create Account" and "Link Existing Account".

2 Click the "Create Account" button.



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



4 Enter the following information:

- First and last name
- Date of birth

Click the "**Next**" button to begin entering your primary address information.

Accounts > Create Account

Create a new account

Account Details | Address | Contact Details | Review

Please choose one of the following:

Organization - Account for the Owner/operator applying for a service with TSSA, i.e. licence, registrations, information request, etc.

Individual - Account for the personal certificate holder applying for a TSSA certificate, i.e. Gas Technician, Operating Engineer, etc.

Third Party - Account for the Submitter or Property Manager transacting on behalf of a owner/operator for a service with TSSA, i.e. Contractor, Engineering Firm, etc. **Create your own Third Party account first, if one does not already exist before transacting on behalf of the owner/operator.**

Select the Account Type* (Individual accounts are for personal certificate holders.)

Individual

First Name* (Legal Name: A person's legal birth name as identified on government issued photo identification)

First Name

Middle Name

Middle Name

Last Name* (Legal Name: A person's legal birth name as identified on government issued photo identification)

Last Name

Date Of Birth* (Date of Birth is mandatory if you are applying to write an examination and obtain a personal certificate such as a Gas Technician or Operating Engineer etc. If you are not applying for a personal certificate please create account as organization.)

mm/dd/yyyy

Cancel Next

5 You can search for your address in the "**Search and Select Address**" field.

Alternatively, you can manually enter the information in the following fields:

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

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

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 ❗

654 Bloor St, Mississauga Ontario L5A 3V9

Street Number/Name* Unit/Suite

654 Bloor St

Floor Number Country*

Canada

Province/State* City*

Ontario Mississauga

Postal/Zip Code* Primary Account Email Address*

L5A 3V9 June.lee@gmail.com

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

For individual accounts Billing and Shipping Address must be same as the Primary Address

Same as Primary Address

Preferred Delivery Method for Billing*

6 The **Billing** and **Shipping** Address will automatically be selected.

Province/State*
Ontario

City*
Mississauga

Postal/Zip Code*
L5A 3V9

Primary Account Email Address*
June.lee@gmail.com

Billing Address (Mailing address to receive invoices, statement of account, etc.)
For individual accounts Billing and Shipping Address must be same as the Primary Address
 Same as Primary Address
Preferred Delivery Method for Billing*
Select

Shipping Address (Mailing address to receive licences/registrations, inspection reports.)
 Same as Billing Address
Preferred Delivery Method for Shipping*
Select

Cancel Back Next

7 Click the "**Preferred Delivery Method**" field and select "**Email**" or "**Mail**" from the drop-down menu.

Postal/Zip Code*
M2L 2S9

Primary Account Email Address*

Billing Address (Mailing address to receive invoices, statement of account, etc.)
 Same as Primary Address
Preferred Delivery Method for Billing*
Select
Select
Mail
Email

Shipping Address (Mailing address to receive licences/registrations, inspection reports.)
 Same as Billing Address
Preferred Delivery Method for Shipping*
Select

Cancel Back Next

8

Click the "**Preferred Delivery Method**" for Shipping Address and select "**Email**" or "**Mail**" from the dropdown list.

--Select--

Toronto

Postal/Zip Code*

M2L 2S9

Primary Account Email Address*

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

Same as Primary Address

Preferred Delivery Method for Billing*

Select

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

Same as Billing Address

Preferred Delivery Method for Shipping*

Select

Select

Mail

Email

Cancel Back Next

9

Click the "**Next**" button to begin entering your "**Contact**" details.

Email

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

Same as Billing Address

Preferred Delivery Method for Shipping*

Select

Cancel Back Next

10 Complete the following fields for your "**Primary & Secondary Contact Details**".

- Name
- Email Address
- Account Phone Type
- Account Phone Country Code
- Primary Phone Number

Accounts > Create Account

Create a new account

Account Details Address **Contact Details** Review

Portal Manager First Name*
David

Portal Manager Last Name*
Smith

Portal Manager Email Address*
davidsmithssa@gmail.com

Primary Account Phone Type*
▼

Primary Account Phone Country Code*
▼

Primary Account Phone Number*
Primary Account Phone Extension

Secondary Account Phone Type
Business
▼

Secondary Account Phone Country Code
▼

Secondary Account Phone Number
Secondary Account Phone Extension

Cancel Back **Next**

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

▼

Secondary Account Phone Number
Secondary Account Phone Extension

▼

Cancel Back **Next**

12

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

Account Details	Address	Contact Details	Review
Account Details		Account Type Individual	First Name Ada Edit
		Last Name Shelby	
		Date Of Birth 02/	
Address		Primary Address 928 Toronto ON Canada, M5E 1Z9	Primary Account Email Address adashelbytssa@gamil.com Edit
		Billing Address Same as Primary	
		Shipping Address Same as Billing Address	
		Preferred Delivery Method for Billing Email	

13

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".

Billing Address Same as Primary	Attention To kevinsmith@gmail.com
Shipping Address Same as Billing Address	Attention To kevinsmith@gmail.com
Preferred Delivery Method for Billing Mail	
Preferred Delivery Method for Shipping Mail	
Primary Account Phone Type Business	Primary Account Phone Number 4377663862 Edit
Primary Account Phone Country Code Canada	Contact Information davidsmithtssa@gmail.com
Portal Manager First Name David	Portal Manager Last Name Smith
Portal Manager Email davidsmithtssa@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	
Application cannot be edited after you proceed to Next stage. Please review and confirm all details.	
Cancel	Back Save

14 Click "Terms of Use". A copy of the Terms will appear.

Billing Address Same as Primary	Attention To kevinsmith@gmail.com
Shipping Address Same as Billing Address	Attention To kevinsmith@gmail.com
Preferred Delivery Method for Billing Mail	
Preferred Delivery Method for Shipping Mail	

Primary Account Phone Type Business	Primary Account Phone Number 4377663862	Edit
Primary Account Phone Country Code Canada	Contact Information davidsmithtssa@gmail.com	
Portal Manager First Name David	Portal Manager Last Name Smith	
Portal Manager Email davidsmithtssa@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.

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

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

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

The following are the terms of use ("Terms") that govern your use of the TSSA Self-Service Portal (the "Portal"), which features allows you to administer your TSSA account and permits authorized third party agents to administer 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 ownership in your account or your username. We may refuse registration, cancel an account or deny access to the Portal for any reason.

Intellectual Property. The Portal and all data, text, designs, pages, print screens, images, artwork, photographs, audio and video clips, and HTML code, source code, or software that reside or are viewable or otherwise discoverable on the Portal (collectively, the "Content") are owned by us. We own a copyright and, in some instances, patents and other intellectual property in the Portal and Content. We may change the Content and features of the Site at any time. We grant you a limited, conditional, no-cost, non-exclusive, non-transferable, non-sublicensable license to view this Portal and its Content as permitted by these Terms.

Prohibited acts and uses. You agree that you will not:

- Restrict or inhibit any other person from using the Portal.

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



16 Click the "Save" button.

Portal Manager First Name David	Portal Manager Last Name Smith
Portal Manager Email davidsmithtssa@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

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

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

Shipping Address Same as Billing Address	Attention To kevinsmith@gmail.com
Preferred Delivery Method for Billing Mail	
Preferred Delivery Method for Shipping Mail	

Contact Details

Primary Account Phone Type Business	Primary Account Phone Number 4377663862	<input type="button" value="Edit"/>
Primary Account Phone Country Code Canada	Contact Information davidsmithtssa@gmail.com	
Portal Manager First Name David	Portal Manager Last Name Smith	
Portal Manager Email davidsmithtssa@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

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

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



Congratulations! You have successfully created an "Individual Account" in the TSSA Client Portal.

18

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