

# How to Re-write an Examination with Accommodation



This guide will provide you with step-by-step instructions on how to request a re-write examination with an accommodation in the TSSA Client Portal.

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

The screenshot shows the TSSA Client Portal homepage. The navigation bar at the top includes 'Home', 'Accounts', 'Applications' (highlighted with an orange circle), and 'Invoices'. Below the navigation bar is a light blue header 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

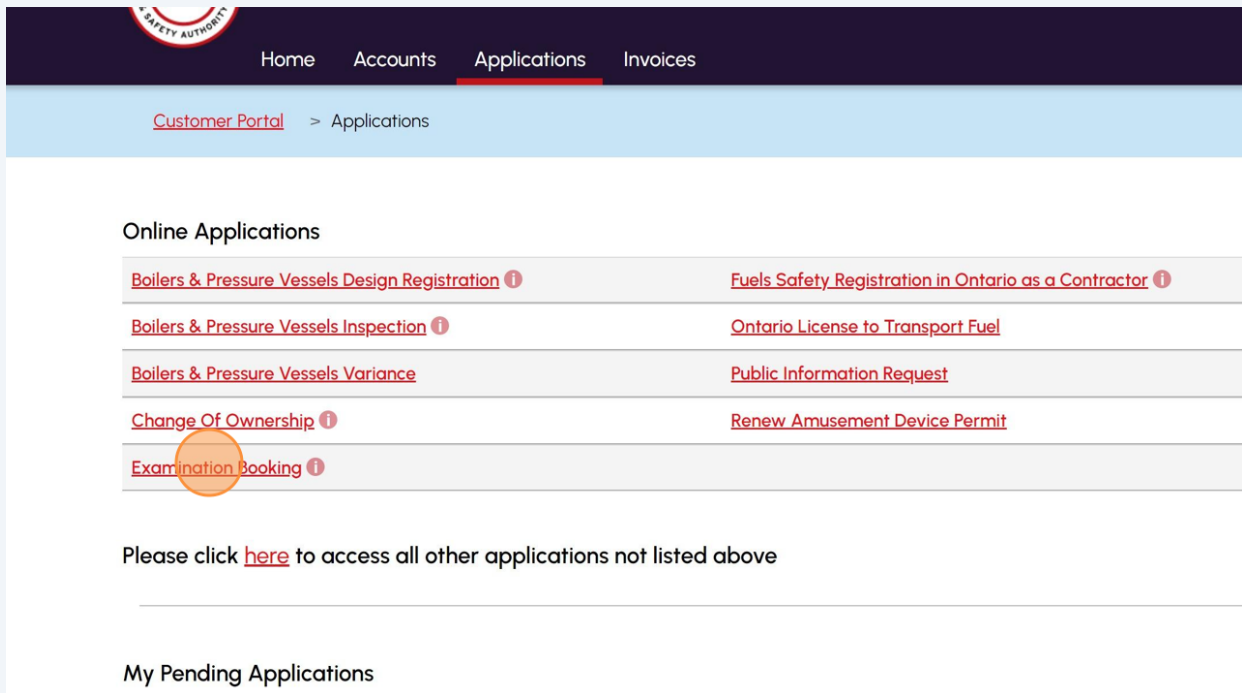
**Third Party Submitters**  
Link to your own TSSA account prior to linking to the owner/operator you wish to transact on behalf of, i.e. submit an application request.

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 "Examination Booking" link under "Online Applications".



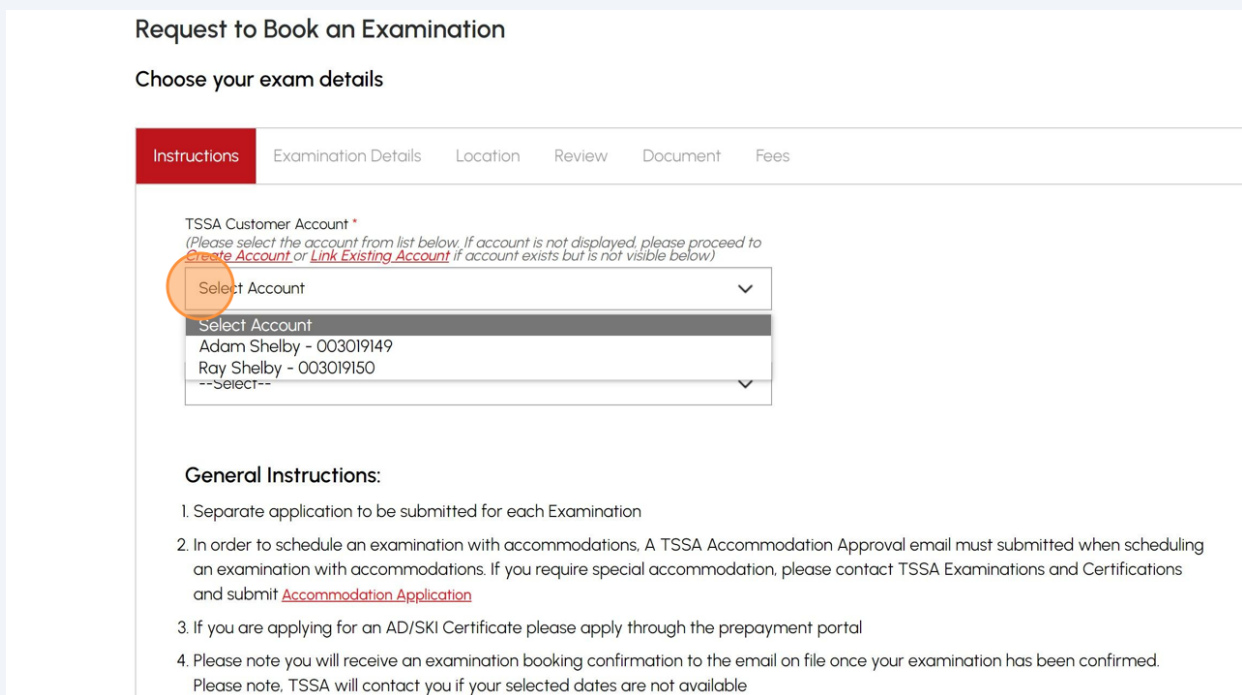
The screenshot shows the TSSA Customer Portal navigation menu with 'Applications' selected. Below the breadcrumb 'Customer Portal > Applications', there is a section titled 'Online Applications' containing a grid of links. The 'Examination Booking' link is highlighted with an orange circle. Below the grid, there is a text prompt: 'Please click [here](#) to access all other applications not listed above'. At the bottom, there is a section for 'My Pending Applications'.

<a href="#">Boilers &amp; Pressure Vessels Design Registration</a> ⓘ	<a href="#">Fuels Safety Registration in Ontario as a Contractor</a> ⓘ
<a href="#">Boilers &amp; Pressure Vessels Inspection</a> ⓘ	<a href="#">Ontario License to Transport Fuel</a>
<a href="#">Boilers &amp; Pressure Vessels Variance</a>	<a href="#">Public Information Request</a>
<a href="#">Change Of Ownership</a> ⓘ	<a href="#">Renew Amusement Device Permit</a>
<a href="#">Examination Booking</a> ⓘ	

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 'TSSA Customer Account' dropdown menu is open, showing a list of accounts. The 'Adam Shelby - 003019149' account is selected. 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 the "**Program Area**". Choose from the following:

- Elevating Devices
- Fuels Safety
- Operating Engineer

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

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Read the instructions and click the **"Next"** button. The **"Examination Details"** tab will appear.

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 - 00301

Program Area\*  
Operating Engineer

**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

Cancel Next

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If this is a re-write, select **"Yes"** from the drop-down to re-write an exam.

Home Accounts Applications Invoices

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

### Request to Book an Examination

Choose your exam details

Instructions Examination Details Location Review Document Fees

Is this a Re-write?\*


Select


Select  
Yes  
No

Cancel Back Next

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**Need Help?**  
Anvwhere you see an information icon , please



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Enter the **"Work Order Number"** and click the **"Validate Work Order"** button.

Home > Applications > Book An Exam

### Request to Book an Examination

Choose your exam details

Instructions Examination Details Location Review Document Fees

Is this a Re-write?  
Yes

Work Order Number (please enter number of the existing Authorization Work Order)  
1451

Validate Work Order

Cancel Back Next

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The **Exam Scope** field will pre-populate.

Home > Applications > Book An Exam

### Request to Book an Examination

Choose your exam details

Instructions Examination Details Location Review Document Fees

Is this a Re-write?  
Yes

Work Order Number (please enter number of the existing Authorization Work Order)  
1451

Validate Work Order

Exam Scope  
Operating Engineer Fourth Class - Standardized

OE Examination Type\*

Cancel Back Next

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If booking an **Operating Engineering exam**, select "**Examination Type**" from the dropdown list.

The screenshot shows the 'Examination Details' tab in a web application. At the top, there are navigation tabs: 'Instructions', 'Examination Details' (highlighted in red), 'Location', 'Review', 'Document', and 'Fees'. Below the tabs, there are several form fields: 'Is this a Re-write?' with a dropdown menu set to 'Yes'; 'Work Order Number (please enter number of the existing Authorization Work Order)' with a text input containing '14' and a red 'Validate Work Order' button; 'Exam Scope' with a dropdown menu set to 'Operating Engineer Second Class - Standardized'; and 'OE Examination Type\*' with a dropdown menu open, showing options: '--Select--', '2A-1', '2A-2', '2A-3', '2B-1', '2B-2', and '2B-3'. At the bottom of the form area, there are 'Cancel' and 'Back' buttons. The footer of the page contains links for 'Learn', 'Company', and 'Need Help?', along with the TSSA logo.

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Click the "**Next**" button.

This screenshot shows the same 'Examination Details' form as in the previous image, but with the 'OE Examination Type\*' dropdown menu set to '2B-2'. The 'Next' button at the bottom of the form is now highlighted with a red circle, indicating it is the next step in the process. The 'Validate Work Order' button is no longer visible. The rest of the form and the footer remain the same.

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If you require special accommodation to write your examination, select **"Yes"**. The **"Have you Requested Special Accommodation?"** will appear.

[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

Select  
Yes  
No  
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

12

Answer, **"Have you Requested Special Accommodation?"** Select **"Yes"** or **"No"**.

If you selected **"Yes"**, answer, **"Have you received your Accommodation Approval Letter?"** Select **"Yes"** or **"No"**.

Request to Book an Examination

Choose your exam details

Instructions Examination Details **Location** Review Document Fees

**Special Accommodations**

Do you Require Special Accommodation?\*

Yes

Preferred Examination Date\*

Select

Have you Requested Special Accommodation?\*

Select

Select  
Yes  
No  
Select

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

Cancel Back

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Answer, "**Have you received your Accommodation Approval Letter?**" Select "**Yes**" or "**No**".

### Request to Book an Examination

Choose your exam details

Instructions Examination Details **Location** Review Document Fees

**Special Accommodations**

Do you Require Special Accommodation?\* Have you Requested Special Accommodation?\*

Yes   Yes

Have you received your Accommodation Approval Letter?\*

Select  Select

Select Yes No 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



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If you received your accommodation approval letter, select one or multiple accommodations that have been pre-approved by TSSA:

- Select All
- Extend Time to Complete Examinations
- Private Room/Distraction-Reduced environment
- Use of Adaptive Technology i.e. text to speech software
- Supervised Rest Breaks
- Larger Print examinations and/or Magnification tools
- Other

[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?\*

Yes

Have you Requested Special Accommodation?\*

Yes

Have you received your Accommodation Approval Letter?\*

Yes

Which of the following Accomodations 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

**15** Refer to **Location** and select the "**Preferred Examination Location**".

OWE  
PEMI  
Select

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

Preferred Examination Date\*  
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 Next

**16** Select the "**Preferred Examination Date**".

Location  
Preferred Location\*  
BARRIE

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

55 Cedar Pointer Drive  
Suite 609 Barrie  
ON L4N 5R7

Preferred Examination Date\*  
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

Back Next

Learn  
Trainin  
Trainin

Help?  
If you see an information icon **i**, please click it for more

For technical difficulties, please contact  
Customer Contact Centre.  
Monday to Friday from 8:00 a.m. to 5:00 p.m. (excluding

## 17 Select the "Alternative Examination Location".

**Location**

Preferred Location\*  
BARRIE

55 Cedar Pointer Drive  
Suite 609 Barrie  
ON L4N 5R7

Preferred Examination Date\*  
2024-07-16 9:00 AM

Should the Preferred/ Alternate date be unavailable, I agree to be schedule

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

Select

- Select
- AE
- BA
- BAF
- BAF
- BAF
- BEL
- BR
- BUF
- CA
- CA
- CO
- ET
- HA
- HI-
- HI-
- HI-
- HI-
- HUI
- HUI
- HUL

Cancel Back


Learn

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Need Help?

Anywhere you see an information icon , please click it for more details.  
If experiencing technical difficulties, please contact



## 18 Select the "Alternative Examination Date".

**Location**

Preferred Location\*  
BARRIE

55 Cedar Pointer Drive  
Suite 609 Barrie  
ON L4N 5R7

Preferred Examination Date\*  
2024-07-16 9:00 AM

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

2024-05-14 9:00 AM  
2024-05-27 9:00 AM  
2024-06-11 9:00 AM  
2024-06-29 9:00 AM  
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

Cancel Back Next


Learn

Training Documents

Company

Company News

Need Help?

Anywhere you see an information icon , please



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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"** if required 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 COLLEGE- WOODROFFE CAMPUS

1385 Woodroffe Ave  
Nepean  
ON K2G 1V8

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

BELLE

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 Re  
Unit 1C  
ON P7

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

North Front Street  
ON K8P

Alternate Examination Date\*

2024-03-20 8:00 AM

able, I agree to be scheduled for the next available date at the following location

Cancel

Back

Next

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Review all the summary of information.

Examination Details	Exam Type: G.3  Are you challenging the exam?: No  Have you completed your Accredited Training Course?: Select	Is it a re write?: No  Training Provider:
Location	Preferred Location: ALGONQUIN  1385 Woodruf  Preferred Date: 2024-01-10 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  Do you Require Special Accommodation?: Yes	Alternate Location: BELLE*  135 North Front Street  Alternate Date: 2024-03-20 8:00 AM  Location: THUNDER  189 Red Riv  Have you Requested Special Accommodation?: Yes
<input type="checkbox"/> I have read and understood the <a href="#">Registration and Examination Procedures</a> <i>(Click on the link to review procedures)</i> <input type="checkbox"/> I agree to all the terms mentioned on the <a href="#">Disclaimer</a> <i>(Click on link to review the disclaimer)</i> <input type="checkbox"/> I agree to <a href="#">Terms of the Application Declaration</a> <i>(Click on link to review the terms)</i>		

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**Review 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 the 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 the form electronically**. Click the **"Send Request"** button to move to the **"Documents"** tab.

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 the **"Browse"** button to upload the required/ mandatory documents to the application.

**Important:** The document file formats are accepted are JPEG, PNG, ZIP, and PDF. Otherwise, an error notification will appear.

No mandatory documents are required for this process, but this field will always be present.

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**

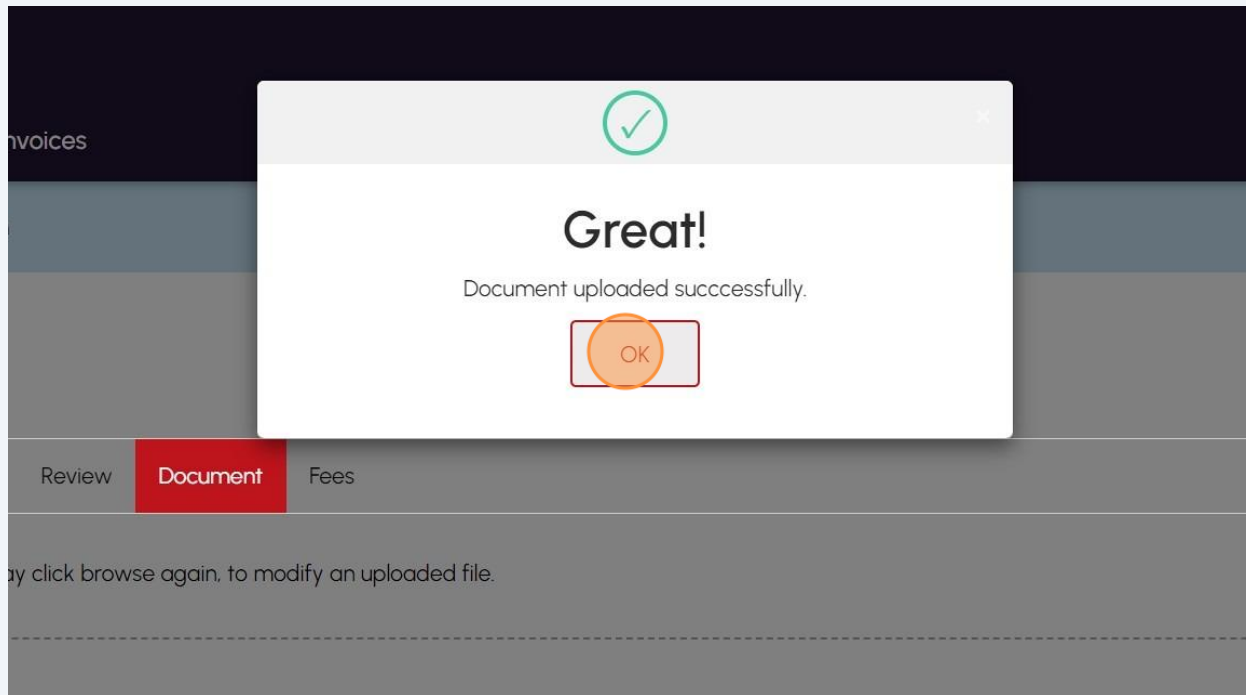
+ Add Another Document

**Next**

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A notification will appear when the document has been uploaded successfully. Click **"OK"** to close the window.

Click the **"Next"** button to begin the payment process.





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The detailed **prepayment fees** for the application will appear.

**Review** the details and select the "**Credit Card**" method of payment. Click on "**Pay by Credit Card**".

**Important:** Credit Card is the only method for payment to "**Re-write**" an examination.

The screenshot shows a web application interface. At the top right, there are links for 'Profile' and 'Sign out'. Below the navigation bar, there are links for 'Applications' and 'Invoices', and user roles 'BPV Owner' and 'BPV Insurer'. A breadcrumb trail shows '> Book An Exam'. The main content area is titled 'Examination' and has a sub-header 'Fees' which is highlighted in red. Below this is a table with the following data:

	Quantity	Unit Price (\$)	Subtotal (\$)	Tax (\$)	Total Amount (\$)
⊖	1	\$161.00	\$161.00	\$20.93	\$181.93
⊖	1	\$122.50	\$122.50	\$0.00	\$122.50
<b>Sub Total:</b>					\$283.50
<b>Taxes:</b>					\$20.93
<b>Total Amount Owing:</b>					\$304.43

Below the table, a message states: 'Payment is required for application to be processed. Application will not be processed if you select cancel.' Below this message is a dropdown menu labeled 'Select Payment Method Type\*' with 'Credit Card' selected. At the bottom, there are two buttons: 'Cancel' and 'Pay by Credit Card', with the latter button highlighted by a red circle.

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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](#)

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Enter the **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 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 question mark icon and an orange circle highlighting the field)
- Total: \$304.43
- Buttons: Back, Checkout

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

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

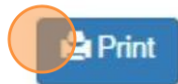
- Payment logos: VISA, Mastercard, American Express, DISCOVER, and JCB.
- Cardholder Name:
- Card Number:  with a Mastercard logo on the right.
- MM/YY:
- CVV:  with a help icon (question mark).
- Total: \$304.43
- Buttons: "Back" and "Checkout" (the "Checkout" button is highlighted with an orange circle).

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The **Transaction receipt** will appear. **"Print"** a copy of the **Transaction Receipt** for your records.

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

## Transaction Approved



Transaction Approved

Order Number : PortalTxn\_1504\_

Amount :

Last 4 Digit of Card Number : \*\*\*\*\*5454

Transaction Type : 200

Approval Code : KN2

Reference Number : 6601885400

Transaction Number : 9282. \_

Transaction Datetime : 2024-03-15 13:50:28



Congratulations! You have successfully submitted an application to "Re-write" an "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](mailto:customerservices@tssa.org) in case of any questions.