

How to Re-write an Examination without Accommodation



This guide will provide you with step-by-step instructions on how to request a re-write examination without 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. 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 'Applications' tab is highlighted with an orange circle. 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

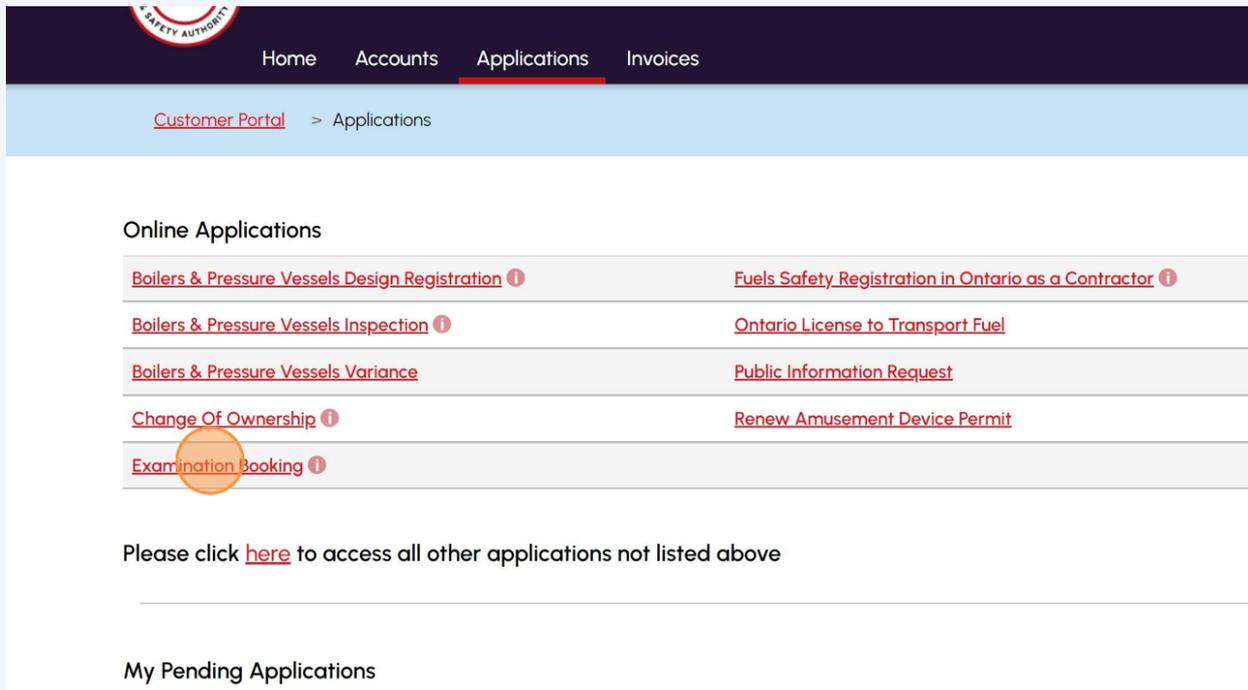
Third Party Submitters
Link to your own TSSA account prior to linking to the owner/operator you wish to transact on behalf of, i.e. submit an application request,

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 menu, the breadcrumb trail reads 'Customer Portal > Applications'. The 'Online Applications' section contains a grid of links, with 'Examination Booking' circled in orange. Below the grid, a text prompt asks the user to click 'here' for other applications. The 'My Pending Applications' section is visible at the bottom.

Home Accounts **Applications** Invoices

[Customer Portal](#) > Applications

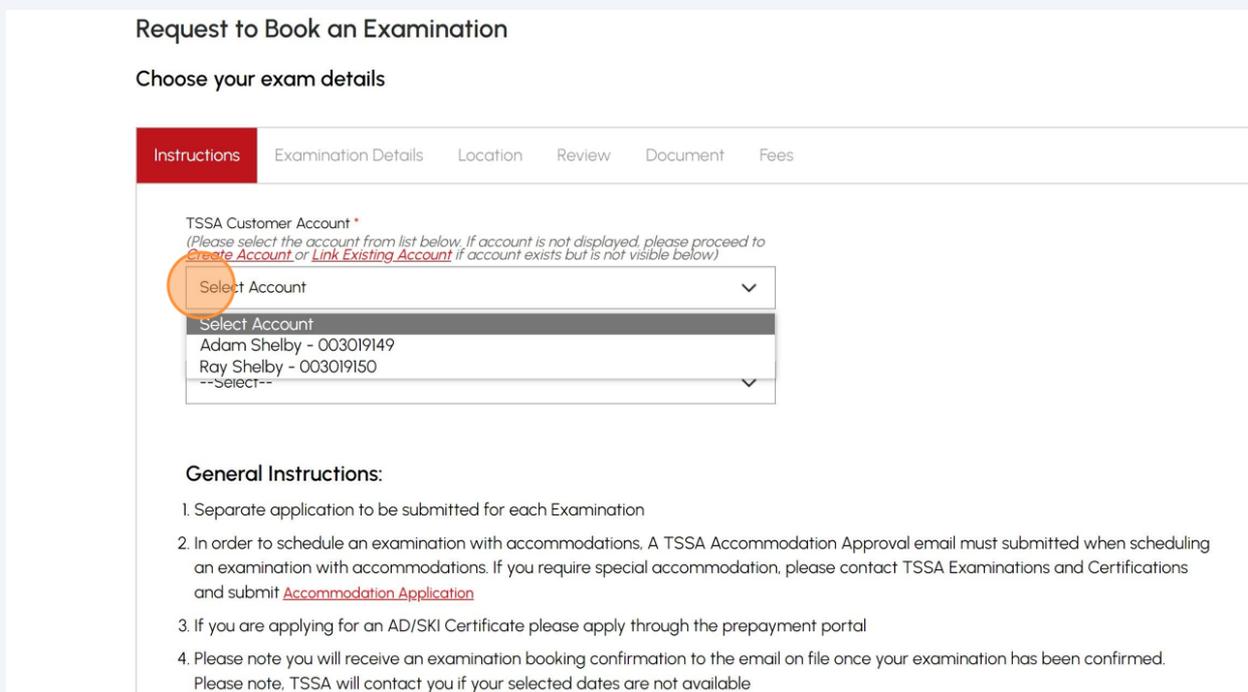
Online Applications

Boilers & Pressure Vessels Design Registration ⓘ	Fuels Safety Registration in Ontario as a Contractor ⓘ
Boilers & Pressure Vessels Inspection ⓘ	Ontario License to Transport Fuel
Boilers & Pressure Vessels Variance	Public Information Request
Change Of Ownership ⓘ	Renew Amusement Device Permit
Examination Booking ⓘ	

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 with 'Adam Shelby - 003019149' selected. The dropdown is circled in orange. Below the dropdown, the 'General Instructions' section provides four steps for booking an examination.

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](#)
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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

5

Review 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 - 003019150

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](#)
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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

6

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

Learn
Training Documents

Company
Company News

Need Help?
Anvwhere you see an information icon , please



7

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)
14510968

Validate Work Order

Cancel Back Next

8

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

Exam Scope
Operating Engineer Fourth Class - Standardized

Validate Work Order

OE Examination Type*

Cancel Back Next

9

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

Examination Details | Location | Review | Document | Fees

...e?*

...umber (please enter number of the existing Authorization

...gineer Second Class - Standardized

Validate Work Order

OE Examination Type*

- Select--
- 2A-1
- 2A-2
- 2A-3
- 2B-1
- 2B-2
- 2B-3

Cancel | Back

Company | Company News | Need Help? | Technical Standards TSSA Safety Authority

10

Click the **"Next"** button to move to the **"Location"** tab.

Examination Details | Location | Review | Document | Fees

...-write?*

...r Number (please enter number of the existing Authorization r)*

...oe

...g Engineer Second Class - Standardized

Validate Work Order

OE Examination Type*

2B-2

Cancel | Back | Next

Company | Company News | Need Help? | Technical Standards TSSA Safety Authority

11 If you require **no** special accommodation to write your examination, select "**No**".

[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 Select your "**Preferred Examination Location**".

Special Accommodations

Do you Require Special Accommodation?*

No

Location

Preferred Location*

Select

Select
AE
BA

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

Select

Alternate Examination Date*

13 Select your "Preferred Examination Date".

Special Accommodations

Select

- 2024-03-29 9:00 AM
- 2024-04-15 9:00 AM
- 2024-04-15 9:00 AM
- 2024-04-29 9:00 AM
- 2024-05-16 9:00 AM
- 2024-05-17 9:00 AM
- 2024-05-19 9:00 AM
- 2024-05-22 9:00 AM
- 2024-06-04 9:00 AM
- 2024-06-19 9:00 AM
- 2024-07-07 9:00 AM
- 2024-07-09 9:00 AM
- 2024-07-13 9:00 AM
- 2024-07-24 9:00 AM
- 2024-08-09 9:00 AM
- 2024-08-29 9:00 AM
- 2024-09-03 9:00 AM
- 2024-09-12 9:00 AM
- 2024-09-29 9:00 AM

Select

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

OSH.

78 R
Osh
ON I

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

14 Select an "Alternative Examination Location".

Preferred Location*

Select

OWEN
PEMB
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

15 Select an "Alternative Examination Date".

Location

Preferred Location*
BA.....

55 Cr
Suite
ON L

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

55 Ce
Suite
ON L4

Preferred Examination Date*
2024-05-08 9:00 AM

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

2024-04-07 9:00 AM
2024-05-08 9:00 AM
2024-05-09 9:00 AM
2024-05-11 9:00 AM
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

Learn
Training Documents
Training Videos

Company
Company News

Need Help?
Anywhere you
details.
If experiencing
TSSA's Custom
Available Man

16 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*
ALGONQU

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

17 Click the **"Next"** button to review your submission.

North Front Street Belleville
K8P

Alternate Examination Date*
2024-03-20 8:00 AM

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

Cancel Back **Next**

18 The **"Review"** tab will appear. Review all the entered information.

Examination Details

Exam Type: G.3

Are you challenging the exam?: No Is it a re-write?: No

Have you completed your Accredited Training Course?: Select Training Provider:

Location

Preferred Location: ALGONQU
1385 Wood

Alternate Location: BELLEVILLE
135 Nor

Preferred Date: 2024-01-10 8:00 AM Alternate 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 : Yes Location: THUNDER
189 Red Riv

Do you Require Special Accommodation?: Yes Have you Requested 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)

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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? 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

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. Acceptable file formats include JPEG, PNG, ZIP, and PDF. Otherwise, an error will be displayed.

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

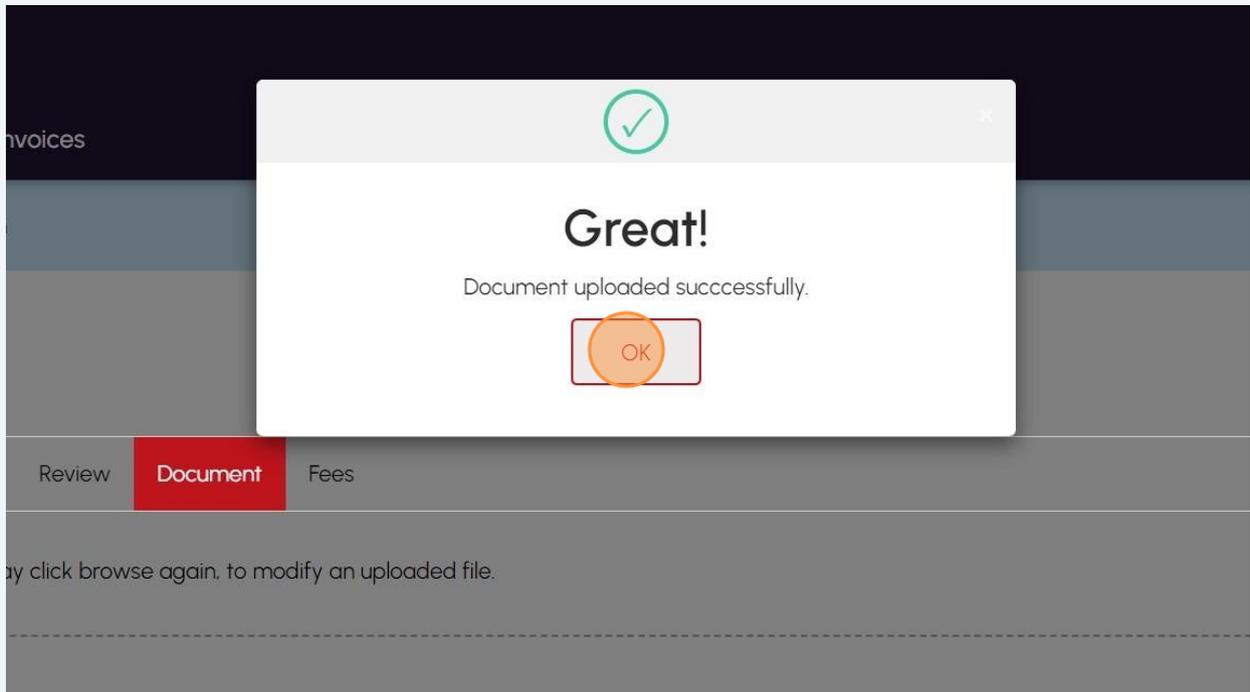
+ Add Another Document

Next

22

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

Select the "Next" button to begin the payment process.



23

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

Select "**Credit Card**" for the 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 heading is 'Examination'. Below this, there are tabs for 'Details', 'Location', 'Review', 'Document', and 'Fees'. The 'Fees' tab is active, displaying a table with the following data:

	Quantity	Unit Price (\$)	Subtotal (\$)	Tax (\$)	Total Amount (\$)
3 -	1	\$161.00	\$161.00	\$20.93	\$181.93
3 -	1	\$122.50	\$122.50	\$0.00	\$122.50
Sub Total:					\$283.50
Taxes:					\$20.93
Total Amount Owning:					\$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 a red circle highlighting the 'Pay by Credit Card' button.

24

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

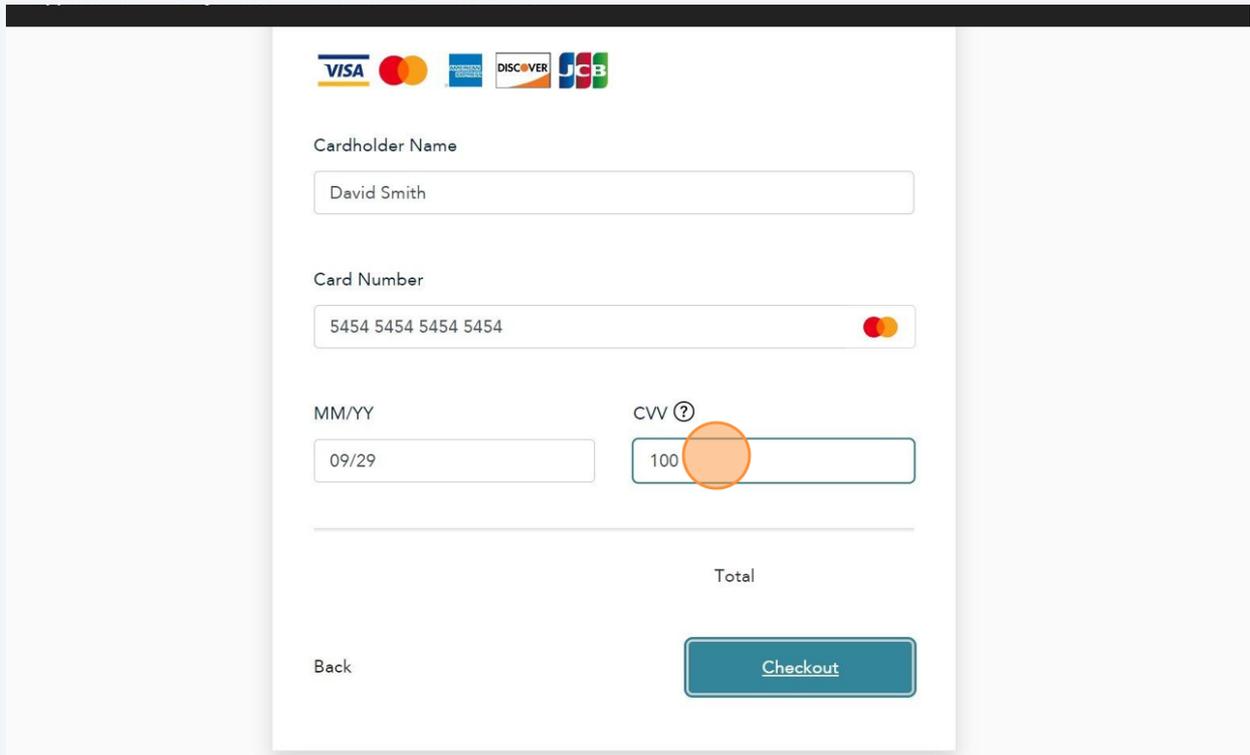
AP00001567

[Click to proceed to Secure Page](#)

25

Enter the **Credit Card details:**

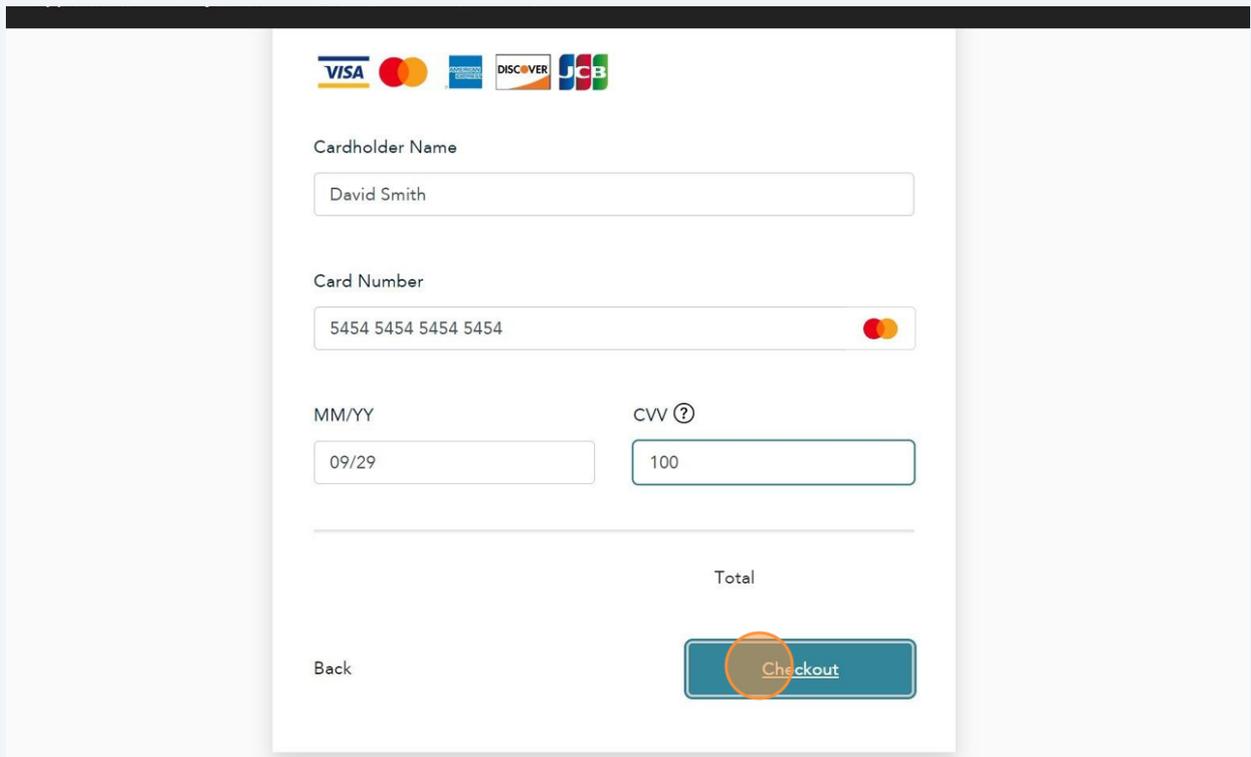
- Cardholder Name
- Card Number
- MM/YY (Month and Year)
- CVV (3-digit number on card)



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

- Payment logos: VISA, Mastercard, American Express, DISCOVER, and JCB.
- Cardholder Name: Input field containing "David Smith".
- Card Number: Input field containing "5454 5454 5454 5454" with a Mastercard logo on the right.
- MM/YY: Input field containing "09/29".
- CVV: Input field containing "100", with a red circle highlighting the field and a question mark icon to its left.
- Total: A label positioned above the checkout button.
- Back: A text link on the left side.
- Checkout: A blue button on the right side.

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



The image shows a 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 help icon (question mark).
- Total: A label positioned above the checkout button.
- Back: A text link on the left.
- Checkout: A blue button with the text "Checkout" highlighted by an orange circle.

27 The **Transaction receipt** will appear. **"Print"** a copy 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_

Amount :

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

Transaction Type : 200

Approval Code : KN2

Reference Number : 66018854001101

Transaction Number : 9282-0_

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 in case of any questions.