

How to change Account Addresses for Individual Accounts



This guide will provide you with step-by-step instructions on how to change an account address on an individual account in the TSSA Client Portal.

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

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.

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 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.

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

2 Click an individual account. Details of the account will appear.

Portal Manager

Adam Shelby	Account Number: 003019149	 Exams	 Authorizations
Google O/A Google corp	Account Number: 003019136	 Inventory	 Authorizations
IBM O/A IBM LTD	Account Number: 003019135	 Inventory	 Authorizations
 Ray Shelby	Account Number: 003019150	 Exams	 Authorizations

Portal User

3 Click "Edit" from the "Account Summary".

[Customer Portal](#) > [Accounts](#) > Account Details

Ray Shelby
Account Number: 003019150

Account Summary

Account Type	Individual	Primary Address	Primary Contact
Account Name	Ray Shelby	12 Yonge St. Toronto, ON Canada M5E 1Z9	adashelbytssa@gmail.com 01 4377663861
Date of Birth	March 06, 2006		Secondary Contact(s)
Account Access Key	RIC7T9		

 Edit

[View All Authorizations](#)

[View All Examinations](#)

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[View All Work Orders in Progress](#)

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If experiencing technical difficulties, please contact



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The "**Account Management**" page will show the list of what can be edited on the account.

[Home](#) > [Accounts](#) > [Account Details](#) > Account Management

Account Management

Account Number: 003019150

Account Details

(Please [click here](#) for process to update any information in this section.)

Account Type
Individual

Account Name
Ray Shelby
Date Of Birth
06 Mar 2006

Contact Details

Shipping Preferred Delivery Method
Mail
Primary Account Email Address
adashelbytssa@gmail.com
Primary Phone Type
Business
Primary Phone Country Code
01
Primary Phone Number
4377663861

Billing Preferred Delivery Method
Mail
Billing Email
adashelbytssa@gmail.com
Secondary Phone Type
Secondary Phone Country Code
Secondary Phone Number
Secondary Phone Extension

Edit

5

Scroll down and click the "**Change Address**" button.

Primary Phone Type
Business
Primary Phone Country Code
01
Primary Phone Number
4377663861
Primary Phone Number Extension

Secondary Phone Type
Secondary Phone Country Code
Secondary Phone Number
Secondary Phone Extension

Addresses 1

Change Address

Address: 12 Yonge St. Toronto ON M5E 1Z9 Canada

Type	Activity Type	Address	Email Address	Care Of	Attention To
		12 Yonge St., Toronto, ON, M5E 1Z9, Canada			Edit
	Authorization	12 Yonge St., Toronto, ON, M5E 1Z9, Canada			Edit
	Correspondence	12 Yonge St., Toronto, ON, M5E 1Z9, Canada			Edit
	Inspection Report	12 Yonge St., Toronto, ON, M5E 1Z9, Canada			Edit

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Select your address from **"Select Existing Address"** dropdown menu.

Change Address

Select Existing Address

12 Yonge St., Toronto, ON, M5E 1Z9, Canada

Search or Enter New 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

PO Box ⓘ

PO BOX

Country*

Province/State*

City*

Postal/Zip Code*

Please un-check any address types which are not applicable for update ⓘ

Select Address	Address Type ⓘ	Activity Type	Address
<input checked="" type="checkbox"/>	Primary		12 Yonge St., Toronto, ON, M5E 1Z9, Canada
<input checked="" type="checkbox"/>	Bill To		12 Yonge St., Toronto, ON, M5E 1Z9, Canada

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Click the "**Search or Enter New Address**" field and search for the address. The following fields will be automatically pre-populated:

- Street number
- Country
- Province
- City
- Zip code

Tip: Alternatively, you can manually enter the address in the fields.

Change Address

Select Existing Address

12 Yonge St., Toronto, ON, M5E 1Z9, Canada

Search or Enter New Address (Addresses can be searched and selected. Users also have the ability to edit the address directly on the fields.)

928

Street Number/Name*

Suite E-331

Unit/Suite

Floor Number

PO Box ⓘ

PO BOX

Country*

Canada

Province/State*

Ontario

City*

Toronto

Postal/Zip Code*

M5E 1Z9

Please un-check any address types which are not applicable for update ⓘ

Select Address

Address Type ⓘ

Activity Type

Address

8 Click the "Update" button.

Please un-check any address types which are not applicable for update 

Select Address	Address Type 	Activity Type	Address
<input checked="" type="checkbox"/>	Primary		12 Yonge St., Toronto, ON, M5E 1Z9, Canada
<input checked="" type="checkbox"/>	Bill To		12 Yonge St., Toronto, ON, M5E 1Z9, Canada
<input checked="" type="checkbox"/>	Ship To	Authorization	12 Yonge St., Toronto, ON, M5E 1Z9, Canada
<input checked="" type="checkbox"/>	Ship To	Inspection Report	12 Yonge St., Toronto, ON, M5E 1Z9, Canada
<input checked="" type="checkbox"/>	Ship To	Correspondence	12 Yonge St., Toronto, ON, M5E 1Z9, Canada

It may take upto 15 minutes to process the address change

Cancel

Update

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If experiencing technical difficulties, please contact

TSSA's Customer Contact Centre.

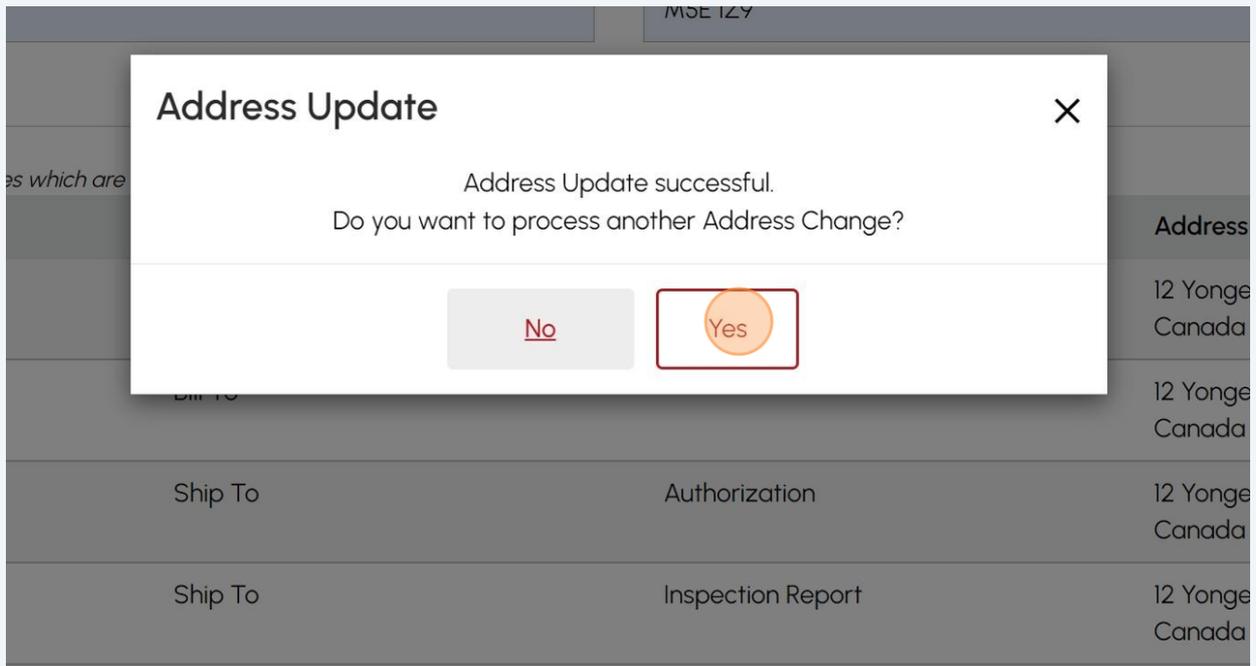
Available Monday to Friday from 9:00 am to 5:00 pm (eastern time)



The individual accounts must have the same "Bill To" and "Ship To" addresses as the primary address on the account.

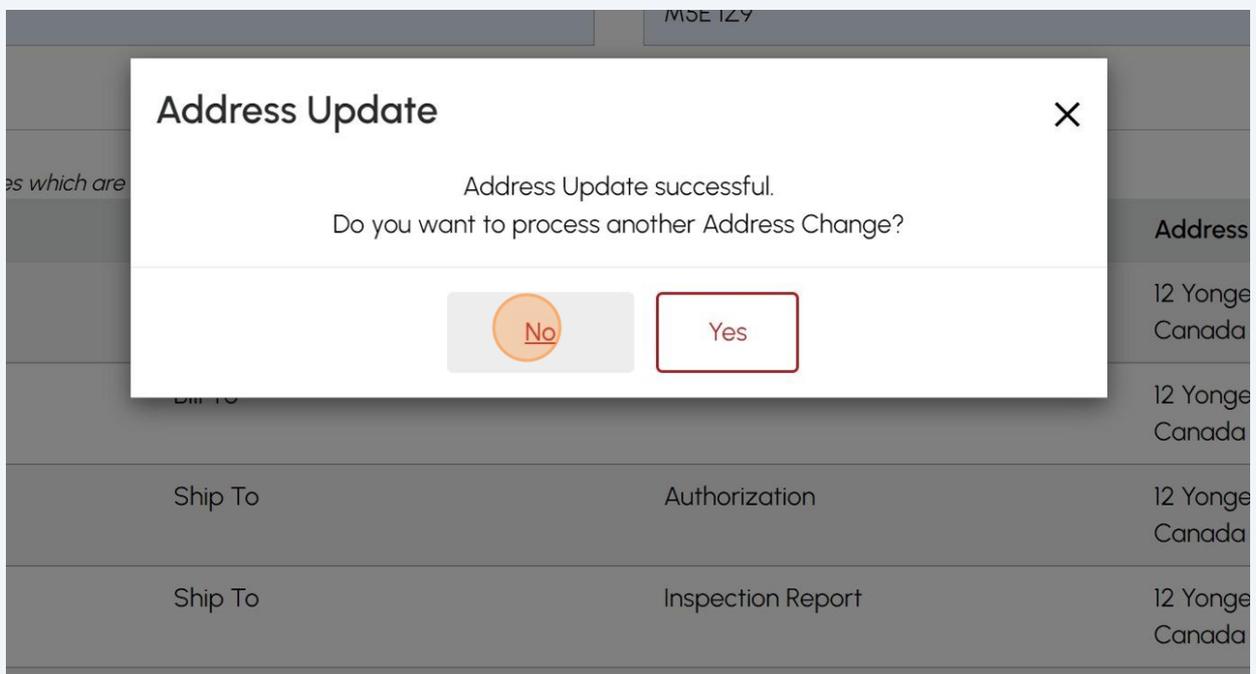
9

A notification will appear if the address update is successful. Click **"Yes"** to continue updating addresses.



10

Click **"No"** if you are not changing any other address.



11 The updated address may take up-to 15 minutes before appearing on the site.

Account Addresses ⓘ Change Address

Primary Address: Suite E-331 Toronto ON M5E 1Z9 Canada

Address Type	Activity Type	Address	Email Address	Care Of	Attention To
Bill To		Suite E-331, Toronto, ON, M5E 1Z9, Canada			Edit
Ship To	Authorization	Suite E-331, Toronto, ON, M5E 1Z9, Canada			Edit
Ship To	Correspondence	Suite E-331, Toronto, ON, M5E 1Z9, Canada			Edit
Ship To	Inspection Report	Suite E-331, Toronto, ON, M5E 1Z9, Canada			Edit

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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).



ⓘ Congratulations! You have successfully reviewed how to change an address in an individual account.

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