

Overview of Portal Manager & Property Management Company Responsibilities



This guide will provide you with step-by-step instructions on how to navigate, view details, and update TSSA accounts as the "Portal Manager & Property Management Company".

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 tabs: "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 a welcome message: "Hi Ada Shelby" followed by "Welcome to the TSSA portal, where, customers can view and manage account information, submit application requests, pay invoices and more." Below this, there are four sections: "New Customers", "Existing Customers", "Third Party Property Management Companies", and "Third Party Submitters". Each section contains instructions and a list of requirements. At the bottom of the page, there are two red buttons: "Create Account" and "Link Existing Account".

Home Accounts Applications Invoices

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.

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

Create Account Link Existing Account

2

Click an account under "**Portal Manager of Property Management**". The account details will appear.

The screenshot shows a web application interface with a dark blue header containing the logo and navigation links: Home, Accounts, Applications, and Invoices. Below the header is a light blue breadcrumb trail: Customer Portal > Accounts. The main content area displays a greeting: "Hi David Smith!". Underneath is a section titled "Portal Manager" with a red notification icon. A table lists accounts with the following data:

Account Name	Account Number	Category
David Smith O/A Dell Enterprises		Inventory
June Lee		Exams
Tesla		Inventory
View		Inventory

3

In the "**Account Details**" page, you will be able to:

- View All Authorizations
- View All Inspection Reports
- View All Non-Compliances
- View All Contact
- View All Inventory
- View All Work Orders in Progress
- View All Invoices

The screenshot displays the 'Account Details' page for 'LINDE CAN' (Account Number: 1001). The navigation bar includes 'Home', 'Accounts', 'Applications', and 'Invoices'. The breadcrumb trail is 'Customer Portal > Accounts > Account Details'. The 'Account Summary' section includes an 'Edit' button and details for Account Type (Organization), Account Name (LINDE CAN), Primary Address (501 [redacted] Way, Suite 500, Canada, L4W [redacted]), Primary Contact (pdl_canop_exp@ [redacted], 01 90580), and Secondary Contact(s). Below this is a grid of buttons: 'View All Authorizations', 'View All Inspection Reports', 'View All Non-Compliances', 'View All Contacts', 'View All Inventory', 'View All Work Orders in Progress', and 'View All Invoices'. The footer contains 'Learn', 'Company', 'Need Help?', and a 'TECHNICAL STAFF' logo.

4

Click "**View All Authorizations**". The "**Authorizations/Certificates**" page will appear.

Customer Portal > Accounts > Account Details


LINDE CAN,
Account Number: 100

Account Summary Edit

Account Type	Organization	Primary Address	Primary Contact
Account Name	LINDI	5015 Suite Mississauga, ON Jda 0E4	rdi_canap, 01 90580
			Secondary Contact(s)

View All Authorizations
View All Inspection Reports
View All Non-Compliances
View All Contacts
View All Inventory
View All Work Orders in Progress
View All Invoices

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5

Click the "**Download Excel**" button to download a list of Authorizations/Certificates.

To narrow your search for a specific authorization/certificate, enter the **authorization/certificate number** in the **Search** field.

Home Accounts Applications Invoices

Customer Portal > Accounts > Account Details > Authorization View

Authorizations/Certificates Download Excel

Account Name: LINDI
Account Number: 100

Show 10 entries Search:

Service Item Name	Program	Authorization Number	Start Date	Expiry Date	Status ⓘ	Inventory ⓘ	Site Name	Site Address
COI for ROI - Triennial	Boilers and Pressure Vessels	COI10	January 07, 2021	January 06, 2024	Expired	6507*	Site	BURLINGTON ST E, HAMILTON, ON, L8L Canada
COI for ROI - Triennial	Boilers and Pressure Vessels	COI10	February 23, 2021	February 22, 2024	Expired	6507*	Site	CHATHAM, ON, 5K5, Canada
COI for ROI - Triennial	Boilers and Pressure Vessels	COI11	February 22, 2021	February 21, 2024	Expired	6508:	Site	AVE, ST CATHARINES, ON, L2T Canada
COI for ROI - Triennial	Boilers and Pressure Vessels	COI10	March 02, 2021	March 01, 2024	Expired	650	Site	WFLAND, ON, 5P2, Canada
COI for ROI - Triennial	Boilers and Pressure Vessels	COI10	January 25, 2021	January 24, 2024	Expired	65078:	Site	5 POLYMOORE RD, CORUNNA, ON, Canada

6

Click an **Authorization number**. It will download a copy of the **Authorization/Certificate** to your computer.

Show 10 entries

Search:

Service Item Name	Program	Authorization Number	Start Date	Expiry Date	Status	Inventory	Site Name
COI for ROI - Triennial	Boilers and Pressure Vessels	COI10106	March 31, 2021	March 30, 2024	Active	650783	Site
COI for ROI - Triennial	Boilers and Pressure Vessels	COI101	March 31, 2021	March 30, 2024	Active	6508	Site
COI for ROI - Triennial	Boilers and Pressure Vessels	COI10106	March 30, 2021	March 29, 2024	Active	650793	Site
COI for ROI - Triennial	Boilers and Pressure Vessels	COI101	March 16, 2021	March 15, 2024	Active	6507	Site

7

Click **"View All Inspection Reports"** from **"Account Details"**. The **"Inspection Reports"** page will appear.

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

LIND
Account Number: 100

Account Summary

Edit

Account Type: Organization
Account Name: LIND

Primary Address
: Spectrum Way
: 500
Mississauga, ON
Canada
L4W

Primary Contact
pdi_canap_exp@tssa.com
01 9058035

Secondary Contact(s)

View All Authorizations

View All Inspection Reports

View All Non-Compliances

View All Contacts

View All Inventory


View All Work Orders in Progress

View All Invoices

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Anywhere you see an information icon , please click it for more details. If experiencing technical difficulties, please contact TSSA's Customer Contact Centre.



8 Click the **"Download Excel"** button to download a list of Inspection Reports.

Or enter the **Inspection report number** in the **Search** field.

Home Accounts Applications Invoices

Customer Portal > Accounts > Account Details > Inspection Reports View

Inspection Reports

Please visit the ["Open Orders"](#) page to review the most up-to-date unresolved non-compliance information regarding your device/facility/ equipment/ business.

Account Name : LIND
Account Number : 1001

Show 10 entries Search:

Inspection Report Number	Program	Inventory	Inventory Group Number	OE Plant Number	Inspection Address	Inspection Completion Date	WO Number	Inspection Task Type
100069	Boilers and Pressure Vessels	1000046	-	-	1300 Baseline Rd. Ottawa, ON, K2C 0A9, Canada	May 17, 2021	80146	First or Install Inspection
10006	Boilers and Pressure Vessels	-	-	-	Baseline Rd. Ottawa, ON, 0A9, Canada	May 18, 2021	80146	Piping Inspection
100164	Boilers and Pressure Vessels	650802	-	-	166 SIMCOE ST. TILLSONBURG, ON, N4G 2J1, Canada	September 17, 2021	80399	BPV Regulatory Non Compliance
10027	Boilers and Pressure Vessels	65079	-	-	PRINCE RD. WINDSOR, ON, N9C Canada	March 03, 2022	80691	BPV Regulatory Non Compliance

9 Click an **Inspection Report Number**. It will download a copy of the **Inspection report** to your computer.

Show 10 entries Search:

Inspection Report Number	Program	Inventory	Inventory Group Number	OE Plant Number	Inspection Address	Inspection Completion Date	WO Number
101436	Boilers and Pressure Vessels	-	-	-	DOURO ST, STRATFORD, ON, N5A Canada	December 18, 2023	14181
1014	Boilers and Pressure Vessels	-	-	-	Lockhart Rd, Barrie, ON, 9G8, Canada	January 05, 2024	141814
1014521	Boilers and Pressure Vessels	10002480	-	-	DOURO ST, STRATFORD, ON, N5A Canada	December 19, 2023	14188
<u>10145</u>	Boilers and Pressure Vessels	10002	-	-	DOURO ST, STRATFORD, ON, N5A Canada	December 19, 2023	14188

10 Click "View All Non-Compliances" from "Account Details".

Customer Portal > Accounts > Account Details

LINI
Account Number: 100

Account Summary Edit

Account Type	Organization	Primary Address	Primary Contact
Account Name	LIND	Spectrum Way Suite 500 Mississauga, ON Canada L4W 0	pji_cangp_exp@lmx 01 9058035
			Secondary Contact(s)

View All Authorizations

View All Inspection Reports

View All Non-Compliances

View All Contacts

View All Inventory

View All Work Orders in Progress

View All Invoices

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11 The "Open Non-Compliances" page will appear.

Click the "Download Excel" button to download a list of Open Non-Compliances.

Or enter the **Inspection report number** in the **Search** field to narrow your search.

Home Accounts Applications Invoices

Customer Portal > Accounts > Account Details > Issued Orders View

Open Non-Compliances Download Excel

The following represents the most up-to-date unresolved non-compliance information regarding your device/facility/ equipment/ business.

Account Name : LIND
Account Number : 1001

Show entries Search:

Priority	Program	Inspection Report Number	Inventory/Inventory Group	OE Plant	Site Address	Non-Compliance	Compliance Date
Low	Boilers and Pressure Vessels	100535		N/A	HADWEN RD, MISSISSAUGA, ON, 2C9, Canada	"Piping systems installation and test data report" must be completed	August 23, 2023

Showing 1 to 1 of 1 entries Previous Next

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12

Click **"View All Contacts"** from **"Account Details"**. The **"Contact - Active"** page will appear.

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

LINDE CANADA INC
Account Number: 1001

Account Summary Edit

Account Type	Organization	Primary Address	Primary Contact
Account Name	LINI : CAN/	Spectrum Way Suite 500 Mississauga, ON Canada L4W	pdi_cangp_exp@ 01 90580359
			Secondary Contact(s)

View All Authorizations

View All Contacts

View All Inspection Reports

View All Inventory

View All Invoices

View All Non-Compliances

View All Work Orders in Progress

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TSSA's Customer Contact Centre.

13

Click the **"Download Excel"** button to download a list of Contacts.

Or enter the **contact name, email or phone number** in the **Search** field to find a Contact.

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

Contacts - Active Download Excel

Account Name : LINI
Account Number : 1001

Show 10 entries Search:

Contact Name	Contact Role	Email	Primary Phone	Starting Date
AARON	Contact for		5197027	
Adc	Portal User for Account (Contact)	adashelbytssa@		February 29, 2024
ADMINISTRA	Contact for		5193322264	
ALEXAN	Contact for	ALEXANDRA	9053016	April 04, 2022
ANDRE	Contact for		9058035	

14 Click **"View All Inventory"**. The **"Inventory"** page will appear.

Customer Portal > Accounts > Account Details

LINDE CANADA INC
Account Number: 100

Account Summary Edit

Account Type	Organization	Primary Address	Primary Contact
Account Name	LINDE	Spectrum Way Suite 500 Mississauga, ON Canada L4W	pdi_canap_... 58035942
		Secondary Contact(s)	

[View All Authorizations](#)

[View All Contacts](#)

[View All Inspection Reports](#)

[View All Inventory](#)

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15 Click the **"Download Excel"** button to download a list of Inventories.

Or enter the **Inventory Number** in the **Search** field to find an inventory.

Home Accounts Applications Invoices

Customer Portal > Accounts > Account Details > Inventory View

Inventory Download Excel

Account Name: LINDE
Account Number: 100

Note: If inventory status is Active and the corresponding authorization is not in an Active status or is not displayed on the [Authorizations](#) view, please contact TSSA Customer Services.

Show 10 entries Search:

Inventory Number	Status	Site Name	Site (Address)	Program	Asset Type
1000001	Active (Insured)	JC TRAILER	WOODBINE AVE. KESWICK, ON, L4P Canada	Boilers and Pressure Vessels	Pressure Vessel
100000	Active (Insured)	Site	WALKER DR, BRAMPTON, ON, L6T Canada	Boilers and Pressure Vessels	Pressure Vessel
1000001	Active (Insured)	Site	WALKER DR, BRAMPTON, ON, L6T Canada	Boilers and Pressure Vessels	Pressure Vessel
10000	Active (Insured)	Site	WALKER DR, BRAMPTON, ON, L6T Canada	Boilers and Pressure Vessels	Pressure Vessel

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Click **"View All Work Orders in Progress"** from **"Account Details"**. The **"Work Orders in Progress"** page will appear.

Customer Portal > Accounts > Account Details

LINDI
Account Number: 10013

Account Summary Edit

Account Type	Organization	Primary Address	Primary Contact
Account Name	LINDI	Spectrum Way Suite 500 Mississauga, ON Canada L4W	pdi_canop_exp@ 01 905803
			Secondary Contact(s)

View All Authorizations

View All Contacts

View All Inspection Reports

View All Inventory

View All Invoices

View All Non-Compliances

View All Work Orders in Progress

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If experiencing technical difficulties, please contact
TSSA's Customer Contact Centre.

17

Click the **"Download Excel"** button to download a list of Work Orders.

Or enter the **work order number** in the **Search** field to narrow your search.

Home Accounts Applications Invoices

Customer Portal > Accounts > Account Details > Work Orders In Progress

Work Orders In Progress Download Excel

Account Name : LIN
Account Number : 100

Show 10 entries Search:

Work Order Number	Status i	Service Type	Service Item	Inventory Number	Site Address	Application Received Date	Application Number i
80102	Open	Certificate of Inspection	COI - BPV		EDILCAN DR. CONCORD, ON, L4K Canada	April 12, 2021	N/A
8010	Completed	Investigation	Incident Investigation			N/A	N/A
80116	Open	Certificate of Inspection	COI - BPV		SAVAGE DR. CAMBRIDGE, ON, NIT Canada	April 19, 2021	N/A
8051	Open	Certificate of Inspection	COI - BPV		DR. DIST. CTR. SMITHS FALLS, ON, K7A Canada	November 05, 2021	N/A

18 Click "View All Invoices" from "Account Details".

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

LINE
Account Number: 10C

Account Summary

[Edit](#)

Account Type	Organization	Primary Address	Primary Contact
Account Name	LINC	Spectrum Way Suite 500 Mississauga, ON Canada L4W	pdl_cangap_exp 01 90580355
			Secondary Contact(s)

[View All Authorizations](#)

[View All Inspection Reports](#)

[View All Non-Compliances](#)

[View All Contacts](#)

[View All Inventory](#)


[View All Invoices](#)

[View All Work Orders in Progress](#)


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If experiencing technical difficulties, please contact
TSSA's Customer Contact Centre.
1-800-387-5252



19 Click "Unpaid Invoices".

 Home Accounts Applications **Invoices**

[Customer Portal](#) > Invoices

Invoices

TSSA Account

LINC

Invoices

[Unpaid Invoices](#) [Paid Invoices](#)

20 Click an **Unpaid Invoice Number** to download a copy of the **Unpaid Invoice**.

Select the "**Download Excel**" button to download a list of invoices.

Or enter the unpaid invoice number in the **Search** field to find unpaid invoices.

Unpaid Invoices

[Download Excel](#)

Account Name :

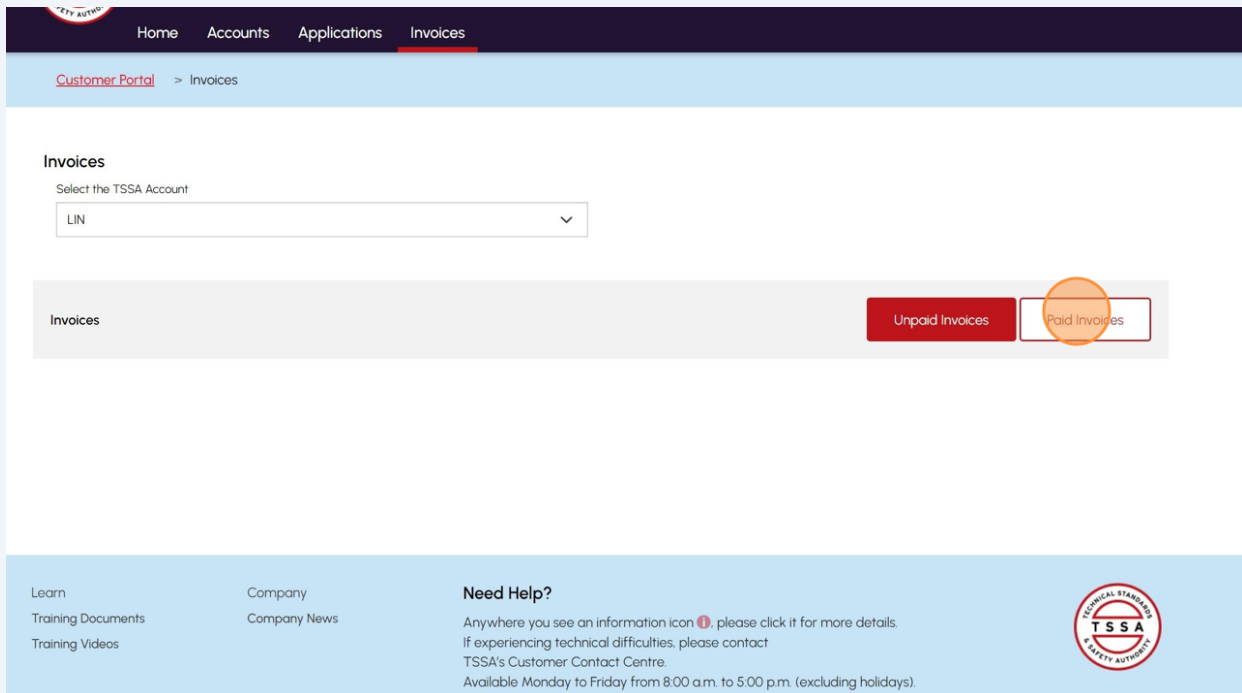
Account Number :

Select specific invoices to be processed for payment or you may click on Select All for all invoices to be processed. Click on the Invoice Number to view the Invoice. PDF.

Search:

Select All	Invoice Number	Authorizatic Number	Consolidate Invoice Number	Work Order Number	Service Category	Service Item	Total Amount	Invoice Date	Due Date	Invoice Balance Due
<input type="checkbox"/>	93827	FS-LIC-50		83145	FS Authorization	FS Rene...	\$197.50	May 01, 2023	May 31, 2023	\$197.50
<input type="checkbox"/>	95616	FS-LIC-5C		141313	FS Authorization	FS Rene...	\$197.50	October 14, 2023	November 13, 2023	\$197.50
<input type="checkbox"/>	96254	00038		141719	FS Authorization	FS Rene...	\$197.50	November 29, 2023	December 29, 2023	\$197.50
<input type="checkbox"/>	96256	00038		14171	FS Authorization	FS Rene...	\$197.50	November 29, 2023	December 29, 2023	\$197.50

21 Click on "**Paid Invoices**" from **Invoices** section to view paid invoices.



Home Accounts Applications **Invoices**

[Customer Portal](#) > Invoices

Invoices

Select the TSSA Account


LIN

Invoices [Unpaid Invoices](#) [Paid Invoices](#)

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Anywhere you see an information icon ⓘ, please click it for more details.
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).



22 Click a **Paid Invoice Number** to download a copy of the **Paid Invoice**.

Select the "**Download Excel**" button to download a list of invoices.

Or enter the paid invoice number in the **Search** field to narrow your search.

The screenshot shows the 'Paid Invoices' page in a web application. The navigation bar includes 'Home', 'Accounts', 'Applications', and 'Invoices'. The breadcrumb trail is 'Customer Portal > Invoices > Paid Invoices'. The page title is 'Paid Invoices' and it includes a 'Download Excel' button circled in orange. Below the title, it states 'Invoices paid on or after April 1 2022', 'Account Name : LIN', and 'Account Number : 1001'. There is a 'Show 10 entries' dropdown and a search field. A table lists five invoices with columns for Invoice Number, Authorization Number, Consolidated Invoice Number, Work Order Number, Service Category, Service Item, Invoice Settlement Date, Total Amount, Invoice Balance Due, and Status. The first invoice number, 9008421, is circled in orange.

Invoice Number	Authorization Number	Consolidated Invoice Number	Work Order Number	Service Category	Service Item	Invoice Settlement Date	Total Amount	Invoice Balance Due	Status
9008421			8010372	Engineering	Piping(Conventional)	October 12, 2023	\$404.54	\$0.00	Closed
90109			80131	Engineering	Piping(Conventional)	October 12, 2023	\$505.68	\$0.00	Closed
90250	CO11011		80276	Authorization	COI for ROI - Triennial	October 12, 2023	\$115.00	\$0.00	Closed
90250	CO11011C		80276	Authorization	COI for ROI - Triennial	October 12, 2023	\$115.00	\$0.00	Closed
90250	CO1101		80276	Authorization	COI for ROI - Triennial	October 12, 2023	\$115.00	\$0.00	Closed

23 After learning about Invoices, click "**Accounts**" tab and click "**Account**" to display the "**Account Details**" page.

The screenshot shows the 'Paid Invoices' page in a web application. The navigation bar includes 'Home', 'Accounts', 'Applications', and 'Invoices'. The 'Accounts' tab is circled in orange. The breadcrumb trail is 'Customer Portal > Invoices > Paid Invoices'. The page title is 'Paid Invoices' and it includes a 'Download Excel' button. Below the title, it states 'Invoices paid on or after April 1 2022', 'Account Name : LINE', and 'Account Number : 1001'. There is a 'Show 10 entries' dropdown and a search field. A table lists five invoices with columns for Invoice Number, Authorization Number, Consolidated Invoice Number, Work Order Number, Service Category, Service Item, Invoice Settlement Date, Total Amount, Invoice Balance Due, and Status.

Invoice Number	Authorization Number	Consolidated Invoice Number	Work Order Number	Service Category	Service Item	Invoice Settlement Date	Total Amount	Invoice Balance Due	Status
90084			80103	Engineering	Piping(Conventional)	October 12, 2023	\$404.54	\$0.00	Closed
90109			801311	Engineering	Piping(Conventional)	October 12, 2023	\$505.68	\$0.00	Closed
90250	CO11011C		80276	Authorization	COI for ROI - Triennial	October 12, 2023	\$115.00	\$0.00	Closed
90250	CO110110		80276	Authorization	COI for ROI - Triennial	October 12, 2023	\$115.00	\$0.00	Closed
90250	CO110110		80276	Authorization	COI for ROI - Triennial	October 12, 2023	\$115.00	\$0.00	Closed

24

Click **"Edit"** from **"Account Details"** to the edit your details.

TSSA | Profile | Sign out

Home | Accounts | Applications | Invoices | BPV Owner | BPV Insurer

Customer Portal > Accounts > Account Details

David Smith O/A Dell Enterprises
Account Number: 00301

Account Summary Edit

Account Type	Organization	Primary Address	Primary Contact
Account Name	David Smith O/A Dell Enterprises	77 Mutual St Toronto, Ontario Canada M5B 0B9	1264 4375462432 Secondary Contact(s)

View All Authorizations | View All Inspection Reports | View All Non-Compliances

View All Contacts | View All Inventory | View All Work Orders in Progress

View All Invoices

25

The "**Account Management**" page will appear.

Select the "**Click here**" option to learn about how to update the account legal name.

The "**Contact Us**" TSSA webpage will appear to update the following account details:

- Account Type
- Account Name
- Legal and Other Name
- Other Name Type
- Business Registry Information

Account Management

Account Number:

Account Details

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

Account Type
Organization

Account Name

Legal Name

Other Name

Other Name Type
O/A

Business Registry Information

Business Identification Number Expiry Date
2024/Feb

Business Number
445566

Third Party Information

Third Party Account Purpose

Contact Details

Shipping Preferred Delivery Method
Email

Billing Preferred Delivery Method
Mail

Edit

Primary Account Email Address


Billing Email

26 Scroll down and click "Edit" under "Contact Details" section.

Account Number: 003018017

Account Details <small>(Please click here for process to update any information in this section.)</small>	Account Type Organization	Account Name David Smith O/A Dell Enterprises
	Legal Name David Smith	Other Name Dell Enterprises
	Other Name Type O/A	
	Business Registry Information	Business Identification Number Expiry Date 2024/Jan
	Business Number 33226655	

Contact Details	Shipping Preferred Delivery Method Mail	Billing Preferred Delivery Method Mail
	Primary Account Email Address	Billing Email
	Primary Phone Type Business	Secondary Phone Type
	Primary Phone Country Code 1264	Secondary Phone Country Code
	Primary Phone Number 4375462	Secondary Phone Number
	Primary Phone Number Extension	Secondary Phone Extension



27 To change the account **Contact Details**, complete the following fields and click update.

Account Number: 003018017

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

Contact Details

Account Addresses

Primary Address: 77 Mutual St Toronto Ontario M5B 0B8

Address Type	Activity Type
Bill To	

Update Contact Details X

Shipping Preferred Delivery Method
Mail

Primary Account Email Address

Billing Preferred Delivery Method
Mail

Billing Email

Primary Phone Type
Business

Primary Phone Country Code*
Anguilla


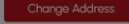

Primary Phone Number*
4375462432

Primary Phone Extension

Secondary Phone Type
Select


Secondary Phone Country Code

Close Update

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Click on **"Change Address"** from **"Account Management"**. Please refer to **"How to change account address in Portal"** guide.

Account Addresses 



Primary Address: 77 Mutual St Toronto Ontario M5B 0B9 Canada

Address Type	Activity Type	Address	Email Address	Care Of	Attention To	
Bill To		77 Mutual St, Toronto, Ontario, M5B 0B9, Canada				Edit
Ship To	Authorization	77 Mutual St, Toronto, Ontario, M5B 0B9, Canada				Edit
Ship To	Correspondence	77 Mutual St, Toronto, Ontario, M5B 0B9, Canada				Edit
Ship To	Inspection Report	77 Mutual St, Toronto, Ontario, M5B 0B9, Canada				Edit

Contact Connections 

[Add](#)

Contact Name	Contact Role 	Email	Primary Phone	Starting Date	Status	
David Smith	Portal Manager for Account (Contact)	davidsmithssa@gmail.com		2024/01/18	Active	Inactivate

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After updating **"Account Address"** scroll down to **"Contact Connections"**

Ship To	Inspection Report	BARMAC DR, TORONTO, ON, M9L Canada			
---------	-------------------	------------------------------------	--	--	--

 Contact Connections 

Contact Name	Contact Role 	Email	Primary Phone	Starting Date
AARON	Contact for		5197027	
Ada Shelby	Portal User for Account (Contact)	ssa@gmail.com		2024/02
ADMINISTRATIVE	Contact for		51933222	
ALEXAND	Contact for	ICAWAN@LINE	90530187	2022/04/
ANDRE	Contact for		90580351	

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Click the "Add" button on "Contact Connections".

Account Addresses ⓘ

Change Address

Primary Address: 77 Mutual St Toronto Ontario M5B 0B9 Canada

Address Type	Activity Type	Address	Email Address	Care Of	Attention To
Bill To		77 Mutual St, Toronto, Ontario, M5B 0B9, Canada			Edit
Ship To	Authorization	77 Mutual St, Toronto, Ontario, M5B 0B9, Canada			Edit
Ship To	Correspondence	77 Mutual St, Toronto, Ontario, M5B 0B9, Canada			Edit
Ship To	Inspection Report	77 Mutual St, Toronto, Ontario, M5B 0B9, Canada			Edit

Contact Connections ⓘ

Add

Contact Name	Contact Role ⓘ	Email	Primary Phone	Starting Date	Status	
David Smith	Partial Manager for Account (Contact)	davidsmithtss@gmail.com		2024/01/18	Active	Inactivate

Account to Account Connections

Account Name	Account Number	Connection Role	Starting Date	Status
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31 Complete the following fields **Add Connection Details:**

- First Name
- Last Name
- Email address
- Phone type
- Country code
- Primary Phone number

Add Connection Details [X]

First Name*
Emily

Last Name*
Rose

Email*
emilyrose@gmail.com

Phone Type
Mobile

Contact Phone Country Code
Canada

Primary Phone*
(647) 918-0892

Contact Connection Role*
Select

Close Update

32

Select the **"Contact Connection Role"** and click **"Portal Manager/Portal User"** from the dropdown list.

Click the **"Update"** button.

Form fields and values:

- Last Name*: Rose
- Email*: emilyrose@gmail.com
- Phone Type: Mobile
- Contact Phone Country Code: Canada
- Primary Phone*: (647) 918-0892
- Contact Connection Role*: Portal User

Buttons: Close, Update

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The added account will appear under **"Contact Connections"**.

Contact Name	Contact Role	Email	Primary Phone	Starting Date	Status	
Emily Rose	Portal User for Account (Contact)	emilyrose@gmail.com	(437) 456-7356	2024/02/01	Active	Inactivate
Eric Lee	Portal Manager for Account (Contact)	davidsmithtssa@gmail.com		2024/01/18	Active	Inactivate
Eric Press	Portal User for Account (Contact)	ericpress@gmail.com	(437) 654-8532	2024/01/19	Active	Inactivate
June Lee	Portal User for Account (Contact)	June.lee@gmail.com	(437) 546-2864	2024/01/24	Active	Inactivate
Leo Brown	Portal User for Account (Contact)	Leobrown@gmail.com	(437) 453-7893	2024/01/25	Active	Inactivate

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To update the contact connection details, click the **"Inactivate"** button to inactivate it.

Contact Connections ⓘ

Add

Contact Name	Contact Role ⓘ	Email	Primary Phone	Starting Date	Status	
Emily Rose	Portal User for Account (Contact)	emilyrose@gmail.com	(437) 456-7356	2024/02/01	Active	Inactivate
Eric Lee	Portal Manager for Account (Contact)	davidsmithtssa@gmail.com		2024/01/18	Active	Inactivate
Eric Press	Portal User for Account (Contact)	ericpress@gmail.com	(437) 654-8532	2024/01/19	Active	Inactivate
June Lee	Portal User for Account (Contact)	June.lee@gmail.com	(437) 546-2864	2024/01/24	Active	Inactivate
Leo Brown	Portal User for Account (Contact)	Leobrown@gmail.com	(437) 453-7893	2024/01/25	Active	Inactivate

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Select **"Add"** and follow step 31 to create a new contact.

Contact Connections ⓘ

Add

Contact Name	Contact Role ⓘ	Email	Primary Phone	Starting Date	Status	
Emily Rose	Portal User for Account (Contact)	emilyrose@gmail.com	(437) 456-7356	2024/02/01	Active	Inactivate
Eric Lee	Portal Manager for Account (Contact)	davidsmithtssa@gmail.com		2024/01/18	Active	Inactivate
Eric Press	Portal User for Account (Contact)	ericpress@gmail.com	(437) 654-8532	2024/01/19	Active	Inactivate
June Lee	Portal User for Account (Contact)	June.lee@gmail.com	(437) 546-2864	2024/01/24	Active	Inactivate
Leo Brown	Portal User for Account (Contact)	Leobrown@gmail.com	(437) 453-7893	2024/01/25	Active	Inactivate

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Click **"Inactivate"** under **"Account to Account Connections"** to inactivate any **account to account connections**.

Account to Account Connections

Account Name	Connection Role	Starting Date	Status
TORONT CORP 2594	CONDO Property Management Company For (Service Provider)	2024/	Active



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Anywhere you see an information icon , please click it for more details.
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).
Toll-Free: 1-877-682-TSSA (8772)
Email: customerservices@tssa.org



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Congratulations! You have successfully navigated, reviewed details, and highlighted steps to update a TSSA account as a Portal Manager & Property Management Company.

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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.