

# How Insurance Companies and Inspection Agencies Upload ROIs and Notify TSSA of Violations



## Table of Contents



**This document includes the following sections:**

<b>1. Introduction.....</b>	<b>Steps 1-4</b>
What's Changing.....	Step 1
Why the Change.....	Step 2
The New ROI violations.....	Step 3
Decision Tree: Single ROI vs Bulk upload ROIs.....	Step 4
<b>2. Signing into the BPV COI Insurer Portal.....</b>	<b>Steps 5-10</b>
<b>3. Uploading a Single ROI or Report of Inspection with violations...Steps 11-31</b>	
Resolving open (existing) violations.....	Step 23
Reporting violations resolved during inspections.....	Step 25
Reporting pending violations after inspection.....	Step 26
Reporting no violations.....	Step 28
<b>4. Bulk Uploading Multiple ROIs.....</b>	<b>Steps 32-39</b>
<b>5. Customer Service Assistance.....</b>	<b>Steps 40-41</b>
BPV COI Insurer Portal Assistance.....	Step 40
Inventory (equipment or device) Assistance.....	Step 41
<b>6. BPV COI Insurer Portal FAQs.....</b>	<b>Step 42</b>

# 1. Introduction

## 1 What's Changing:

### **Reporting Violations via BPV COI Insurer Portal**

TSSA will require insurers to report specific violations through the Boiler and Pressure Vessel Certificate of Inspection (BPV COI) Insurer Portal beginning April 14, 2025. High-risk violations must be resolved by device owners before a Certificate of Inspection can be issued.

## 2 Why the Change:

### **Outcome-Based Approach for Better Public Safety**

This initiative is part of TSSA's transition to an outcome-based regulatory approach, ensuring the collection of high-quality, consistent and complete data on high-risk non-compliances and incidents. Currently, compliance data from insurance inspectors is not systematically tracked or analyzed.

This new process will enable TSSA to receive, track and analyze data on high-risk devices that could pose an elevated public safety risk. The collected data will help:

- Improve safety performance tracking
- Identify and understand risk trends and emerging issues
- Strengthen public safety outcomes

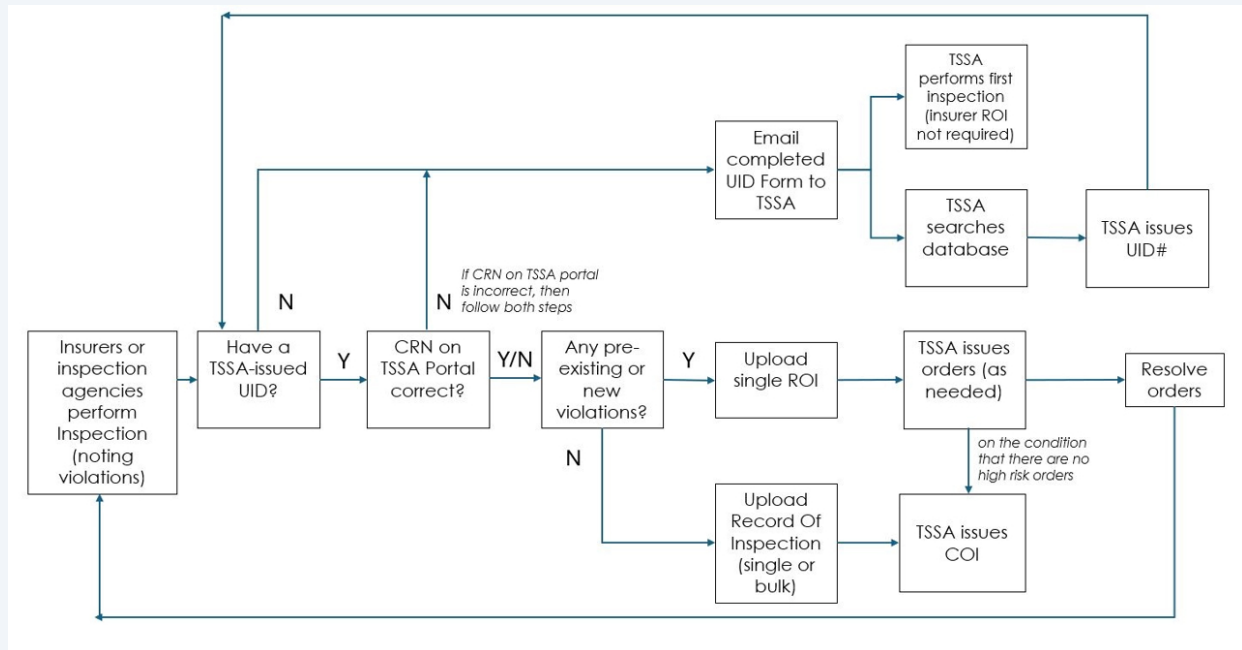
### 3 The New ROI Violations

This displays a list of 20 violations that are to be reported to TSSA:

1. The safety relief device is not the correct capacity.
2. The safety relief device is missing its nameplate or its illegible.
3. The safety relief device pressure setting is incorrect.
4. The low water cutoff/flow sensing device is inoperable.
5. The low water cutoff/flow sensing device is missing.
6. The low water cutoff/flow sensing device is improperly installed.
7. The pressure control is inoperable.
8. The pressure control is missing.
9. The temperature control/high limit device is inoperable.
10. The temperature control/high limit device is missing.
11. Level Indicators (Gage Glasses, Bulls Eyes and Fiber Opticals) are inoperable.
12. Level Indicators (Gage Glasses, Bulls Eyes and Fiber Opticals) are missing.
13. The pressure/temperature indicator is inoperable.
14. The pressure/temperature indicator is missing.
15. Pressure retaining item is inoperable or being used in an unsafe manner.
16. Pressure retaining items (e.g. Boiler, Expansion Tanks) have been improperly repaired or altered
17. Pressure-retaining items (e.g. Boiler, Expansion Tanks) have material flaws impairing its safe operation (e.g. corrosion, cracks)
18. The safety relief device is inoperable.
19. The safety relief device is missing.
20. The safety relief device is improperly installed.

## 4 Decision Tree: Single ROI vs Bulk upload ROIs

This decision tree will help you determine whether to upload a single ROI or bulk upload ROIs.



## 2. Signing into the BPV COI Insurer Portal

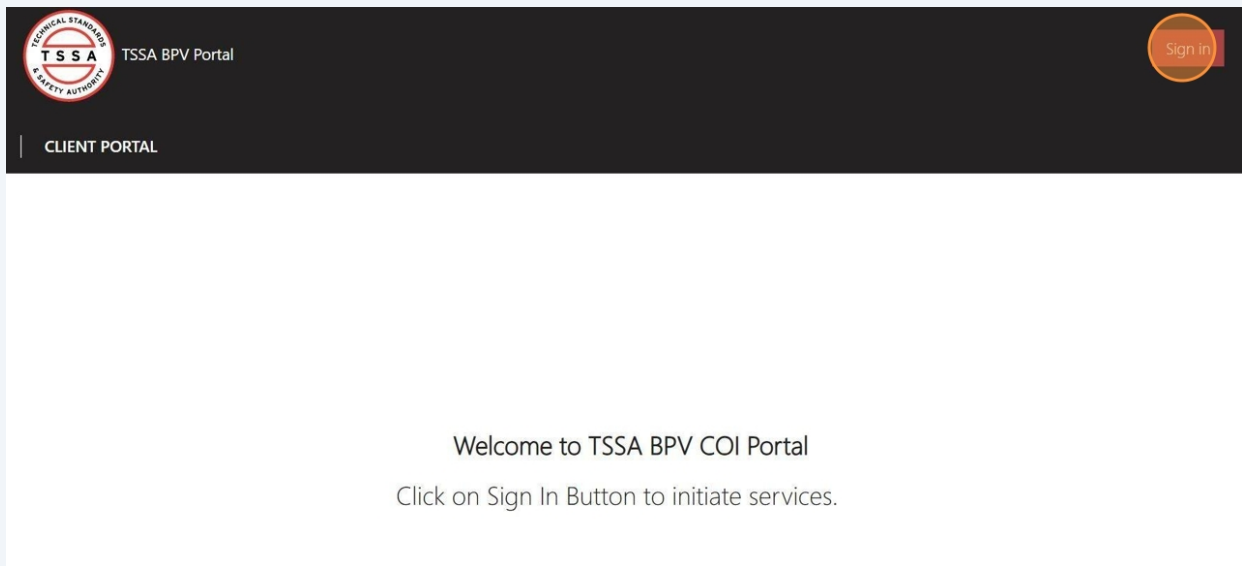
**i** Steps for Signing into the BPV COI Insurer Portal:

Visit <https://insurerseservices.tssa.org/> to access the **BPV COI Insurer Portal**.



5

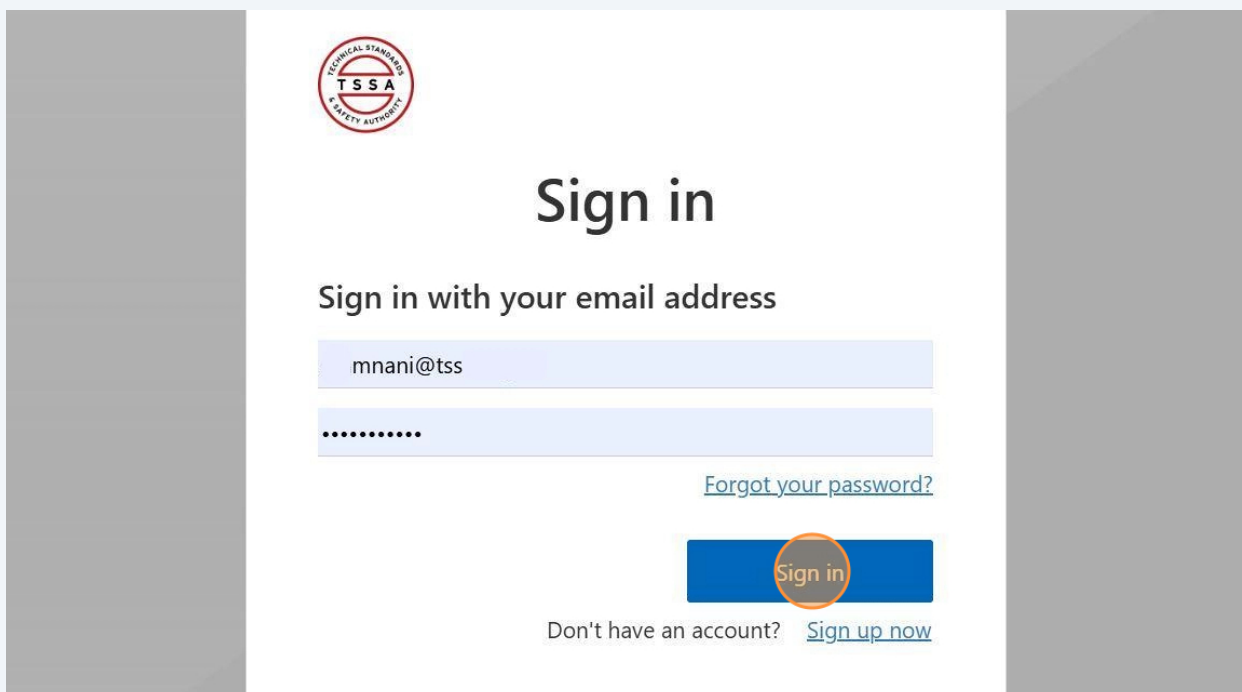
From the **BPV COI Insurer Portal**, select the "**Sign in**" button.



6

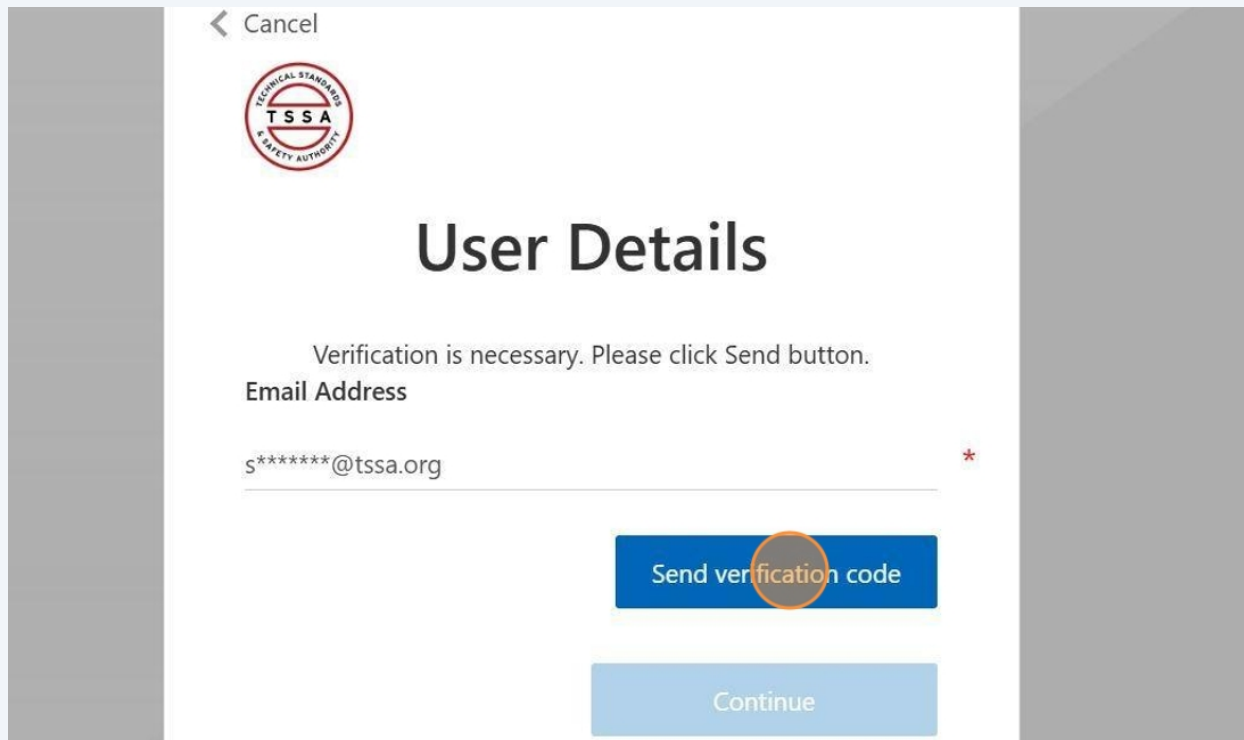
The **Sign-in** page will be displayed.

Enter your registered email address, password and click the "**Sign-in**" button.



7

Click on the **"Send verification code"** button. A notification will be sent to your email.



The screenshot shows a web interface for 'User Details'. At the top left is a 'Cancel' button with a back arrow. Below it is the TSSA logo, which is a circular seal with 'TECHNICAL STANDARD' and 'SAFETY AUTHORITY' around the perimeter and 'TSSA' in the center. The main heading is 'User Details'. Below this, a message states 'Verification is necessary. Please click Send button.' followed by the label 'Email Address'. The email field contains 's\*\*\*\*\*@tssa.org' and has a red asterisk to its right. Below the email field are two buttons: a blue 'Send verification code' button and a light blue 'Continue' button. The 'Send verification code' button is circled in orange.

8

Go to your email account. Copy the **verification code**.

#### TSSA account email verification code



Microsoft on behalf of TSSA <msonlineservicesteam@tssa.org>  
To



Reply

Reply All

Forward



Tue 2025-02-25 2:39 PM

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

**[CAUTION]:** This email originated outside the organisation.

Please do not click links or open attachments unless you recognise the source of this email and know the content is safe.

### Verify your email address

Thanks for verifying

**Your code is: 318900**

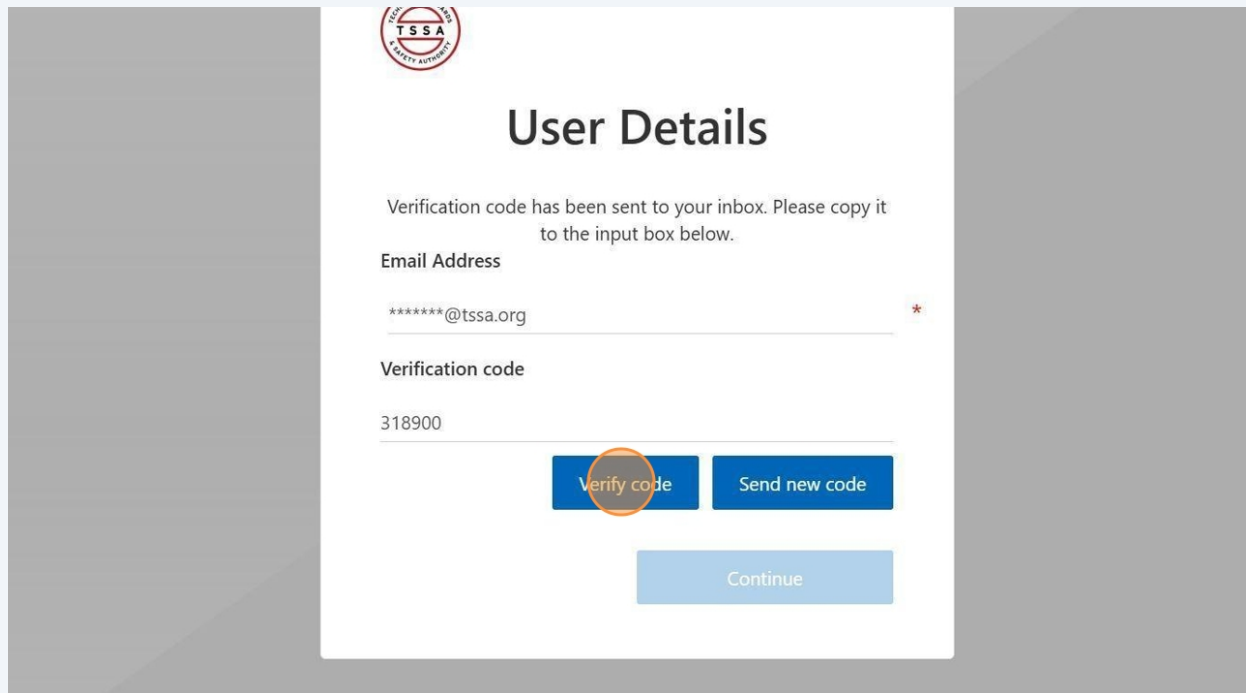
Sincerely,  
TSSA

This message was sent from an unmonitored email address. Please do not reply to this message.



9

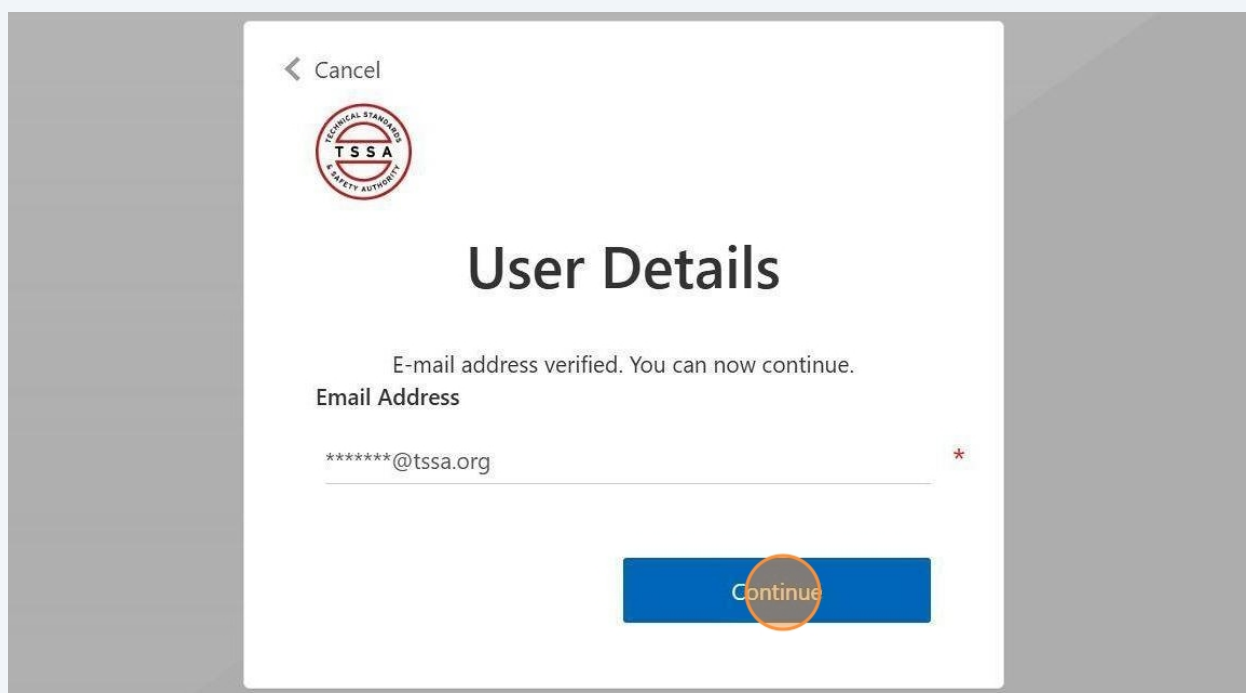
Enter the verification code and click the "**Verify Code**" button. The email address has been verified successfully.



10

Click on the "**Continue**" button.

Congratulations! You have signed in to the **BPV COI Insurer Portal** successfully.



### 3. Uploading a Single ROI or Report of Inspection with violations

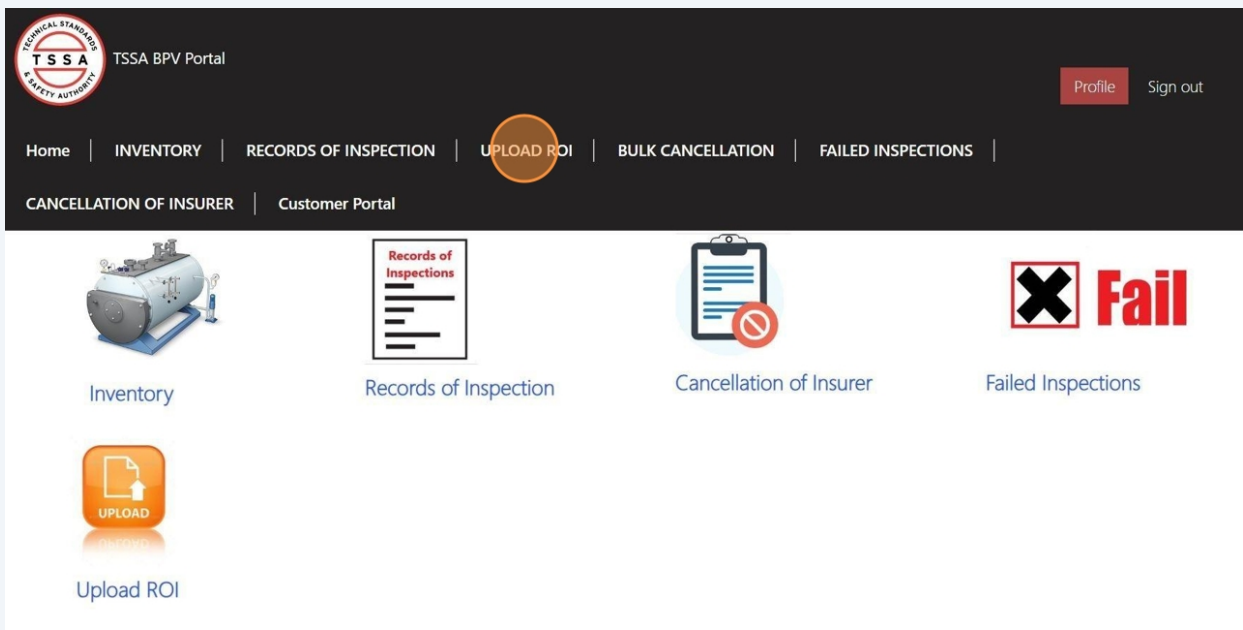


**\*\*Important\*\*:** When reporting or resolving violations, you must use the single ROI upload option and not the bulk upload option. Refer to 'The New ROI Violations' provided above in the introduction above.



*Steps for Uploading a Single ROI or Report of Inspection with violations:*

- 11
- From the **BPV COI Insurer Portal home page** will appear. Click the **"UPLOAD ROI"** tab.



12 The **"UPLOAD ROI"** page will appear.

Click the **"ADD ROI"** button to create a **"Single ROI"**.

**Note:** If the device inspected has one of the 20 violations, please use the Single ROI option. If the device has no preexisting or new violations you may use the Bulk upload feature.

The screenshot shows the 'Records of Inspection' page in the TSSA BPV Portal. The header includes the TSSA logo, navigation links (HOME, INVENTORY, RECORDS OF INSPECTION, UPLOAD ROI, BULK CANCELLATION, FAILED INSPECTIONS, CANCELLATION OF INSURANCE), and user options (Profile, Sign out). The breadcrumb trail is 'Home > Upload ROI > Index'. The main heading is 'Records of Inspection'. Below this, there are two sections: 'Bulk upload multiple ROIs (Excel File)' with a sub-note 'Upload ROIs from Microsoft Excel file(.xls or .xlsx only)' and an 'Upload xls' button; and 'Single ROI' with a sub-note 'Add(Create) a Single ROI.' and an 'ADD ROI' button. A link 'Click [here](#) to download Records of Inspection excel Template' is also present. The footer contains copyright information for 2017 Technical Standards and Safety Authority, contact details (M9W 6N9, Phone: 1-877-682-8772, Email: customerservices@tssa.org), and helpful links (Knowledge Articles, TSSA Website).

13 The **ROI Submission** page will appear.

The screenshot shows the 'ROI Submission' page in the TSSA BPV Portal. The header is identical to the previous page. The breadcrumb trail is 'Home > Upload ROI > Index'. The main heading is 'ROI Submission'. Below this, the 'Inventory Information' section contains four input fields: 'TSSA ID\*' (with a red asterisk), 'CRN#' (with a red hash), 'Serial Number', and 'Installed Address'.



**Note:** Fields with an asterisk (\*) are mandatory fields.

14

Enter the **"TSSA ID"** under **Inventory Information**.  
The **TSSA ID (equipment or device) details** and the **Owner/Operator Name**  
(which will appear later) will be auto-populated.

Inventory Information	
<b>TSSA ID*</b>	<b>CRN#</b>
65096780	H5801.5
<b>Serial Number</b>	<b>Installed Address</b>
KF2024	258 CLARKE RD LONDON ON N5W 5E8
<b>NB</b>	<b>Year Built</b>
	1985
<b>OIN</b>	<b>MAWP (psi)</b>
5.707000	101
<b>Maximum Inspection Frequency</b>	<b>Manufacturer Name</b>
36 Months	DTE INDUSTRIES LIMITED
<b>Equipment Tag Number</b>	<b>Device Type</b>

15

Enter the following **Customer Information** (This section should reflect the contact details of an individual who will receive communications about the ROI/COI and TSSA notifications).

- **Contact Name**
- **Contact Phone Number**
- **Contact Email Address**

**\*\*Important\*\*:** Ensure you provide the **customer contact email address** to enable automatic email notifications to the owner.

36 Months	Manufacturer Name DTE INDUSTRIES LIMITED
Equipment Tag Number	Device Type
Customer Information	
<i>One of Contact Phone Number or Contact Email Address Should be populated!</i>	
Owner/Operator Name* Pomfrey's Wing A Div Of Magical hospital	Contact Name* Eric Carle
Contact Phone Number 6475300010	Contact Email Address ecarle@mhospital.org

16

Scroll down and enter the following **Inspection Information**:

- **Insurer Name**
- **Inspection Agency Name**

Inspection Information	
Insurer Name* Mordor A Div Of South Lands	TSSA Issued Inspector Certificate Number (COC) * 
Inspection Agency Name Mordor A Div Of South Lands	Inspector Name (Automatically populated with data from a valid COC) 
Inspection Date* yyyy-mm-dd	Insurance Inspector Email Address 
<div>Create</div> <div>Back to List</div>	Inspection Type* ----Select----

© 2017 Technical Standards and Safety Authority, 345 Carlingview Drive, Toronto, ON, M9W 6N9  
Phone: 1-877-682-8772 Email: customerservices@tssa.org

Helpful Links  
Knowledge Articles TSSA Website

17

Enter the **"TSSA Issued Inspector Certificate Number (COC)"**.  
The **Inspector Name** will be auto populated.

**Note: "COC"** stands for **"Certificate of Competency"**. If the COC isn't valid (i.e., it wasn't renewed) the portal will not allow you to proceed.

### Inspection Information

<p><b>Insurer Name*</b></p> <input type="text" value="Mordor A Div Of South Lands"/>	<p><b>TSSA Issued Inspector Certificate Number (COC) *</b></p> <input type="text" value="BPV500129"/>
<p><b>Inspection Agency Name</b></p> <input type="text" value="Mordor A Div Of South Lands"/>	<p><b>Inspector Name (Automatically populated with data from a valid COC)</b></p> <input type="text" value="J.R.R. Tolkein"/>
<p><b>Inspection Date*</b></p> <input type="text" value="yyyy-mm-dd"/>	<p><b>Insurance Inspector Email Address</b></p> <input type="text"/>
	<p><b>Inspection Type*</b></p> <input type="text" value="----Select----"/>

Create

[Back to List](#)

© 2017 Technical Standards and Safety Authority, 345 Carlingview Drive, Toronto, ON,  
M9W 6N9  
Phone: 1-877-682-8772 Email: [customerservices@tssa.org](mailto:customerservices@tssa.org)

[Helpful Links](#)  
[Knowledge Articles](#) [TSSA Website](#)

18

Select the **"Inspection Date"**.

**Note:** The inspection date must be a past date.

6475300010

### Inspection Information

<p><b>Insurer Name*</b></p> <input type="text" value="Mordor A Div Of South Lands"/>	<p><b>TSSA Issued Inspector Certificate Number (COC) *</b></p> <input type="text" value="BPV500129"/>
<p><b>Inspection Agency Name</b></p> <input type="text" value="Mordor A Div Of South Lands"/>	<p><b>Inspector Name (Automatically populated with data from a valid COC)</b></p> <input type="text" value="J.R.R. Tolkein"/>
<p><b>Inspection Date*</b></p> <input type="text" value="2025-01-16"/>	<p><b>Insurance Inspector Email Address</b></p> <input type="text"/>
	<p><b>Inspection Type*</b></p> <input type="text" value="----Select----"/>

January, 2025

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

Clear

Today

Safety Authority, 345 Carlingview Drive, Toronto, ON,  
[customerservices@tssa.org](mailto:customerservices@tssa.org)

[Helpful Links](#)  
[Knowledge Articles](#) [TSSA Website](#)



19 Enter the **"Insurance Inspector Email Address"**.

**\*\*Important\*\*:** Ensure you provide the **insurance inspector's email address** to receive TSSA notifications.

Inspection Information

Insurer Name\*

Mordor A Div Of South Lands

Inspection Agency Name

Mordor A Div Of South Lands

Inspection Date\*

2025-01-16

TSSA Issued Inspector Certificate Number (COC) \*

BPV500129

Inspector Name (Automatically populated with data from a valid COC)

J.R.R. Tolkein

Insurance Inspector Email Address

dsmith@gmail.com

Inspection Type\*

----Select----

Create

[Back to List](#)

© 2017 Technical Standards and Safety Authority, 345 Carlingview Drive, Toronto, ON,  
M9W 6N9  
Phone: 1-877-682-8772 Email: [customerservices@tssa.org](mailto:customerservices@tssa.org)

[Helpful Links](#)  
[Knowledge Articles](#) [TSSA Website](#)

20 Select one of the following "**Inspection Type**" from the drop down list:

- **Internal**
- **External**
- **Internal & External**

Inspection Information

Insurer Name*	TSSA Issued Inspector Certificate Number (COC) *
Mordor A Div Of South Lands	BPV500129
Inspection Agency Name	Inspector Name (Automatically populated with data from a valid COC)
Mordor A Div Of South Lands	J.R.R. Tolkein
Inspection Date*	Insurance Inspector Email Address
2025-01-16	dsmith@gmail.com
	Inspection Type*
	-----Select-----
	Internal
	External
	Internal & External

Create

[Back to List](#)

© 2017 Technical Standards and Safety Authority, 345 Carlingview Drive, Toronto, ON, M9W 6N9  
Phone: 1-877-682-8772Email: customerservices@tssa.org

Helpful Links  
[Knowledge Articles](#) [TSSA Website](#)

21 Click the "**Create**" button.

Inspection Information

Insurer Name*	TSSA Issued Inspector Certificate Number (COC) *
Mordor A Div Of South Lands	BPV500129
Inspection Agency Name	Inspector Name (Automatically populated with data from a valid COC)
Mordor A Div Of South Lands	J.R.R. Tolkein
Inspection Date*	Insurance Inspector Email Address
2025-01-16	dsmith@gmail.com
	Inspection Type*
	Internal & External

Create

[Back to List](#)

© 2017 Technical Standards and Safety Authority, 345 Carlingview Drive, Toronto, ON, M9W 6N9  
Phone: 1-877-682-8772Email: customerservices@tssa.org

Helpful Links  
[Knowledge Articles](#) [TSSA Website](#)

## 22 The "**Violations**" page will appear.

This page includes two sections:

- **Open (Existing) Violations:** This will display violations currently open against the inventory (equipment or device). Users are able to update these violations when they are resolved.

- **New ROI violations:** This displays a list of 20 violations that are to be reported to TSSA.

The **new ROI violations** table displays:

- **Violations Resolved during inspection**
- **Violations Open (pending) after inspection**

Violations

Record Of Inspection (ROI) Information

TSSA ID : 65096780

Insurance Agency : Mordor A Div Of South Lands

Open (Existing) Violations ⓘ

Resolve Violation	Violation
<input checked="" type="checkbox"/>	The pressure control is missing.
<input checked="" type="checkbox"/>	The temperature control/high limit device is inoperable.
<input checked="" type="checkbox"/>	The temperature control/high limit device is missing.

New ROI violations ⓘ

Resolved during inspection ⓘ	Open (pending) after inspection ⓘ	Violation
<input type="checkbox"/>	<input type="checkbox"/>	The safety relief device is not the correct capacity.
<input type="checkbox"/>	<input type="checkbox"/>	The safety relief device is missing its nameplate or its illegible.

© 2017 Technical Standards and Safety Authority, 345 Carlingview Drive, Toronto, ON, M9W 6N9  
Phone: 1-877-682-8772Email: [customerservices@tssa.org](mailto:customerservices@tssa.org)

Helpful Links

[Knowledge Articles](#) [TSSA Website](#)

23

If there are **existing violations** you have previously reported, click on the check box besides the ones that are no longer present under "**Open (Existing) Violations**".

## Violations

### Record Of Inspection (ROI) Information

TSSA ID : 65096780

Insurance Agency : Mordor A Div Of South Lands

### Open (Existing) Violations ⓘ

Resolve Violation	Violation
<input checked="" type="checkbox"/>	The pressure control is missing.
<input checked="" type="checkbox"/>	The temperature control/high limit device is inoperable.
<input checked="" type="checkbox"/>	The temperature control/high limit device is missing.

### New ROI violations ⓘ



Resolved during inspection ⓘ	Open (pending) after inspection ⓘ	Violation
<input type="checkbox"/>	<input type="checkbox"/>	The safety relief device is not the correct capacity.
<input type="checkbox"/>	<input type="checkbox"/>	The safety relief device is missing its nameplate or its illegible.

© 2017 Technical Standards and Safety Authority, 345 Carlingview Drive, Toronto, ON,  
M9W 6N9  
Phone: 1-877-682-8772 Email: [customerservices@tssa.org](mailto:customerservices@tssa.org)

[Helpful Links](#)  
[Knowledge Articles](#) [TSSA Website](#)

## 24 Scroll down to view a **list of violations** under **New ROI violations**.

### New ROI violations

Resolved during inspection 	Open (pending) after inspection 	Violation	Order Risk
<input type="checkbox"/>	<input type="checkbox"/>	The safety relief device is not the correct capacity.	Medium
<input type="checkbox"/>	<input type="checkbox"/>	The safety relief device is missing its nameplate or its illegible.	Medium
<input type="checkbox"/>	<input type="checkbox"/>	The safety relief device pressure setting is incorrect.	High
<input type="checkbox"/>	<input type="checkbox"/>	The low water cutoff/flow sensing device is inoperable.	High
<input type="checkbox"/>	<input type="checkbox"/>	The low water cutoff/flow sensing device is missing.	High
<input type="checkbox"/>	<input type="checkbox"/>	The low water cutoff/flow sensing device is improperly installed.	High
<input type="checkbox"/>	<input type="checkbox"/>	The pressure control is inoperable.	Medium
<input type="checkbox"/>	<input type="checkbox"/>	The pressure control is missing.	Medium
<input type="checkbox"/>	<input type="checkbox"/>	The temperature control/high limit device is inoperable.	Medium
<input type="checkbox"/>	<input type="checkbox"/>	The temperature control/high limit device is missing.	Medium
<input type="checkbox"/>	<input type="checkbox"/>	Level Indicators (Gage Glasses, Bulls Eyes and Fiber Opticals) are inoperable.	High
<input type="checkbox"/>	<input type="checkbox"/>	Level Indicators (Gage Glasses, Bulls Eyes and Fiber Opticals) are missing.	High
<input type="checkbox"/>	<input type="checkbox"/>	The pressure/temperature indicator is inoperable.	Medium
<input type="checkbox"/>	<input type="checkbox"/>	The pressure/temperature indicator is missing.	Medium
<input type="checkbox"/>	<input type="checkbox"/>	Pressure retaining item is inoperable or being used in an unsafe manner.	High
<input type="checkbox"/>	<input type="checkbox"/>	Pressure retaining items (e.g. Boiler, Expansion Tanks) have been improperly repaired or altered.	High
<input type="checkbox"/>	<input type="checkbox"/>	Pressure-retaining items (e.g. Boiler, Expansion Tanks) have material flaws impairing its safe operation (e.g. corrosion, cracks)	High
<input type="checkbox"/>	<input type="checkbox"/>	The safety relief device is inoperable.	High
<input type="checkbox"/>	<input type="checkbox"/>	The safety relief device is missing.	High
<input type="checkbox"/>	<input type="checkbox"/>	The safety relief device is improperly installed.	Medium

25

If violations are resolved during the inspection, click on the check box for the appropriate **"Resolved during inspection"** beside the applicable violation.

**Note: Resolved during inspection** means violations that were identified during inspection but were resolved.

#### New ROI violations ⓘ

Resolved during inspection ⓘ	Open (pending) after inspection ⓘ	Violation
<input checked="" type="checkbox"/>	<input type="checkbox"/>	The safety relief device is not the correct capacity.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	The safety relief device is missing its nameplate or its illegible.
<input type="checkbox"/>	<input type="checkbox"/>	The safety relief device pressure setting is incorrect.
<input type="checkbox"/>	<input type="checkbox"/>	The low water cutoff/flow sensing device is inoperable.
<input type="checkbox"/>	<input type="checkbox"/>	The low water cutoff/flow sensing device is missing.
<input type="checkbox"/>	<input type="checkbox"/>	The low water cutoff/flow sensing device is improperly installed.
<input type="checkbox"/>	<input type="checkbox"/>	The pressure control is inoperable.
<input type="checkbox"/>	<input type="checkbox"/>	The pressure control is missing.
<input type="checkbox"/>	<input type="checkbox"/>	The temperature control/high limit device is inoperable.
<input type="checkbox"/>	<input type="checkbox"/>	The temperature control/high limit device is missing.
<input type="checkbox"/>	<input type="checkbox"/>	Level Indicators (Gage Glasses, Bulls Eyes and Fiber Opticals) are inoperable.
<input type="checkbox"/>	<input type="checkbox"/>	Level Indicators (Gage Glasses, Bulls Eyes and Fiber Opticals) are missing.
<input type="checkbox"/>	<input type="checkbox"/>	The pressure/temperature indicator is inoperable.
<input type="checkbox"/>	<input type="checkbox"/>	The pressure/temperature indicator is missing.

26

If any violations are not resolved during the inspection and remain open, click on the check box beside the appropriate **"Open (pending) violations after inspection"**.

**Note: Open (pending) violations** after inspection means violations that were identified during inspection and were not resolved.

#### New ROI violations ⓘ

Resolved during inspection ⓘ	Open (pending) after inspection ⓘ	Violation
<input type="checkbox"/>	<input checked="" type="checkbox"/>	The safety relief device is not the correct capacity.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	The safety relief device is missing its nameplate or its illegible.
<input type="checkbox"/>	<input type="checkbox"/>	The safety relief device pressure setting is incorrect.
<input type="checkbox"/>	<input type="checkbox"/>	The low water cutoff/flow sensing device is inoperable.
<input type="checkbox"/>	<input type="checkbox"/>	The low water cutoff/flow sensing device is missing.
<input type="checkbox"/>	<input type="checkbox"/>	The low water cutoff/flow sensing device is improperly installed.
<input type="checkbox"/>	<input type="checkbox"/>	The pressure control is inoperable.
<input type="checkbox"/>	<input type="checkbox"/>	The pressure control is missing.
<input type="checkbox"/>	<input type="checkbox"/>	The temperature control/high limit device is inoperable.
<input type="checkbox"/>	<input type="checkbox"/>	The temperature control/high limit device is missing.
<input type="checkbox"/>	<input type="checkbox"/>	Level Indicators (Gage Glasses, Bulls Eyes and Fiber Opticals) are inoperable.
<input type="checkbox"/>	<input type="checkbox"/>	Level Indicators (Gage Glasses, Bulls Eyes and Fiber Opticals) are missing.

© 2017 Technical Standards and Safety Authority, 345 Carlingview Drive, Toronto, ON,  
M9W 6N9  
Phone: 1-877-682-8772 Email: [customerservices@tssa.org](mailto:customerservices@tssa.org)

[Helpful Links](#)  
[Knowledge Articles](#) [TSSA Website](#)

## 27 Review the Report of Inspection and all violations.

Select the **"Submit"** button to submit the ROI.

<input type="checkbox"/>	<input type="checkbox"/>	The low water cutoff/flow sensing device is improperly installed.
<input type="checkbox"/>	<input type="checkbox"/>	The pressure control is inoperable.
<input type="checkbox"/>	<input type="checkbox"/>	The pressure control is missing.
<input type="checkbox"/>	<input type="checkbox"/>	The temperature control/high limit device is inoperable.
<input type="checkbox"/>	<input type="checkbox"/>	The temperature control/high limit device is missing.
<input type="checkbox"/>	<input type="checkbox"/>	Level Indicators (Gage Glasses, Bulls Eyes and Fiber Opticals) are inoperable.
<input type="checkbox"/>	<input type="checkbox"/>	Level Indicators (Gage Glasses, Bulls Eyes and Fiber Opticals) are missing.
<input type="checkbox"/>	<input type="checkbox"/>	The pressure/temperature indicator is inoperable.
<input type="checkbox"/>	<input type="checkbox"/>	The pressure/temperature indicator is missing.

No Violations

Submit

© 2017 Technical Standards and Safety Authority, 345 Carlingview Drive, Toronto, ON,  
M9W 6N9  
Phone: 1-877-682-8772 Email: [customerservices@tssa.org](mailto:customerservices@tssa.org)

Helpful Links  
[Knowledge Articles](#) [TSSA Website](#)

## 28 Note: If there are no violations, select the **"No Violations"** button.

<input type="checkbox"/>	<input type="checkbox"/>	The low water cutoff/flow sensing device is improperly installed.
<input type="checkbox"/>	<input type="checkbox"/>	The pressure control is inoperable.
<input type="checkbox"/>	<input type="checkbox"/>	The pressure control is missing.
<input type="checkbox"/>	<input type="checkbox"/>	The temperature control/high limit device is inoperable.
<input type="checkbox"/>	<input type="checkbox"/>	The temperature control/high limit device is missing.
<input type="checkbox"/>	<input type="checkbox"/>	Level Indicators (Gage Glasses, Bulls Eyes and Fiber Opticals) are inoperable.
<input type="checkbox"/>	<input type="checkbox"/>	Level Indicators (Gage Glasses, Bulls Eyes and Fiber Opticals) are missing.

No Violations

Submit



29 The "**Validation**" page will appear. This page includes:


- **Unvalidated Records**

- **Validated Records**

Home > Upload ROI > Index > Add ROI

---

Excel File Details

File Name	Created On	Created By
		

---

*Insurers are expected to review all unvalidated ROIs and work with TSSA to resolve the error messages. Please email [bpv\\_inquiries@tssa.org](mailto:bpv_inquiries@tssa.org) for assistance.*

**Unvalidated Records**

TSSAID	Owner/Operator	Failure Reason	Action
--------	----------------	----------------	--------

---

Validated Records

TSSAID	Owner/Operator	Insurance Agency	Action
65096780	Pomfrey's Wing A Div Of Magical hospital	Mordor A Div Of South Lands	<a href="#">Edit</a>   <a href="#">Details</a>   <a href="#">Delete</a>

*I have reviewed the ROIs submitted and attest to their completeness and accuracy.*

[Submit To TSSA](#)



If there are errors on the ROI, it will appear under **unvalidated records**.

**Note:** Insurers are expected to review all unvalidated ROIs and work with TSSA to resolve error messages. Please email [bpv\\_inquiries@tssa.org](mailto:bpv_inquiries@tssa.org) for assistance. Below is an example of an unvalidated record:

CANCELLATION OF INSURANCE

Home > Upload ROI > Index > Add ROI

Excel File Details

File Name	Created On	Created By
-----------	------------	------------

Insurers are expected to review all unvalidated ROIs and work with TSSA to resolve the error messages. Please email [bpv\\_inquiries@tssa.org](mailto:bpv_inquiries@tssa.org) for assistance.

Unvalidated Records

TSSAID	Owner/Operator	Failure Reason	Action
65096780	Pomfrey's Wing A Div Of Magical hospital	Duplicate Entry	<a href="#">Edit</a>   <a href="#">Details</a>   <a href="#">Delete</a>

© 2017 Technical Standards and Safety Authority, 345 Carlingview Drive, Toronto, ON, M9W 6N9  
Phone: 1-877-682-8772 Email: [customerservices@tssa.org](mailto:customerservices@tssa.org)

[Helpful Links](#)  
[Knowledge Articles](#) [TSSA Website](#)

30

If there are no errors on the ROI, it will appear under **validated records**.

Excel File Details

File Name	Created On	Created By
-----------	------------	------------

Insurers are expected to review all unvalidated ROIs and work with TSSA to resolve the error messages. Please email [bpv\\_inquiries@tssa.org](mailto:bpv_inquiries@tssa.org) for assistance.

Unvalidated Records

TSSAID	Owner/Operator	Failure Reason	Action
--------	----------------	----------------	--------

Validated Records

TSSAID	Owner/Operator	Insurance Agency	Action
65096780	Pomfrey's Wing A Div Of Magical hospital	Mordor A Div Of South Lands	<a href="#">Edit</a>   <a href="#">Details</a>   <a href="#">Delete</a>

I have reviewed the ROIs submitted and attest to their completeness and accuracy.

Submit To TSSA

© 2017 Technical Standards and Safety Authority, 345 Carlingview Drive, Toronto, ON, M9W 6N9  
Phone: 1-877-682-8772 Email: [customerservices@tssa.org](mailto:customerservices@tssa.org)

[Helpful Links](#)  
[Knowledge Articles](#) [TSSA Website](#)

31

Select the **"Submit to TSSA"** button to submit the validated record/ report of inspection.

CANCELLATION OF INSURANCE

Home > Upload ROI > Index > Add ROI

Excel File Details

File Name	Created On	Created By
-----------	------------	------------

Insurers are expected to review all unvalidated ROIs and work with TSSA to resolve the error messages. Please email [bpv\\_inquiries@tssa.org](mailto:bpv_inquiries@tssa.org) for assistance.

Unvalidated Records

TSSAID	Owner/Operator	Failure Reason	Action
--------	----------------	----------------	--------

Validated Records

TSSAID	Owner/Operator	Insurance Agency	Action
65096780	Pomfrey's Wing A Div Of Magical hospital	Mordor A Div Of South Lands	<a href="#">Edit</a>   <a href="#">Details</a>   <a href="#">Delete</a>

I have reviewed the ROIs submitted and attest to their completeness and accuracy.

Submit To TSSA

© 2017 Technical Standards and Safety Authority, 345 Carlingview Drive, Toronto, ON, M9W 6N9  
Phone: 1-877-682-8772Email: [customerservices@tssa.org](mailto:customerservices@tssa.org)

Helpful Links  
[Knowledge Articles](#) [TSSA Website](#)



Congratulations! You have uploaded and updated the single ROI record successfully.

HOME | INVENTORY | RECORDS OF INSPECTION | UPLOAD ROI | BULK CANCELLATION | FAILED INSPECTIONS |

CANCELLATION OF INSURANCE

Home > Upload ROI > Index > Add ROI

### Upload Status



Successfully Uploaded and Updated all the records

[Start Again](#)

## 4. Bulk Uploading Multiple ROIs



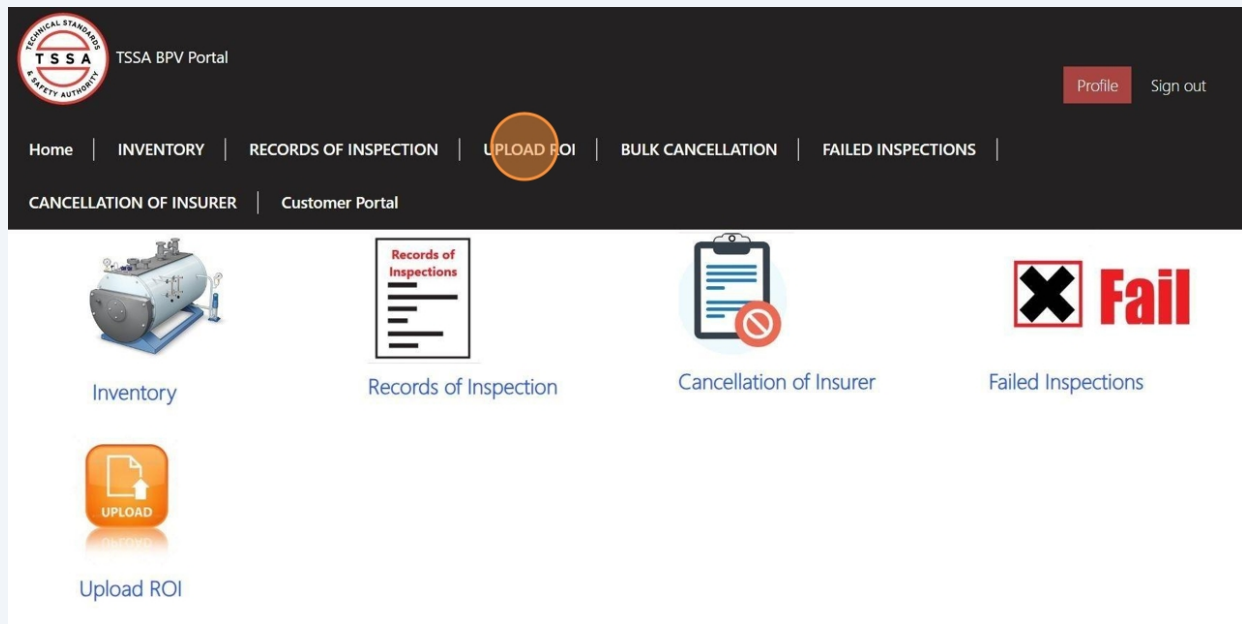
**\*\*Important\*\*:** When reporting or resolving violations, you must use the single ROI upload option and not the bulk upload option. Refer to 'The New ROI Violations' provided above in the introduction above.



*Steps for Uploading Multiple ROIs:*

32

The **BPV COI Insurer Portal home page** will appear. Click the **"UPLOAD ROI"** tab.

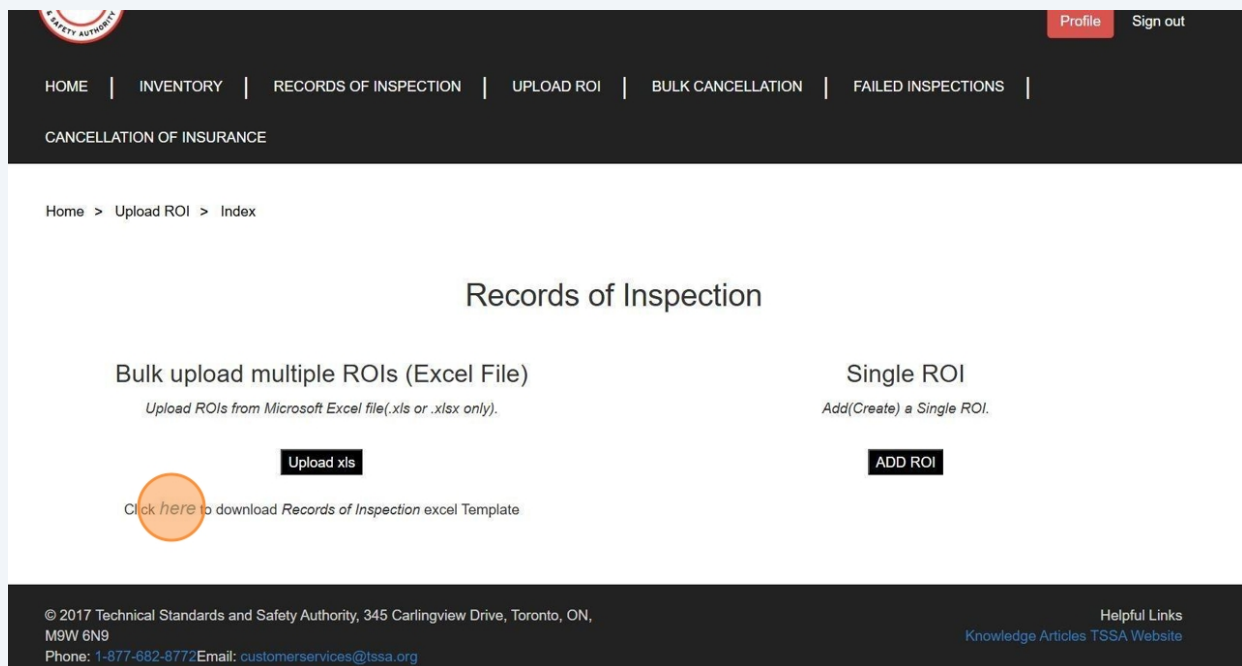


33

The **"UPLOAD ROI"** page will appear.

Click the **"here"** link to download **Records of Inspection excel Template**.

**Note:** Ensure that you download the latest template provided here.



**34** Enter the following details in the **Records of Inspection excel template**:

- **TSSA ID**
- **Installation Address**
- **MAWP (psi)**
- **Owner / Operator Name**
- **Insurer Name**
- **Inspection Agency**
- **Inspector Name**
- **TSSA Issued Inspector Certificate Number (COC)**
- **Inspection Date, Type and Status**
- **NB Violation Category**
- **CRN and Serial number**
- **NB and OIN**
- **Contact Name, Phone Number, Email Address and Reference**

[illegible]

35

Click the "**Upload xls**" button and select the "**Choose File**" option to upload the **Records of Inspection excel file**.

[HOME](#) | [INVENTORY](#) | [RECORDS OF INSPECTION](#) | [UPLOAD ROI](#) | [BULK CANCELLATION](#) | [FAILED INSPECTIONS](#) | [CANCELLATION OF INSURANCE](#)

Home > Upload ROI > Index

## Records of Inspection

### Bulk upload multiple ROIs (Excel File)

Upload ROIs from Microsoft Excel file(.xls or .xlsx only).

Choose File

No file chosen

Upload xls

Click [here](#) to download Records of Inspection excel Template

### Single ROI

Add(Create) a Single ROI.

ADD ROI


27

36

The "**Validation**" page will appear. This page includes:

- **Excel File Details**
- **Unvalidated Records**
- **Validated Records**

Home > Upload ROI > Index > Add ROI



### Excel File Details

File Name	Created On	Created By	
Record-of-Inspection March 2025.xlsx	3/6/2025 4:34:52 PM	Saher Samnani	<a href="#">Details</a>   <a href="#">Delete</a>

*Insurers are expected to review all unvalidated ROIs and work with TSSA to resolve the error messages. Please email [bpv\\_inquiries@tssa.org](mailto:bpv_inquiries@tssa.org) for assistance.*

### Unvalidated Records

TSSAID	Owner/Operator	Failure Reason	Action
--------	----------------	----------------	--------

### Validated Records

TSSAID	Owner/Operator	Insurance Agency	Action
--------	----------------	------------------	--------

© 2017 Technical Standards and Safety Authority, 345 Carlingview Drive, Toronto, ON, M9W 6N9  
Phone: 1-877-682-8772 Email: [customerservices@tssa.org](mailto:customerservices@tssa.org)

[Helpful Links](#)  
[Knowledge Articles](#) [TSSA Website](#)



37

The **Records of Inspection excel file** will be displayed under "**Excel File Details**".

Home > Upload ROI > Index > Add ROI

**Excel File Details**

File Name	Created On	Created By	
Record-of-Inspection March 2025.xlsx	3/6/2025 4:34:52 PM	Saher Samnani	<a href="#">Details</a>   <a href="#">Delete</a>

*Insurers are expected to review all unvalidated ROIs and work with TSSA to resolve the error messages. Please email [bpv\\_inquiries@tssa.org](mailto:bpv_inquiries@tssa.org) for assistance.*

**Unvalidated Records**

TSSAID	Owner/Operator	Failure Reason	Action
--------	----------------	----------------	--------

**Validated Records**

TSSAID	Owner/Operator	Insurance Agency	Action
--------	----------------	------------------	--------

© 2017 Technical Standards and Safety Authority, 345 Carlingview Drive, Toronto, ON, M9W 6N9  
Phone: 1-877-682-8772 Email: [customerservices@tssa.org](mailto:customerservices@tssa.org)

[Helpful Links](#)  
[Knowledge Articles](#) [TSSA Website](#)



If there are errors on the ROI, it will appear under **unvalidated records**.

**Note:** Insurers are expected to review all unvalidated ROIs and work with TSSA to resolve error messages. Please email **[bpv\\_inquiries@tssa.org](mailto:bpv_inquiries@tssa.org)** for assistance. Below is an example of an unvalidated record:

File Name	Created On	Created By	
-----------	------------	------------	--

*Insurers are expected to review all unvalidated ROIs and work with TSSA to resolve the error messages. Please email [bpv\\_inquiries@tssa.org](mailto:bpv_inquiries@tssa.org) for assistance.*

**Unvalidated Records**

TSSAID	Owner/Operator	Failure Reason	Action
65096780	Pomfrey's Wing A Div Of Magical hospital	Duplicate Entry	<a href="#">Edit</a>   <a href="#">Details</a>   <a href="#">Delete</a>

**Validated Records**

TSSAID	Owner/Operator	Insurance Agency	Action
--------	----------------	------------------	--------

### 38 If there are no errors on the ROI, it will appear under **validated records**.

Insurers are expected to review all unvalidated ROIs and work with TSSA to resolve the error messages. Please email [bpv\\_inquiries@tssa.org](mailto:bpv_inquiries@tssa.org) for assistance.

#### Unvalidated Records

TSSAID	Owner/Operator	Failure Reason	Action
--------	----------------	----------------	--------

#### Validated Records

TSSAID	Owner/Operator	Insurance Agency	Action
65096780	Pomfrey's Wing A Div Of Magical hospital	Mordor A Div Of South Lands	<a href="#">Edit</a>   <a href="#">Details</a>   <a href="#">Delete</a>

I have reviewed the ROIs submitted and attest to their completeness and accuracy.

[Submit To TSSA](#)

© 2017 Technical Standards and Safety Authority, 345 Carlingview Drive, Toronto, ON,  
M9W 6N9  
Phone: 1-877-682-8772 Email: [customerservices@tssa.org](mailto:customerservices@tssa.org)

[Helpful Links](#)  
[Knowledge Articles](#) [TSSA Website](#)

### 39 Select the "**Submit to TSSA**" button to submit the validated records.

Insurers are expected to review all unvalidated ROIs and work with TSSA to resolve the error messages. Please email [bpv\\_inquiries@tssa.org](mailto:bpv_inquiries@tssa.org) for assistance.

#### Unvalidated Records

TSSAID	Owner/Operator	Failure Reason	Action
--------	----------------	----------------	--------

#### Validated Records

TSSAID	Owner/Operator	Insurance Agency	Action
65096780	Pomfrey's Wing A Div Of Magical hospital	Mordor A Div Of South Lands	<a href="#">Edit</a>   <a href="#">Details</a>   <a href="#">Delete</a>

I have reviewed the ROIs submitted and attest to their completeness and accuracy.

[Submit To TSSA](#)

© 2017 Technical Standards and Safety Authority, 345 Carlingview Drive, Toronto, ON,  
M9W 6N9  
Phone: 1-877-682-8772 Email: [customerservices@tssa.org](mailto:customerservices@tssa.org)

[Helpful Links](#)  
[Knowledge Articles](#) [TSSA Website](#)



Congratulations! You have uploaded multiple ROI records successfully.

HOME | INVENTORY | RECORDS OF INSPECTION | UPLOAD ROI | BULK CANCELLATION | FAILED INSPECTIONS |  
CANCELLATION OF INSURANCE

Home > Upload ROI > Index > Add ROI

Upload Status



Successfully Uploaded and Updated all the records

[Start Again](#)

## 5. Customer Service Assistance

### 40 BPV COI Insurer Portal Assistance:

For help navigating the BPV COI Insurer Portal, contact Customer Service at 1-877-682-TSSA (8772) or send an email to **customerservices@tssa.org**.

To report issues with the BPV COI Insurer Portal, please contact **bpv\_inquiries@tssa.org**.

### 41 Inventory (equipment or device) Assistance:

For questions related to inventory (equipment or device) status, device exemptions, or other technical details, contact **BPVCustomerservice@tssa.org**.

## 6. BPV COI Insurer Portal FAQs

42

For more information, refer to the **BPV COI Insurer Portal FAQs** section on the following link: <https://www.tssa.org/boilers-and-pressure-vessels-faqs>.