

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



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## 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

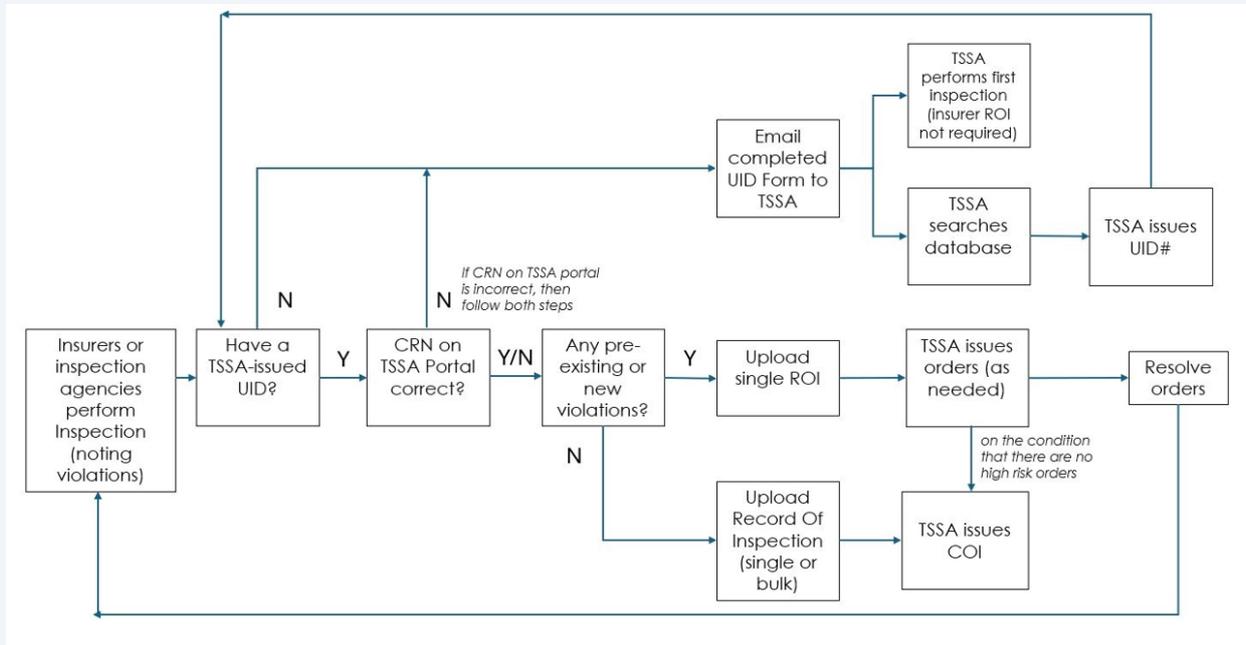
### 3 The New ROI Violations

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.

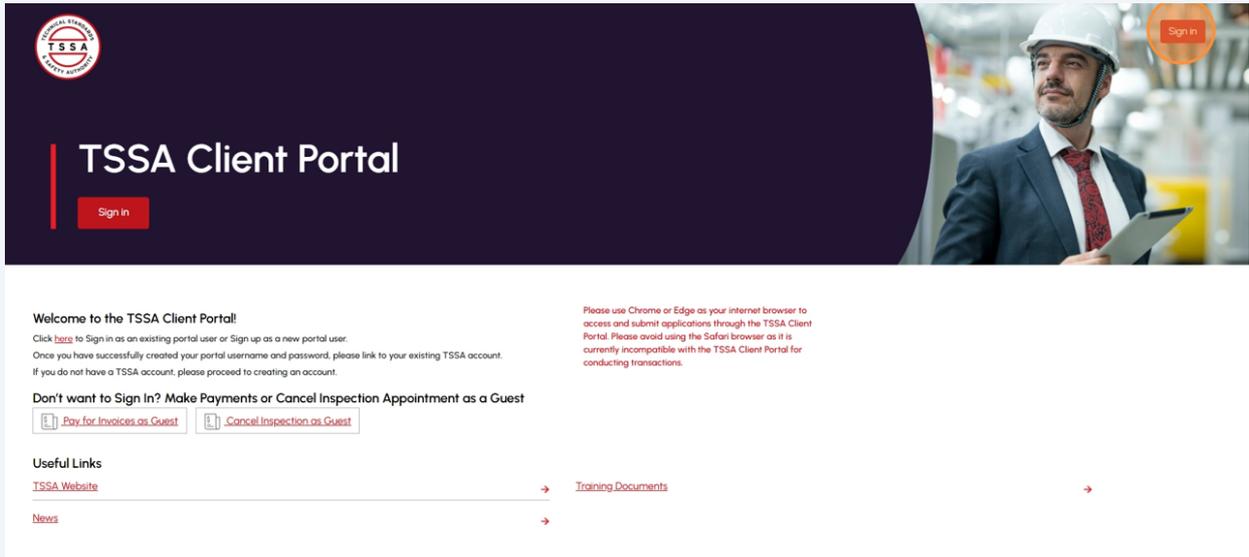


## 2. Signing into the BPV COI Insurer Portal

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

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

5 From the **Client Portal**, select the "**Sign in**" button.



**TSSA Client Portal**

Sign in

Welcome to the TSSA Client Portal!  
Click [here](#) to Sign in as an existing portal user or Sign up as a new portal user.  
Once you have successfully created your portal username and password, please link to your existing TSSA account.  
If you do not have a TSSA account, please proceed to creating an account.

Don't want to Sign In? Make Payments or Cancel Inspection Appointment as a Guest

[Pay for Invoices as Guest](#) [Cancel Inspection as Guest](#)

Useful Links

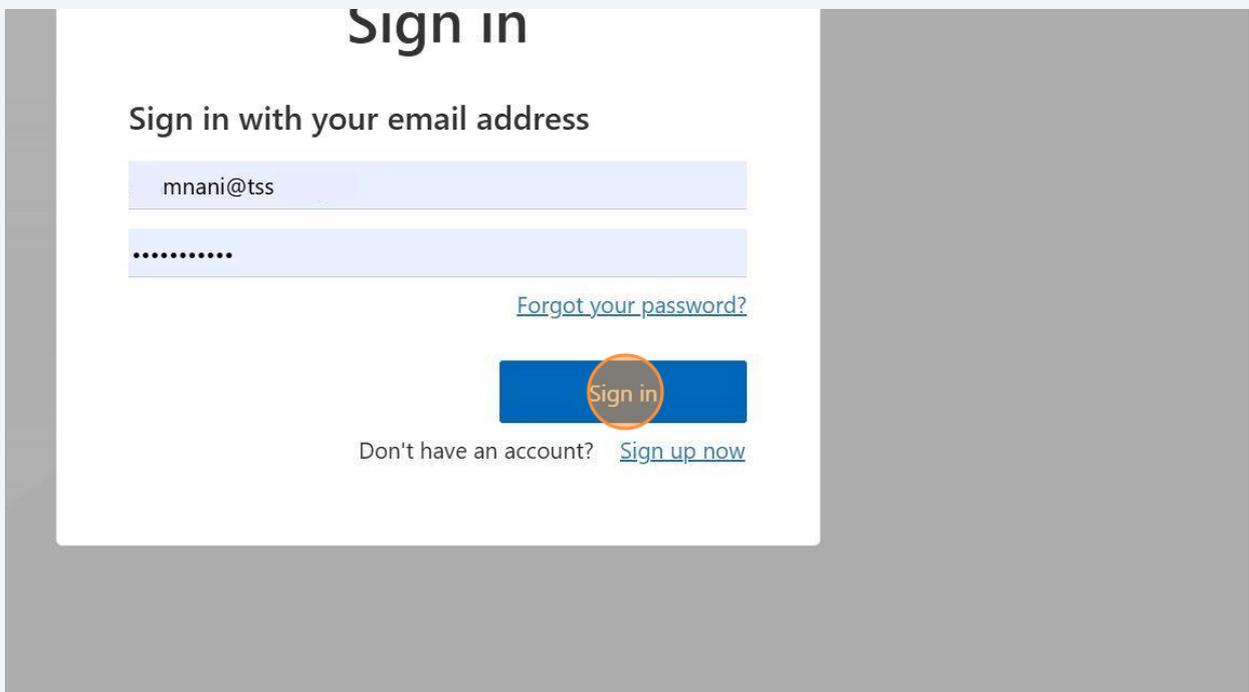
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Please use Chrome or Edge as your internet browser to access and submit applications through the TSSA Client Portal. Please avoid using the Safari browser as it is currently incompatible with the TSSA Client Portal for conducting transactions.

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

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



# Sign in

Sign in with your email address

mnani@tss

.....

[Forgot your password?](#)

[Sign in](#)

Don't have an account? [Sign up now](#)

7

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

Cancel



## User Details

Verification is necessary. Please click Send button.

Email Address

s\*\*\*\*\*@tssa.org \*

Send verification code

Continue

8

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

TSSA account email verification code

MO Microsoft on behalf of TSSA <msonlineserviceteam@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.

 **User Details**

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address  
\*\*\*\*\*@tssa.org \*

Verification code  
318900

**Verify code** **Send new code**

Continue

10

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

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

 **User Details**

E-mail address verified. You can now continue.

Email Address  
\*\*\*\*\*@tssa.org \*

**Continue**

Cancel

### 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.

The screenshot shows the BPV COI Insurer Portal home page. The top navigation bar includes the TSSA logo, a search bar, and buttons for 'Profile' and 'Sign out'. The main navigation menu has 'Home', 'Accounts', 'Applications', and 'Invoices'. The 'BPV Insurer' tab is selected. The left sidebar shows the 'Insurer Portal' with options: 'Inventory' (highlighted), 'Records Of Inspection', 'Violations', 'Cancellation Of Insurer', and 'Upload ROI' (circled in orange). The main content area is titled 'Inventory' and features a search bar with the placeholder 'Search For Something' and a 'Download' button. Below the search bar is a table with the following data:

Inventory #	Legacy Inventory Numbers	Account Name (Owner/Operator)	Site Name	Site Address	Asset Class
<a href="#">65052690</a>	1234567	Gaurdians of the Galaxy A Div Of Guardians	Site	111 WELLESLEY ST W, TORONTO, ON, M7A 1A2, Canada	Pressure Vessel
<a href="#">65052839</a>		Gaurdians of the Galaxy A Div Of Guardians	Site	111 WELLESLEY ST W, TORONTO, ON, M7A 1A2, Canada	Pressure Vessel
<a href="#">65052842</a>		Gaurdians of the Galaxy A Div Of Guardians	Site	111 WELLESLEY ST W, TORONTO, ON, M7A 1A2, Canada	Pressure Vessel

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 TSSA Insurer Portal interface. The top navigation bar includes the TSSA logo, a search bar, and links for 'Home', 'Accounts', 'Applications', and 'Invoices'. On the right, there are 'Profile' and 'Sign out' buttons. The left sidebar contains a menu with 'Inventory', 'Records Of Inspection', 'Violations', 'Cancellation Of Insurer', and 'Upload ROI' (highlighted in red). The main content area is titled 'Upload ROI' and features a 'Submit Applications' section. This section offers two options: 'Bulk upload multiple ROIs (Excel File)' with a 'Download Template' button, and 'Single ROI Add/Create a single ROI' with an 'Add ROI' button circled in orange. A link at the bottom reads 'Click [here](#) for Submission History / Index'.

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

The screenshot displays the 'Create ROI' page in the TSSA Insurer Portal. The breadcrumb trail at the top reads 'Home > Dash. > Uplo. > Insurer Portal - CreateROI'. The left sidebar is identical to the previous screenshot, with 'Upload ROI' highlighted. The main content area is titled 'Create ROI' and contains an 'Inventory Details' form. The form includes several input fields: 'TSSA ID\*', 'Status', 'CRN#', 'Serial Number', 'Installed Address', 'NB', 'Year Built', 'OIN', 'MAWP (psi)', and 'Maximum Inspection Frequency'. The asterisk on 'TSSA ID\*' indicates it is a mandatory field.



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

---

**Customer Information**  
*One of Contact Phone Number or Contact Email Address Should be populated!*

<b>Owner/Operator Name*</b> Pomfrey's Wing A Div Of Magical hospital	<b>Contact Name*</b> Eric Carle
<b>Contact Phone Number</b> 6475300010	<b>Contact Email Address</b> ecarle@mhospital.org

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

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

**Inspection Information**

Insurer Name*	Insurance A Div Of Insurance Testing INC	TSSA Issued Inspector Certificate Number (COC)*	
Inspection Agency Name*	Insurance A Div Of Insurance Testing INC	Inspector Name(Automatically populated with data from a valid COC)	
Insurance Inspector Email		Inspection Date*	06/03/2025
Inspection Type*	Internal		

[Cancel](#) [Create](#)

**Need Help?**

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)



**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**

Insurer Name*	Insurance A Div Of Insurance Testing INC	TSSA Issued Inspector Certificate Number (COC)*	BPV500133
Inspection Agency Name*	Insurance A Div Of Insurance Testing INC	Inspector Name(Automatically populated with data from a valid COC)	DAVOS KNIGHT
Insurance Inspector Email		Inspection Date*	06/03/2025
Inspection Type*	Internal		

[Cancel](#) [Create](#)

**Need Help?**

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**18** Select the "**Inspection Date**".

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

**Inspection Information**

Insurer Name*	TSSA Issued Inspector Certificate Number (COC)*
Insurance A Div Of Insurance Testing INC	BPV500163
Inspection Agency Name*	Inspector Name(Automatically populated with data from a valid COC)
Insurance A Div Of Insurance Testing INC	DAVOS KNIGHT
Insurance Inspector Email	Inspection Date*
	06/03/2025
Inspection Type*	
Internal	

Cancel Create

**Need Help?**

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Toll-Free: 1-877-682-TSSA (8772)  
Email: customerservices@tssa.org



**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*	TSSA Issued Inspector Certificate Number (COC)*
<input type="text" value="Insurance A Div Of Insurance Testing INC"/>	<input type="text" value="BPV500163"/>
Inspection Agency Name*	Inspector Name (Automatically populated with data from a valid COC)
<input type="text" value="Insurance A Div Of Insurance Testing INC"/>	<input type="text" value="DAVOS KNIGHT"/>
Insurance Inspector Email	Inspection Date*
<input type="text" value="kfadhlaoui@tssa.org"/>	<input type="text" value="06/03/2025"/>
Inspection Type*	
<input type="text" value="Select"/>	

**Need Help?**

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

- Internal
- External
- Internal & External

#### Inspection Information

Insurer Name*	Insurance A Div Of Insurance Testing INC	TSSA Issued Inspector Certificate Number (COC)*	BPV500163
Inspection Agency Name*	Insurance A Div Of Insurance Testing INC	Inspector Name(Automatically populated with data from a valid COC)	DAVOS KNIGHT
Insurance Inspector Email	kfadhlaoui@tssa.org	Inspection Date*	06/03/2025
Inspection Type*	Select		

Cancel Create

#### Need Help?

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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).  
Toll-Free: 1-877-682-TSSA (8772)  
Email: customerservices@tssa.org



21 Click the "Create" button.

#### Inspection Information

Insurer Name*	Insurance A Div Of Insurance Testing INC	TSSA Issued Inspector Certificate Number (COC)*	BPV500163
Inspection Agency Name*	Insurance A Div Of Insurance Testing INC	Inspector Name(Automatically populated with data from a valid COC)	DAVOS KNIGHT
Insurance Inspector Email	kfadhlaoui@tssa.org	Inspection Date*	06/03/2025
Inspection Type*	Internal		

Cancel Create

#### Need Help?

Anywhere you see an information icon ⓘ, please click it for more details.  
If experiencing technical difficulties, please contact  
TSSA's Customer Contact Centre.  
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Toll-Free: 1-877-682-TSSA (8772)  
Email: customerservices@tssa.org



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**

The screenshot shows a web interface for 'Violations'. At the top, there is a header 'Violations' with an orange circle icon. Below it is the 'Record Of Inspection (ROI) Information' section, which includes 'TSSA ID : 65096780' and 'Insurance Agency : Mordor A Div Of South Lands'. The next section is 'Open (Existing) Violations' with a red information icon. It contains a table with two columns: 'Resolve Violation' and 'Violation'. There are three rows, each with a checked checkbox and a description of a violation. The final section is 'New ROI violations' with a red information icon. It contains a table with three columns: 'Resolved during inspection', 'Open (pending) after inspection', and 'Violation'. There are two rows, each with unchecked checkboxes and a description of a violation.

**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.

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.

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.

27

Review the Report of Inspection and all violations.

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

<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 its nameplate or its illegible.	Medium
<input type="checkbox"/>	<input type="checkbox"/>	The safety relief device is missing.	High
<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 pressure setting is incorrect.	High
<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



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

<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 its nameplate or its illegible.	Medium
<input type="checkbox"/>	<input type="checkbox"/>	The safety relief device is missing.	High
<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 pressure setting is incorrect.	High
<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



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

- **Unvalidated Records**
- **Validated Records**

[Home](#) > [Dash.](#) > [Upla.](#) > Insurer Portal - IndexROI

### Add ROI

Excel File Details

File Name	Created On	Created By	Action
<small>Please Note                      Insurers are expected to review all unvalidated ROI's and work with TSSA to resolve the error messages. Please email <a href="mailto:bpv_inquiries@tssa.org">bpv_inquiries@tssa.org</a> for assistance.</small>			

### Unvalidated Records

TSSAID	Account Name (Owner/Operator)	Failure Reason	Action
65052690	Gaurdians of the Galaxy A Div Of Guardians	-> Error: Exempt Device	<a href="#">Edit</a> <a href="#">Details</a> <a href="#">Delete</a>

### Validated Records

TSSAID	Account Name (Owner/Operator)	Insurance Agency	Action
--------	-------------------------------	------------------	--------

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



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:

[Home](#) > [Dash.](#) > [Upla.](#) > Insurer Portal - IndexROI

### Add ROI

Excel File Details

File Name	Created On	Created By	Action
<small>Please Note: Insurers are expected to review all unvalidated ROIs and work with TSSA to resolve the error messages. Please email <a href="mailto:bpv_inquiries@tssa.org">bpv_inquiries@tssa.org</a> for assistance.</small>			

**Unvalidated Records**

TSSAID	Account Name (Owner/Operator)	Failure Reason	Action
65052690	Gaurdians of the Galaxy A Div Of Guardians	-> Error: Exempt Device	<a href="#">Edit</a> <a href="#">Details</a> <a href="#">Delete</a>

**Validated Records**

TSSAID	Account Name (Owner/Operator)	Insurance Agency	Action
--------	-------------------------------	------------------	--------

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

[Cancel](#) [Submit](#)

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

[Home](#) > [Dash.](#) > [Upla.](#) > Insurer Portal - IndexROI

### Add ROI

Excel File Details

File Name	Created On	Created By	Action
<small>Please Note: Insurers are expected to review all unvalidated ROIs and work with TSSA to resolve the error messages. Please email <a href="mailto:bpv_inquiries@tssa.org">bpv_inquiries@tssa.org</a> for assistance.</small>			

**Unvalidated Records**

TSSAID	Account Name (Owner/Operator)	Failure Reason	Action
65052690	Gaurdians of the Galaxy A Div Of Guardians	-> Error: Exempt Device	<a href="#">Edit</a> <a href="#">Details</a> <a href="#">Delete</a>

**Validated Records**

TSSAID	Account Name (Owner/Operator)	Insurance Agency	Action
100026597	LOTR A Div Of Erober	Insurance A Div Of Insurance Testing INC	<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.

[Cancel](#) [Submit](#)

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Check the Disclaimer Box and select the **"Submit to TSSA"** button to submit the validated record/ report of inspection.

Home > Dash. > Uplo. > Insurer Portal - IndexROI

### Add ROI

Excel File Details

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

Please Note:  
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	Account Name (Owner/Operator)	Failure Reason	Action
65052690	Gaurdians of the Galaxy A Div Of Guardians	-> Error: Exempt Device	<a href="#">Edit</a> <a href="#">Details</a> <a href="#">Delete</a>

### Validated Records

TSSAID	Account Name (Owner/Operator)	Insurance Agency	Action
100026597	LOTR A Div Of Erober	Insurance A Div Of Insurance Testing INC	<a href="#">Edit</a> <a href="#">Details</a> <a href="#">Delete</a>

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

[Cancel](#) [Submit](#)



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

Home > Dash. > Uplo. > Insurer Portal - IndexROI

### Add ROI

Excel File Details

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

Please Note:  
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	Account Name (Owner/Operator)	Failure Reason	Action
65052690	Gaurdians of the Galaxy A Div Of Guardians	-> Error: Exempt Device	<a href="#">Edit</a> <a href="#">Details</a> <a href="#">Delete</a>

### Validated Records

TSSAID	Account Name (Owner/Operator)	Insurance Agency	Action
100026597	LOTR A Div Of Erober	Insurance A Div Of Insurance Testing INC	<a href="#">Edit</a> <a href="#">Details</a> <a href="#">Delete</a>

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

[Cancel](#) [Submit](#)

## 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:*

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

**BETA TRIAL PORTAL**

Home Accounts Applications Invoices | BPV Insurer

Insurer Portal

- Inventory
- Records Of Inspection
- Violations
- Cancellation Of Insurer
- Upload ROI**

**Inventory**

Search For Something:

Download

Inventory #	Legacy Inventory Numbers	Account Name (Owner/Operator)	Site Name	Site Address	Asset Class
<a href="#">65052690</a>	1234567	Gaurdians of the Galaxy A Div Of Guardians	Site	III WELLESLEY ST W, TORONTO, ON, M7A 1A2, Canada	Pressure Vessel
<a href="#">65052839</a>		Gaurdians of the Galaxy A Div Of Guardians	Site	III WELLESLEY ST W, TORONTO, ON, M7A 1A2, Canada	Pressure Vessel
<a href="#">65052842</a>		Gaurdians of the Galaxy A Div Of Guardians	Site	III WELLESLEY ST W, TORONTO, ON, M7A 1A2, Canada	Pressure Vessel

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.

The screenshot shows the 'BETA TRIAL PORTAL' interface. At the top left is the TSSA logo (Technical Standards Safety Authority). The top navigation bar includes 'Home', 'Accounts', 'Applications', and 'Invoices'. On the right, there are 'Profile' and 'Sign out' buttons. Below the navigation bar, the page is titled 'Upload ROI'. On the left side, there is a sidebar menu with options: 'Inventory', 'Records Of Inspection', 'Violations', 'Cancellation Of Insurer', and 'Upload ROI' (which is highlighted with a red bar). The main content area is titled 'Submit Applications' and offers two options: 'Bulk upload multiple ROIs (Excel File)' with a 'Download Template' button (circled in orange) and an 'Upload File' button, and 'Single ROI' with an 'Add ROI' button. A note specifies 'Upload ROIs from Microsoft Excel file(.xls or .xlsx only)'. At the bottom, there is a link: 'Click [here](#) for Submission History / Index'.



35 Click the **"Upload xls"** button and upload the **Records of Inspection excel file**.

Insurer Portal

Inventory

Records Of Inspection

Violations

Cancellation Of Insurer

Upload ROI

BETA TRIAL PORTAL

Profile Sign out

Home Accounts Applications Invoices | BPV Insurer

Upload ROI

Submit Applications

Bulk upload multiple ROIs (Excel File)  
Upload ROIs from Microsoft Excel file(.xls or .xlsx only).

Download Template Upload File

OR

Single ROI  
Add/Create a single ROI.

Add ROI

Click [here](#) for Submission History / Index

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

- Excel File Details
- Unvalidated Records
- Validated Records

Home > Dash... > Uplo... > Insurer Portal > IndexROI

Add ROI

Excel File Details

File Name	Created On	Created By	Action
ROI upload UAT testing.xlsx	June 3, 2025	Ariv Robin	Details Delete

Please Note  
Insurers are expected to review all unvalidated ROIs and work with TSSA to resolve the error messages. Please email bpv\_inquiries@tssa.org for assistance.

Unvalidated Records

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

Home > Dash... > Uplo... > Insurer Portal - IndexROI

**Add ROI**

**Excel File Details**

File Name	Created On	Created By	Action
ROI upload UAT testing.xlsx	June 3, 2025	Ariv Robin	<a href="#">Details</a> <a href="#">Delete</a>

Please Note  
 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**



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:

Home > Dash... > Uplo... > Insurer Portal - IndexROI

**Add ROI**

**Excel File Details**

File Name	Created On	Created By	Action
ROI upload UAT testing.xlsx	June 3, 2025	Ariv Robin	<a href="#">Details</a> <a href="#">Delete</a>

Please Note  
 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	Account Name (Owner/Operator)	Failure Reason	Action
65052690	Gaurdians of the Galaxy A Div Of Guardians	-> Error: Exempt Device	<a href="#">Edit</a> <a href="#">Details</a> <a href="#">Delete</a>
10000003	City of hamilton	-> Error: Duplicate Entry	<a href="#">Edit</a> <a href="#">Details</a> <a href="#">Delete</a>

**Validated Records**

TSSAID	Account Name (Owner/Operator)	Insurance Agency	Action
--------	-------------------------------	------------------	--------

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

[Cancel](#) [Submit](#)

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

Home > Dash. > Uplo. > Insurer Portal - IndexROI

### Add ROI

Excel File Details

File Name	Created On	Created By	Action
Please Note Insurers are expected to review all unvalidated ROI's and work with TSSA to resolve the error messages. Please email bpv_inquiries@tssa.org for assistance.			

Unvalidated Records

TSSAID	Account Name (Owner/Operator)	Failure Reason	Action
65052690	Gaurdians of the Galaxy A Div Of Guardians	-> Error: Exempt Device	<a href="#">Edit</a> <a href="#">Details</a> <a href="#">Delete</a>

Validated Records

TSSAID	Account Name (Owner/Operator)	Insurance Agency	Action
100026597	LOTR A Div Of Erober	Insurance A Div Of Insurance Testing INC	<a href="#">Edit</a> <a href="#">Details</a> <a href="#">Delete</a>

I have reviewed the ROI's submitted and atest to their completeness and accuracy.

[Cancel](#) [Submit](#)

**39** Check the disclaimer box and select the **"Submit to TSSA"** button to submit the validated records.

Home > Dash. > Uplo. > Insurer Portal - IndexROI

### Add ROI

Excel File Details

File Name	Created On	Created By	Action
Please Note Insurers are expected to review all unvalidated ROI's and work with TSSA to resolve the error messages. Please email bpv_inquiries@tssa.org for assistance.			

Unvalidated Records

TSSAID	Account Name (Owner/Operator)	Failure Reason	Action
65052690	Gaurdians of the Galaxy A Div Of Guardians	-> Error: Exempt Device	<a href="#">Edit</a> <a href="#">Details</a> <a href="#">Delete</a>

Validated Records

TSSAID	Account Name (Owner/Operator)	Insurance Agency	Action
100026597	LOTR A Div Of Erober	Insurance A Div Of Insurance Testing INC	<a href="#">Edit</a> <a href="#">Details</a> <a href="#">Delete</a>

I have reviewed the ROI's submitted and atest to their completeness and accuracy.

[Cancel](#) [Submit](#)



Congratulations! You have uploaded multiple ROI records successfully.

The screenshot shows the 'Insurer Portal - IndexROI' interface. A green success banner at the top reads 'Great! Successfully Submitted.' with an 'OK' button. Below, there are sections for 'Unvalidated Records' and 'Validated Records'. The 'Unvalidated Records' table has the following data:

TSSAID	Account Name (Owner/Operator)	Failure Reason	Action
65052690	Gaurdians of the Galaxy A Div Of Guardians	-> Error: Exempt Device	Edit De

The 'Validated Records' table has the following headers:

TSSAID	Account Name (Owner/Operator)	Insurance Agency	Action
--------	-------------------------------	------------------	--------

## 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](mailto:customerservices@tssa.org).

To report issues with the BPV COI Insurer Portal, please contact [bpv\\_inquiries@tssa.org](mailto: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](mailto:BPVCustomerservice@tssa.org).

## 6. BPV COI Insurer Portal FAQs

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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>.