

# Consumer Protection Division, FCAA External User's Manual: The Basics of the Registration and Licensing System (RLS)

A User Guide to Assist External  
Consumer Protection Division RLS  
Users with the Basic Functionality of  
RLS.

[fcaa.gov.sk.ca](http://fcaa.gov.sk.ca)

April 2018



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# Introduction

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This is a guide to using the Financial and Consumer Affairs Authority (FCAA) online portal called the “Registration and Licensing System” (“RLS”).

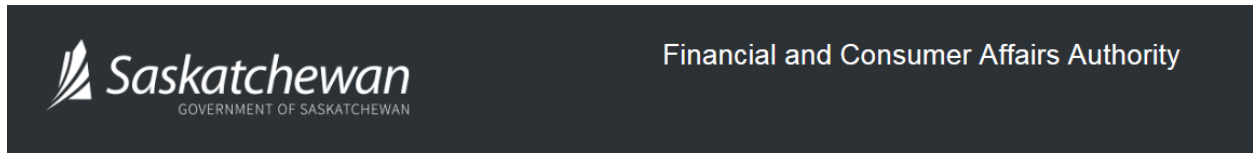
RLS allows a user to apply for licensing or registration, and to make filings (collectively called “Submissions” for the purposes of this guide), for various sectors regulated by FCAA. This guide explains how to create an account, edit a profile and navigate through RLS. For help and guidance on specific licensing or registration processes, please consult the specific Division and any reference materials that may be provided (please see “Contact Us” in this guide).

# The Home Page

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Navigating to <https://fcaa.saskatchewan.ca> will bring you to the home page. Here you can:

- Create an account, if you don't have one, by clicking the 'Register' button.
- Log in to RLS, once you have created an account.
- Trigger the process to reset your password, by clicking "forgot your password?"



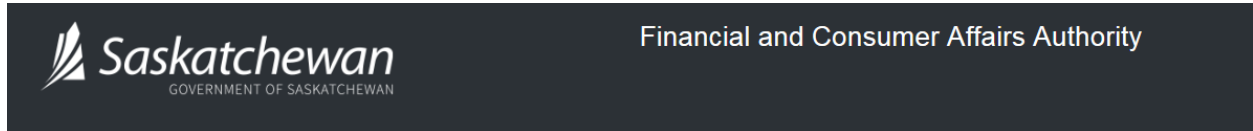
## FCAA Registration and Licensing System

Welcome to FCAA RLS

  
  
   
[Forgot your password?](#) 

## Create an account

Step 1: Click “Register”. You will see this screen:



### FCAA Registration and Licensing System

**FCAA RLS Registration**

Welcome to FCAA Registration and Licensing System

To register enter the fields below. Once you have successfully submitted your information an email containing your new temporary password will be sent to the address provided.

All items with a red (\*) icon are mandatory.

Username\*

First Name\*

Last Name\*

Email Address\*

Validate Email Address\*

**Register** **Cancel**

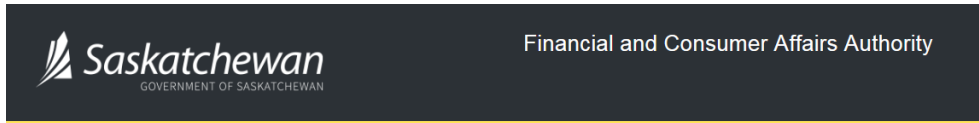
Provide your:

- Username (if you didn't receive one when FCAA launched RLS, then you can choose a Username)
- First Name and Last Name
- Email address and validate your email address

Please ensure the email address you submit is secure and that it is checked regularly, as all notices from RLS will be sent to this email address.

Click “Register”; you will receive an email with your temporary password. You will be taken back to the “Home Screen”.

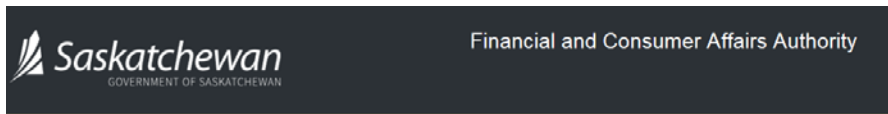
This is the home screen once again:



## FCAA Registration and Licensing System

The image shows a login and registration form. At the top, it says "Welcome to FCAA RLS". Below that are two input fields: "User ID" and "Password". There are two buttons: a teal "Login" button and a grey "Register" button. At the bottom left, there is a link "Forgot your password?" with a right-pointing arrow icon.

Step 2: Enter your User ID (i.e. your Username that you used to register; or the User ID that you received directly from FCAA when FCAA launched RLS) and enter your temporary password (you would've received this via the email address that you used to create your account). Click "Login". You will see this screen:



## FCAA Registration and Licensing System

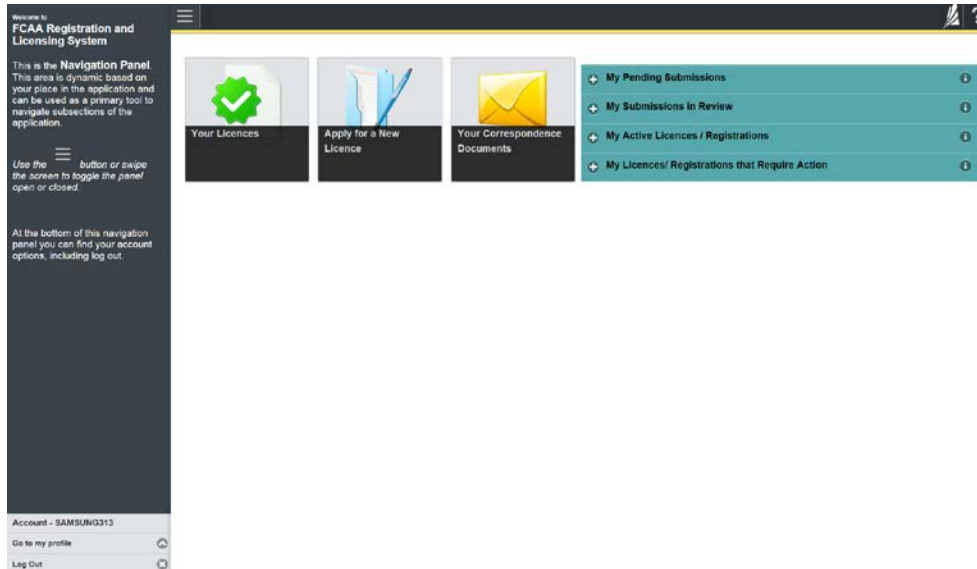
The image shows a "Password Expired" form. The title is "Password Expired". The text says: "The password on your account has expired. Please use this form to change your password." Below that, it says: "Passwords must be at least eight characters in length and include one uppercase letter, one lowercase letter and one number. All special characters are allowed." There are three input fields: "Current Password", "New Password", and "New Password (Confirm)". There are two buttons: a teal "Change Password" button and a grey "Cancel" button.

Enter your temporary password in the field beside "current password" and provide a new password. Confirm your new password by entering it again. Click "Change Password".

You will be taken to your RLS dashboard.

# Navigating Your RLS Dashboard



Once you have successfully signed in, you will see your RLS Dashboard, illustrated here:



## Dashboard Overview

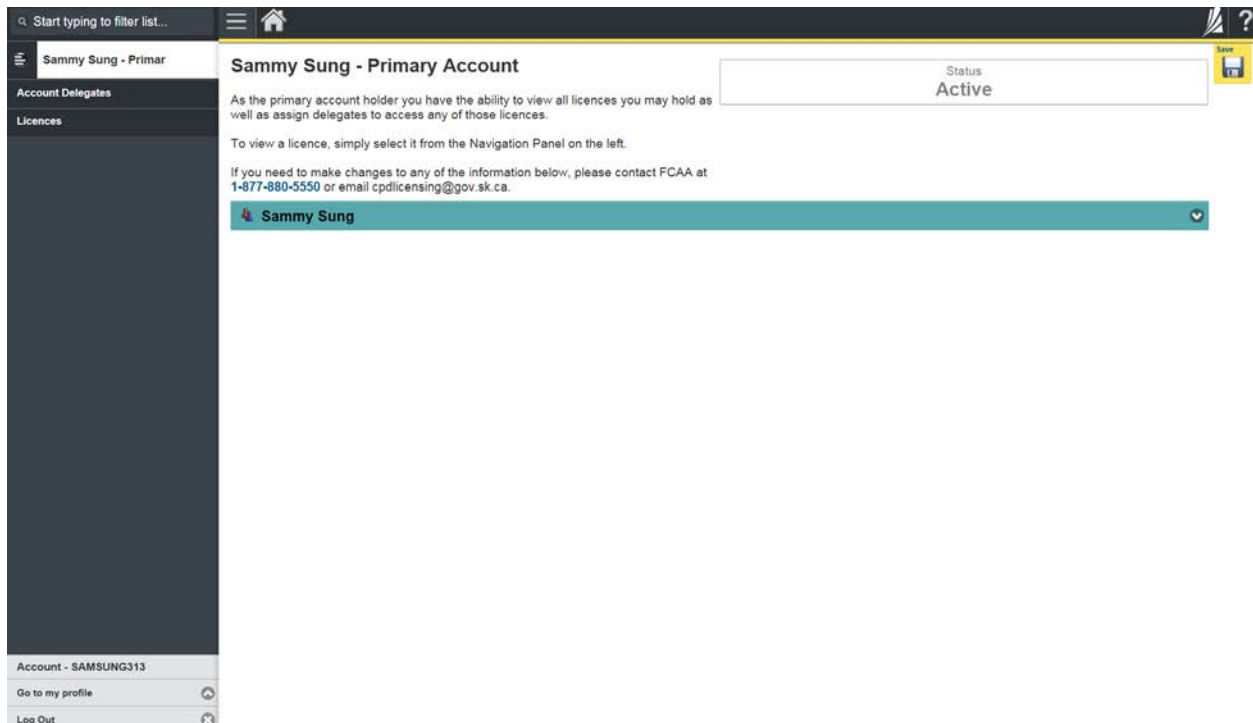
1. “Your Licences” and “My Active Licences / Registrations” – click to view your licences and registrations
2. “Apply for a New Licence” – click to start the application process of a new licence or registration
3. “Your Correspondence Documents” – click to view correspondence documents
4. “Go to my profile” – click to view your profile

If you required additional instructions for the following buttons and/or actions, please contact FCAA:



5. “My Pending Submissions” – click to view submissions that you are still working on and that have not been submitted to FCAA **OR** that have been submitted to FCAA but have been returned to you under a “Request more Information”
6. “My Submissions in Review” – click to view submissions that you have submitted to FCAA and that FCAA is currently reviewing
7. “My Licences / Registrations that Require Action” – click to view active licences or registrations that require action
8. To log out of RLS, click “Log Out”, found at the left bottom corner of the screen.
9. To hide (and show) the navigation panel, found on the left side of the screen, click the , found at the top left corner of the screen.
10. You will find general instructions by clicking the  found at the right top corner of the screen.

## “Your Licences” Button

Click on the “Your Licences” button and you will see this screen:



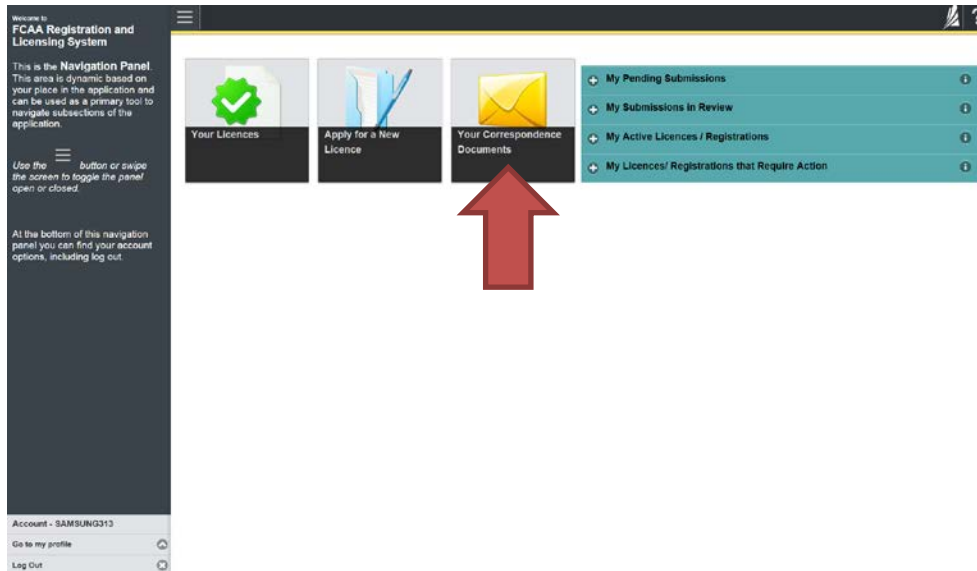
From this screen, you will be able to:

1. View and manage your licences and registrations – click “Licences”
2. View and manage your account delegates – click “Account Delegates”
3. View and manage your primary owner account and RLS profile – click the dropdown arrow beside your name or click on “Go to my profile”
4. Log out of RLS – click “Log Out”
5. Minimize (and Maximize) the Navigation Panel – click 
6. Return to your main RLS Dashboard – click 



## “Your Correspondence Documents” Button

Back on your RLS Dashboard screen, you will see a “Your Correspondence Documents” button.



Click on that button and RLS will generate a listing of correspondence sent to you, including any attachments to that correspondence.

# Account Delegates

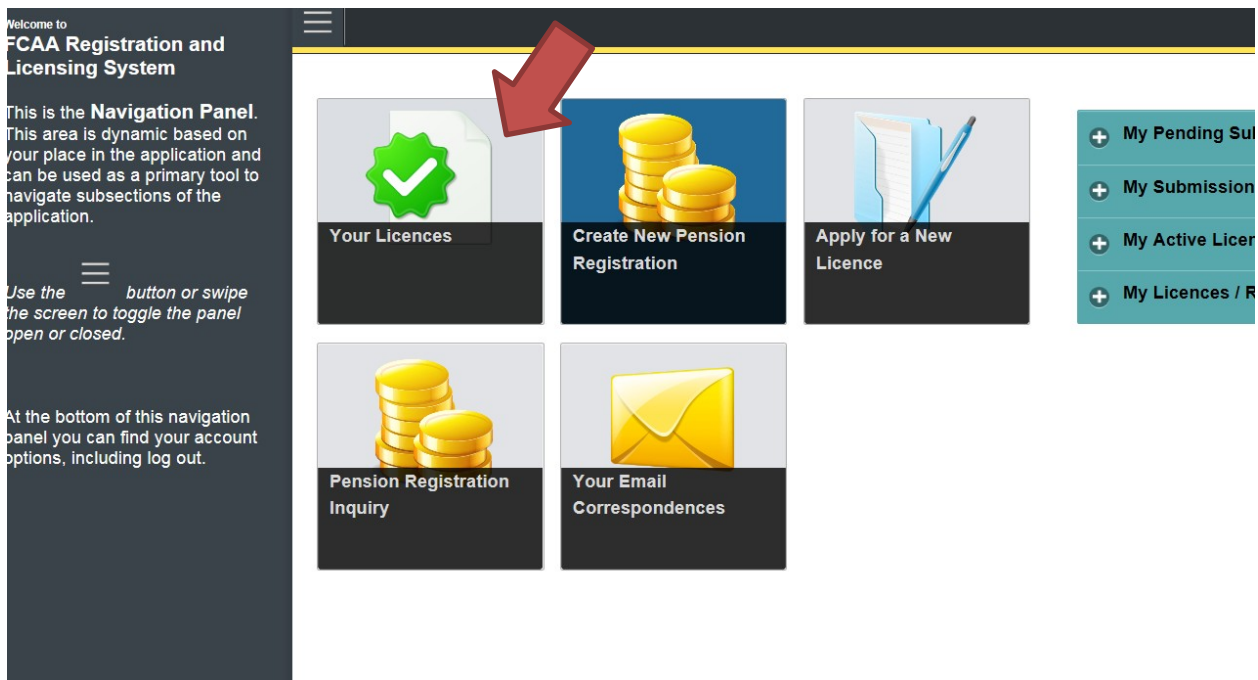
## Introduction

Using the account delegate functionality, you will be able to add additional users to your RLS account so that they may assist you with managing the account.

It is important to note that a “Delegate” has almost all the same abilities within RLS as you do as the Primary Owner. It is your responsibility to monitor the undertakings of the “Delegate”.

## Adding a Delegate

1. Log in to RLS. From your dashboard, click on the “Your Licences” button:



2. On the left-hand side navigation panel. Select “Account Delegates”. Click the “Add” button. Select “Delegate Invite”.

3. You will see a screen like this one:

Account Delegates  
**Invite -**

Status  
**Pending**

Delegate Information

First Name\*

Last Name\*

Email Address\*


Confirm Email Address\*

Message

*You can include an optional message to send to the invitee*

Select the licences that you wish to grant access


- RPP - 3322112 RLS Board Preso DC Plan
- RPP - 3322113 RLS Overview Combination Plan
- RPP - 6655442 March 13, 2018 Correspondence Combo 1



Enter the first name, last name and email address for your invitee.

Include a message that helps your invitee understand the purpose of the invitation. Select the licences / registrations that you wish the invitee to have access to.

Click "Send Invitation".



**Send Invitation** **Remove Invitation**

Before clicking "Send Invitation", if you no longer wish to proceed, you can click "remove invitation".

4. Once you click “Send Invitation”, the status of that invitation will change to “Pending Acceptance”. The screen will look like this:

Account Delegates

**Invite - Tommy Test**

Status  
**Pending Acceptance**

---

Delegate Information	
First Name	Tommy
Last Name	Test
Email Address	@gov.sk.ca
Confirm Email Address	gov.sk.ca
Message	As per our discussion, you are being granted access to assist with filing annual information returns. <i>You can include an optional message to send to the invitee</i>
Select the licences that you wish to grant access	RPP - 9988773 March 15, 2018 DC Plan 1, RPP - 9988774 March 27, 2018 Test Plan, RPP - 9999996 April 11, 2018 NP SC Testing Combination Plan - Basic, RPP - 9999997 April 11, 2018 NP SC Testing DB Plan - Basic, RPP - 9999998 April 11, 2018 NP SC Testing DC Plan - Basic

[Revoke Invitation](#)

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Prior to the invitee accepting the invitation, you can click “Revoke Invitation” and the invitation will no longer work for the invitee.

5. The invitee will get an email like this:

**FCAA Delegate Invitation | RPP-JANETPOWERS invites you!**

itrac@fcicanada.com

R3 Project

Sent: Mon 7/23/2018 2:45 PM

To: Dove, Tami FCAA

**You have been invited by RPP-JANETPOWERS**

RPP-JANETPOWERS has sent you this invitation to be a delegate for the following Licences:

RPP - 9988773 March 15, 2018 DC Plan 1

RPP - 9988774 March 27, 2018 Test Plan

RPP - 9999998 April 11, 2018 NP SC Testing DC Plan - Basic

RPP - 9999997 April 11, 2018 NP SC Testing DB Plan - Basic

RPP - 9999996 April 11, 2018 NP SC Testing Combination Plan - Basic

As per our discussion, you are being granted access to assist with filing annual information returns.

[Respond to Invitation →](#)

- The invitee clicks “Respond to invitation” and is taken to the FCAA login page. If the invitee already has a user ID and password, they would use it now. If not, then they would click “register” and set up a user ID and password. Once that is done, they would log in to RLS and proceed with responding to the invitation.
- Once logged in, the invitee will see the following screen:

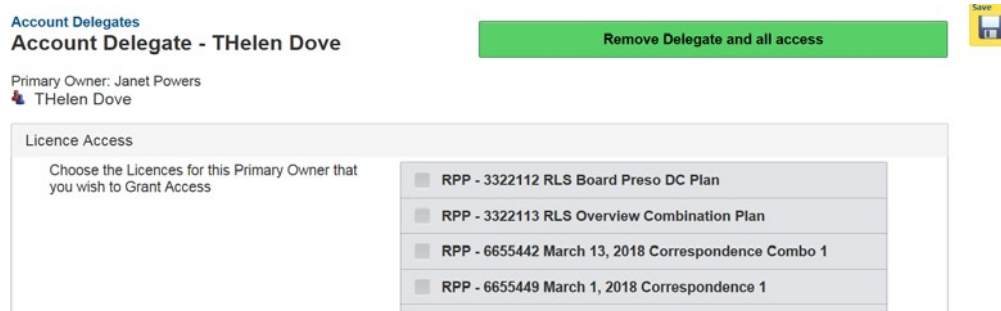
**Invite - Tommy Test** Status  
Pending Acceptance

Delegate Information	
First Name	Tommy
Last Name	Test
Email Address	tami.dove@gov.sk.ca
Confirm Email Address	tami.dove@gov.sk.ca
Message	As per our discussion, you are being granted access to assist with filing annual information returns. You can include an optional message to send to the invitee
Select the licences that you wish to grant access	RPP - 9988773 March 15, 2018 DC Plan 1, RPP - 9988774 March 27, 2018 Test Plan, RPP - 9999996 April 11, 2018 NP SC Testing Combination Plan - Basic, RPP - 9999997 April 11, 2018 NP SC Testing DB Plan - Basic, RPP - 9999998 April 11, 2018 NP SC Testing DC Plan - Basic

To accept the invitation, the invitee clicks “accept invitation”. To reject it, the invitee clicks “reject invitation”.

Once accepted, the invitee will be able to perform most functions that the Primary Owner can perform. The delegate cannot add additional delegates to a licence / registration. A delegate does not receive the RLS generated emails and letters; the Primary Owner is responsible for forwarding those communications, as they see appropriate, to the delegate.

8. To manage the delegate's access, the Primary Owner goes back to the "Account Delegates" page and selects the delegate from the listing. The following screen will appear:



- a. To add or subtract licences / registrations from the delegate's access, simply select new or remove old selections and click "save".
- b. To remove the access, the Primary Owner goes back to the "Account Delegates" page and selects the delegate from the listing, and then clicks on the button that reads "Remove Delegate and All Access".

# Primary Account Profile


This section provides you with instructions related to:

- A. Viewing and managing your profile (i.e. name and password)
- B. Viewing and managing your delegated users.

## Viewing and managing your primary account profile

You are able to navigate to your RLS primary account profile by either 1) clicking the dropdown arrow beside your name as described under point 3 of the “Your Licences” button section of this guide or 2) clicking the “go to my profile” button found at the bottom left hand corner of the Navigation Panel.

By clicking the drop down arrow beside your name (as described under point 3 of the “Your Licences” button section of this guide), you will see this screen:

**Jane Smith - Primary Account** Status  
**Active** 

As the primary account holder you have the ability to view all licences you may hold as well as assign delegates to access any of those licences.

To view a licence, simply select it from the Navigation Panel on the left.

If you need to make changes to any of the information below, please contact FCAA at **1-877-880-5550** or email [cpdlicensing@gov.sk.ca](mailto:cpdlicensing@gov.sk.ca).

**Jane Smith**

[Edit Jane Smith](#)

**Person Details**

Prefix	-
First Name	Jane
Middle Name	-
Last Name	Smith
Suffix	-
Abbrev	-

**Email Information**

Email Type	Email Address
Authorization	@gmail.com

If you click on “Edit [Your Name]”, or if you have originally clicked on “go to my profile”, you will be taken to a screen similar to this one:

[Back to Sammy Sung - Primary Account](#) [View](#) [Edit](#) 

**Sammy Sung**

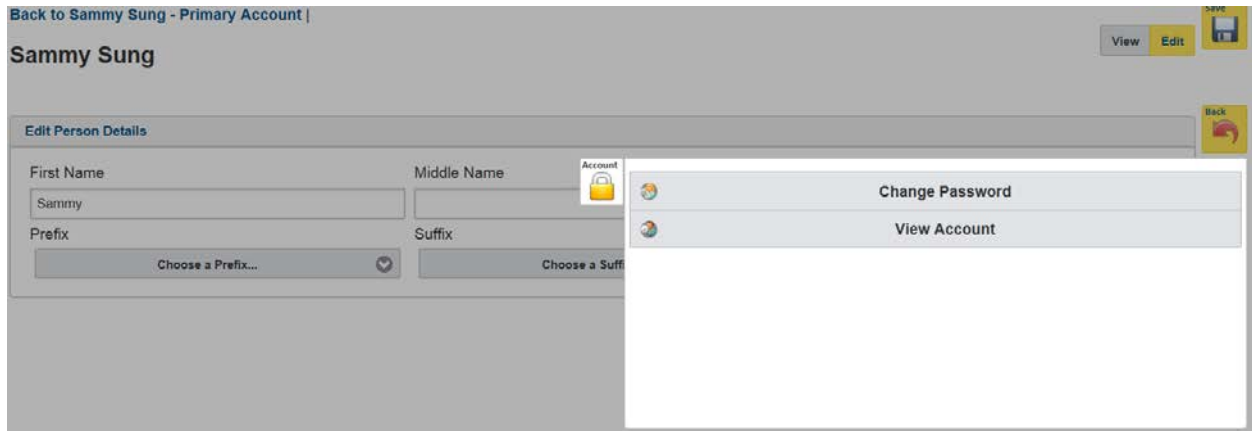
**Edit Person Details**

First Name	Middle Name	Last Name
<input type="text" value="Sammy"/>	<input type="text"/>	<input type="text" value="Sung"/>
Prefix	Suffix	
<input type="text" value="Choose a Prefix..."/>	<input type="text" value="Choose a Suffix..."/>	

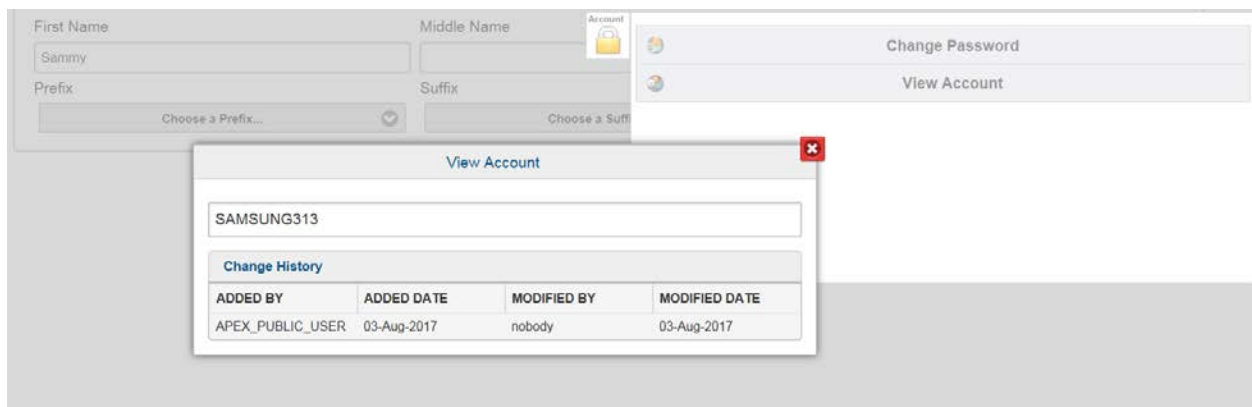
 

On this screen, you can update your name. Remember to click “Save” to save your changes.

Click the little lock with the heading “Account”. It looks like this: . If you click the lock, you will see a screen similar to this one:



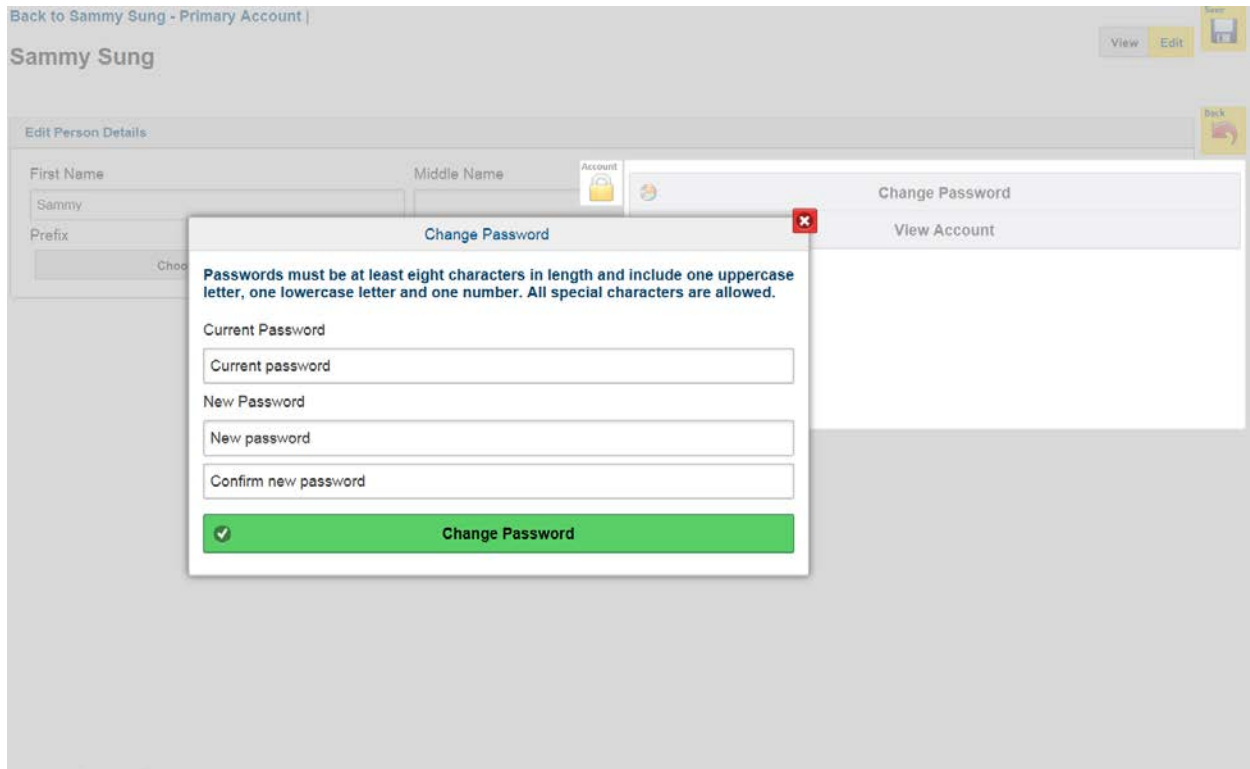
You can view details related to your account here. If you clicked “View Account”, you will see a similar screen to this:



While you can type in the User ID field (in the above picture – the field that has “SAMSUNG313” in it) – any change in that field will not be saved. In order to make changes to that field, please contact FCAA.



If you clicked “Change Password”, you will see a similar screen to this:



The screenshot shows a user account management interface for 'Sammy Sung'. A modal window titled 'Change Password' is open, displaying the following instructions: 'Passwords must be at least eight characters in length and include one uppercase letter, one lowercase letter and one number. All special characters are allowed.' The form contains three input fields: 'Current Password' (with placeholder text 'Current password'), 'New Password' (with placeholder text 'New password'), and 'Confirm new password'. A green button with a checkmark icon and the text 'Change Password' is located at the bottom of the modal. The background interface includes a 'Back to Sammy Sung - Primary Account' link, a 'Sammy Sung' header, and buttons for 'View', 'Edit', and 'Save'.

Provide the requested information, click “Change Password” and your password will be changed.

Click “save”. Return to your main RLS Dashboard by clicking the little “house” symbol found at the left top corner of the screen.

To change the **authorization email** for your RLS account, please contact FCAA.

# Form Field Basics

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The various pages of a Submission use different ways to record information you provide.

## Text Entry

These boxes are used to record text such as names and address details. Simply type the required information in the box:

Name of Bond Issuer*	Please provide details about your bond Enter the Name of bond issuer
Bond Number*	
Bond Amount*	

Note: Any field marked with an \* is mandatory, and must be filled in or completed in order to submit the form.

## Dropdowns

These are used to make a selection from a pre-determined list. Click the down arrow on the right hand side of the box and then click on your selection from the list:

What type of private sector organization?*	<div style="border: 1px solid black; padding: 2px;"><p>Incorporated company</p><p>Unincorporated business (sole proprietor or partnership)</p><p>Co-operative</p><p>Trade or employee association</p><p>Religious, charitable or non-profit organization</p><p>Other (Private)</p></div>
What is the main nature of the Plan Sponsor's business?*	

## Radio Buttons

These are used to indicate agreement or confirmation, or to select one of several options. These come in two different forms:

### Selection Boxes:

Vehicle Dealer Licence	
Do your planned business activities include conducting business with the general public or only other motor vehicle dealers?*	<input type="radio"/> General Public <input checked="" type="radio"/> Other Motor Vehicle Dealers

### Round Radio Button:

The applicant's jurisdiction of incorporation, formation or residency (as applicable)\*

<input checked="" type="radio"/> SASKATCHEWAN
<input type="radio"/> ALBERTA
<input type="radio"/> BRITISH COLUMBIA
<input type="radio"/> CANADA
<input type="radio"/> MANITOBA
<input type="radio"/> NEW BRUNSWICK

## Checkboxes

These are used to select one or more of several options. They look like this:

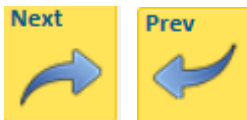
Check the boxes to indicate which jurisdiction(s):\*

<input type="checkbox"/>	SASKATCHEWAN
<input type="checkbox"/>	ALBERTA
<input type="checkbox"/>	BRITISH COLUMBIA
<input type="checkbox"/>	MANITOBA
<input type="checkbox"/>	NEW BRUNSWICK
<input type="checkbox"/>	NEWFOUNDLAND

## Buttons

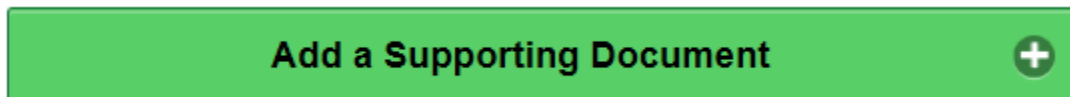
These are used to advance through the process. Click on these in accordance with the functionality displayed on the button:

- The **Previous** and **Next** buttons guide you through the process.



- The **Add** button allows you add new rows to a grid of multiple items of information:

One example:



Another example:



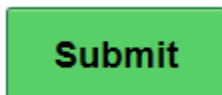
- The **Remove Record** button is used to delete an entry in certain Submissions.



- The **Information** button provides additional instruction related to the field in the Submission.

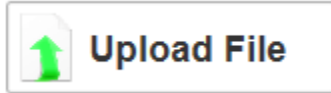


- The **Submit** button is used to submit entries to a grid.



## Buttons (continued)

- The **Upload** button is used to upload selected documents.



- The **Save** button saves the information that you have typed on the screen.



## Blue Text

These are used to provide you with information. Fields with blue text cannot be modified.

This is an example of “blue text”:

Plan Administrator	
Company Name	ABC Company Ltd.
Plan Administrator Type	The Employer

# Payment

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The final step in several of the submission processes is payment.

Depending on the type of licence or registration event that you are undertaking, you may have the option to:

- 'Pay online' (by credit card or online debit) (Note: there is a cut-off whereby any amount over \$2,500 must be paid by cheque), or
- 'Send payment separately' (if you are paying by cheque; cheques are to be made payable to the "Minister of Finance").

The actual payment page will vary depending upon the type of Submission being submitted.

Please complete the payment page as directed.

If you select to pay online, you will be re-directed to a page on the Moneris website (our online payment provider), where you will be asked to enter the appropriate credit card or online debit details and information. For all non-online payments, please clearly reference the submission information in your reference line.

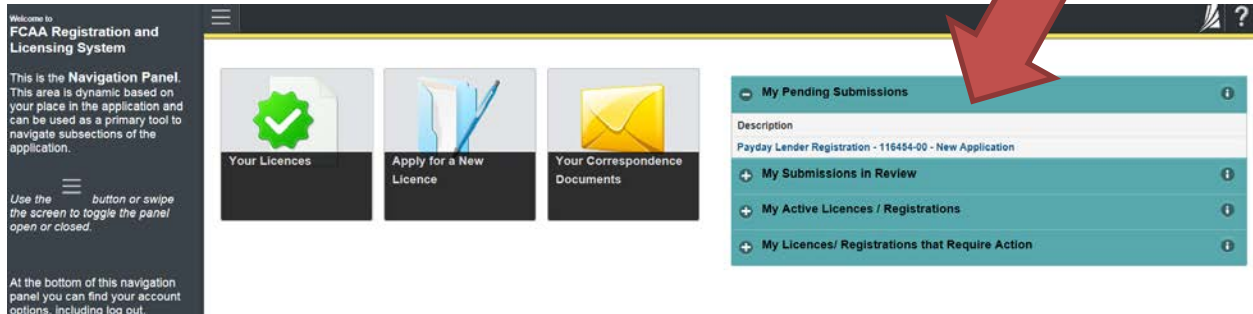
Please note that in order for your Submission to be submitted electronically when using a credit card or online debit to pay your Submission fee, the transaction must succeed. Further, if you are paying offline (i.e. by cheque), your Submission may be considered incomplete until the appropriate filing fee has been processed by FCAA.

Note: There is no fee for Registering a Film Classification and/or Video Theatre, Distributor or Retailer.

# Navigation

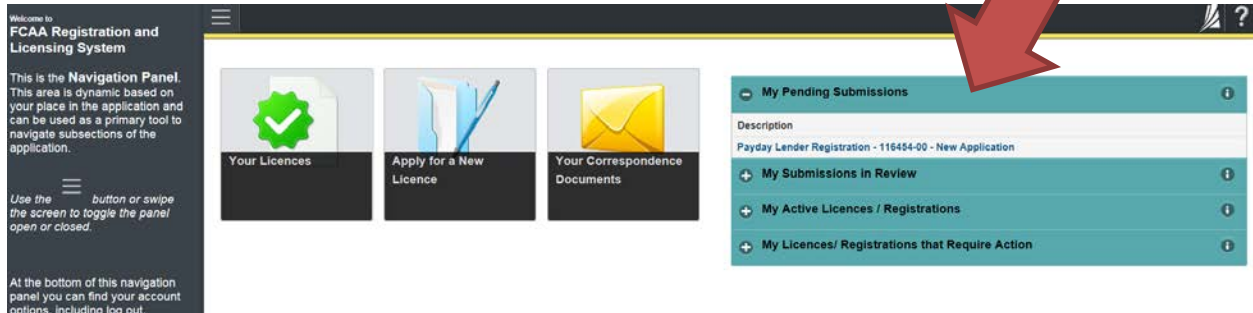
## Returning to Work on Your Submission

Provided you haven't submitted your Submission to FCAA, you can continue working on it by clicking on "My Pending Submissions" found on your RLS Dashboard.



## Responding to a "Request for More Information" Message

If you have submitted your Submission to FCAA and receive an email from RLS indicating that FCAA requires additional information (called a "request for more information") related to your Submission, you must respond to that request directly within the Submission itself. You will find the Submission by clicking "My Pending Submissions" found on your RLS Dashboard.




## Viewing your Submissions that are with FCAA in review

Once your Submission has been successfully submitted, you will see your Submission 'In Review' under the heading "My Submission in Review":

Welcome to  
**FCAA Registration and Licensing System**

This is the **Navigation Panel**. This area is dynamic based on your place in the application and can be used as a primary tool to navigate subsections of the application.

Use the  button or swipe the screen to toggle the panel open or closed.

At the bottom of this navigation panel you can find your account options, including log out.

Account - RPP-TD-TEST  
[Go to my profile](#)

**Your Licences**

**Create New Pension Registration**

**Apply for a New Licence**

**Your Correspondence Documents**

**My Pending Submissions**

**My Submissions in Review**

Description

012346-00 - REG : -
102782-00 - REG : -
113476-00 - REG : -
113480-00 - REG : -
116129-01 - AIS : - 31-Dec-2016
116298-09 - AIS : - 31-Dec-2016
116374-05 - AIS : - 01-Jan-2017

**My Active Licences / Registrations**

**My Licences/ Registrations that Require Action**

# System Messages

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After successful Submission, RLS will send an email to the email address associated with your account, advising you of this fact. If the status of your Submission changes, as a result of the processing of your Submission, you will receive a further email. This may result in a “request for more information”, or to advise you that the Submission has been approved or rejected.

You can then sign in to RLS and either provide further information, upload documents, view your approved Submission, or download approved licences or registrations (if applicable).



# Contact Us

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## General Information

Consumer Protection Division  
Financial and Consumer Affairs Authority  
Suite 500, 1919 Saskatchewan Drive  
Regina, SK S4P 4H2

Phone: (306) 787-5550  
Phone: 1-877-880-5550  
Fax: (306) 787-9779  
Email: [consumerprotection@gov.sk.ca](mailto:consumerprotection@gov.sk.ca)