

If you run into issues call 1-877-880-5550 or email [consumerprotection@gov.sk.ca](mailto:consumerprotection@gov.sk.ca)

## Login/registration screen for FCAA's Registration and Licensing System (RLS) at [fcaa.saskatchewan.ca](http://fcaa.saskatchewan.ca)

You can:

- Login using an existing username and password
- Register a new account (note, if you have an existing licence, contact [consumerprotection@gov.sk.ca](mailto:consumerprotection@gov.sk.ca) to delegate access and associate a licence with a new account)
- Reset your password using the "Forgot your password?"

The screenshot displays the login and registration interface for the FCAA RLS. At the top, the Saskatchewan Government logo and the Financial and Consumer Affairs Authority name are visible. The main heading is "FCAA Registration and Licensing System". Below this is a form titled "Welcome to FCAA RLS" containing the following elements:

- User ID** input field
- Password** input field
- Login** button (highlighted in blue)
- Register** button
- Forgot your password?** link with a right-pointing arrow icon

Red arrows in the image point to the User ID field, Password field, Login button, Register button, and the Forgot your password? link.


The footer of the page includes the Government of Saskatchewan logo and the text "Contact Us | Privacy | © Copyright 2016".

## Initial screen after login

1. Your Licences —a listing of your pending and active licences
2. Apply for a New Licence — begin an application for a new licence
3. Your Email Correspondences — access copies of all communications/emails sent to you
4. Portal: My Pending Submission — applications/filing started, but not submitted. Only 1 active filing/application per licence in process at a time
5. Portal: My Submissions in Review — applications/filings submitted, but not approved. You will also find submissions which require further information by our office here
6. My Active Licences/ Registrations — same as #1 “Your Licences”
7. My Licences/Registrations that Require Action — licences which have a filing due
8. Information bubble — click here to learn more about this item
9. Navigation menu — this button closes and opens the left-hand navigation menu
10. Account name —note: you cannot change your username once it is set
11. Go to my profile — click here to review/change account information
12. Log Out of the application


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 to toggle the panel open or closed.


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


Account - MCTERST **10**


Go to my profile **11** 





Log Out **12** 

**9**

**1**  Your Licences

**2**  Apply for a New Licence

**3**  Your Email Correspondenc...

+ My Pending Submissions	<b>4</b>	<b>8</b> 
+ My Submissions In Review	<b>5</b>	
+ My Active Licences / Registrations	<b>6</b>	
+ My Licences / Registrations that Require Action	<b>7</b>	

## Licence Screen

1. Licence information—including licence number and licensee business name
2. Status of Licence—active or Inactive
3. View Licence—view and print your licence (ensure popup blocker is disabled and you have a pdf viewer)
4. Withdraw Licence—submit an application to surrender your licence
5. Action Button — “Start Annual Filing” or submit an information change request if your annual filing isn’t due for a while
6. Type of licence
7. The licence number of an approved licence
8. Dates of issue, next payment due date, next type of submission and date it is required
9. Yellow Menu – Perform actions related to the screen you are on including move through steps within a filing, save information you have entered into a filing, and cancel a submission you started by accident.

The screenshot shows the FCAA Licence Screen. At the top, there is a search bar and navigation icons. The main content area is titled "Licences / Registrations" and features the FCAA logo. A status box indicates the licence is "Active". Below this, there are two green buttons: "View Licence" and "Withdraw Licence". A table titled "Licence Information" provides details about the licence, including its type, number, name, and various dates. A yellow sidebar on the right contains a "Control" menu with icons for "Go to my profile" and "Log Out".

Licence Information	
Type	Vehicle Dealer
Licence #	
Licence Name	
Date of Issue	29-Sep-2011
Effective Date	29-Sep-2011
Expiry Date	Continuous Licence
Next Payment Date	30-Oct-2016
Next Expected Submission	Annual Filing
Next Expected Submission Date	30-Oct-2016
Transitional Filing Indicator	Complete

## Troubleshooting

### **I don't know my username or password.**

Follow the prompt after you click the "Forgot Your Password?" You may reset the password using the email on the account. A system generated password will be emailed to you.

### **I received a message that indicates I am locked out of my account.**

Too many failed login attempts can result in your account being temporarily locked. While this can be frustrating, it is also an important feature to prevent unauthorized access to your account. In the event that this occurs, please wait 20 minutes before attempting to login again. If you continue to experience problems after waiting, please contact our office for assistance.

### **I logged in to the system, but there is no licence or information in the portals.**

Please ensure that you have completed your profile. If you still do not see anything, it is likely that your username is not associated with a licence. You will need to contact our office or login to the correct username to access your licence information. If the account isn't associated with a licence, email us at [consumerprotection@gov.sk.ca](mailto:consumerprotection@gov.sk.ca) and include your: Licence number(s) and business/operating name(s), username and email, and authorization from someone with authority (manager, owner) that they wish to delegate access to the user.

### **Our business no longer has access to the account (employee left, lost, can't reset, email no longer exists)**

Email us at [consumerprotection@gov.sk.ca](mailto:consumerprotection@gov.sk.ca) and include your: Licence number and business/operating name, username and email address.

### **I would like to delegate access to my account.**

Email us at [consumerprotection@gov.sk.ca](mailto:consumerprotection@gov.sk.ca) and include your: Licence number and business/operating name, username and email address. Also include in your request, the first name, last name and the email address of the person whom you wish to delegate access to.

### **There has been a change in information, but my annual filing isn't due for a few months. How can I update you?**

Log into your account, click "Your Licences" button, click "Provide Information Update" button. When you click this, go to the step(s) where information has changed, click "Make Change" on the top-right, change the information, save/hit next, go to the declaration step, declare and submit.

### **Contact Information**

**FCAA, Consumer Protection Division**

**500-1919 Saskatchewan Drive**

**REGINA SK S4P 4H2**

**1-877-880-5550, option 2 to speak with a Licensing Officer**

**email: [consumerprotection@gov.sk.ca](mailto:consumerprotection@gov.sk.ca)**