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

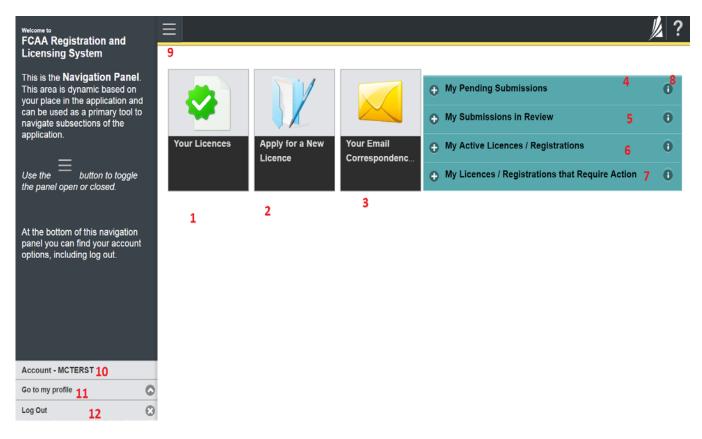
You can:

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

19.29	Saskatchewan	Financial and Consumer Affairs Authority			
FCAA Registration and Licensing System					
	Welcome to FCAA RLS User ID Password				
	Login Forgot your password?	Register			
	Government 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



Licence Screen

- 1. Licence information —including licence number and licencee 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.

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Licences / Registratio Licence - 2	Licences / Registrations 1	2 - 2	Status Active	9 Cantrait
	FCAA	3 4	View Licence Withdraw Licence	Actions
1	Licence Information	5		
	Туре	Vehicle Dealer 6		
	Licence #	7		
	Licence Name	24		
	Date of Issue	29-Sep-2011 8		
	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		
Account - CMILOS				
- 11/1/2/14/2/01/22	2			
Log Out	3			

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 <u>consumerprotection@gov.sk.ca</u> 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 <u>consumerprotection@gov.sk.ca</u> 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 <u>consumerprotection@gov.sk.ca</u> 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