Ontario ⚘

Ministry of
Children, Community and Social Services

SOR-RL

Serious Occurrence Reporting - Residential Licensing

Local Registration Authority (LRA) Requirements
and
Guide for Using SOR-RL

February 2022

Table of Contents

Introduction to this document

Using this document

This document is divided into two parts:

- **Part 1** outlines the ministry's requirements of a SOR-RL Local Registration Authority.

- **Part 2** provides a user guide for performing related LRA functions in the SOR-RL system.

Glossary of Terms

Term	Description
Local Registration Authority ("LRA" or "SOR-RL LRA")	A designated Employee in a management role at a funded and/or licensed Ministry Service Provider who is responsible for the 1) authentication of an Employee's access to SOR-RL and 2) creation and removal of SOR-RL User accounts within their organization as required.
Local Registration Authority ("LRA") Applicant	An Employee (in a management role) applying to be designated as a Local Registration Authority for their organization. Only Employees in a management role are eligible to apply for the LRA designation.
LRA	Local Registration Authority
Ministry	Ministry of Children, Community and Social Services
Registration Authority Assessor (Ministry RAA)	A Ministry official designated to authenticate the identity of a SOR-RL LRA.
Service Provider	Persons or entities that are funded, licensed or directly-operated by the Ministry.
Service Provider Employee (Employee)	An Employee, contractor or agent of a Service Provider.
SOR	Serious Occurrence Report
SOR-RL	Serious Occurrence Reporting and Residential Licensing online tool.
SOR-RL User (User)	An Employee who is granted an account to access to SOR_RL by an LRA and uses SOR-RL as part as part of their job (e.g. submitting serious occurrence reports (SORs) to the Ministry).

Term	Description
SOR-RL User Support	Support from the Ministry available to SOR-RL Users. Designated Ministry representatives in regional offices and corporate program areas are available to provide User support and respond to questions regarding SOR-RL.
YJSD	Youth Justice Service Division

SOR-RL User support

If you have questions regarding the processes described in this document, contact your designated SOR-RL User Support Contact.

Office/Facility/Program Area	SOR-RL User Support Contact
Child and Parent Resource Institute (CPRI)	Christine.Turner@ontario.ca
Indigenous Healing and Wellness Strategy (IHWS)	Adryan.Bergstrom-Borins@ontario.ca
Provincial Anti-Human Trafficking Coordination Office (PATCO)	Paraniya.Balakumar@ontario.ca Karen.Derochie@ontario.ca
East Region	ER_SOR-RL@ontario.ca
Central Region	askCentralRegionSORRL@ontario.ca
North Region	askNorthRegionSORRL@ontario.ca
Toronto Region	askTorontoRegionSORRL@ontario.ca
West Region	askWestRegionSORRL@ontario.ca
Directly Operated Youth Justice Custody/Detention Facilities	Rachel.Ferreira@ontario.ca Shawna.Huntington@ontario.ca
Probation Offices	Ian.Hazelwood@ontario.ca Maria.Buscemi@ontario.ca

1. PART ONE – LRA Requirements

1.1. Understanding the SOR-RL LRA designation

1.1.1. Introduction

Serious Occurrence and Residential Licensing ("SOR-RL") Local Registration Authorities ("LRAs") play a key role in managing User access to the SOR-RL online tool at their organization. LRAs are responsible for verifying the identity of Employees requiring SOR-RL access and for creating User accounts and removing access when required.

Only individuals in a Service Provider management role designated by the Ministry as an LRA are authorized to carry out the responsibilities outlined in this document.

1.1.2. What are the responsibilities of a SOR-RL LRA?

The responsibilities of a SOR-RL LRA include:
- verifying the identity of Employees in their organization requiring access SOR-RL,
- completing the *SOR-RL User Access Request Form* with Employees requiring SOR-RL access,
- providing a User account and temporary password upon successful authentication of the Employee, and
- deactivating a SOR-RL User account when an Employee has left the organization or no longer requires access to SOR-RL.

1.1.3. How to become a SOR-RL LRA

Step 1: The LRA Applicant completes and submits the *Application for SOR-RL Local Registration Authority Designation* form

- The LRA Applicant completes Section 1 and Section 2 of the *Application for SOR-RL Local Registration Authority Designation* form. (For a sample of the form, see Appendix A: Application for SOR-RL LRA Designation on page 27.)

- The LRA Applicant submits the *Application for SOR-RL Local Registration Authority Designation* to a Ministry official designated as a SOR-RL Registration Authority Assessor ("**Ministry RAA**").

Step 2: The LRA Applicant meets with a designated Ministry Registration Authority Assessor (Ministry RAA)

- The LRA Applicant meets with the Ministry RAA to have their identity verified. The Ministry RAA will complete Section 3 of the *Application for SOR-RL Local Registration Authority Designation* form.

- Upon successful verification of the LRA Applicant's identity, the Ministry RAA will create a SOR-RL account for the LRA, and they will be authorized to exercise their responsibilities as an LRA.

1.1.4. Frequently Asked Questions

Who can apply to become a SOR-RL LRA?
- Only those in a management role at a Service Provider in an agency can apply to become a SOR-RL LRA.

Is there a limit to the number of SOR-RL LRAs an organization may have?
- No. There's no limit to the number of SOR-RL LRAs an organization may have. It is recommended that each organization have at least two SOR-RL LRAs so that there is back-up during unexpected leaves, extended vacation periods or other absences.

Can I transfer my SOR-RL LRA designation to someone else?
- No. Only the Ministry can designate a person as a SOR-RL LRA after they successfully complete the application process.

Can I assign any of the SOR-RL LRA duties to someone who is not designated by the Ministry as a SOR-RL LRA?
- No. If you've been designated as a SOR-RL LRA, you cannot assign or share any of your SOR-RL LRA duties with anyone other than another SOR-RL LRA in your organization.

I've switched employers. Do I have to re-apply to become a SOR-RL LRA if I was already designated at another organization?
- Yes. Your designation as a SOR-RL LRA is not transferable between organizations. You will need to re-apply as an Employee of the new organization.

I no longer wish to be a SOR-RL LRA or I am leaving my organization. How do I cancel my designation?
- If you need to cancel your designation, in addition to any internal process your organization may institute, you must notify the ministry in writing.

1.2. The authentication process performed by a SOR-RL LRA

1.2.1. Overview

Service Provider Employees requiring access to SOR-RL as part of their jobs must go through an authentication process to be granted a User account. The process involves a meeting with their organization's SOR-RL LRA where Employees will be asked to present at least two pieces of original allowable identification documents. The SOR-RL LRA uses these documents to verify the Employee's identity and create a SOR-RL account.

1.2.2. What Triggers the Authentication Process?

When an Employee requires access to SOR-RL as part of their job they must be authenticated to be assigned a User account.

1.2.3. Documents Allowed for Authentication Purposes

The *SOR-RL User Access Request* form outlines the type and format of documents that can be used for the authentication process. (To view a copy of the form see Appendix B: SOR-RL User Access Request form starting on page 28.)

The Employee **must** provide both a primary and secondary identification document, with at least one of the documents containing their photo. The primary and secondary identification documentation requirements are as follows:

a) Primary Identification Document Requirement
- One document from the list of allowable primary identification documents (see Section 1.2.3.1 below).

b) Secondary Identification Document Requirement
- One document from the list of allowable secondary identification documents (see Section 1.2.3.2 below) if the primary document contains the Employee's photo, or

- Two documents from the list of allowable secondary identification documents (see Section 1.2.3.2 below) if the primary document provided does not include a photo of the Employee. In this scenario, one of the secondary documents must include the Employee's photo, or

- A second document from the list of allowable primary documents (see Section 1.2.3.1 below) providing at least one of the documents presented includes the Employee's photo.

The list of allowable primary and secondary identification documents is provided below. **No** other documents can be considered.

Any SOR-RL User access request that includes a document not included on allowable documents lists must be rejected by the LRA.

Note: Ontario Health Cards cannot be used for authentication purposes.

All documents presented during the meeting:
- must be original documents (i.e., NOT photocopies)
- must be valid (i.e., not expired and signed if a signature is required on the document).
- must include the Employee's first name and last name
- must be legible

1.2.3.1.   Allowable Primary Identification Documents
- Provincial driver's licence (including graduated licences)
- Ontario Photo Card
- Canadian passport or a passport issued from another country
- Certificate of Canadian citizenship or Certificate of Naturalization (Paper document or plastic card. This does NOT include commemorative issued documents.)
- Permanent Resident Card (i.e. maple leaf card)
- Certificate of Indian or Métis Status Band Card (Federal Government issued cards only)
- NEXUS card (i.e. cross border express pass)
- CANPASS (Remote Area Boarder Crossing permit)
- Canadian birth certificate
- Firearms licence

1.2.3.2.   Allowable Secondary Identification Documents
- A second document from the list of allowable primary documents
- An Employee ID card (must include name of the Service Provider that issued card)
- Canadian immigration documents (non-photo), including the following:
  - Immigration visa and Record of Landing
  - Confirmation of Permanent Residence
  - Permanent Resident Visa
  - Work Permit
  - Temporary Resident Permit
- A certificate issued by a government ministry or agency (e.g. marriage, divorce or adoption certificate)
- A document showing the registration of a legal name change accompanied by evidence from within the previous 12 months of either use or evidence of the prior name.
- Insurance policy or renewal document issued to the employee
- Outdoors Card
- Utility bill
- Mortgage, rental or lease agreement
- Student ID card
- LCBO Bring Your ID (BYID) card (formerly the "Age of Majority" card)

1.2.4. Performing the Authentication Process

Only basic information needs to be recorded about the documents viewed by the SOR-RL LRA during the authentication meeting, including:

- Type of each allowable document viewed (e.g., Ontario driver's licence, Canadian Passport, etc.);
- Whether or not there was a photo on the document; and

- Whether the complete name that appeared on the document is different than what was entered on the *SOR-RL User Access Request Form.* See next section.
- Do **NOT** record account or reference numbers listed on the document.
- Do **NOT** take copies of any of the documents provided.

Name Variances on Allowable Documents

- As indicated in the list of allowable secondary identification documents, the Employee can provide a document showing the registration of a legal name change accompanied by evidence from within the previous 12 months of either use or evidence of the prior name.
- Otherwise, a document can only be considered for this authentication process if:
  - o The last name listed on the document is an exact match to the last name on the *SOR-RL User Access Request Form.*
  - o The first name listed on the document is a common variation of the first name listed on the *SOR-RL User Access Request* (e.g., "Robert" instead of "Bob" or "Bobby".)

1.2.5. Completing the SOR-RL LRA Details Section

The last step is to complete the SOR-RL LRA details and declaration sections on the *SOR-RL User Access Request Form.* The SOR-RL LRA confirms by way of their signature and dating that they have followed the process for authenticating an Employee's identity.

1.2.6. What to do with the completed SOR-RL User Access Request form

File and retain the form in a safe location in accordance with record retention policies. The completed *SOR-RL User Access Request Forms* may need to be provided to the ministry upon request (e.g. during an audit).

1.2.7. Removing SOR-RL User Accounts

If an Employee has left an organization or no longer requires access to SOR-RL, the LRA is responsible for deactivating the account in a timely fashion.

2. PART TWO – LRA User Guide for using SOR-RL

2.1. Using this User guide

In this User guide:

- Tips appear with a thumbs-up symbol 👍

- Important notes appear with a pin symbol 📌
- A cross-reference within the guide can by identified by <u>green underlined</u> text. Click on the link to go directly to that section.
- See xxx for a list of terms and abbreviations.

2.2. Performing SOR-RL basics

2.2.1. Introduction to SOR-RL

This part of the Guide provides step-by-step instructions for Local Registration Authorities to use SOR-RL.

System Users are assigned roles that determine what functions can be performed. A list of functional roles can be found in <u>Appendix C: System / Functional Roles</u> on page <u>29</u>.

The Serious Occurrence Reporting and Residential Licensing system (SOR-RL) is a secure web application available to service providers to report serious occurrences with accuracy, and according to ministry requirements. This is also where service providers can keep track of the serious occurrence report (SOR) status and update the report as required.
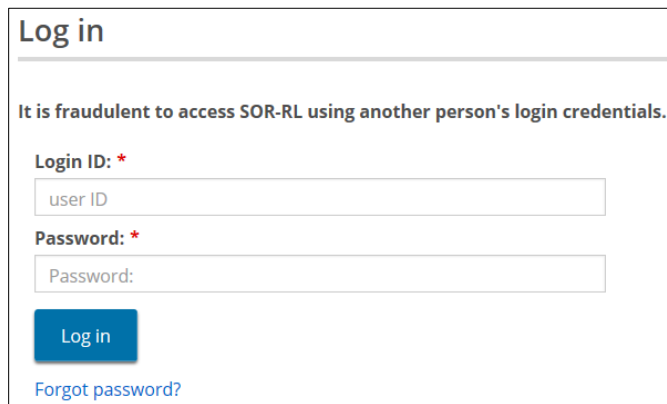
2.2.2. Logging in to SOR-RL

1. Open your browser such as Internet Explorer or Chrome.

2. Enter the following address in the **Address** area of your browser: https://www.sorrl.mcss.gov.on.ca/SORRL/public/login.xhtml
    The **Log in** page appears.
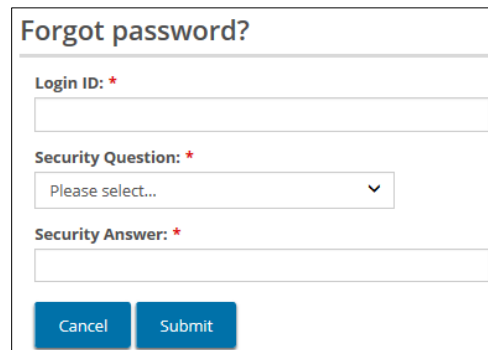
Log in

It is fraudulent to access SOR-RL using another person's login credentials.

Login ID: *

user ID

Password: *

Password:

Log in

Forgot password?

3. Enter your **Login ID.**

4. Enter your **Password.**
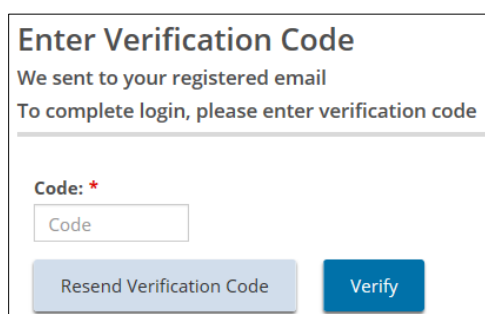
   If you have forgotten your password:
   1) Click Forgot password?. The **Forgot password?** page appears.

Forgot password?

Login ID: *

Security Question: *

Please select...

Security Answer: *

Cancel   Submit

   2) Enter your **Login ID**.
   3) Select the **Security Question** from the dropdown list.
   4) Enter the **Security Answer**.
   5) Click Submit .

5. Click Log in .
   ➢ SOR-RL emails you a verification code.
   ➢ The **Enter Verification Code** page appears.

Enter Verification Code

We sent to your registered email
To complete login, please enter verification code

Code: *

Code

Resend Verification Code   Verify

6. You will be emailed a verification code. Enter the verification **Code** from the email.

   👍 **Copy and paste the code from the email**.

7. Click [Verify]. The SOR-RL home page appears.
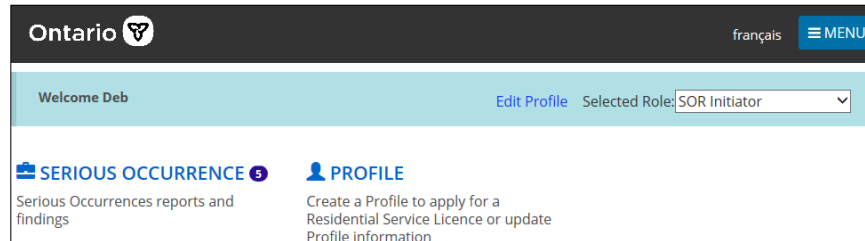
   (SOR-RL home page options vary depending on the role selected.)

   📌**If your login attempt fails, click** [Resend Verification Code] **then repeat step 6**.

2.2.3. Logging out

1. Click [≡ MENU].

2. Select [➡ Logout]. The **Log in** page appears.

2.2.4. Understanding the SOR-RL home page

SOR-RL home page sample

After you log in, the first page to appear is the SOR-RL home page. The items that appear on the home page will vary depending on your system access rights (role). For more information about roles see Appendix C: System / Functional Roles.
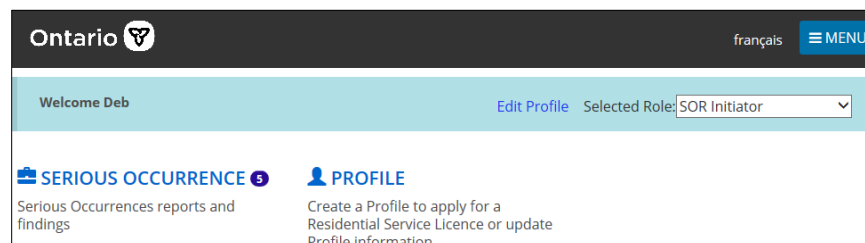
(Your page may look different.)

Accessing the SOR-RL home page

To access the SOR-RL home page from any page, select the ⏱SOR-RL link from the menu or click the SOR-RL link at the top of the page.

SOR-RL → Serious Occurrence

Q Search Serious Occurrences
Search for existing Serious Occurrences

Search Serious Occurrences

📄 New Serious Occurrence
Add for new Serious Occurrence

New Serious Occurrence

My Serious Occurrences ❻
See dashboard

View recently accessed
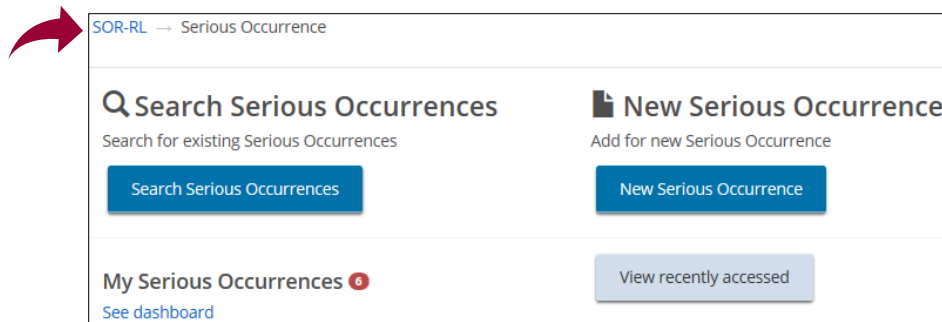
Changing the role displayed

If you have been assigned more than one role, you can change the role by selecting it from the **Selected Role** dropdown arrow.

Selected Role: Service Provider Admin ⌄
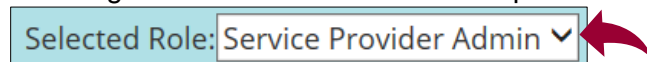
SOR-RL home page sections

The SOR-RL home page includes several sections such as Serious Occurrence, Profile, etc. The sections that appear in the home page are based on your system role.

SOR-RL home page symbols

💼 SERIOUS OCCURRENCE ❺
Serious Occurrences reports and findings
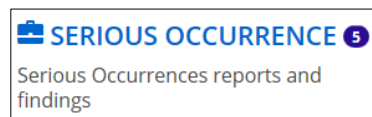
A number indicates the number of items in that section.

2.2.5. Changing the page language

To change the page language, click the language button. français English

2.2.6. Accessing the menu

The menu can be accessed from the top of any page by clicking ≡MENU.

2.2.7. Banners

Items can be collapsed under a banner.

Action required ③
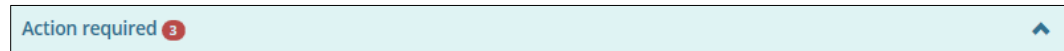
The number in the banner indicates the number of items in the list. Click the banner arrow to expand / collapse the section.

2.2.8. Identifying mandatory information

- A red asterisk ***** indicates a field is mandatory and must be completed.

    Example:
    Site information: *
    Please select ⌄
    .

- If mandatory information is not completed, a red "Required" message appears next to the field when you attempt to save the information.

    Was/is the injury life-threatening? *❗ **Required**
    ○ Yes   ⦿ No
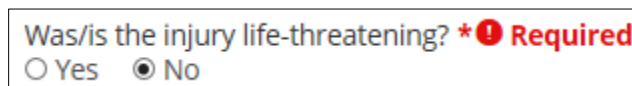
2.3. Completing Your LRA Account Setup in SOR-RL
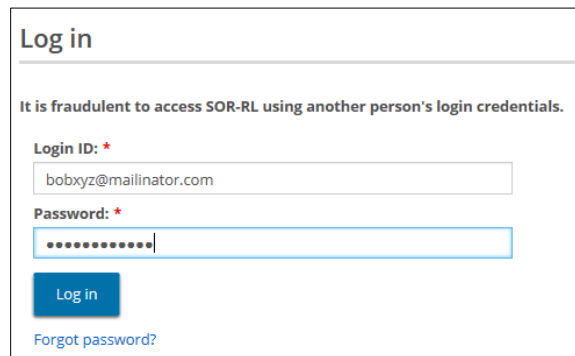
2.3.1. Introduction

Once a face-to-face meeting has taken place, the following steps are performed by the Local Registration Authority (LRA) to complete account registration.

2.3.2. Process
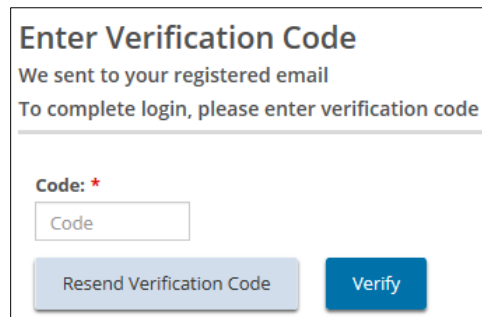
1. Log in.

1.1. Log in to the **External** system using the temporary password provided by the Ministry RAA at in-person meeting.

1.2. Click [Log in]. The **Enter Verification Code** page appears.

1.3. Access your email and look for the email with the verification code.

1.4. Enter the code.

1.5. Click [Verify]. The **Complete Your Registration** page appears.

Complete Your Registration

Current password: *

New password: *

Confirm new password: *

Security Question1: *

Please select...

Security Answer1: *

Security Question2: *

Please select...

Security Answer2: *

Security Question3: *

Please select...

Security Answer3: *

Submit

a) Enter the password (found in the email) in the **Current Password** field.

b) Create and enter a **New Password**.

   Note: The password must be at 8 to 20 characters in length and contain:
   ✓ At least one UPPERCASE letter, AND
   ✓ At least one lowercase letter, AND
   ✓ At least one number, AND
   ✓ At least one special character. **( ) ! _ @ # $ % ^ &* +**

c) Retype your new password in the **Confirm New Password** field.

d) Select the security questions and enter the answers.

   Tip: If you forget your password, you will be asked for answers to your security questions.

1.11 Click Submit . A confirmation message appears.
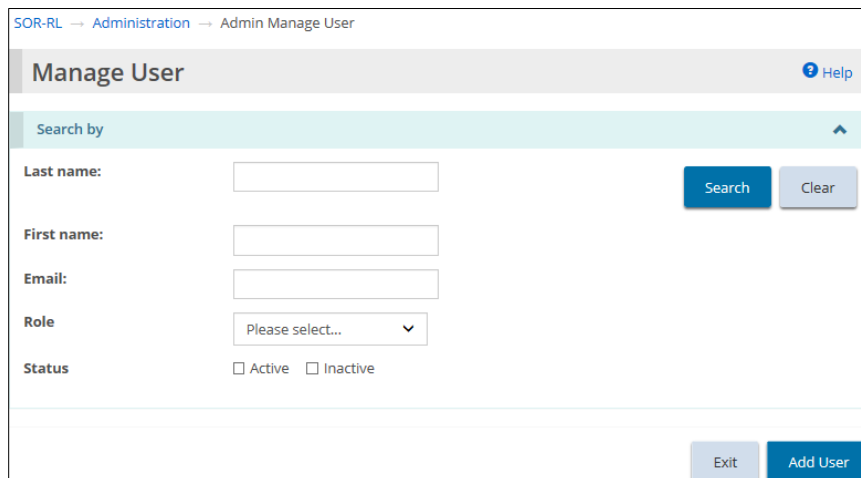
2.4. Managing SOR-RL Users

2.4.1. Introduction

Only the Local Registration Authority - Service Provider Administrator can add new staff to SOR-RL, edit staff and assign roles:
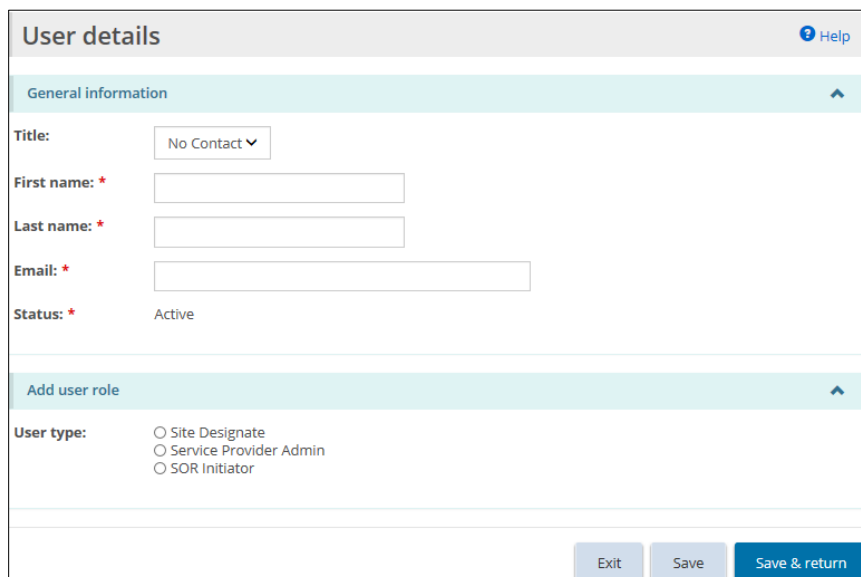
2.4.2. Adding a new User

1. From the SOR-RL home page, click . The **Administration** menu appears.

2. Click . The **Manage User** page appears.

3. Click . The **User details** page appears.

4. Enter the User information.

5. Select the User type / role and select site(s) to be assigned.

⭐ **More than one site can be selected.**
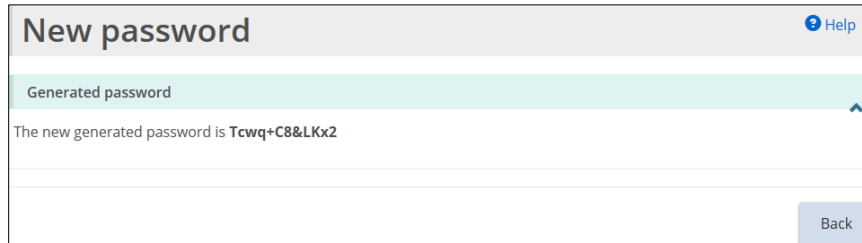
⭐ **The role of "Service Provider Admin" can only be assigned by the Local Registration Authority**.

⭐ **To remove a site assigned to user, click the 'x' on the left side, next to the site name:**

6. Click [Save] .
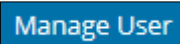
7. Add another role if required. Repeat steps 5 to 7.

8. Click [Generate password] . The generated password appears on the page.
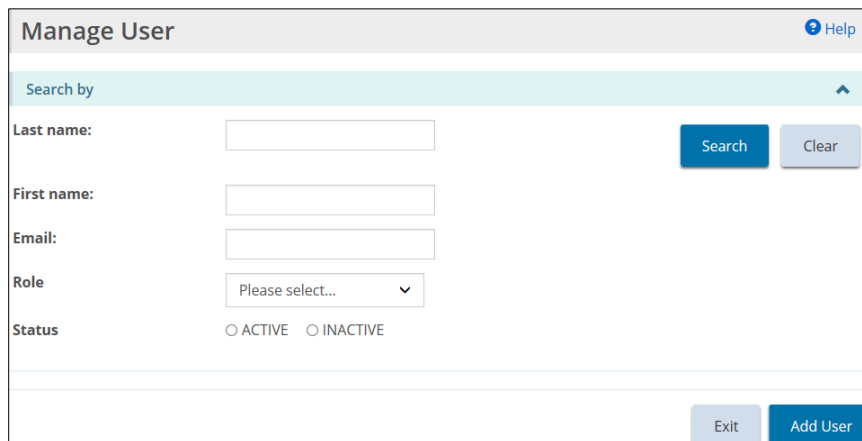
New password   ❷ Help

Generated password   ∧

The new generated password is **Tcwq+C8&LKx2**

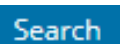   Back

9. Click [Back] .

10. Give the password to the new User. The new User will use the password to register.

2.4.3. Editing a User / adding another role

1. Click **⊟ ADMINISTRATION**.

2. Click [Manage User] . The **Manage User** page appears.

Manage User   ❷ Help

Search by   ∧

Last name: [   ]   [Search] [Clear]

First name: [   ]

Email: [   ]

Role   [Please select... ⌄]

Status   ○ ACTIVE   ○ INACTIVE

                                                          [Exit] [Add User]

3. Enter the search criteria.

4. Click [Search] . The search results appear.

5. Click . The **User Details** page appears.

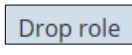6. To add/remove site(s) assigned to user:
   a) Select the SOR Initiator Role.

   b) To add site(s): select from the blue drop-down

   c) To remove sites: click the 'x' on the left side, next to the site name:

   d) Click ⬚Save.
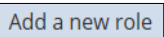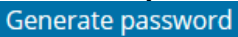
⬛ **More than one site can be assigned to a user.**

7. **To remove a user role:**
   (1) Select the role to be removed.

   (2) Click ⬚Drop role.

8. **To add a role:**
   (1) Click Add a new role .
   (2) Select the role to be added.
   (3) Select the sites.

9. **To generate a new password:**
   (1) Click Generate password . The new password appears.
   (2) A confirmation message appears.
   (3) Click Back .

10. Click Save & return .
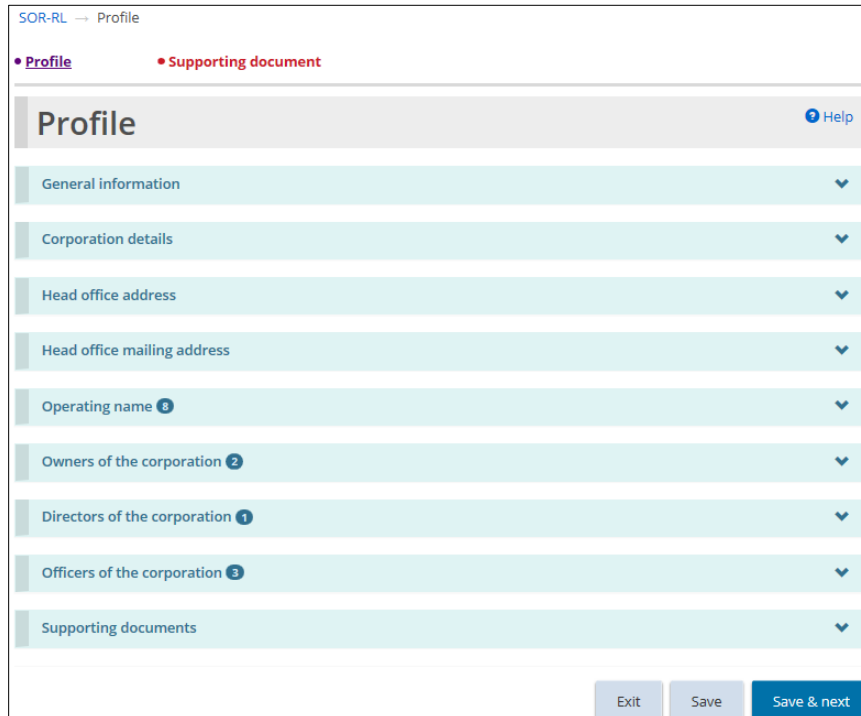
2.5. Viewing the service provider profile information

2.5.1. Introduction

The profile includes information about the corporation such as the address, operating name, owners, directors, officers, etc. There can also be supporting documentation such as incorporation papers.

2.5.2. Process

1. From the SOR-RL home page, click ![PROFILE icon] **PROFILE**. The **Profile** page appears.

2. Expand the banners to see the details.

3. Make changes as required.

4. Click ![Save & next]. The **Supporting documents** page appears.

SOR-RL → Supporting Documents

• **Profile**   • **Supporting document**

Supporting documents   ❓ Help

| Supporting documents | | | | | ▲ |

Document Type⬆︎	File name	Status	Submitted date	Expiry date	Action
Documentation regarding Operator suitability (i.e. CV, resume) for Owner		New Record			Select

5. To upload supporting documents.

   5.1. Click [Select] . The **Upload supporting documents** page appears.

Upload supporting documents   ❓ Help

| Upload supporting documents | ▲ |

The following file types are supported:
  • Graphics: gif, jpeg, png, pdf,
  • Documents: pdf, rtf, doc, docx, plain text
  • Spreadsheets: xls, xlsx

Document type:
Documentation regarding Operator suitability (i.e. CV, resume) for Owner

Comments: *

                                                                    0 / 3500

File: *
[   ] Browse...

File name	Uploaded by	Uploaded date	Action

| Revision history | ▲ |

                              Cancel   Save   Save & return   Submit

6. Enter a description of the document in the **Comments** field.

7. Click [Browse...] . The **Choose File to Upload** page appears.

8. Select the document.

9. Click [Open] .

10. Click [Save & return] . The document appears in the additional documents list.

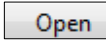| Supporting documents | | | | | ▲ |

Document Type⬆︎	File name	Status	Submitted date	Expiry date	Action
Documentation regarding Operator suitability (i.e. CV, resume) for Owner	Doc1.docx	New Record			Select

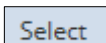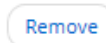**To make a correction**:

(1) Click [Select] . The **Upload Supporting Documents** page appears.
(2) Make the correction.
(3) Click [Save & return] .

To view the document contents:

(1) Click the blue file name link. A message appears.

(2) Click [Open] . The document opens.

(3) When you are done, click close [X] .

To remove the document:

(1) Click [Select] .

(2) Click [Remove] .

2.6. Updating your User profile

2.6.1. Introduction

Your User profile includes your email address, phone number, password and security questions. It is very important that you keep your email address up-to-date because you will receive email notifications from SOR-RL. All fields can be updated with the exception of your name.

2.6.2. Changing your phone number or email address
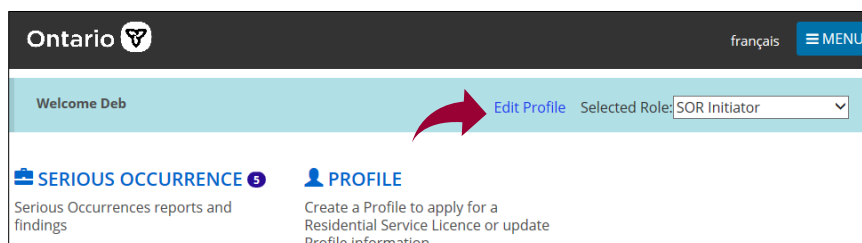
1. From the SOR-RL home page, click Edit Profile. The **Edit my profile** page appears.

2. Update your phone number and/or email address as required.

3. Click Save .

2.6.3. Changing your password

1. From the SOR-RL home page, click Edit Profile. The **Edit my profile** page appears.

2. Click Change password. The **Change password** page appears.
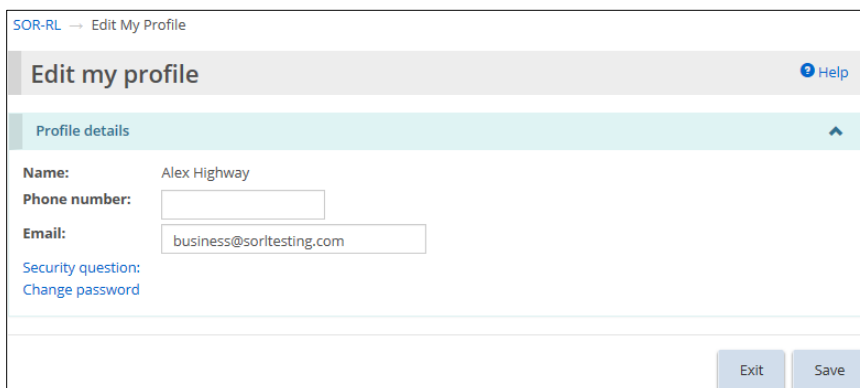
3. Enter your **Current password**.

4. Select a **Security question** from the dropdown list.

5. Enter the **Security answer**.

6. Enter the **New password**.

    The password must be at 8 to 20 characters in length and contain:
    - ✓ At least one UPPERCASE letter, AND
    - ✓ At least one lowercase letter, AND
    - ✓ At least one number, AND
    - ✓ At least one special character. **( ) ! _ @ # $ % ^ &* +**

7. Type the new password again in the **Confirm new password** field.

8. Click Save .

2.6.4. Changing your security questions

1. From the SOR-RL home page, click Edit Profile. The **Edit my profile** page appears.

2. Click Security question. The **Security questions** page appears.

3. Enter your **Current password**.

4. Select the **Security question**.

5. Enter the **Security answer**.

6. Repeats steps 4 and 5 for all three questions.

7. Click [Save]

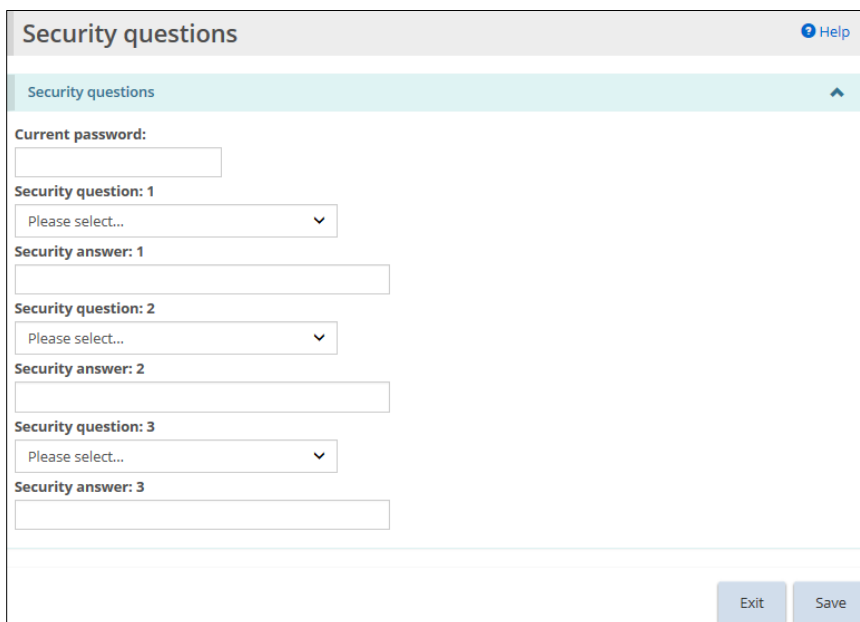# Appendix A: Application for SOR-RL LRA Designation

Ontario ⚘

Ministry of Children, Community and Social Services

Serious Occurrence Reporting and Residential Licensing:
Application for
SOR-RL Local Registration Authority Designation

The information collected on this form is used by the Ministry of Children, Community and Social Services (the ministry) to review a request to become a *Serious Occurrence Reporting and Residential Licensing (SOR-RL) Local Registration Authority (LRA)* for a ministry funded and/or licensed service provider. A *SOR-RL LRA* is granted the authority to authenticate an individual's identity as part of the application process to apply for access to the SOR-RL system. The **SOR-RL LRA** will create a SOR-RL user account for the applicant once the **SOR-RL LRA** has successfully authenticated the applicant's identity.

This application must be reviewed by the ministry to determine if the designation of **SOR-RL LRA** will be granted.

Section 1: SOR-RL Local Registration Authority (LRA) Details *(to be completed by the SOR-RL LRA applicant)*

Reason for Request: |___| New Request |___| Update to Existing SOR-RL LRA's Details*
(*If update is for the purposes of a name change, proof of legal name change must be provided with this request).

First name: |_____

Last name: |_____

Organization: |_____

Transfer Payment Recipient (TPR) # (if funded by the ministry): |_____|

License ID # (if licensed by the ministry)*: |_____|
(if more than one license ID #, list all).

Position/title *(must be management-level)* |_____

10-digit work telephone number: |_____| ext. |_____|

Work E-mail address *: |_____
(*mail received at the e-mail address provided must only be accessible by the applicant)

Are you the Owner/Organizational Head (or equivalent)?

|___| yes |___| no *if no, the Owner/Organizational Head (or equivalent) must complete Section 2 of this form.

Declaration of SOR-RL LRA Applicant:

I confirm that:

- *The information on this application is correct.*
- *As part of this application, my identity must be authenticated by a ministry SOR-RL Registration Authority Assessor, as stated in Section 4: Outline of SOR-RL Local Registration Authority Authentication Process*
- *If granted the designation of SOR-RL LRA, I will be assigned a SOR-RL "Service Provider Administrator" account with functionality to create and remove SOR-RL user accounts for other members of my organization. I will take all reasonable measures to safeguard my account and will only provide SOR-RL accounts to individuals who work in my organization whose identity I have personally authenticated and for whom I have completed a SOR-RL User Access Request Form.*
- *I will notify SOR-RL user support immediately if I suspect or become aware that a user account has been compromised.*
- *I will immediately notify SOR-RL user support in writing if I cease to work for the organization indicated above or my position changes or if I no longer wish to be designated as a SOR-RL LRA.*

Signature: |_____| Date: |_____|

Application for SOR-RL Local Registration Authority Designation (v 1.5 May 2019)
Page 1 of 4

Appendix B: SOR-RL User Access Request form

Instructions:

This section can only be completed by a designated SOR-RL Local Registration Authority (LRA). The authentication is solely to support the request for access to SOR-RL.

Only record the type of documentation viewed. Do not record any other information (e.g., account number). Do not take photocopies of any documentation viewed.

Once the SOR-RL LRA has completed the SOR-RL User Access Request Form, they should file the form in a safe location. The completed SOR-RL User Access Request Forms may need to be provided to the ministry upon request (e.g. during an audit).

Section 1: Details about applicant whose identity is being authenticated

User's first name: _____

User's last name: _____

Section 2: Documentation viewed during meeting with applicant

Follow the steps below when reviewing the applicant's identification to ensure it fulfills the requirements for allowable documentation. See **section 5** for a list of allowable documents for SOR-RL authentication. For full details on the Applicant Authentication process please see Section D of the *Ministry Requirements for SOR-RL Local Registration Authorities (LRAs)*.

Primary Documentation | required

1. **What was the primary document viewed during the authentication process?**
   ☐ Provincial driver's licence ☐ Ontario Photo Card ☐ Passport ☐ Canadian birth certificate
   ☐ Other - Specify: _____

2. **Did the primary document include a photo of the applicant?**
   ☐ Yes – one secondary document must be viewed for authentication (two documents in total)
   ☐ No – two secondary documents must be viewed for authentication (three documents in total) and one of the secondary documents <u>must</u> contain a photo of the applicant

3. **Did the first and last name displayed on the primary document match the applicants first and last name as listed above?**
   ☐ Yes
   ☐ No - Answer the question in 3b.
   > **3b. Was the first name a commonly-used variation of the applicant's legal name (e.g., Robert/Rob/Bob, Katherine/Kathy/Kate)?**
   > ☐ Yes
   > ☐ No – The documentation cannot be accepted for authentication purposes.

Appendix C: System / Functional Roles

Role	Functions
Service Provider Administrator (Local Registration Authority)	▪ Manage and view Users ▪ Update individual / corporate profile and add supporting documents ▪ Search for and view serious occurrence reports ▪ View dashboard
SOR Initiator	▪ Create a serious occurrence report ▪ Search for and view / update serious occurrence reports ▪ View dashboard ▪ Update profile