



SOR-RL

# Tip Sheet and FAQs related to submitting PRC documents in SOR-RL

Version 2 - April 2026

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# Tips on submitting Police Record Check documents in SOR-RL

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## 1. System Basics

- Use **Microsoft Edge** or **Google Chrome** only.
- The system **times out after 20 minutes** of inactivity. Save often.
- Do **NOT** use your browser back button—use **breadcrumbs** at the top of the screen.
- Only one SOR-RL session can be open at a time.
- Yellow banners contain instructions or warnings—always read them.

For more detailed information on the SOR-RL system basics, please refer to pages 5 to 6 of the PRC User Guide.

## 2. Access & User Roles

You must have the **PRC User** role assigned to your user account to upload PRC documents.

✓ Individual Owners may add the role themselves *if* they have SPA role + LRA permissions.

✓ Otherwise, the **Service Provider Admin (SPA) with Local Registration Authority (LRA)** must assign this role.

For more detailed information on Access and User Roles, please refer to pages 8 to 19 of the PRC User Guide.

## 3. Logging In

1. Go to: **<https://www.sorrl.mcsc.gov.on.ca/SORRL/public/login.xhtml>**
2. Enter your email and password.

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3. Retrieve your **verification code** from your email.
4. Once logged in, select the role: **PRC User**.

For more detailed information on how to log in as a PRC User, please refer to page 20 for steps for individual owners and page 30 for steps for owners, directors, and officers of a corporation of the PRC User Guide.

## 4. Account Set Up and Logging in as a New User

1. SPA LRA must create your profile and provide a temporary password.
2. Go to: <https://www.sorrl.mcass.gov.on.ca/SORRL/public/login.xhtml>
3. Enter your email and temporary password.
4. Retrieve your **verification code** sent to your email.
5. Create a new password conforming to SOR-RL password rules.
6. Set up your security questions.
7. Proceed to the home page and select the role: **PRC User**.

For more detailed information on how to log in as a new PRC User, please refer to pages 27 to 29 of the PRC User Guide.

## 5. Submitting PRC Documents

**Important to note:** Please do not submit police record check related documents on the Supporting Documents page in the Profile module on behalf of a PRC User. Police record check related documents must be submitted by a PRC User on the Police Record Check documents page in the Profile module.

### Step 1: Add Date PRC Was Requested

- Navigate to the **Profile** module.
- Type in the date or use the calendar icon to add the date you requested your police record check (yyyy/mm/dd).

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- Once you select Add, the date **cannot be changed or deleted**.

## Step 2: Upload Documents

You may upload one of the following:

- Police Record Check
- Offence Declaration
- Notice of Charge or Conviction

To upload a document, follow these steps:

1. Select the correct **Upload** button for the document type.
2. Read the **Notice of Collection**.
3. Choose your file and confirm it displays next to the upload button.
4. Optional: Add a **Written Statement of Relevance** (do not include personal or medical information in this text field).
5. Use **Save** to keep it in draft form OR select **Submit** to submit the document to the ministry director.

*Once submitted, the document and written statement cannot be edited or deleted.*

For more detailed information on submitting PRC documents in SOR-RL, please refer to pages 20 to 36 of the PRC User Guide.

## 6. After Submission

- Document status becomes **Pending** until reviewed by the ministry Director.
- Only the **individual PRC user** and the **Director** can view document content.
- Agency SPA LRA, ministry Licensor, and ministry Program Supervisor can see that a document was uploaded and the status only (not the content).

### If a Document is Returned for Revision

You will receive an email notification. Then, follow these steps:

1. Log in to SOR-RL and select role: **PRC User**.
2. Go to the **Supporting documents** module. Locate the document under **Action Required** section.
3. Read the Ministry comments.
4. Upload revised documentation.
5. Add a **mandatory comment** before resubmitting. The Written Statement of Relevance is optional when revising a return request.

For more detailed information on what to expect after submitting PRC documents, please refer to pages 37 to 40 of the PRC User Guide.

## 7. Key Technical Notes

- Select buttons **once**; double-clicking may cause system errors.
- You can delete documents only **before** submission.
- Only upload **your own** PRC documents—not anyone else's.

## Frequently Asked Questions (FAQ)

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### 1. Who needs the PRC User role?

Anyone required under legislation to submit PRC documents in SOR-RL:

- Individual Owners
- Owners, Directors, or Officers of a corporation

### 2. Can the SPA LRA upload PRCs on behalf of others?

**No.** Each PRC User must upload *their own* PRC documents.

### 3. Can I upload a password protected PDF document?

**No,** a password protected document (also known as an encrypted document) cannot be uploaded in SOR-RL. Please open the document, enter the password, then print the document. In the printer settings, you may have the option to choose “Print to PDF”. This will save the document without encryption. You may then upload the newly saved document.

### 4. How do new users get access as a PRC User?

The SPA LRA conducts a face-to-face registration meeting and provides a temporary password to the new user. The new user logs in to SOR-RL using the temporary password, sets a new password and security questions, and then selects the PRC User role before navigating to the Profile module.

Please refer to pages 27 to 29 of the PRC User Guide for more information.

### 5. Can I change or delete my uploaded document?

- **Before submission:** Yes, you may delete and re-upload.
- **After submission:** No. Neither the document nor the Written Statement of Relevance can be edited.

Please refer to page 25 of the PRC User Guide for more information.

## 6. I uploaded the wrong document type. What do I do?

If you have **not submitted** it yet, delete and re-upload.

If you **already submitted**, wait for the Director to return it for revision.

Please refer to page 25 of the PRC User Guide for more information.

## 7. Can anyone else at my organization see my PRC?

**No.** Only you (the PRC user) and the ministry Director can view the document.

The SPA LRA of your organization, your Licensor, and your Program Supervisor can only see:

- Document type
- Date uploaded
- Status (e.g., Submitted, Pending, Reviewed)

Please refer to page 37 of the PRC User Guide for more information.

## 8. What if my PRC request date is wrong?

It **cannot be edited or deleted** after being saved. If incorrect, note it in your Written Statement of Relevance (optional) or in the comments if the Director returns the document for revisions.

Please refer to page 22 of the PRC User Guide for more information.

## 9. What if I hold multiple roles (e.g., owner + director)?

You only submit **one PRC document**, even if holding multiple positions.

Please refer to page 32 of the PRC User Guide for more information.

## 10. Can I use the same SOR-RL user account if I am a board member for multiple licensed service providers?

No. In SOR-RL, your email address serves as your login ID. If you are a board member for more than one licensed service provider or agency, you must use a **different email address** to create a separate user account for each agency where

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you serve as a board director or officer.

## 11. What file types are accepted?

Standard formats like pdf, rtf, doc, docx, plain text, ppt, xls, xlsx, and image files gif, jpeg, png are typically supported. Use clear, readable files.

## 12. How will I know if my document requires revision?

You will receive an **auto-generated email** from SOR-RL with instructions to log in and review the Director's comments.

Please refer to pages 38 to 39 of the PRC User Guide for more information.

## 13. Where can I get more help?

- Your organization's **SPA LRA**
- [SOR-RL Tier 1 User Support](#)
- [PRC User Guide for Existing Licensees](#)
- [SOR-RL PRC User Orientation](#) training video
- [Ministry Policy and Procedure for providing Police Record Check and Offence Declaration to the Ministry Director](#)
- [Regulatory requirements found in O. Reg. 155/18](#)