



SOR-RL

SOR-RL Police Record Check User Guide for Existing Licensees

Version 2 – April 2026

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Introduction

Using this Guide

This guide provides step-by-step instructions for existing licensees to use and navigate SOR-RL to submit Police Record Check (PRC) documents to the Ministry. It does not provide information about business functions performed outside of the system.

Throughout this guide, key information is highlighted in a plum-coloured text box for emphasis.

System users are assigned roles that determine what functions can be performed. A list and description of functional roles can be found in the [SOR-RL User Role Matrix](#).

Please note that this user guide provides information relating exclusively to how to submit Police Record Check documents as an existing licensee. New applicants are encouraged to contact their [Ministry of Children, Community and Social Services Regional Office](#) for further instruction.

References to the Director in this guide refer to the Director under the *Child, Youth and Family Services Act, 2017 (CYFSA)* with the Ministry of Children, Community and Social Services (MCCSS).

This guide does not provide information about the regulations or reporting requirements. To learn more about the regulatory amendments or to review the ministry developed policy and procedure, please explore the resources found here.

Those who wish to obtain more information about the functions relating to licensing activities or user management are invited to explore the user guides available on the [SOR-RL Training Portal](#).

If you have questions regarding the processes described in this document, contact your designated SOR-RL Tier 1 User Support Representative, listed on the [SOR-RL Training Portal](#).

Introduction to SOR-RL

The Serious Occurrence and Residential Licensing system (SOR-RL) is a secure online tool available to licensees and Ministry staff that automates and harmonizes the end-to-end licensing process for children's licensed out-of-home care and the reporting of Serious Occurrence Reports.

A list of SOR-RL symbols and icons can be found in [Appendix A](#).

System time-out

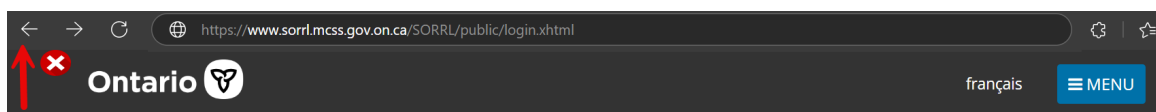
In order to protect the privacy of information in SOR-RL, the system times out after 20 minutes of inactivity. Users can save their work regularly with the 'Save' button or refresh the page to re-start the session.

Note: SOR-RL does not allow the same user to simultaneously log in to the system through more than one tab or window of SOR-RL. In these instances, the system will time-out, log out, or fail.

Note: SOR-RL can time-out or fail if the user selects a button more than once. Select a button once. The system may be slow to load but will eventually load. If not, refresh the page rather than selecting the button again.

Using breadcrumbs

SOR-RL can time-out or fail if the user selects the browser's 'back' button.



Access denied

To go back, use the 'breadcrumbs' at the top of the page which track the chronological change in pages –move back one step in the breadcrumbs rather than selecting the back button on your browser.

[SOR-RL](#) > [Profile](#) > [Director details](#)

Information in Yellow Banners

When following the steps outlined in this guide, it is important to note that yellow banners with text will appear in different areas of SOR-RL's pages. Some will appear at the top of the page; some will appear at the bottom of the page. Please read these messages carefully as they may provide instructions or helpful information.

Upload Police Record Check document

[Help](#)

Prior to submitting a police record check, offence declaration, notice of charge or conviction, and/or a written statement of relevance to the Director, review the requirements under O. Reg. 155/18 related to police record checks. If you require assistance with respect to the interpretation of regulatory requirements or compliance with them, you should seek legal advice.

As a reminder, a person who is required to provide a police record check must also provide an offence declaration with their police record check. The offence declaration must address the period of time since the day they requested the police record check until its submission.

SOR-RL Privacy and Security

The Ministry takes matters of personal information and privacy very seriously and has taken measures to keep Police Record Check documents confidential and secure. The SOR-RL system is a digital tool with built-in security features to support the safeguarding of information that is entered and uploaded into the system.

Here is a brief explanation of SOR-RL's technical and access features.

- Information is stored on a secure OPS data platform used for highly sensitive information.
- All transmitted information is encrypted while in transit and while stored in SOR-RL.
- Multiple firewalls help prevent unauthorized access.
- SOR-RL has been tested for vulnerability and penetration.
- Before external users are granted SOR-RL accounts, their identity is verified at an in-person meeting.
- User access is authenticated through two-step verification, which includes username and password, as well as randomized, one-time verification codes delivered to user's email address for each login.
- Access to information in SOR-RL is based on assigned user roles.

- At time of login, users are reminded that it is fraudulent to use another person's account. User activity logs will track how information is stored and accessed for auditing purposes.

Overview of the Service Provider Admin Role with Local Registration Authority

Purpose and Responsibilities

The Service Provider Admin role with Local Registration Authority (SPA with LRA) permissions in the SOR-RL system is responsible for registering and managing other SOR-RL users within their organization, updating children's out-of-home-care licensee profiles, and submitting licence applications. There must be at least one approved SPA with LRA permissions at each MCCSS-funded or licensed service provider.

The SPA with LRA permissions will be responsible to register and assign the new user role type PRC User in SOR-RL to an Individual Owner or to an Owner, Director, or Officer of a corporation that hold a licence under Part IX of the *Child, Youth and Family Services Act, 2017*.

Application and Registration

Each service provider must have at least one approved SPA with LRA permission. The registration process for SPA with LRA differs from other roles in SOR-RL. Please refer to the [SOR-RL Registration and User Guide for Service Provider Administrator \(SPA\) with Local Registration Authority \(LRA\) Designation](#) on the [SOR-RL Training Portal](#) for more detailed information on the registration process for a SPA role with LRA.

A SPA role without LRA permissions cannot manage SOR-RL users and therefore cannot register new users or assign user type roles.

Review Profile to Confirm SPA role with LRA Permissions

A Service Provider Admin (SPA) can confirm whether they have Local Registration Authority (LRA) for their organization by reviewing their user profile in SOR-RL.

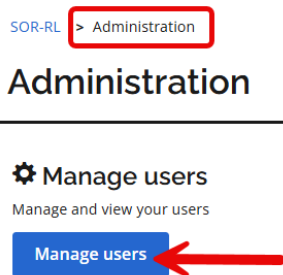
Login to SOR-RL and Review Profile

1. The SPA user confirms the selected role is Service Provider Admin in the top right corner of the SOR-RL window.

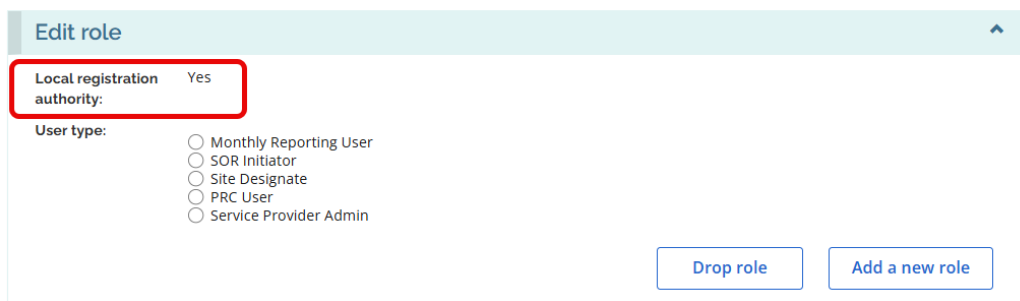
SOR-RL Home Page



2. The SPA user navigates to the Administration Module and selects "Manage users".



3. The user then finds their SPA user profile and chooses "Select".
4. The SPA user reviews their profile and confirms whether their SPA role has Local Registration Authority for the organization.



5. If the SPA user does not have LRA permissions, the SPA user will need to contact the SPA user with this authority in their organization.
6. Once the SPA user has confirmed their role has Local Registration Authority, they are now able to assign the PRC user role and register new users, if applicable.

PRC User Registration Process

Individual Owners and Owners, Directors, or Officers of a corporation which hold a licence under Part IX of the *Child, Youth and Family Services Act, 2017* must be registered in SOR-RL, listed as an owner, director, or officer, and assigned the user role type **PRC User** to upload Police Record Check documents and submit them to the Director.

Note: In SOR-RL, an email address serves as the login ID. If someone is a board member for more than one licensed service provider or agency, they must use a different email address to create a separate user account for each agency where they serve as a board director or officer.

Adding the PRC User Role for Individual Owners

Individual Owners that hold a licence under their own name or that of their Registered Business under Part IX of the CYFSA, who are required to submit Police Record Check documents to the Director under sections 116 to 131 of Ontario Regulation 155/18, will need to be assigned the PRC user role in SOR-RL.

If the Individual Owner also has the SPA LRA role, they will be able to add the role type PRC User to their own user profile. If they do not have the SPA LRA role, the individual who holds the SPA LRA role will need to add the PRC User role type to the Individual Owner's user profile in SOR-RL.

Step 1: Locate the Individual Owner's User Profile

- The SPA LRA user will login to SOR-RL and confirm the selected role is Service Provider Admin in the top right corner of the SOR-RL window.

SOR-RL Home Page



The screenshot shows the SOR-RL Home Page interface. At the top left, it says "Welcome". In the top right corner, there is a "Message Centre" link with a bell icon, and below it, a link to "Edit my profile". The user's login history is displayed: "Last login: 2026-03-26 11:42 AM" and "Last failed login: 2026-02-23 11:45 AM". In the center-left area, there is a dropdown menu labeled "Selected role:" with "Service Provider Admin" selected. This dropdown menu is highlighted with a red rectangular box.

- The SPA LRA navigates to the Administration Module and selects "Manage users".

SOR-RL > Administration

Administration

Manage users

Manage and view your users

Manage users

- The SPA LRA finds the individual owner in the list of users who is required to submit Police Record Check documents under the regulations.

List of users 14						
First name	Last name	Email	Roles	Status	Action	

- The SPA LRA chooses "Select" beside the user profile for the individual who needs to submit Police Record Check documents.

Step 2: Assign the PRC User Role

- The SPA LRA user selects "Add a new role". New types of user roles will appear.

Edit role

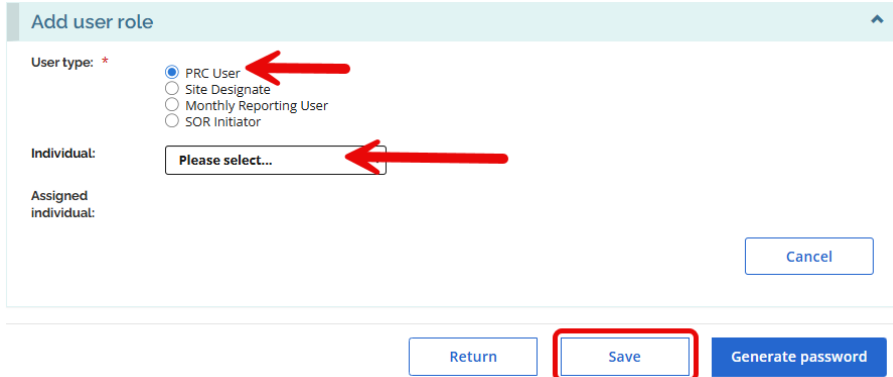
User type:

Site Designate

PRC User

Drop role Add a new role

- The SPA LRA selects PRC User role.
- From the Individual dropdown menu, the SPA LRA will select the correct individual that is associated with the PRC User role they are adding. If the individual appears more than once in the drop-down menu, the SPA LRA user will need to select the individual for every instance they appear in the dropdown menu.
- Then, the SPA LRA selects "Save".



Note: It is important the SPA LRA user makes sure to select the correct individual in the dropdown menu. If the incorrect user is selected, they will not appear on the correct profile, and the individual will not have access in the Profile Module to upload Police Record Check documents.

- The individual owner who has been assigned the new role will receive an email generated by SOR-RL to advise them that a new role was added to their profile.
- The individual will need to login to SOR-RL, select PRC User from the user role drop down list in the top right corner of the SOR-RL page.

SOR-RL Home Page



Note: If the SPA LRA is also the Individual Owner who needs to submit Police Record Check documents, the SPA LRA can navigate back to the main page of SOR-RL and select PRC user from the user role drop down list in the top right corner of the SOR-RL page before they can begin to follow the steps of uploading and submitting Police Record Check documents.

Adding the PRC User Role for Owners, Directors, and Officers of a Corporation

For a corporation that holds a licence under Part IX of the CYFSA, owners, directors, and officers are required to submit Police Record Check documents in accordance with sections 116 to 131 of Ontario Regulation 155/18. Though someone may, for example, be listed as an owner, an officer, and a director, they will only need to be assigned the PRC user role once.

Please note, any inactive owners, directors, or officers of a corporation are not required to submit Police Record Check documents, and therefore they do not need to be assigned the PRC user role in SOR-RL.

In the Profile Module, the SPA LRA user should review the individuals listed as owners, directors, or officers under the profile of the corporation to ensure everyone who holds the position of an owner, a director, or an officer is listed under the profile of the corporation. If a person is not listed under the profile of the corporation, please refer to the [SOR-RL Residential Licensing User Guide for Applicants and Licensees](#) available on the [SOR-RL Training Portal](#). The specific steps on how to add an owner, officer, or director of a corporation are outlined in that guide from page 37 to page 41.

In the Profile Module, the SPA LRA user should also review the individuals listed as owners, directors, or officers under the profile of the corporation to ensure individuals are not listed in these roles in multiple instances. For example, an individual who is a director should only be listed as a director once. If an individual is a director and an officer, they should only be listed as a director and an officer once respectively.

Once the SPA LRA has verified the profile of the corporation is up to date, the SPA LRA user is now able to follow the following steps to register these new users and assign the PRC user role accordingly.

Step 1: Locate the Owner, Director, or Officer User Profile

- The SPA LRA user will login to SOR-RL and confirm the selected role is Service Provider Admin in the top right corner of the SOR-RL window.

SOR-RL Home Page



The screenshot shows the SOR-RL Home Page interface. At the top left, it says "Welcome". Below this is a dropdown menu labeled "Selected role:" with "Service Provider Admin" selected. To the right, there is a "Message Centre" link with a notification icon, and a link to "Edit my profile". Below these links, the login history is displayed: "Last login: 2026-03-26 11:42 AM" and "Last failed login: 2026-02-23 11:45 AM". A red box highlights the "Selected role:" dropdown menu.

- The SPA LRA navigates to the Administration Module and selects “Manage users”.

SOR-RL > Administration

Administration

Manage users

Manage and view your users

[Manage users](#) 

- Please refer to Step 2 below if the SPA LRA is adding a new SOR-RL user.
- Please refer to Step 3 below if the SPA LRA is adding the PRC user role to an existing SOR-RL user.

Step 2: Assign the PRC User Role to a new user

- The SPA LRA chooses “Add user”. The User details page appears.

SOR-RL > Administration > Manage user

Manage users

Search by ▼

First name:

Last name:

Email:

Role:

Status: Active Inactive

- Enter the user information.
- Select the user type role 'PRC User'. Please refer to Step 3 below if you are adding the PRC user role to an existing user.
- From the owners, directors, and officers drop down menu, the SPA LRA will select the correct individual. If the individual appears more than once in the dropdown menu because they hold multiple positions, the SPA LRA user will need to select the individual for every instance they appear in the dropdown menu.

Note: It is important the SPA LRA user makes sure to select the correct owner, director, and/or officer in the dropdown menu when assigning these to the user profile. If the incorrect assignments are selected for a user, the user will not have the proper profile access and will not be able to upload Police Record Check documents.

- Then, the SPA LRA selects “Save”.
- The page refreshes and a green text box with a message confirming the user account has been successfully created appears.

SOR-RL > Administration > Manage user > External user details

Request is complete
User account is successfully modified.

User details

- The SPA LRA now selects “Generate password”.
- The page will change, and SOR-RL will supply a temporary password that the SPA LRA will need to provide to the individual they have just registered to SOR-RL. This password needs to be provided to the newly registered user.

SOR-RL > Administration > Manage user > New password

New password

Generated password

The new generated password is

[Back](#)

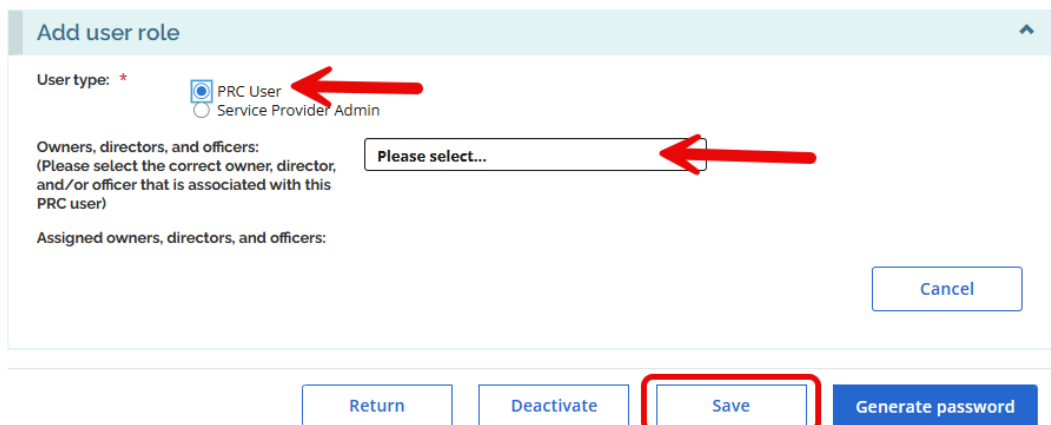
- An individual who has been newly registered to SOR-RL and assigned the new PRC User role will receive an email generated by SOR-RL to advise them that a new role was added to their profile.
- The individual will need to login to SOR-RL and ensure that the PRC User is selected from the user role drop down list in the top right corner of the SOR-RL page before proceeding to upload and to submit their Police Record Check documents.

SOR-RL Home Page



Step 3: Assign the PRC User Role to an existing user

- The SPA LRA chooses "Select" beside the user profile for the individual who needs to submit Police Record Check documents.
- The SPA LRA user selects "Add a new role". New types of user roles will appear.
- The SPA LRA selects PRC User role.
- From the owners, directors, and officers drop down menu, the user will select the correct that is associated with the PRC user role for whom they are adding. If the individual appears more than once in the drop-down menu because they hold multiple positions, the SPA LRA user will need to select the individual for every instance they appear in the drop-down menu.



- Then, the SPA LRA selects "Save".

Note: It is important the SPA LRA user makes sure to select the correct owner, director, and/or officer in the drop-down menu when assigning these to the user profile. If the incorrect assignments are selected for a user, the user will not have the proper profile access and will not be able to upload Police Record Check documents.

- The page refreshes and a green text box with a message confirming the user account has been successfully modified appears.

[SOR-RL](#) > [Administration](#) > [Manage user](#) > External user details



User details

- The individual who has been assigned the new role will receive an email generated by SOR-RL to advise them that a new role was added to their profile.
- The individual will need to login to SOR-RL, select PRC User from the user role drop down list in the top right corner of the SOR-RL page.

SOR-RL Home Page



- If the designated SPA LRA user for an organization is also an owner, a director, or an officer who needs to submit Police Record Check documents, the SPA LRA user can navigate back to the main page of SOR-RL and select PRC user from the user role drop down list in the top right corner of the SOR-RL page before they can begin to follow the steps of uploading and submitting Police Record Check documents.

Note: Each individual owner, director, or officer must individually log in to SOR-RL to upload their own Police Record Check documents. PRC users should not upload documents belonging to any other PRC user.

Submitting Police Record Check documents in SOR-RL

How to submit PRC documents as an Individual Owner

Once the SPA LRA user has added the PRC User role to the individual user profile in SOR-RL for an Individual Owner who holds a licence under their name or that of their Registered Business, the individual is now able to login and submit Police Record Documents to the Director in SOR-RL.

Note: 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: Login to SOR-RL

1. Open your browser (Note: Microsoft Edge or Google Chrome can only be used) and enter the following address in your browser:
<https://www.sorrl.mcsc.gov.on.ca/SORRL/public/login.xhtml>
2. Save the link as a favourite in your browser so it is easily accessible.
3. The Log in page appears. Log in to the External system using your email and password.

Log in

Looking for help? User guides and other resources are available on the [SOR-RL Training Portal](#).

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

Login ID: *

Password: *

Log in

[Forgot password?](#)

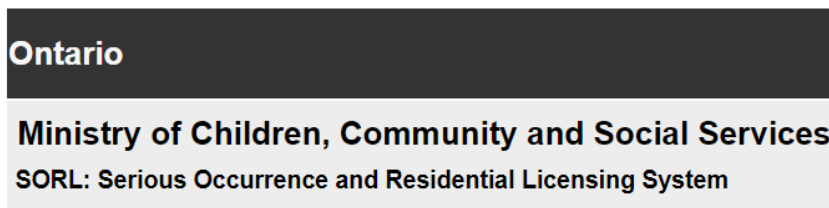
4. Select "Log in". The Enter Verification Code page appears.

Enter Verification Code

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

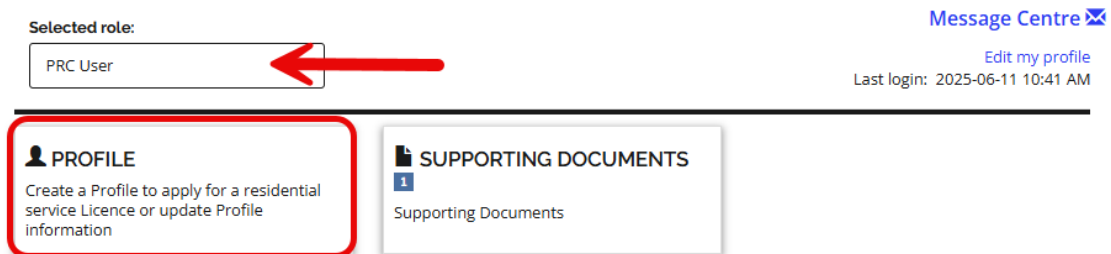
Code: *

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



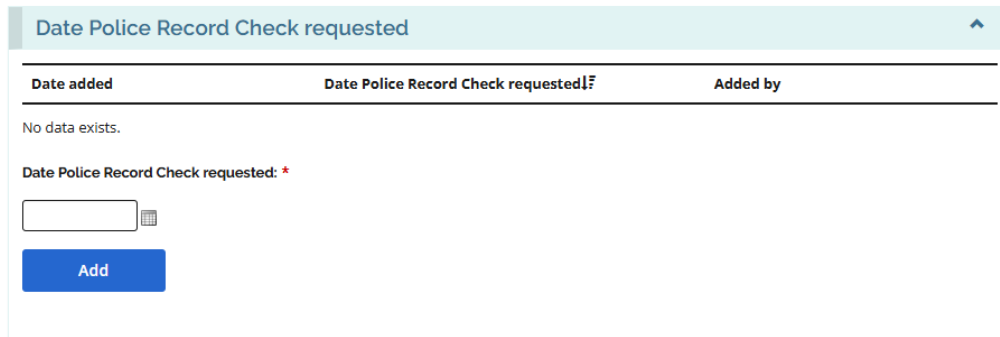
Use this code for SORRL verification
187418
Thanks.

6. Enter the code and select "Verify".
7. Proceed to the SOR-RL home page.
8. In the top right corner of the SOR-RL main page, select PRC User role in the selected role drop down menu. This will make sure the proper modules are visible and accessible to you.
9. Navigate to the Profile Module.



Step 2: Enter the Date your Police Record Check was requested

10. Scroll down to the Date Police Record Check Requested section.



Date Police Record Check requested

Date added	Date Police Record Check requested	Added by
No data exists.		

Date Police Record Check requested: *

Add

11. If you have requested your Police Record Check and have not received the document yet, you can still add the date your Police Record Check was requested. This date can still be filled in pending the uploading of a document.

12. Add the date you requested your Police Record Check.

Note: This date is not required if you are uploading an Offence Declaration or Notice of Charge or Conviction.

13. To enter a date manually, type the date in yyyy/mm/dd format. To enter a date using the calendar, select the icon that resembles a calendar. A calendar appears. Scroll to the month using the < > arrow buttons. To change the year, select the chevron << >> arrow.



14. After entering the date, select "Add".

Note: once you select add, this date will be saved in SOR-RL and cannot be edited or deleted.

15. Once you receive your Police Record Check document, you can upload it for submission to the Director.
16. To upload your Police Record Check document, select "Upload". Note, there are three document types you can upload. It is important to make sure to choose the correct upload button.

Police Record Check documents						
Document type	File name	Status	Submitted date	Date of last Ministry review	Reviewed by	Action
Police Record Check for Individual - [redacted]				NA	NA	Upload
Offence Declaration for Individual - [redacted]				NA	NA	Upload
Notice of Charge or Conviction document for Individual - [redacted]				NA	NA	Upload

Step 3: Uploading your Police Record Check document

17. After choosing Upload, you navigate to the Upload Police Record Check document page.

Upload Police Record Check document [Help](#)

Prior to submitting a police record check, offence declaration, notice of charge or conviction, and/or a written statement of relevance to the Director, review the requirements under O. Reg. 155/18 related to police record checks. If you require assistance with respect to the interpretation of regulatory requirements or compliance with them, you should seek legal advice.

As a reminder, a person who is required to provide a police record check must also provide an offence declaration with their police record check. The offence declaration must address the period of time since the day they requested the police record check until its submission.

Upload Police Record Check document

Police Record Check Notice of Collection:
Refer to the [notice of collection of personal information in police record checks, offence declarations, notices of charge or conviction, and written statements of relevance](#) for details.

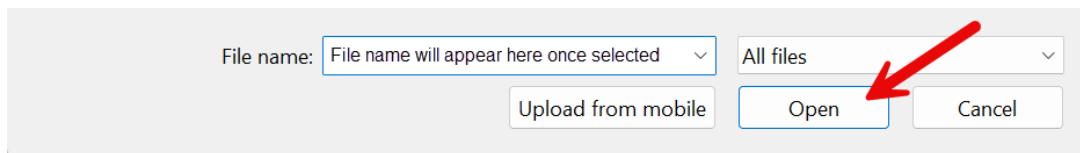
The following file types are supported:

- Graphics: gif, jpeg, png, pdf
- Documents: pdf, rtf, doc, docx, plain text, ppt
- Spreadsheets: xls, xlsx

18. If you are uploading a Police Record Check, enter the date the Police Record Check was completed. If you are uploading an Offence Declaration or a Notice of Charge or Conviction, a date is not required and proceed to point 19.

Date Police Record Check completed: *
 

19. Please read the Notice of Collection carefully. The Notice of Collection provides the contact information to whom you may direct any questions you may have.
20. After reading the Notice of Collection, select "Choose File". This will open a File Explorer window.
21. Go to the File Location where you saved your Police Record Check document. Once you locate your document, select your file, then select "Open" on the File Explorer window. The window will close.



22. Confirm your file uploaded correctly by checking to see whether the file name appears beside the "Choose File" button. If your file name appears, then your file has been uploaded.

File: *
 No file chosen

Note: Password protected documents (also known as encrypted documents) cannot be uploaded in SOR-RL. Please ensure your document is not password protected.

23. Make sure the Document type showing on the page matches the document type you are uploading.

Upload Police Record Check document

The following file types are supported:

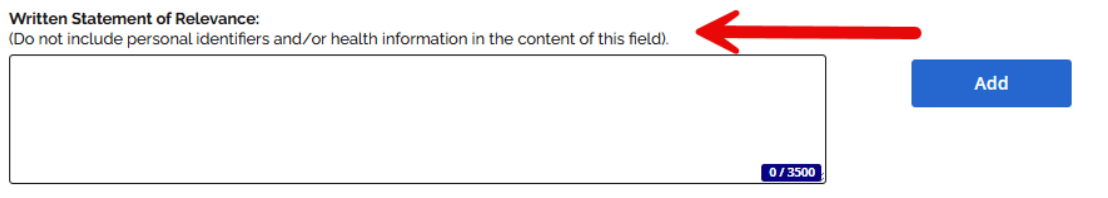
- Graphics: gif, jpeg, png, pdf
- Documents: pdf, rtf, doc, docx, plain text, ppt
- Spreadsheets: xls, xlsx

★ **Document type:** Police Record Check for

Date Police Record Check completed: *

24. Once you upload the document, you may provide a written statement about whether, in your opinion, the contents of your police record check are relevant to the position or role that you hold or seek to hold. This can be added to the Written Statement of Relevance text box. Note, this field is not mandatory

Note: Please do not include personal information or health information in the content of the Written Statement of Relevance field.



Written Statement of Relevance:
(Do not include personal identifiers and/or health information in the content of this field.)

0 / 3500

Add

25. If you are not ready to submit the document to the Director or if you need to make other changes, please select "Save". This will save your information in draft form. If you have made a mistake or uploaded the wrong document, you can still delete the document and upload the correct document.

Note: Once you select Submit, any uploaded documents, and the Written Statement of Relevance cannot be edited or deleted.

26. When you are ready to submit the document to the Director, select "Submit".

27. The document has been submitted to the Director. The status of the document changes to Submitted, pending the review of the document by the Director.

How to submit PRC documents as an Owner, Director, or Officer of a Corporation

Creating an Account

Note: If an owner, a director, or an officer of a corporation has not previously logged into SOR-RL, they will first need to have a profile account created in SOR-RL. To have a profile created, the SPA LRA for the organization will need to complete a face-to-face registration meeting. During this meeting, they will provide the individual with a temporary password so that they can log in to SOR-RL.

Note: Police record check related documents must be submitted by a PRC User on the Police Record Check documents page in the Profile module. A SPA LRA must not submit police record check related documents on the Supporting Documents page in the Profile module on behalf of a PRC User.

Once a face-to-face meeting has taken place and the SPA LRA has provided the individual with their login credentials, the following steps are performed by the PRC User to complete account registration.

1. Open your browser (Note: Microsoft Edge or Google Chrome can only be used) and enter the following address in your browser:
<https://www.sorrl.mcsc.gov.on.ca/SORRL/public/login.xhtml>
2. Save the link as a favourite in your browser so it is easily accessible.
3. The Log in page appears. Log in to the External system using your email and the temporary password provided by the Service Provider Administrator.

Log in

Looking for help? User guides and other resources are available on the [SOR-RL Training Portal](#).

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

Login ID: *

Password: *

[Log in](#) [Forgot password?](#)

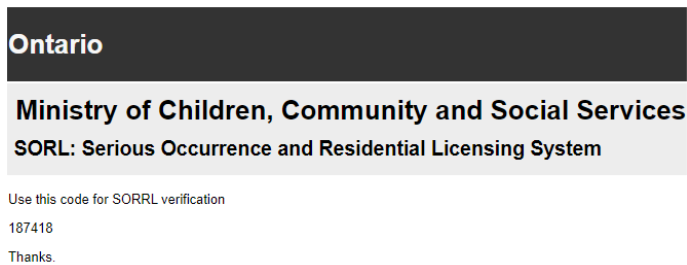
4. Select "Log in". The Enter Verification Code page appears.

Enter Verification Code

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

Code: *

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



6. Enter the code and select "Verify". The Complete Your Registration page appears.

Complete Your Registration

Current password: *

New password: *

Confirm new password: *

Security Question1: *

Security Answer1: *

Security Question2: *

Security Answer2: *

Security Question3: *

Security Answer3: *

7. Enter your temporary password (given by the SPA with LRA designation) in the Current Password field.
8. Create and enter a New Password.

Note: The password must be 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. () ! _ @ # \$ % ^ & * +.

9. Retype your new password in the Confirm New Password field.
10. Select the security questions and enter the answers.

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

11. Choose "Submit".
12. A confirmation message appears.

SOR-RL: Serious Occurrence and Residential Licensing System

Your Registration is Completed

[Go to Landing Page](#)

13. Choose "Go to Landing Page" and proceed to the SOR-RL home page.

Submitting Police Record Check documents in SOR-RL

If an owner, a director, or an officer of a corporation has previously logged into SOR-RL and the SPA LRA of their organization has added the PRC user role to their profile, they will have received an email notification confirming a new role was added to their profile.

Once the email notification is received, the individual may now login to SOR-RL and follow the steps below to upload Police Record Check documents in SOR-RL and submit them to the Director.

Step 1: Login to SOR-RL

1. Open your browser (Note: Microsoft Edge or Google Chrome can only be used) and enter the following address in your browser:
<https://www.sorrl.mcsc.gov.on.ca/SORRL/public/login.xhtml>
2. Save the link as a favourite in your browser so it is easily accessible.
3. The Log in page appears. Log in to the External system using your email and password.

Log in

Looking for help? User guides and other resources are available on the [SOR-RL Training Portal](#).

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

Login ID: *

Password: *

[Log in](#) [Forgot password?](#)

4. Select "Log in". The Enter Verification Code page appears.

Enter Verification Code

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

Code: *

[Verify](#) [Resend Verification Code](#)

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

Ontario

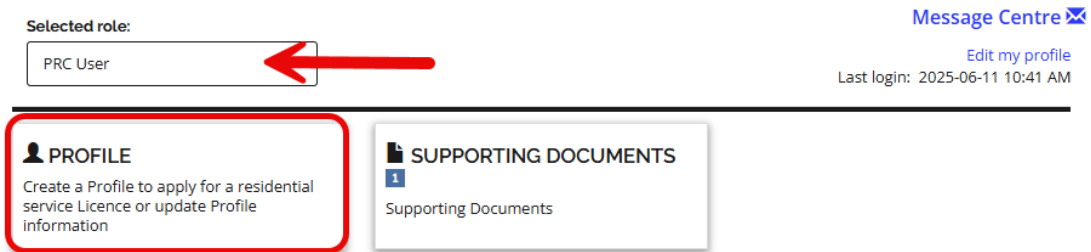
Ministry of Children, Community and Social Services
SORL: Serious Occurrence and Residential Licensing System

Use this code for SORRL verification

187418

Thanks.

6. Enter the code and select "Verify".
7. Proceed to the SOR-RL home page.
8. In the top right corner of the SOR-RL main page, select PRC User role in the selected role drop down menu. This will make sure the proper modules are visible and accessible to you.
9. Navigate to the Profile Module.



Step 2: Enter the Date your Police Record Check was requested

10. Scroll down to the Owner, Director, or Officer Details section.
11. Choose the "Select" button beside your name. This will bring you to the Details page. Please note, if you are both an owner and a director, you will only need to submit your Police Record Check documents once.

Owners of the corporation ^

Name	Role	Share percentage	Effective date ↓↑	Signing authority	Action
[Redacted]	Individual	100%	2019-12-19	Yes	

Directors of the corporation ^

[Show inactive](#)

Name	Date elected ↓↑	Date deactivated	Signing authority	Authorized to receive Ministry communications on behalf of Licensee	Action
[Redacted]	2025-06-23		No	Yes	
[Redacted]	2024-10-25		Yes	No	
Director, New	2023-10-05		Yes	No	<div style="border: 2px solid red; padding: 2px 10px; display: inline-block; color: blue; text-decoration: none;">Select</div>

Officers of the corporation ^

[Show inactive](#)

Name	Role	Date elected ↓↑	Date deactivated	Signing authority	Authorized to receive Ministry communications on behalf of Licensee	Action
[Redacted]	officer	2026-02-03		No	No	
[Redacted]	Officer	2025-06-23		No	No	
[Redacted]	Officer	2025-06-18		No	No	

12. From the Details page, you can now add the Date your Police Record Check was requested. If you have requested your Police Record Check and have not received the document yet, you can still add the date your Police Record Check was requested. This date can still be filled in pending the uploading of a document.

13. Add the date you requested your Police Record Check.

Date Police Record Check requested ^

Date added	Date Police Record Check requested ↓↑	Added by
No data exists.		
Date Police Record Check requested: * <input style="width: 100%;" type="text"/>		
<div style="background-color: #0070c0; color: white; padding: 5px 15px; display: inline-block; border: none; text-decoration: none;">Add</div>		

Note: This date is not required if you are uploading an Offence Declaration or Notice of Charge or Conviction.

- To enter a date manually, type the date in yyyy/mm/dd format. To enter a date using the calendar, select the icon that resembles the calendar. A calendar appears. Scroll to the month using the < > arrow buttons. To change the year, select the chevron << >> arrow.



- After entering the date, select “Add”.

Note: once you select add, this date will be saved in SOR-RL and cannot be edited or deleted.

- Once you receive your Police Record Check document, you can upload it for submission to the Director.
- Scroll down to the Police Record Check documents section.
- Choose “Upload” next to the Police Record Check document type you wish to upload.

Police Record Check documents						
Document type	File name	Status	Submitted date	Date of last Ministry review	Reviewed by	Action
Police Record Check for Director -				NA	NA	Upload
Offence Declaration for Director -				NA	NA	Upload
Notice of Charge or Conviction document for Director -				NA	NA	Upload

19. You are now on the Upload Police Record Check document page.

Upload Police Record Check document

[Help](#)

Prior to submitting a police record check, offence declaration, notice of charge or conviction, and/or a written statement of relevance to the Director, review the requirements under O. Reg. 155/18 related to police record checks. If you require assistance with respect to the interpretation of regulatory requirements or compliance with them, you should seek legal advice.

As a reminder, a person who is required to provide a police record check must also provide an offence declaration with their police record check. The offence declaration must address the period of time since the day they requested the police record check until its submission.

Upload Police Record Check document

Police Record Check Notice of Collection:

Refer to the [notice of collection of personal information in police record checks, offence declarations, notices of charge or conviction, and written statements of relevance](#) for details.

The following file types are supported:

- Graphics: gif, jpeg, png, pdf
- Documents: pdf, rtf, doc, docx, plain text, ppt
- Spreadsheets: xls, xlsx

20. If you are uploading a Police Record Check, enter the date the Police Record Check was completed. If you are uploading an Offence Declaration or a Notice of Charge or Conviction, a date is not required and proceed to point 34.

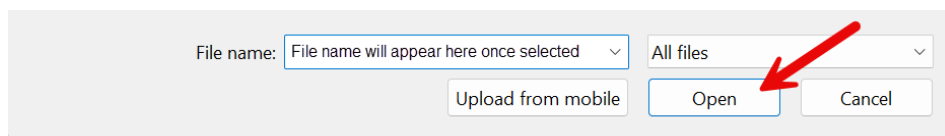
Date Police Record Check completed: *

21. Please read the Notice of Collection carefully. The Notice of Collection provides the contact information to whom you may direct any questions you may have.

22. After reading the Notice of Collection, select "Choose File". This will open a File Explorer window.

23. Go to the File Location where you saved your Police Record Check document. Once you locate your document, select your file, then select "Open" on the File Explorer window. The window will close.

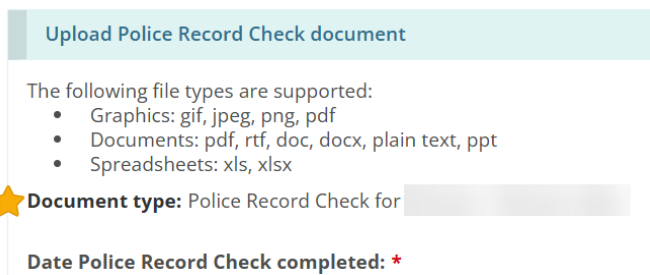


24. Confirm your file uploaded correctly by checking to see whether the file name appears beside the "Choose File" button. If your file name appears, then your file has been uploaded.



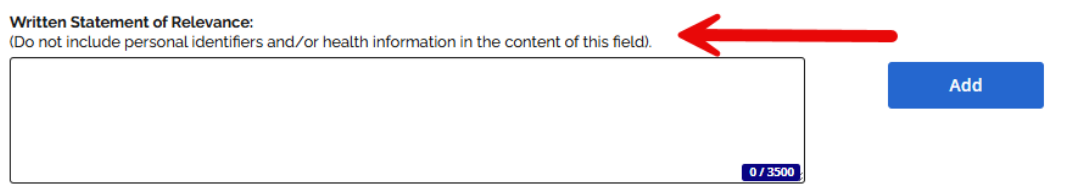
Note: Password protected documents (also known as encrypted documents) cannot be uploaded in SOR-RL. Please ensure your document is not password protected.

25. Make sure the Document type showing on the page matches the document type you are uploading.



26. Once you upload the document, you may provide a written statement about whether, in your opinion, the contents of your police record check are relevant to the position or role that you hold or seek to hold. This can be added to the Written Statement of Relevance text box. Note, this field is not mandatory.

Note: Please do not include personal information or health information in the content of the Written Statement of Relevance field.



27. If you are not ready to submit the document to the Director or if you need to make other changes, please select "Save". This will save your information in draft form. If you have made a mistake or uploaded the wrong document, you can still delete the document and upload the correct document.

Note: *Once you select Submit, any uploaded documents, and the Written Statement of Relevance cannot be edited or deleted.*

28. When you are ready to submit the document to the Director, select "Submit".

29. The document has been submitted to the Director. The status of the document is now Submitted, pending the review of the document by the Director.

After the Submission of Police Record Check documents in SOR-RL

Who will see and review your Police Record Check document

To safeguard the information submitted to the Director, specific roles have been designated the ability to see and review Police Record Check documents.

Only the individual who uploaded a Police Record Check, Offence Declaration, and Notice of Charge or Conviction can open and view their contents, comments, or Written Statement of Relevance. No other users in an agency have access to another user's Police Record Check documents.

The person who holds the SPA LRA role in an organization can see if a Police Record Check or Offence Declaration document has been uploaded, as well as the date and status of those documents. They cannot open or view these documents, see any comments that were added, or view the Written Statement of Relevance.

Additionally, no other users, included the SPA LRA, can see if a Notice of Charge or Conviction document has been uploaded. Only the individual who uploaded this document can see that it exists in the system.

Once you submit the documents to the ministry, only the Director can view and take action on the document. Your Licensor and Program Supervisor can see that a document has been uploaded, but they cannot open or view the document or view any comments in the Written Statement of Relevance. Your Licensor and Program Supervisor cannot see if a Notice of Charge or Conviction has been submitted.

Revising your Police Record Check document submission

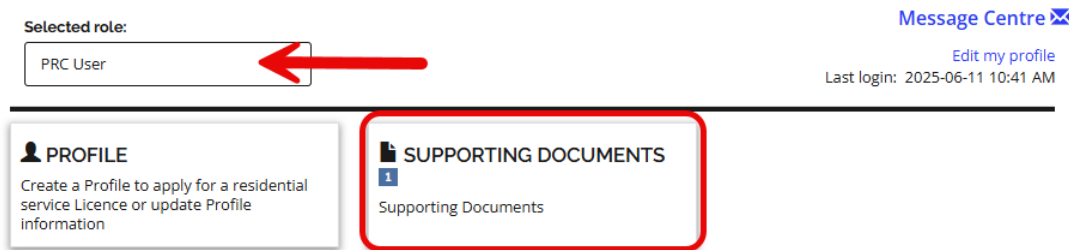
The Director will review submitted Police Record Check documents and the optional written statement of relevance. The PRC User will receive an email notification generated by SOR-RL when it has been reviewed or returned for revision by the Director.

Once the Director completes their review of the submitted documents and does not require further information, the status of the document will change from Submitted to Reviewed. No further action will be required by the PRC User.

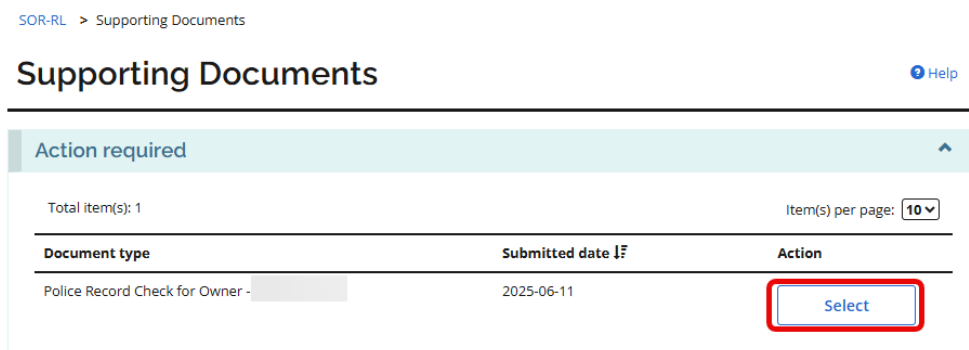
If the Director returns a PRC User’s Police Record Check document for revision, the returned document requiring revision will be visible under the Supporting Documents Module in SOR-RL. The Director will provide instructions in the Ministry comments field indicating what additional information is required.

Follow the steps below to view the returned document and comments from the Director.

1. Log back into SOR-RL if you have received an email notification that a document has been returned. Make sure to select PRC User for the selected role, otherwise you will not be able to see the document.
2. Navigate to the Supporting Documents Module.



3. Locate the document under the Action Required section.
4. Choose "Select" beside the document.



- Review the Ministry comments field where the Director has included instructions indicating what additional information is required.

Revision history			
File name	Uploaded by	Date uploaded	Date Police Record Check completed
	(PRC User)	2025-06-16	2025-06-02
Ministry comments: The wrong document was uploaded. Please re-upload the correct document and re-submit.			

- If the Director asks for a revision, you may upload a new document. Before resubmitting to the Director, you are required to include a mandatory comment in the comment text box. You may also include a new Written Statement of Relevance, if appropriate.

Note: Please do not include personal information or health information in the comment text box or the Written Statement of Relevance field.

Comments: *
 (Do not include personal identifiers and/or health information in the content of this field).

0 / 3500



- You will not be able to delete or edit documents or details that were previously submitted.
- Once you have followed the Director's instructions and revised your original submission accordingly, you can now choose "Submit".

Next Steps

You may find it helpful to return to this guide when it comes time to submit your Offence Declaration within the prescribed timeframe outlined in section 128 of Ontario Regulation 155/18.

Additional Resources

For a virtual demonstration on how to submit Police Record Check documents in SOR-RL, please visit this link to access the Children's Out-of-Home-Care licensing PRC User Orientation training webinar.

For more information on the regulatory amendments and reporting requirements, please visit this [Ontario e-Laws page](#) to access O. Reg. 155/18 General Matters under the Authority of the Lieutenant Governor in Council and the [Residential Licensing page on the SOR-RL Training Portal](#) to review the ministry developed policy and procedure.

Notifications and Reminders

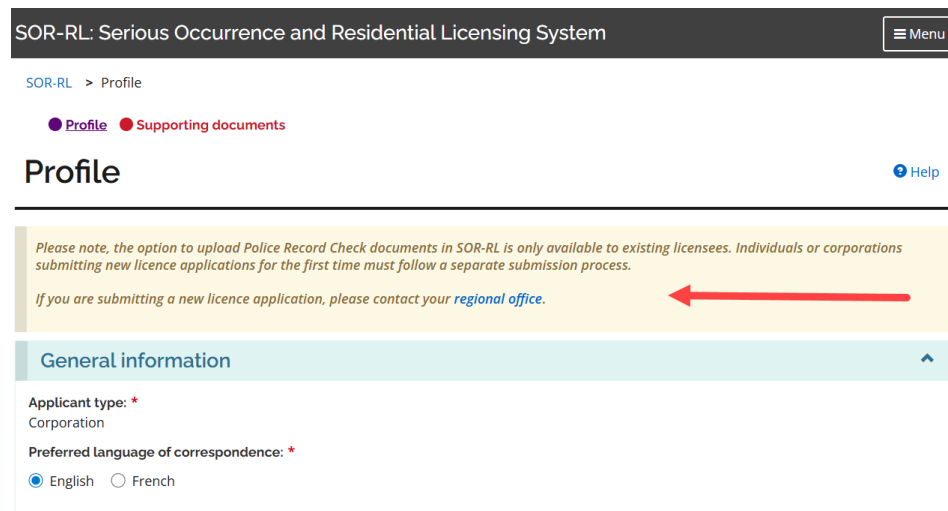
Notifications and reminders related to Police Record Check documents

SOR-RL sends automated email notifications and reminders, including overdue emails, to Registered Users, Service Provider Admins with Local Registration Authority, and PRC users.

Note: *these notifications and reminders will only function as intended if all user roles, particularly the PRC User role, are assigned correctly within the system. Incorrect or missing role assignments may prevent certain users from receiving the appropriate prompts or notifications.*

Notification for Registered Users

A banner appears on the Profile screen for new applicants who hold the registered user role, are in the process of submitting a licence application to the ministry for the first time, and who are not already existing licensees in SOR-RL. This banner informs new licence applicants they must use a different process to submit their Police Record Check documents. A link is included to direct new applicants to the contact information for their regional office.



SOR-RL: Serious Occurrence and Residential Licensing System Menu

SOR-RL > Profile

● Profile ● Supporting documents

Profile Help

Please note, the option to upload Police Record Check documents in SOR-RL is only available to existing licensees. Individuals or corporations submitting new licence applications for the first time must follow a separate submission process.

If you are submitting a new licence application, please contact your [regional office](#).

General information

Applicant type: *
Corporation

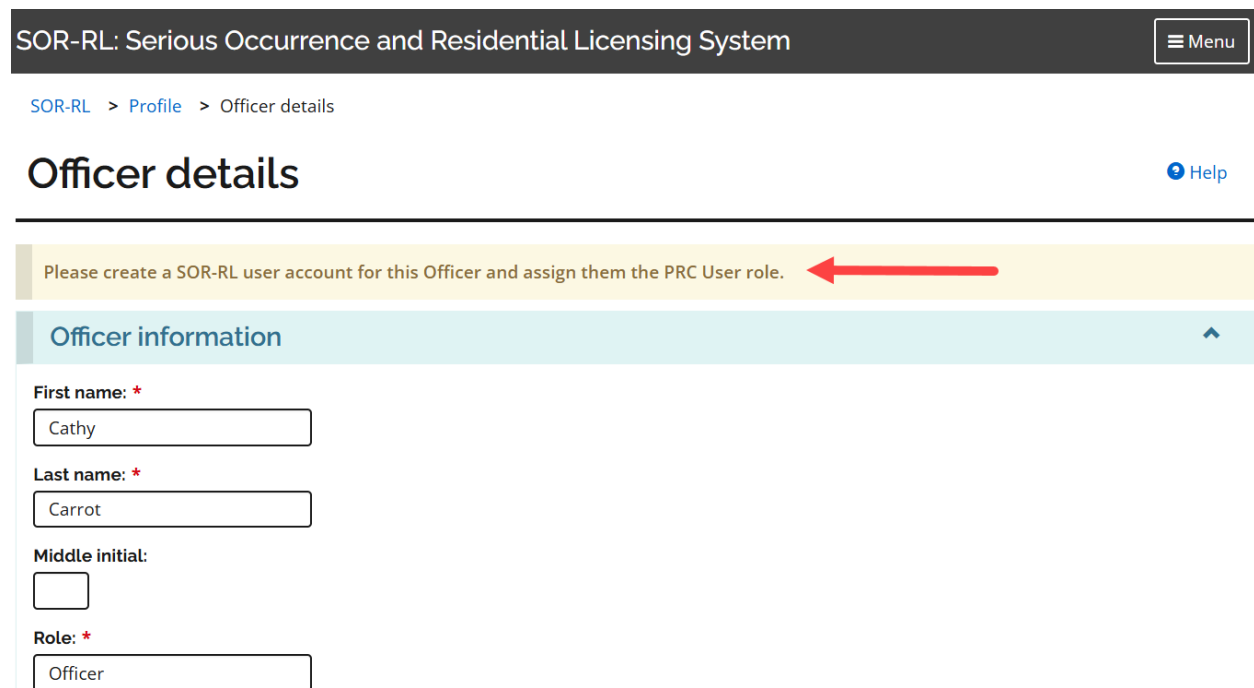
Preferred language of correspondence: *
 English French

Notifications and reminders for SPA LRAs

When a new Director or Officer is elected and added to SOR-RL by a Service Provider Admin user with Local Registration Authority (SPA LRA), a banner displays to remind the SPA-LRA to create a user account and assign the PRC User role to the newly elected Director or Officer.

When a new Owner is added to SOR-RL by a SPA-LRA, a banner displays to remind the SPA-LRA to create a user account and assign the PRC User role to the newly added Owner.

This banner will continue to appear on the Details page of the Owner, Director, Officer, or Individual until the PRC User role is assigned.



The screenshot shows the SOR-RL: Serious Occurrence and Residential Licensing System interface. At the top, there is a dark header with the system name and a 'Menu' button. Below the header, a breadcrumb trail reads 'SOR-RL > Profile > Officer details'. The main heading is 'Officer details' with a 'Help' link. A yellow notification banner with a red arrow pointing left contains the text: 'Please create a SOR-RL user account for this Officer and assign them the PRC User role.' Below the banner is a form titled 'Officer information' with the following fields:

- First name: *** (text input: Cathy)
- Last name: *** (text input: Carrot)
- Middle initial:** (text input: empty)
- Role: *** (text input: Officer)

Monthly email notifications

Each month, the Service Provider Admin with Local Registration Authority for an organization receives an email which outlines a summary related to Police Record Check documents for all Owners, Directors and Officers of the organization.

The email identifies the following:

- Police Record Check documents that have not been submitted
- Police Record Check documents that are pending revision

- Police Record Check documents that are overdue
- Offence Declaration documents that have not been submitted
- Offence Declaration documents that are pending revision
- Offence Declaration documents that are overdue

Notifications and reminders for PRC Users

SOR-RL sends automated email notifications to support PRC Users in submitting Police Record Check related documents to the ministry. These reminders aim to help PRC Users to remember to take necessary actions, such as:

- Enter the date a PRC User requested their Police Record Check
- Remind a PRC User to submit a Police Record Check
- Remind a PRC User to submit an Offence Declaration if they submitted a Police Record Check without an Offence Declaration
- Remind a PRC User to submit a Police Record Check every 3 years
- Remind a PRC User to submit an Offence Declaration in the years a Police Record Check is not required

Performing SOR-RL basics

Logging in to SOR-RL

Note: The instructions below apply to SOR-RL Users (at transfer payment recipient service providers or licensed service providers).

1. Open your browser (Note: Microsoft Edge or Google Chrome can only be used) and enter the following address in your browser:
<https://www.sorrl.mcsc.gov.on.ca/SORRL/public/login.xhtml>
2. The Log in page appears. Enter your Login ID (email address) and Password.

Log in

Looking for help? User guides and other resources are available on the [SOR-RL Training Portal](#).

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

Login ID: *

Password: *

[Log in](#) [Forgot password?](#)

3. If you have forgotten your password:
 - a. Select "Forgot password?"
 - b. The Forgot password? page appears.

Forgot password?

Login ID: *

[Cancel](#) [Next](#)

- c. Enter your Login ID.
- d. Select the Security Question from the dropdown list.

- e. Enter the Security Answer.
 - f. Select "Submit".
4. Select "Log in".
 5. The Enter Verification Code page appears.

Enter Verification Code

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

Code: *


Verify

Resend Verification Code

6. You will be emailed a verification code. Enter the verification code from the email.
7. Select "Verify". The SOR-RL home page appears.


Selected role:

PRC User ▼


[Message Centre](#) 


[Edit my profile](#)

Last login: 2025-06-11 10:41 AM

 **PROFILE**

Create a Profile to apply for a residential service Licence or update Profile information

 **SUPPORTING DOCUMENTS**

 Supporting Documents

SOR-RL home page modules vary depending on the role selected.

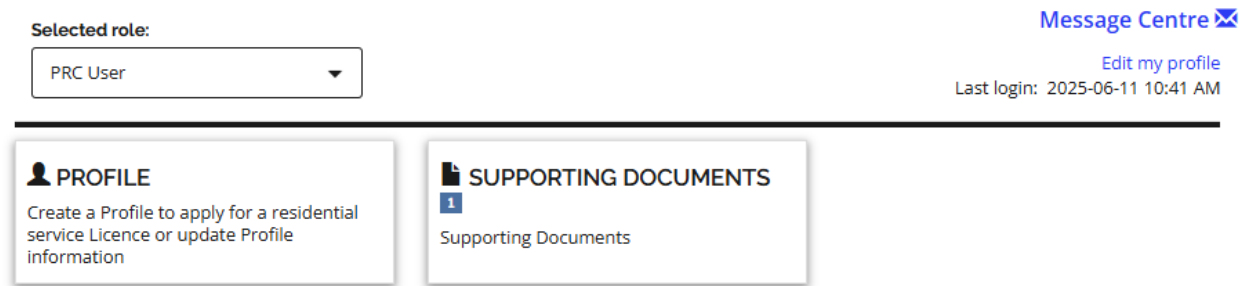
8. If your login attempt fails, select "Resend Verification Code" then repeat step 6.

Logging out of SOR-RL

1. Select "Menu".
2. Select "Logout". The Log in page appears.

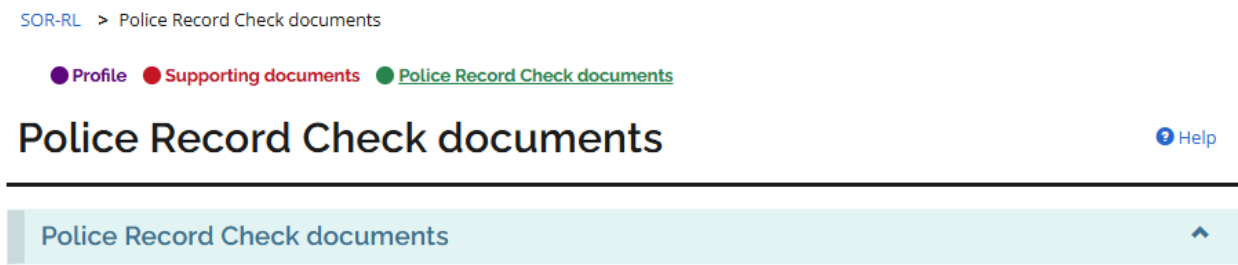
Understanding the SOR-RL home page

After you log in, the first page to appear is the SOR-RL home page. The modules that appear on the home page will vary depending on your system access rights (based on your role). For more information about roles see the [User Roles and Registration](#) page of the SOR-RL Training Portal.



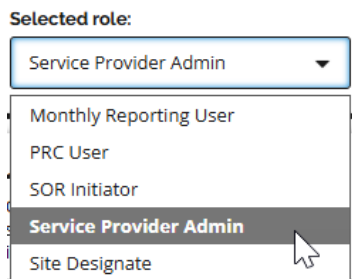
Accessing the SOR-RL home page

To access the SOR-RL home page from any page, select the SOR-RL link from the menu or select the SOR-RL link from the breadcrumbs at the top of the page (breadcrumbs track your progression through the system).



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.



Changing the page language

To change the page language, select the language button “français” or “English”.

Accessing the menu

The menu can be accessed from the top of any page by selecting “Menu”.

Banners

Items can be expanded or collapsed under a banner. Select the banner arrow to expand or collapse the section.



Action required **1**



The number in the banner indicates the number of items in the list.

Identifying mandatory information

A red asterisk ^{*} indicates that a field is mandatory and must be completed.

Date Police Record Check completed: *

If mandatory information is not completed, a message in a red text box appears at the top of the page to indicate information is missing.














There is a problem

Data validation

- Please add date Police Record Check requested.

Appendix A: Symbols and Icons

Symbol	Description
	Edit entry
	Delete entry
	Use calendar to select a date
	Re-order entries
	Table column sorted in ascending order
	Table column sorted in descending order
Per Page <input type="text" value="10"/>	Number of rows appearing on a page
	Expand/collapse banner or section
	Number of items in that section
	Mandatory field
	Information is missing from the section
	Access the SOR-RL home page
français English	Toggle the language to French/English
+ Show all	Expand all sections
Hide steps	Hide steps at top of section
+ Update	Expand update sections
Logout	Exit SOR-RL
MENU	Access menu options
Print	Open print dialog box