Ontario 🏵

SOR-RL

SOR-RL Registration and User Guide for Service Provider Administrators (SPA) with Local Registration Authority (LRA) Designations

Version 2 – December 2023

Summary of Changes

Version 2 – December 2023

- Updated document title
- Updated style per Ontario's Visual Identity system
- Updated language to provide clarity on the SPA role
- Clarified the Service Provider Administrator role and the distinction between the role with the LRA designation and the role without a designation
- Clarified and enhanced the responsibilities of the SPA with LRA permissions
- Replaced Tier 1 User support contact info table with a link to webpage containing up-to-date contact information
- Condensed and clarified the steps for registration of users within an agency
- Removed inaccurate direction regarding the ability to make changes to user emails
- Added link to additional resources for SPAs relating to licensing activities
- Addition of Deactivating or reactivating a user profile section
- Removed Appendix regarding allowable identity documents as this information is available on the application form
- Updated system/functional role Appendix to include link to updated matrix featuring all roles

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Introduction to this document

This document outlines the ministry's requirements of a Service Provider Administrator (SPA) with Local Registration Authority (LRA) permissions and the steps for registration as an SPA with LRA permissions for the Serious Occurrence Reporting – Residential Licensing (SOR-RL) system. It also provides a user guide for performing user management related functions in the SOR-RL system.

Please note that this user guide provides information relating <u>exclusively</u> to the SPA role **with** an LRA designation, and <u>does not</u> provide information about functions relating to licensing activities. Those who wish to learn about the SPA role *without* an LRA designation and its functions relating to out-of-home care (residential) licensing can reference the *SOR-RL Residential (Out of Home Care) Licensing User Guide for Applicants and Licensees* [here](#).

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

Overview of the Service Provider Administrator Role and the Local Registration Authority Designation

Purpose

The Service Provider Administrator (SPA) role in the Serious Occurrence Reporting and Residential Licensing (SOR-RL) system can have an associated Local Registration Authority (LRA) designation or can have no associated designation. Whether a user has an LRA designation or not will determine their level of access in the system, their responsibilities and their functionality.

The SPA **without** an LRA designation does not have the ability to manage SOR-RL users, and exclusively performs functions related to children's out-of-home care (residential) licensing. The SPA without an LRA designation is registered by an SPA with an LRA designation within their organization.

The SPA **with** an LRA designation is primarily responsible for user management for the SOR-RL tool. The SOR-RL SPA with LRA permissions is granted the authority to authenticate the identity of individuals within their organization as part of their application process and provide them with access to the SOR-RL system. The SPA with LRA permissions has the functionality to create and manage user accounts within their organization. The SPA with an LRA designation can also perform the licensing functions of the SPA without LRA permissions. Each service provider must have at least one active SPA with an LRA designation. The SPA with an LRA designation is registered by a ministry registration authority.

This user guide provides information relating <u>exclusively</u> to the SPA role **with** an LRA designation, and <u>does not</u> provide information about functions relating to licensing activities. Those who wish to learn about the SPA role *without* an LRA designation and its functions relating to out-of-home care (residential) licensing can reference the *SOR-RL Residential (Out of Home Care) Licensing User Guide for Applicants and Licensees* [here](#).

Responsibilities

The responsibilities of a SOR-RL SPA with LRA permissions include:

- Completing a *SOR-RL Application Form for SPAs with LRA Permissions* and having the form reviewed and their identity authenticated by a ministry SOR-RL Registration Authority Assessor (RAA)
- Taking all reasonable measures to safeguard their account
- Notifying SOR-RL user support immediately if they require a change to their profile, if they no longer require SOR-RL access, if they cease to work for the organization, if they no longer wish to be designated as a SOR-RL LRA, or if they suspect or have become aware that their account has been compromised
- Fulfilling their user management duties, including:
  - Ensuring that SOR-RL access requests are valid and appropriate as per a staff's position and responsibilities
  - Only providing SOR-RL access to individuals who work in their organization, whose identity they have personally authenticated, and for whom they have reviewed, completed, and securely stored a *SOR-RL User Access Request Form*
  - Registering staff on SOR-RL, providing users with a temporary password, and assigning appropriate roles and/or assignments while respecting the principle of minimum access to information as per Ontario privacy legislation
  - Providing new users with appropriate training materials
  - Making changes to user roles and/or assignments in a timely fashion where an individual's position or responsibilities have changed
  - Deactivating user accounts in a timely fashion where an individual has changed positions, has left the organization, or no longer requires SOR-RL access to carry out their job functions
  - Conducting reviews of active user profiles, including roles and assignments, on a regular basis to ensure access registry remains up-to-date and appropriate

Application and registration

Only individuals in a service provider management role can apply to become Service Provider Administrators with an LRA designation. These individuals are designated by the ministry and authorized to carry out the responsibilities outlined

in this document. Each service provider must have at least one active SPA with an LRA designation.

Step 1: Complete and submit the *SOR-RL Application Form for Service Provider Administrators with Local Registration Authority Permissions*

- The applicant completes the *SOR-RL Application Form for Service Provider Administrators with Local Registration Authority Permissions*.
- The applicant submits the application form to a ministry official designated as a SOR-RL Registration Authority Assessor (ministry RAA).

Step 2: Meet with a designated ministry Registration Authority Assessor (ministry RAA)

- The applicant meets with the ministry RAA to have their identity verified by presenting at least two pieces of original allowable identification documents (the application form outlines the allowable identity documents).
- Upon successful verification of the applicant's identity, the ministry RAA completes Section 3 of the application form, and creates a SOR-RL account for the user (the user will be given the SPA role with LRA permissions) and provides them with their login credentials.

Frequently Asked Questions

Q: Is there a limit to the number of SOR-RL LRAs an organization may have?

A: No. There is no limit to the number of SOR-RL SPAs with LRA designations an organization may have. It is recommended that each organization have at least two SOR-RL SPAs with LRA permissions to ensure coverage during unexpected leaves, extended vacation periods or other absences.

Q: Can I transfer my SOR-RL LRA designation to someone else?

A: No. Only the ministry can designate a person as a SOR-RL SPA with LRA permissions after they successfully complete the application process.

Q: Can I assign any of the SOR-RL LRA duties to someone who is not designated by the ministry as a SOR-RL SPA with an LRA designation?

A: 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 SPA with LRA permissions in your organization.

Q: I've switched employers. Do I have to re-apply to become a SOR-RL SPA with LRA permissions if I was already designated at another organization?

A: 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.

Q: I no longer wish to be a SOR-RL LRA, or I am leaving my organization. How do I cancel my designation?

A: If you need to cancel your designation, in addition to any internal process your organization may institute, you must notify the ministry in writing.

Account setup and access to SOR-RL

Once a face-to-face or virtual meeting has taken place and the RAA has provided the applicant with their login credentials, the following steps are performed by the SPA with LRA permissions to complete account registration.

1. Open your browser (for example Microsoft Edge or Google Chrome) and enter the following address in your browser: https://www.sorrl.mcss.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 ministry RAA.
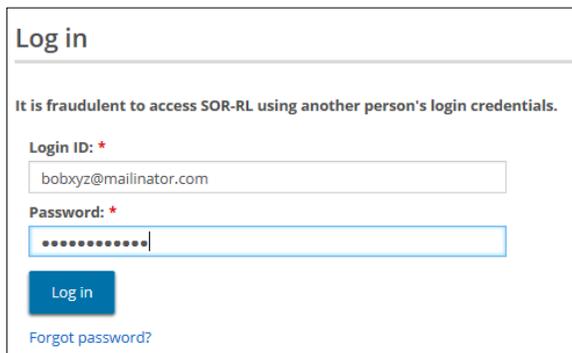
4. Click Log in. The Enter Verification Code page appears.

Enter Verification Code

We sent to your registered email

To complete login, please enter verification code

Code: *

Code

Resend Verification Code | Verify

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

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Ministry of Children, Community and Social Services

SORL: Serious Occurrence and Residential Licensing System

Use this code for SORRL verification

195984.

Thanks.
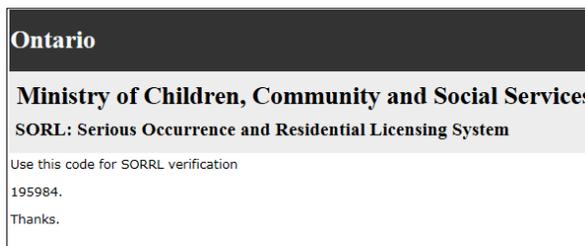
6. Enter the code and click Verify. The Complete Your Registration page appears.

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

7. Enter your temporary password (given by the ministry RAA) in the Current Password field.

8. 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. ( ) ! _ @ # $ % ^ & +.*

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. Click Submit . A confirmation message appears.

12. Proceed to the SOR-RL home page.

Performing SOR-RL basics

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 according to ministry requirements, and for the management of children's out-of-home care (residential) licences.

Logging in to SOR-RL

1. Open your browser (for example Microsoft Edge or Google) and enter the following address in your browser: https://www.sorrl.mcss.gov.on.ca/SORRL/public/login.xhtml

2. The Log in page appears. Enter your Login ID (email address) and Password.
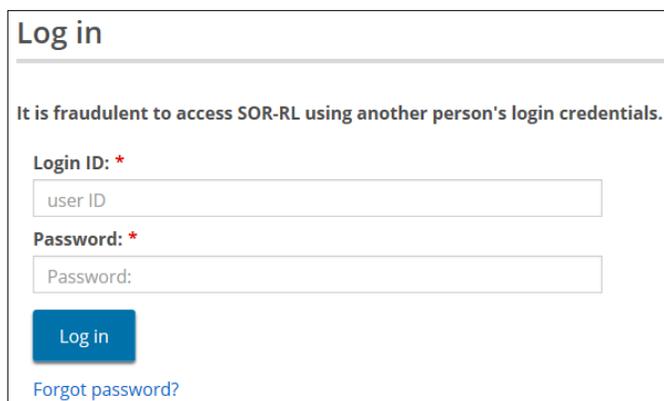
Log in

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

Login ID: *

user ID

Password: *

Password:

Log in

Forgot password?

3. If you have forgotten your password:

a. Click Forgot password?

b. The Forgot password? page appears.

Forgot password?

Login ID: *

Security Question: *

Please select...

Security Answer: *

Cancel   Submit

c. Enter your Login ID.

d. Select the Security Question from the dropdown list.

(based on your role). For more information about user roles, see [Appendix A: System/Functional Roles](#).
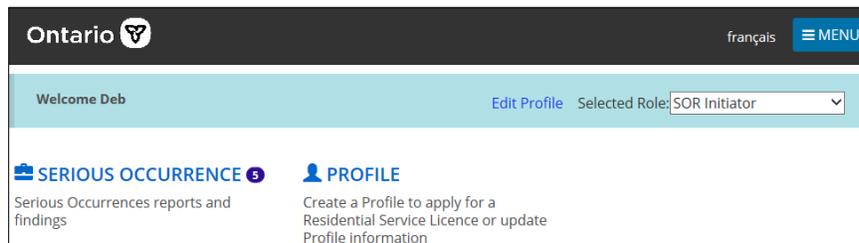
Accessing the SOR-RL home page

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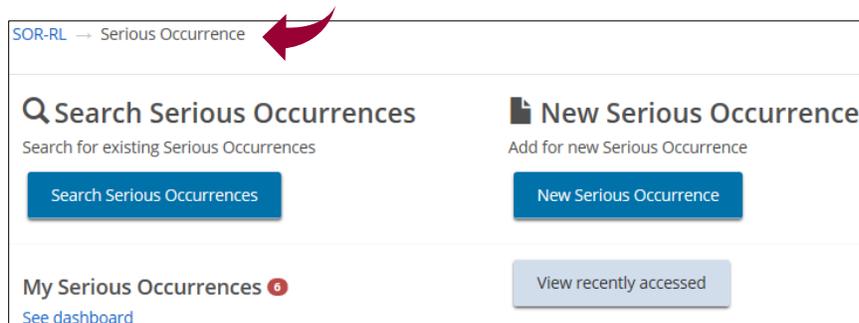
Changing the role displayed

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, click the language button. français English

Accessing the menu

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

Banners

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

Action required 3	^

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.

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

Updating your user profile

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. Only the phone number, security questions and password can be changed by a user. To change your name or email address, contact your SOR-RL Tier 1 Support representative.

Changing your phone number, password or security questions

1. From the SOR-RL home page, click Edit Profile. The Edit my profile page appears.
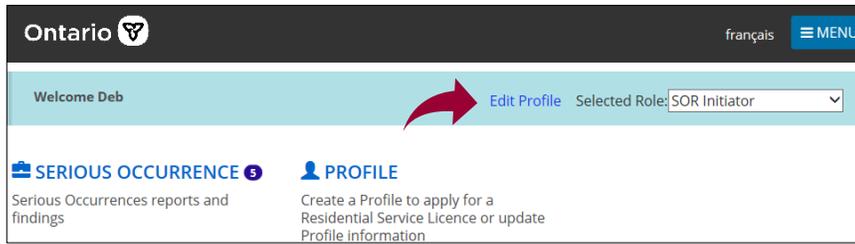
2. Update your phone number as required.

   a. Click ⬚Save⬚.
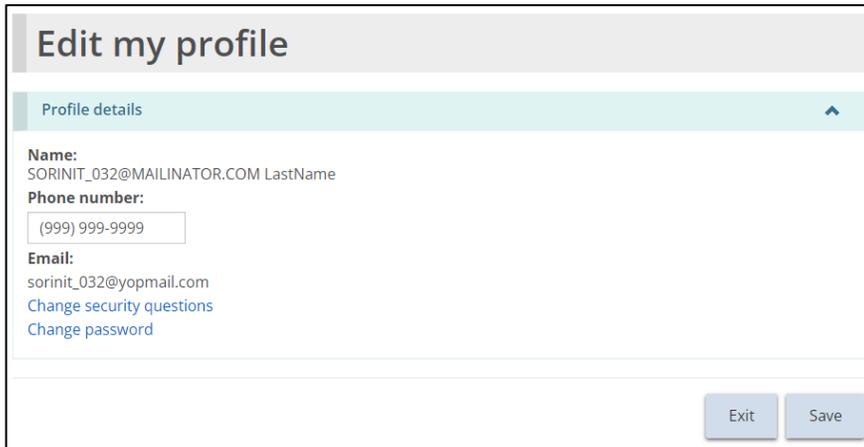
3. Click Change password. The Change password page appears.
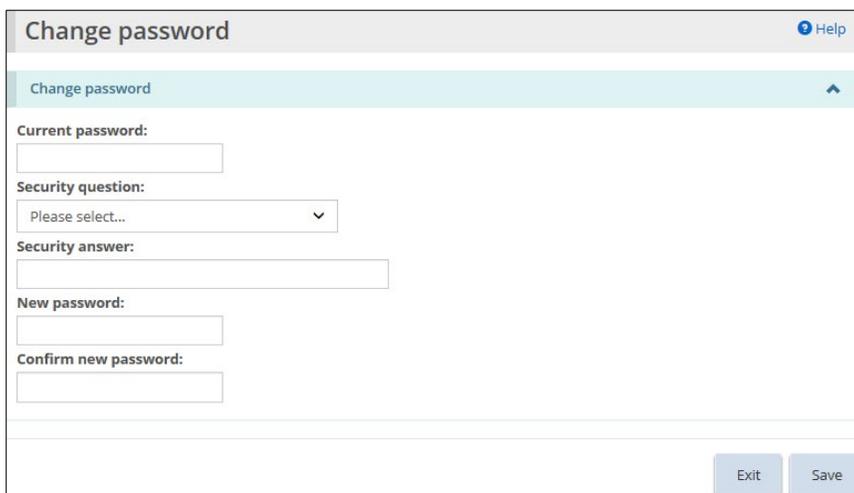
   a. Enter your Current password.

   b. Select a Security question from the dropdown list.

   c. Enter the Security answer.

   d. 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. ( ) ! _ @ # $ % ^ & * +*

   e.   Type the new password again in the Confirm new password field.

   f.   Click Save .

4.   Click Change security questions. The Security questions page appears.

Security questions   ❓ Help

Security questions   ⌃

Current password:
[   ]

Security question: 1
[Please select...   ⌄]
Security answer: 1
[   ]

Security question: 2
[Please select...   ⌄]
Security answer: 2
[   ]

Security question: 3
[Please select...   ⌄]
Security answer: 3
[   ]

                                          Exit   Save

   a.   Enter your Current password.

   b.   Select the Security question.

   c.   Enter the Security answer.

   d.   Repeat steps 2 and 3 for all three questions.

   e.   Click Save

Managing SOR-RL Users

Only the SPA with LRA permissions can manage users on SOR-RL. User management for SOR-RL includes managing new user applications and registrations, creating new user profiles in SOR-RL, assigning roles, and editing user profiles.

New user application and registration

All individuals within your organization who require access to SOR-RL must go through an authentication process to be granted a user account. All applicants, with the exception of users requesting the Service Provider Administrator role with Local Registration Authority permissions (who must be registered by the ministry), must be registered by the SPA with an LRA designation.

Users will be given a role based on their position and responsibilities, which must be assigned during registration on the SOR-RL system. For more information about user roles, reference [Appendix A: System/Functional Roles](#).

Step 1: The applicant completes and submits the *SOR-RL User Access Request Form for Service Provider Staff*

- The applicant completes section 1 of the *SOR-RL User Access Request Form for Service Provider Staff*.
- The applicant submits the form to the SPA with LRA permissions within their organization.

Step 2: The applicant meets with the designated SPA with LRA permissions

- The applicant meets with the SPA with LRA permissions to have their identity verified by presenting at least two pieces of original allowable identification documents (the application form outlines the allowable identity documents).
- Upon successful verification of the applicant's identity, the SPA with LRA permissions completes Section 2, 3, and 4 of the application form, which includes a declaration and signature to indicate they have followed the process for authenticating an employee's identity.
- The SPA with LRA permissions files and retains the completed *SOR-RL User Access Request Form for Service Provider Staff* in a safe location in

accordance with record retention policies. The completed form may need to be provided to the ministry upon request (for example, during an audit).

- The SPA with LRA permissions creates a SOR-RL account for the user, identifies the appropriate role(s), and provides the individual with their login credentials.

Creating a new user profile in SOR-RL

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

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

3. Click **Add User**. The User details page appears.
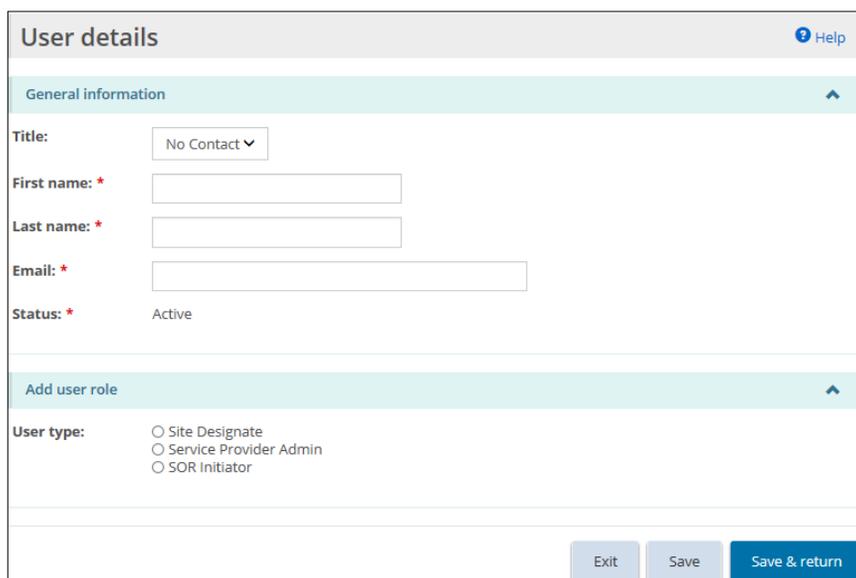
4. Enter the user information.

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

For information on user roles, see *Appendix A: System/Functional Roles*.

Note: *More than one site can be selected.*

Note: *The user will only have access to information for their assigned site(s).*

Note: *You can only add one role at this stage. However, you can add another role after clicking Save.*

Note: *The role of SPA without LRA permissions can only be assigned by a SPA with LRA permissions.*

6. To remove a site assigned to a user, click the 'x' on the left side, next to the site name.

7. Click ___Save___ .
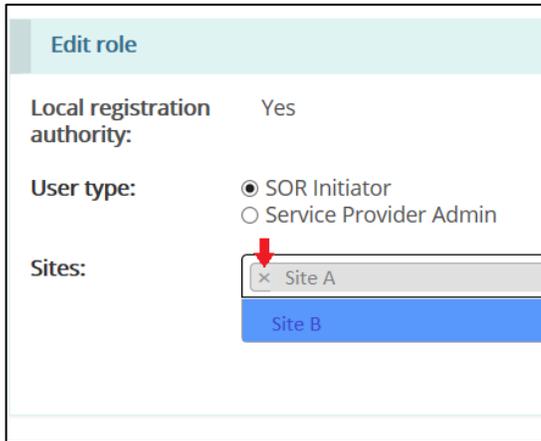
8. Add another role if required. Repeat step 5.

9. Click Generate password . The generated password appears on the page.

10. Copy the password, and click ___Back___ .

11. Give the password to the new user. The new user will use the password to log in and complete their registration.

Viewing/Editing a user profile

Searching for a user profile

1. Click ☰ ADMINISTRATION .
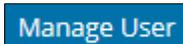
2. Click Manage User . The Manage User page appears.

3. Enter the search criteria.

4. Click Search . The search results appear.

5. Click Select . The User Details page appears.

Adding, modifying or removing a role from a user profile

1. To add a role:

   a. Click Add a new role .

   b. Select the role to be added.

   c. Select the sites (where applicable).

2. To remove a user role:

   a. Select the role to be removed.

   b. Click Drop role .

3. To add/remove site(s) assigned to a user:

a. Select the user's role.
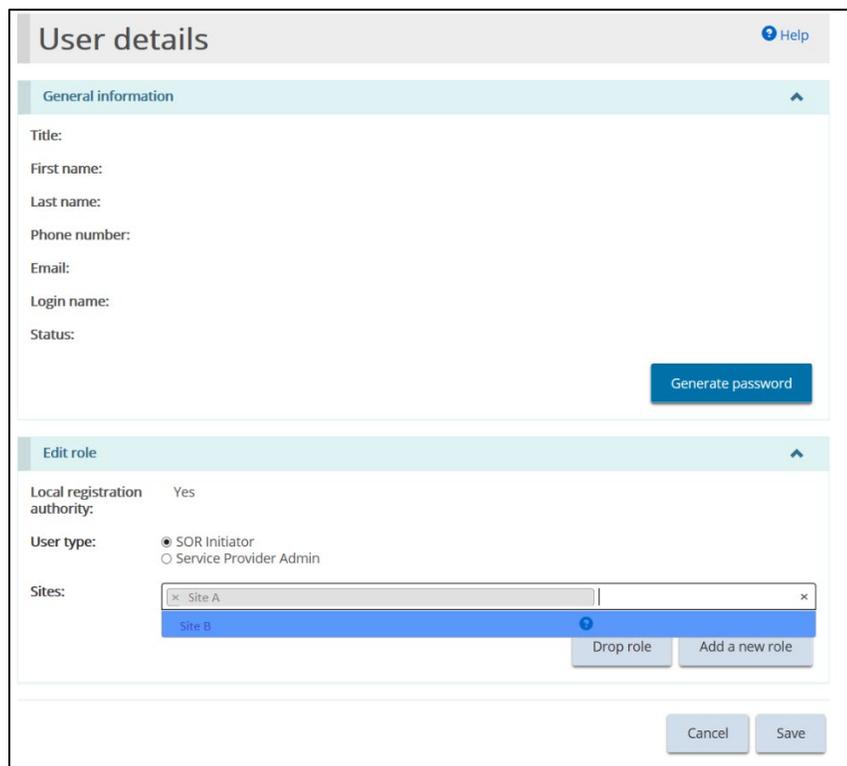
b. To add sites: select from the blue drop-down.

c. To remove sites: click the 'x' on the left side of the site name.

d. Click Save .

Editing a user's profile

1. To generate a new password:

    a. Click Generate password. The new password appears.

    b. Click Back.

Note: *The user's general information (title, name, phone number) must be modified by the user themselves.*

Note: *Email addresses cannot be changed by service provider users. Contact your ministry SOR-RL Tier 1 Support Representative if a user's email address must be changed.*

Deactivating a user profile

User profiles of individuals who have changed positions, have left the organization, who no longer require SOR-RL access to carry out their job functions or who should no longer have access should be deactivated in a timely fashion.

1. Click ADMINISTRATION.

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

Manage User		❓ 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 **Select**. The User Details page appears.

6. Press **Deactivate**

Reactivating a user profile

User profiles that have been deactivated, but where the individual requires SOR-RL access anew should be reactivated. New accounts cannot be created for the same user.

1. From the User Details page, press **Reactivate**.

2. Click Add a new role.

3. Select the role to be added.

4. Select the sites (where applicable).

5. Click Save.

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Viewing the service provider profile information

The Profile module includes information about the corporation such as the address, operating name, sites, etc.

1. From the SOR-RL home page, click 👤 **PROFILE**. The Profile page appears.

2. Expand the banners to see the details.

3. Make changes as required. Note that only service providers that have a children's out of home care (residential) licence can make changes to the profile. Non-licensed service providers cannot make changes to their profile from SOR-RL and must contact the ministry if changes are required.

4. Click **Save & next**.

For more information on SPA functions

This guide provided information on user management related functions available to the Service Provider Administrator with Local Registration Authority permissions in SOR-RL. This guide did not provide information on the additional system functionality available to Service Provider Administrators relating to children's out-of-home (residential) care licensing activities. SPAs at licensed out-of-home care (residential) settings who wish to learn more about the SPA's licensing-related functions in SOR-RL can reference the SOR-RL User Guide for Out-Of-Home (Residential) Care Applicants and Licensees here.

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Appendix A: System/Functional Roles

Refer to the SOR-RL User Role Matrix on the SOR-RL Training Portal, which lists all SOR-RL user roles, their responsibilities, assignments and functionality.