FAQs on Submitting BPV Engineering Applications via the Client Portal

Frequently asked questions are grouped by the following topics:

Account Access Key

Q1: Can we delete the verification code requirement?
A: For security purposes, the Client Portal was created to require dual signing or authentication, and the verification code is part of this process. The account access key is different from the verification code. The account access key is a security requirement to ensure that unauthorized third parties cannot link to and access accounts for which they do not have a contractual relationship.

Q2: Many companies have more than one employee working on submissions, so we should all be able to connect without waiting for the owner to send us the verification code. If we delete the verification code, this will be resolved.
A: The verification code is part of the dual sign-in or authentication practice and is part of TSSA's security measures. Regarding the account access key, employees may individually sign up and link to your account as their employer or organization. If the organizational or employer account is linked as a submitter to the owner's account (a one-time link using account access key), each employee will be able to transact. Customers are asked to refrain from circumventing security controls.

Accounts/Account Creation

Q3: Is the account for TSSA-regulated boilers and pressure vessels (BPV) only or is it meant to be used for other industries too?
A: TSSA Accounts are for the organization, not a specific branch, department, or function.

Q4: Can you explain how to create an owner of the design account if I am the consultant submitting the design on their behalf?
A: If you are submitting on behalf of an owner and the owner has never transacted with TSSA, you need to create a TSSA portal account for the owner on their behalf. Please refer to the job aid titled How to Create an Organizational Account or download the instructions in PDF.

Q5: I am working on a submission and entered the account number my customer has provided found on a previous invoice. I pressed "Validate and Link" but nothing happened. Does this mean the account number is not valid? I am not getting any error messages.
A: The process to link a third-party submitter account to a client or an owner account takes approximately an average of 15 minutes. Refresh your screen periodically; if you do not see the owner account on the Accounts page in the Portal after 24 hours, please contact TSSA.

Q6: How do you correct old accounts that are still linked to you?
A: Sign into the Client Portal, click on the Accounts tab, scroll down to the table entitled "Account To Account Connections", and click "INACTIVATE".

Q7: Can you provide an example of making our personal account and linking to our employer?
A: Please refer to the job aids on the Training page of our website.

Q8: What if the customer does not have a TSSA account and this is a one-time use? Is there a fee to set up a TSSA account?
A: There is no fee to create an account with TSSA. Third-party submitters may create a new TSSA account in the Client Portal for their client. To create a new account, you will need the following information: registered legal name of the client or owner; primary address; primary email; billing address (if different from primary); shipping or correspondence address (if different); and corporation or business identification number. Please refer to job aids on the Training page of our website.

Q9: Your webinar started with an existing account - you call the Contact Centre for the account number. What if the account does not exist for the party I am submitting the design on behalf of? Can you create the account on their behalf?
A: If you are submitting on behalf of an owner and the owner has never transacted with TSSA, you need to create a TSSA Portal Account for the owner on their behalf. Please refer to the job aid titled "How to Create an Organizational Account". To create the new account, you will need the following information: the registered legal name of the client or owner; primary address; primary email; billing address (if different from the primary); shipping or correspondence address (if different); and the corporation or business identification number.

Q10: Can I create my client account with TSSA?
A: Yes, you can sign up for the Client Portal and create a new account if you have never transacted with TSSA. Please refer to the training page on our website on how to sign up, create an account, and link your profile to an account.

Q11: Does every design owner need an account number and access code? I register fitting designs that last for 10 years, so it is extremely low use per account.
A: Yes, every organization or individual that transacts with TSSA will have an account number.

Q12: I am responsible for managing our TSSA portal account. According to the Portal Manager, there are two accounts - one account has BPVs and Elevating Devices (ED) as well as other. Is there a way to move EDs under one account and BPVs under the other?
A: TSSA accounts are single, shared accounts for all devices regulated by TSSA.

Q13: What if there are multiple branches of the same company, and you want to submit for a specific branch?
A: TSSA uses a single, organizational account for all businesses. Each account must have a primary address and an email contact but may have multiple billing and shipping addresses to identify its branches or divisions.

Q14: Can more than one person be linked to an employer?
A: Yes, every employee in an organization can create a portal profile and link to their employer's account using a unique email address. Employees or individuals cannot use common or shared email addresses to sign up.

Applications

Q15: Where can we see the progress of our applications? For example, I have applications more than eight weeks old, but other than the Portal "AP0" number assigned to the receipt, where can we check the status and progress?
A: The Portal was designed to show all open applications in the owner's account. We are looking into making a change to the Portal setup to allow third-party submitters to view open BPV engineering applications.

Q16: We have two people filling in the applications for our company based in Toronto and Edmonton. Can both be primary applicants?
A: Only one person or employee can be the primary on the account with the other contact or employee noted as Additional Correspondence. Both employees can create a profile in the portal and link to their account and submit.

Q17: I recently reached out to bpv_registrations@tssa.org to obtain a status update and they wouldn't give me any information. Why?
A: For privacy or security reasons, TSSA will only correspond with the submitter of the application. To obtain an update on the application with TSSA, please contact the consultant or contractor you hired to transact with TSSA.

Q18: How can I cancel an application if I make a mistake and do not catch it at the review point? Do I have to start over?
A: Incorrect applications submitted via the Client Portal must be manually cancelled by TSSA. In these situations, your prepayment will be refunded (in 4-6 weeks), and the submitter must resubmit the application.

Q19: With the large backlog, what is the current committed response time for each application? A: The average processing time is 92 days as of August 13, 2024.

Canadian Registration Number

Q20: Does the old CRN application show up on the portal?
A: If you are submitting an application to add, revise or renew a CRN, your existing CRNs will appear in a list of values or a drop-down list. Applicants will need to pick the applicable CRN from this drop-down list. The Accounts tab in your portal account gives you access to applications (work orders), inspection reports, and invoices. It does not provide visibility to all CRNs.

Q21: Who is the owner of the CRN? Can the submitter be the owner of the CRN?
A: The owner of the CRN differs by device type. For fittings, the owner is the name of the organization noted on the Statutory Declaration – this is often the manufacturer. For piping, the owner is the owner of the site where the piping is being installed. For boilers and pressure vessels, the owner can be the submitter or the manufacturer. For P-Standard, the owner is the submitting engineer.

Expedited Service Requests

Q22: Can you explain the process for an expedited service request?
A: Please refer to the job aid entitled "How to Submit a BPV Design Registration Application" or download the instructions in PDF. Expedited applications that meet TSSA's criteria (i.e., hot taps, leak boxes, refineries, nuclear plants) and for which TSSA has the capacity to accept are placed at the top of the queue and processed ahead of regular service applications.

Q23: For TSSA Expedited, will TSSA refund the expedited portion of the submission fee? I have submissions that are over six weeks old, and an email was sent to BPV as specified on the Portal for Expedited jobs.
A: TSSA's BPV Engineering department aims to process Expedited requests (i.e. hot taps, leak boxes, refineries, and nuclear plants) within four weeks (one month). TSSA will refund the expedited portion of the fee if the turnaround time is not met. This practice is subject to change.

National Services

Q24: I work for a valve manufacturer and have previously used the Prepayment Portal to submit National Service Requests for CRN requests or updates. Do I need to use the Client Portal now?
A: No, please do not submit National Service applications via the new Client Portal. Please continue to use the Service Prepayment Portal for all National Service applications.

Q25: Can National Service Requests for a CRN (formerly National Registration) for fittings be submitted through this portal?
A: No, please continue to submit National Service applications via the prepayment Portal.

Nuclear Submissions

Q26: From what I understand, the nuclear submission process has not changed. Are there any plans for future Portal submissions for the nuclear sector?
A: The process to submit nuclear applications has not changed. Please continue to email your nuclear applications to bpv_registrations@tssa.org.

Q27: If the fitting is conventional but will be installed in a nuclear installation, would that still need to go through the old system?
A: This fitting would be considered nuclear and must be submitted by emailing the completed applications and supporting material to bpv_registrations@tssa.org. If the documents are too large to email, please provide a OneDrive or SharePoint link to these documents.

Payment

Q28: Is there a way to say that the client will pay the registration fees?
A: When completing the web-based BPV Design Registration application, you can indicate that the owner is responsible for the fees by entering the owner's information on the "Billing Details" tab in the application.

Q29: We have been selecting our account as the Billing Customer, but for some reason, we are not receiving portal payment receipts consistently. In many cases, receipts are sent to the contact for the account we have linked to. Why is this happening, and how can we obtain the portal payment receipt to get the Application Number?
A: The Client Portal was designed to send the payment receipt to the email address specified in the Portal. TSSA understands that the receipt was incorrectly sent to the CRN owner. We have alerted our IT Team who are actively investigating. In the interim, please take a screenshot of the transaction receipt.

Q30: Sometimes, we do not get an email confirmation from TSSA once we apply or pay and submit the application with the formal invoice. We've tried contacting Accounts Receivable, but the response is slow. Is it possible to access the invoices directly on the portal?
A: The Portal was designed to send the payment receipt to the submitter, but this functionality is not working. Our IT Team is actively working to resolve this. In the interim, please take a screenshot of the transaction confirmation.

Q31: If paying by cheque, do we need to upload a copy of the cheque? When mailing the cheque, do we need to send any other documents along with it?
A: Yes, please upload a copy of the cheque as an Additional Document. When mailing your cheque, please attach a copy or screenshot of the portal or transaction receipt.

Q32: When confirmation of receipt and/or an acknowledgement of portal payment is not received after the submission, who should be contacted to receive this information?
A: The Client Portal was designed to send the transaction receipt and all correspondence to the submitter. We are aware that submitters are not receiving these notices. Our IT Team is actively working to resolve this issue. In the interim, please take screenshots of the Portal.

Piping

Q33: What does the QA Certificate number specifically refer to when applying for a piping system CRN?
A: Fabricators or installers installing a piping system should have a Certificate of Authorization from TSSA verifying that they are qualified to complete the specified scope of work. The QA Certificate number is required to enable TSSA to validate that the fabricator or installer is qualified to do the work outlined in the supporting documents.

Q34: Assuming the piping registration was for a design at a particular site address resulting in a P-Number, how do we register a piping design for multiple locations resulting in a PSTD number?
A: The process to apply for a P-number and a P-Standard is the same. For a P-number, the owner refers to the owner of the property or the site where the piping will be installed. For a P-Standard, the owner is the submitter of the piping application, and the site is the submitter's primary address.

Q35: After you have completed a piping registration, paid by credit card, and have received a receipt but no application number is shown in the pending application, do we need to resubmit the information?
A: No, you do not need to resubmit the information. The Portal was designed to show all open applications in the owner's account. We are exploring a change to the Portal setup that would allow third-party submitters to view open BPV engineering applications.

Q36: Will you be adding the Piping Inspection Request form on the portal, or will we continue to send an email to request this inspection?
A: Currently, only the highest-volume applications can be submitted via the TSSA Client Portal. Please continue to email BPV Piping Inspection applications to inspectionscheduling@tssa.org.

Supporting Documents

Q37: Are we required to submit calculations? Is there a size limit when attaching calculations?
A: The web-based BPV Design Registration application requires the uploading of calculations for select design types. If the design type selected does not specifically ask you to upload calculations, you can click on "Add Additional Documents". There is no file size limitation.

Q38: When submitting multiple drawings, can they all be sent together in a single PDF file, or do you prefer them separately?
A: All supporting material must be separately saved and uploaded. Please refrain from combining or compressing files.

Third-Party Submissions

Q39: As a third-party submitter, why is it that I cannot see the submission downloaded on my portal for my client (manufacturer)?
A: The TSSA Client Portal was designed to show all open applications in the owner's account. TSSA understands that third-party submitters would like to view open BPV Engineering applications; we will explore the feasibility of making these changes as a future enhancement.

Q40: For third-party submitters, is there any checklist available that could be provided to the client to fill out information before the submitter goes to the portal to link the account and/or submit the registration application so that the submitter has all the required information available on hand before starting the process?
A: This is a great suggestion that we will explore.

Q41: Can third-party submitters access the verification code instead of the account holder of the other company? Can the verification code be sent to multiple emails?
A: The account access key is an important security requirement to ensure that unauthorized third parties cannot link to and access accounts with which they do not have a contractual relationship.

Q42: Can links between the third-party submitter and client be deleted from either side of the link?
A: To unlink from another account, sign into the Client Portal, click on the Accounts tab, and scroll down to the table "Account To Account Connections". Click the "INACTIVATE" icon beside each account for which you no longer wish to make submissions.

Q43: Consent for third-party access allows the party to create my account and have full authority to act on my behalf. My account already exists, and full authority on my behalf is excessive. Can I modify the document? Can you have a different version without such access?
A: The Consent form is currently under review. In the interim, you may upload a copy of the contract or an email from the owner stating that the submitter is authorized to transact on behalf of the owner. NOTE: Submitters cannot access the owner's account in the Portal nor see any owner information.

Q44: For a third-party submission for a fitting registration, would the client we link to for the portal be the owner of the design or the manufacturer of the design? Are we linking to the company listed on the Quality Certificate for the application being submitted?
A: The submitter should link to the customer account holding the Certificate of Authorization for their Quality Program. This should be the same company listed on the Statutory Declaration.

Q45: It would not be a third-party application if you work for the company doing the submission. Is that correct?
A: Yes, that is correct.

Q46: As an engineering services provider, can we use the contract or purchase order indicating the engineering services provider to obtain design approval or CRN from TSSA as proof of consent to work on a company's behalf?
A: The Consent Form is currently under review. In the interim, third parties may upload a copy of the contract or other document that indicates the submitter is authorized to act on the owner's behalf regarding the submission of CRN applications.

Q47: If you are a property manager, would you submit as a third-party property management company?
A: Property managers can submit applications on behalf of the owner of the building that the property manager manages if they are appropriately linked to the building owner's TSSA account.

Training/Support

Q48: What is the contact info for the contact center?
A: Customer Contact Centre can be reached at 1-877-682-8772 or customerservices@tssa.org.

Q49: Who do we contact if our organization wanted some one-on-one training?
A: Please send all requests for additional training to bpv_registrations@tssa.org.

Others

Q50: If multiple project managers are required to put in a request for an inspection, how can they each have access to the company?
A: Each project manager or an employee of a third-party submitter (organization) who submits for a single client or owner must link their personal portal profile to their employer's TSSA account, and the third party's organizational account must be linked to their client's (owner) TSSA account.

Q51: Is the Client Portal only for commercial boiler systems?
A: TSSA's Client Portal allows organizations to submit applications for BPV Design Registration services pertaining to conventional pressure boundary equipment covered under BPV220/01. For a list of exemptions, please refer to section 2(2).

Q52: I have submitted requests for Boilers and Pressure Vessels inspections. Why do I not see the application in my application tabs?
A: Contractors or third parties submitting inspection requests on behalf of owners should see the application via their portal account. If a submitter cannot see the inspection application in their portal, please email inspectionscheduling@tssa.org.

Q53: As a client, can we submit an alternative consent form other than the TSSA form?
A: The Consent Form is currently under review. In the interim, TSSA will allow submitters to upload a copy of the contract or an email from the owner clearly outlining that the submitter is authorized to transact on the owner's or a client's behalf.

Q54: Why does this take over two months to issue a work order? Why can't the system automatically assign a work order?
A: Processing times are currently delayed due to a significant backlog of incoming applications. The Client Portal assigns a portal transaction number and an application number to your submission. Please consider your transaction receipt evidence that your application has been received. A work order number will be communicated to you once your prepayment has cleared and the application has been reviewed for accuracy. Applications with errors are cancelled and must be resubmitted.

Q55: What about a welder certificate?
A: Registration of Procedure Qualification Record (PQR) or Welding/Brazing Procedure Specification (WPS) and BQR or Brazing Procedure Specification (BPS) are to be submitted via the Client Portal. Welder or brazer testing can also be requested via the Client Portal as an inspection request.