

Electrical Contractor (EC)

Licensing Technology Platform FAQ

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Can the Customer Service Centre/Accounts Receivable take my payment over the phone for my licensing fee(s)?

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Am I automatically registered to use the online Licensing Technology Platform?

No. The new Licensing Technology Platform requires all users to create new login credentials.

a) Steps to Register:

- i) www.licensing.esasafe.com
- ii) Click "Sign in" (located upper right)
- iii) Click "Sign up now" (located under the sign in)
- iv) Enter your email address
- v) Enter the "Help us beat the bots" CAPTCHA and click "Send verification code"
- vi) Check our email and copy the verification code
- vii) Return to your sign-up registration, paste the verification code and click "Verify code"
- viii) Enter your new password in both fields and click "Create"
- ix) Read the information on the "Welcome to the ESA Licensing Platform", agree to the terms and conditions, then click "Continue"

You should now be registered and viewing your online Licensing Technology Platform profile.

What if I don't sign up for the new online platform?

Your licence could be impacted as critical information and documentation, including your licence, will be provided to you through the new online Licensing Technology Platform. The online platform is a secure, on-demand way for you to maintain and obtain your licence.

To maintain your licence and stay compliant with licensing requirements, you will need to access the information and documents in the platform. Should you miss a renewal, your licence will be negatively impacted.

How do I log in?

After registering for the online platform (see question 1 for how to register):

- a) www.licensing.esasafe.com
- b) "Sign in" (upper right)

Can I use one email for login and a different one to receive my licence correspondence?

Yes. When choosing your login email, think carefully, as this email will be used to access the platform and cannot be easily changed.

You can easily change the email address for your correspondence on the online platform.

How do I change the email I use for logging in?

You must email the request to ESA.Licensing@ElectricalSafety.on.ca.

If I use different emails for logging in and receiving my correspondence, where does the "forgot password" email get sent to?

The "forgot password" password reset email will be sent to the email address you use for logging into the online platform.

How do I apply for an EC licence?

After registering for the online platform (see question 1 for how to register):

- a) www.licensing.esasafe.com
- b) "Sign in" (upper right)

- c) "Licence Applications (upper centre)
- d) "Electrical Contractor"
- e) "Select"
- f) "Electrical Contractor Licence" drop-down application type
- g) "Start Application"
- h) Complete application (* represents a mandatory field)
- i) "Add files" required (click "Choose files", select your files, click "Add files")
- j) "Pay Fees"
- k) Select your payment credit card
- l) "Pay Invoice"
- m) Print and keep your "Payment Pre-Authorization Details" for your records

How do I check the status of or revisit drafts of "My Applications"?

- a) www.licensing.esasafe.com
- b) "Sign in" (upper right)
- c) "Profile" > "My Applications"
 - Status':
 - Draft: the application has not yet been submitted to ESA
 - Submitted: ESA has the application, but has not yet processed it
 - On Hold: more information required
 - Resubmitted: the application has been updated and resubmitted to ESA for approval
 - Completed: the application has been processed by ESA

Where can I see my licence number?

- a) www.licensing.esasafe.com
- b) "Sign in" (upper right)
- c) "Profile" > "Profile"
- d) "My Organizations"
- e) "View"
- f) "LEC Licence Number"

How long does an incomplete application stay in draft?

You have 60 days to complete the application.

The application could be in “draft” because you have not submitted it, or it could be in “draft” because ESA sent it back to you as additional information is required to be submitted by you.

After 60 days you will need to submit a new application.

How long does the preauthorization stay on my credit card?

After submitting an application, there is a 30 calendar day preauthorization on the credit card.

If your application is completed within 30 calendar days and your credit card has the required available funds, your application payment will be processed.

If it has been greater than 30 calendar days and/or your credit card does not have the required funds available, ESA will contact you for payment.

How do I change my contact information?

- a) www.licensing.esasafe.com
- b) “Sign in” (upper right)
- c) “Profile” > “Profile”
- d) “My Organizations”
- e) “View”

How do I change my company’s Designated Master Electrician (DME) information?

- a) www.licensing.esasafe.com
- b) “Sign in” (upper right)
- c) “Profile” > “Profile”
- d) “My Organizations”
- e) “View”
- f) “Licence Applications”
- g) Select “Notice of Change to DME”
- h) Start Application
- i) Select which change you would like to make
- j) Submit

What business profile information can I change in the online platform myself?

- a) Business Phone
- b) Cell Phone
- c) Email Address
- d) Fax
- e) Website
- f) Address

How do I access the saved credit card information?

- a) www.licensing.esasafe.com
- b) "Sign in" (upper right)
- c) "Profile" > "Wallet"

How do I submit changes to my business profile that I cannot self-serve in the online platform?

Email your request to ESA.Licensing@Electricalsafety.on.ca and ensure you provide your licence number.

How can I add or change administrators to my online EC profile?

- a) www.licensing.esasafe.com
- b) "Sign in" (upper right)
- c) "Profile" > "Profile"
- d) "My Organizations"
- e) "View"
- f) "Manage Contacts"
- g) Use the drop-down arrow for existing administrators
- h) Use "Invite New Contact" for new administrators
- i) Select "Role"
- j) Check "Is Administrator"
- k) Submit

I was already signed up for your EC previous online portal. Why did I have to change my login information for your new Licensing platform?

The previous online licensing (Master Electrician) portal and the new online Licensing platform are different programs, requiring their own registration.

Will the old portal still be available?

No. The previous online licensing (Master Electrician) portal will be taken offline. The new Licensing platform offers the same services and much more to both Electrical Contractors and Master Electricians.

This change only applies to ESA licensing.

What can this online platform do that the previous one could not?

The previous online portal was for Master Electrician licence payments only.

The new online Licensing Technology Platform offers a full suite of self-service options for both Master Electricians and Electrical Contractors, including but not limited to applying for a licence, making payments, renewing your licence, updating your licence profile information, accessing your licensing documents and checking your licence status.

Can I also pay for my company's notifications/permits through the Licensing Technology Platform?

No, you can not pay for your company's notifications or permits through this platform.

The licensing platform only contains information related to your ESA licence(s).

Can the Customer Service Centre/Accounts Receivable take my payment over the phone for my licensing fee(s)?

No. Please log in to your online platform profile to complete your required licensing payments.

Is there an app?

No. The online licensing platform was designed to offer its full range of services without needing a separate app and can be accessed on all devices with an internet connection and the ability to input characters.

Will the online platform be easy to use?

Yes. The online licensing platform was designed with ease of use in mind and was tested by actual licence holders.

Can the Customer Service Centre/Accounts Receivable take my payment over the phone for my licensing fee(s)?

No. Please log in to your online platform profile to complete your required payments. If you need to make payment via cheque or money order, select the appropriate payment option when completing your business/application in the online licensing platform.

Who can help me use the online platform?

There are resources available to you 24/7 at <https://esasafe.com/contractors/licensed-electrical-contractor/licensing-technology-platform/>.

You can also email us at ESA.Licensing@ElectricalSafety.on.ca or call us during our business hours at 1-877-372-7233, option 3.

I've had past issues with your emails going to junk/spam. What if I don't get your emails in the future?

We recommend that every user add "@ElectricalSafety.on.ca" to their "safe sender" or "whitelist" and/or create a filter to move messages from this extension to your inbox.

Every email provider has a different method for doing this. If you require assistance with this, please contact your email provider for help.

Will this affect my fees?

No.

How do I access my annual licence renewal?

- a) www.licensing.esasafe.com
- b) "Sign in" (upper right)
- c) Select "My Organisation"
- d) Select your company
- e) Select "Complete my Renewal"
- f) Use the drop-down arrow to select "Complete Renewal"

How do I change my company name/directors/qualifications/WSIB?

- a) www.licensing.esasafe.com
- b) "Sign in" (upper right)
- c) Licence Applications at the top
- d) Under Master Electrician "Select"
- e) Choose "Notice of Change to Information" from the drop-down menu
- f) Select what you wish to change

How do I close my licence?

- a) www.licensing.esasafe.com
- b) "Sign in" (upper right)
- c) Licence Applications at the top
- d) Under Electrical Contractor "Select"
- e) Choose "Notice of Change to Information" from the drop-down menu
- f) Application Type is Notice of Change to Information
- g) Select Close my Licence

Can I have email and mail/fax communication from ESA?

Great question. Our system only allows for one method of communication; however, the online licensing platform and email allow you to print documents if you would like to keep a paper copy.