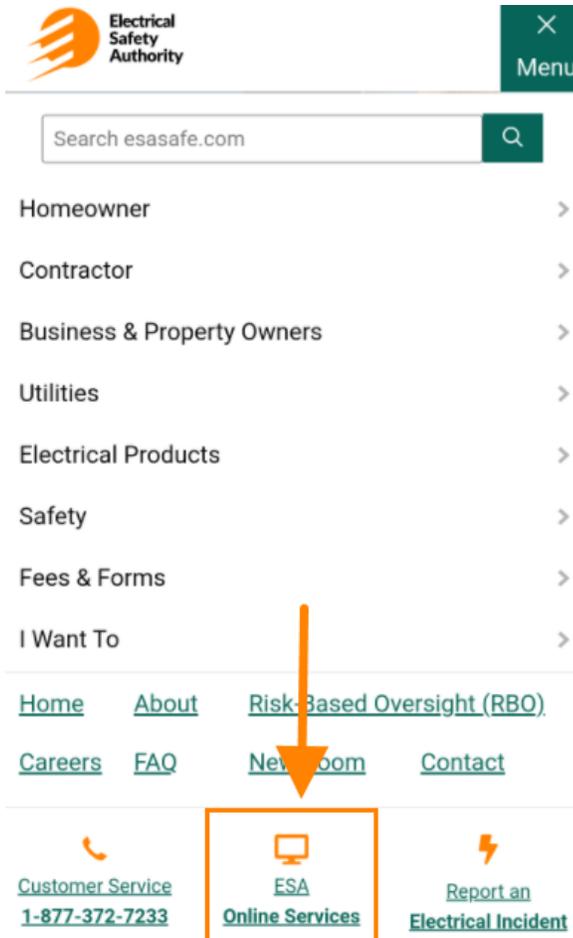


# Logging into the ESA Online Licensing platform for the first time using a cell phone

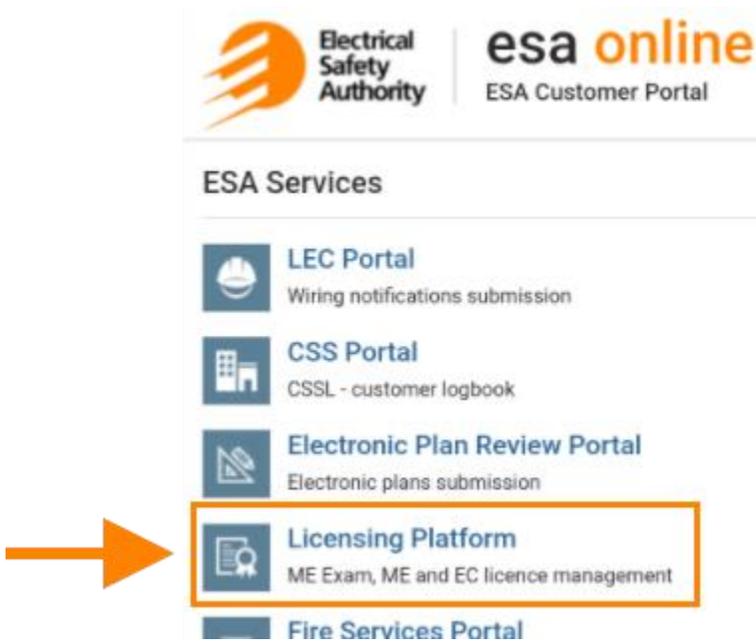
1. You can go directly to [www.licensing.esasafe.com](http://www.licensing.esasafe.com) (and then skip to step 4), or if you are already on our main ESA Website ([www.esasafe.com](http://www.esasafe.com)) you can open the menu from the top right corner:



2. Click **ESA Online Services**:



3. Click **Licensing Platform**:



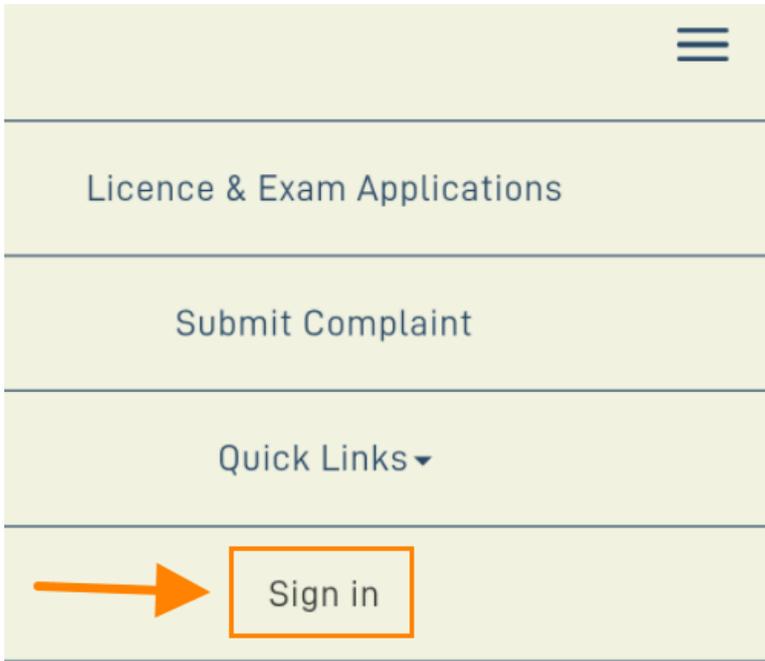
The screenshot shows the top of the ESA online customer portal. On the left is the Electrical Safety Authority logo, and on the right is the 'esa online' logo with the text 'ESA Customer Portal' below it. Underneath is a section titled 'ESA Services' with a list of icons and text: 'LEC Portal' (Wiring notifications submission), 'CSS Portal' (CSSL - customer logbook), 'Electronic Plan Review Portal' (Electronic plans submission), 'Licensing Platform' (ME Exam, ME and EC licence management), and 'Fire Services Portal'. An orange arrow points to the 'Licensing Platform' option, which is also enclosed in an orange rectangular box.

4. Click on the 3 lines at the top right of the screen to access the menu:



The screenshot shows the landing page of the 'ESA Online Licensing' portal. At the top left is the Electrical Safety Authority logo. To its right is an orange arrow pointing to a square button containing three horizontal lines (a menu icon), which is highlighted with an orange border. Below the header is a large banner image of power lines against a blue sky with the text 'ESA Online Licensing' overlaid. At the bottom, a white text box contains the message: 'Welcome to ESA Licensing Portal, where you can apply for and manage your Master Electrician and Electrical Contractor Licenses. Set up your'.

5. Click: **Sign in**:



6. As this is your first time logging into the portal, you must click "**Sign up now**":



# Sign in

Sign in with your email address

Email Address

Password

[Forgot your password?](#)

Don't have an account?

[Sign up now](#)



7. Enter your email address – if you hold both an ME and EC licence, you **must** use the email address on file for your ME licence.

For security purposes, enter the characters you see in the field below them, then click "Send verification code".

Note: Once submitted, you will receive an email with the subject line starting "Microsoft on behalf of ESA" Do not close or navigate away from this browser screen. You will need to retrieve a verification code from your email inbox and enter it here. To do this, open your email in a separate app or browser tab so you can easily return to this screen and complete the process:

< Cancel

 Electrical Safety Authority

## User Details

Email Address \*

1.

Help us beat the bots \*



2.

Enter the characters you see

3.

Send verification code

New Password \*

Confirm New Password \*

Create

8. Once you receive the email with your verification code, enter it in the "Verification Code" field, then click "Verify code":

The screenshot shows the 'User Details' form with the following elements:

- Header: 'Cancel' link, Electrical Safety Authority logo, and 'User Details' title.
- Message: 'Verification code has been sent to your inbox. Please copy it to the input box below.'
- Form fields: 'Email Address \*' (empty), 'Verification Code \*' (containing 'Verification Code' and a red '1.'), and 'Help us beat the bots \*' (containing a CAPTCHA image 'VWLSLNH3', a speaker icon, a refresh icon, and the text 'Success!').
- Buttons: 'Verify code' (circled in orange) and 'Send new code' (blue).
- Form fields: 'New Password \*' (containing 'New Password') and 'Confirm New Password \*' (containing 'Confirm New Password').
- Bottom button: 'Create' (blue).

9. You will see a message at the top to let you know the code was accepted. If you receive an error message, you can click the "Re-send Code" button:

The screenshot shows the 'User Details' form with the following elements:

- Header: 'Cancel' link, Electrical Safety Authority logo, and 'User Details' title.
- Message: 'E-mail address verified. You can now continue.' (circled in orange).
- Form field: 'Email Address \*' (empty).

10. You can now create your password. The criteria for a strong password will populate as soon as you start entering it the first time.

The password must be entered twice to confirm it. You will be prompted to try again if they do not match.

To complete the process, click "Create" after you have entered the new password in both fields.

The screenshot shows a web form for password creation. At the top is a blue button labeled "Change e-mail". Below it is the "New Password \*" field, which is currently empty and shows three dots. To the left of this field is a green asterisk icon and a list of password requirements: "The password must be between 8 and 64 characters." and "The password must have at least 3 of the following: - a lowercase letter, - an uppercase letter, - a digit, - a symbol". Below the "New Password" field is the "Confirm New Password \*" field, which contains the text "Confirm New Password". An orange arrow points from the bottom of the "Confirm New Password" field to a blue "Create" button at the bottom of the form.

11. You will now see the Terms of Service:

The screenshot shows the top of a web page for the Electrical Safety Authority (ESA). The header includes the ESA logo on the left and navigation links: "Licence & Exam Applications", "Submit Complaint", "Quick Links", and "Sign in". The main content area has a heading "Welcome to the ESA Licensing Portal" and a sub-heading "Terms of Service". At the bottom, there is a small text block: "The ESA ON Mobile Application ("App") is a third party software licensed to the Electrical Safety Authority ("ESA"). The Licensed Electrical Contractor Online".

12. After reviewing the Terms of Service, check the "I agree to these terms and conditions." box and then click "Continue":

**Contact Us**

If your questions are not answered online, you may write to us at:

Electrical Safety Authority  
Attn: Legal Department  
155A Matheson Boulevard West, Suite 200  
Mississauga, ON L5R 3L5

You may also send an email message to our general mailbox at [redacted]

I agree to these terms and conditions.

[Continue](#)

13. For those with an existing ME and/or EC licence, some contact and Licence information will already be populated based on our records. You may update any field that is editable. If a field cannot be clicked or modified, it means changes must be submitted through a Notice of Change to Information form. This form is available under the Licence and Exam Applications tab at the top of the page. After you have entered/updated your information, click "Save" (see step 15):

**Electrical Safety Authority**

Home / Profile

## Profile

**ME Licence Number:** Not Available

**Licence Status:** Not Available

**Licence Renewal Date:** Not Available

**First Name**

**Middle Name**

**Last Name**

**Search Address here**

**Street Address \***  
400 Sheldon Drive

**Unit/Apt Number**

**City \***  
Cambridge

**ZIP/Postal Code \***  
N1T 2H9

**Province \***  
ON

**Country \***  
CA

**Account Number**  
—

**Preferred Method of Contact**  
Email

14. If new to ESA, you may enter your contact information. Those with an asterisk ("\*") are required fields. Please enter your name as it appears on your government issued ID (e.g. driver's licence, passport, etc.). For your address, we recommend using the "Search Address here" function:

Search Address here

15. After you have entered/updated your information, click "Save":

**Qualifications**

Qualifications can only be added or amended through an application process.

- 309A
- 309C
- 309D
- 434A
- 442A
- Professional Engineer
- Certified Engineering Technician or Technologist
- JCC



16. If you wish to sign out, go to the menu at the top right of the page, click "Profile" and select "Sign out" at the bottom of the menu:

