

This document contains FAQs available to external Users in support of ESA's Master Electrician Portal.

What can I use the Master Electrician Portal for?

ESA's Master Electrician Portal is currently available to make annual licence fee payments via credit card.

Do I need multiple accounts and passwords?

Yes, if you use multiple ESA portals. Each ESA portal requires a unique user name with password. You can utilize the same email address for the different portals for registration and signing in. You will be prompted to change your password upon logging in for the first time.

Where do I sign in?

Sign in via ESA [online services](#) and click on the Master Electrician Portal.

I already have a login for the ESA online notification system. Does this require a new account?

Yes, you will need a different account for each of ESA's online portals. You can utilize the same email address for the different portals for registration and signing in. You will be prompted to change your password upon logging in for the first time.

Can I make my payment online?

Yes, you can securely pay your annual ME renewal fee with a credit card.

How do I access the licence renewal section in the ESA online system?

Once you have logged into the ME portal, you will have access to your outstanding invoices. Please know that the invoice for your annual licence fee is issued 30 days before your licence end date.

Can I still use a paper application for renewal?

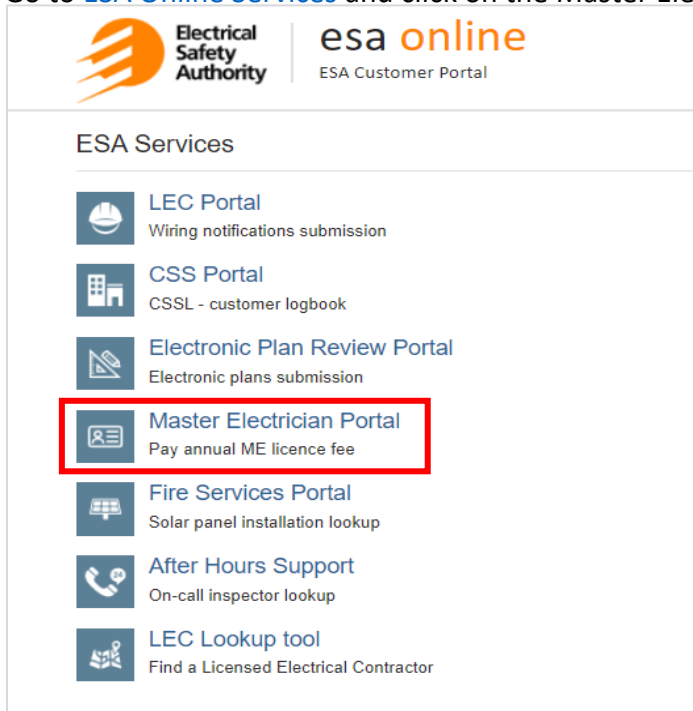
Yes. All existing methods for renewal are being maintained.

Step by Step Guide to Using the ME Portal

Master Electricians with email addresses on file will be registered with that email address and will be sent a registration email as their annual renewal date approaches. The email has a link to the website, username and temporary password. If you did not receive an email and your ME licence is due for renewal, you can call us at 1-877-372-7233 to be registered.

Signing in for the first time:

Go to [ESA Online Services](#) and click on the Master Electrician Portal



The screenshot shows the 'esa online' customer portal. Under the 'ESA Services' section, the 'Master Electrician Portal' is highlighted with a red box. The other services listed are: LEC Portal (Wiring notifications submission), CSS Portal (CSSL - customer logbook), Electronic Plan Review Portal (Electronic plans submission), Fire Services Portal (Solar panel installation lookup), After Hours Support (On-call inspector lookup), and LEC Lookup tool (Find a Licensed Electrical Contractor).

1. Retrieve your registration email.
2. Input your user name or email address and temporary password.
Hint: copy and paste the password.
3. If you cannot find your registration email but were registered, click on 'Forgot your password' to reset.
4. Click 'Sign In' button.



The screenshot shows the sign-in page for the Master Electrician Portal. It features the Electrical Safety Authority and 'esa online' logos. The page title is 'Please Sign In'. There are two input fields: 'User Name / Email' and 'Password', both with red asterisks indicating required fields. A 'Forgot your password?' link is located below the password field. At the bottom, there is a 'Sign In' button. A footer note provides contact information for account administrators.

Change Password

For security reasons, you must change your password before entering the site.

For security reasons, passwords must have:

- 8 or more characters
- Upper and lowercase letters
- At least one number
- At least one special character (!#\$%* etc)

Current Password *

New Password *

Confirm New Password *

Change Password

Change your password:

5. Input current (temporary) password
6. Create new password using criteria
7. Confirm new password
8. Click 'Change Password' button

9. Review and accept Terms of Service



Electrical
Safety
Authority

esa online
Master Electrician Portal

Terms of Service

Please review and confirm your acceptance of the following Terms of Service (last

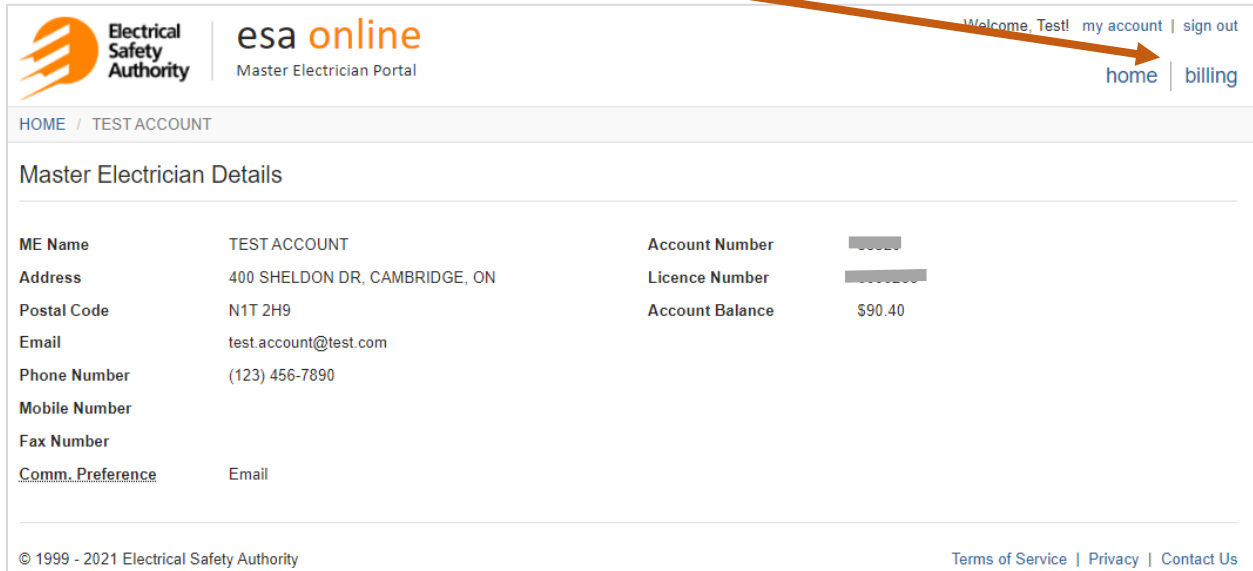
Contact Us

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
esa.onlinesupport@electricalsafety.on.ca.

I Accept

Making Payment in the Portal

Log into your ME Portal profile.
From the profile home screen, click on billing



Electrical Safety Authority | esa online | Master Electrician Portal

Welcome, Test! | my account | sign out

home | billing

HOME / TEST ACCOUNT

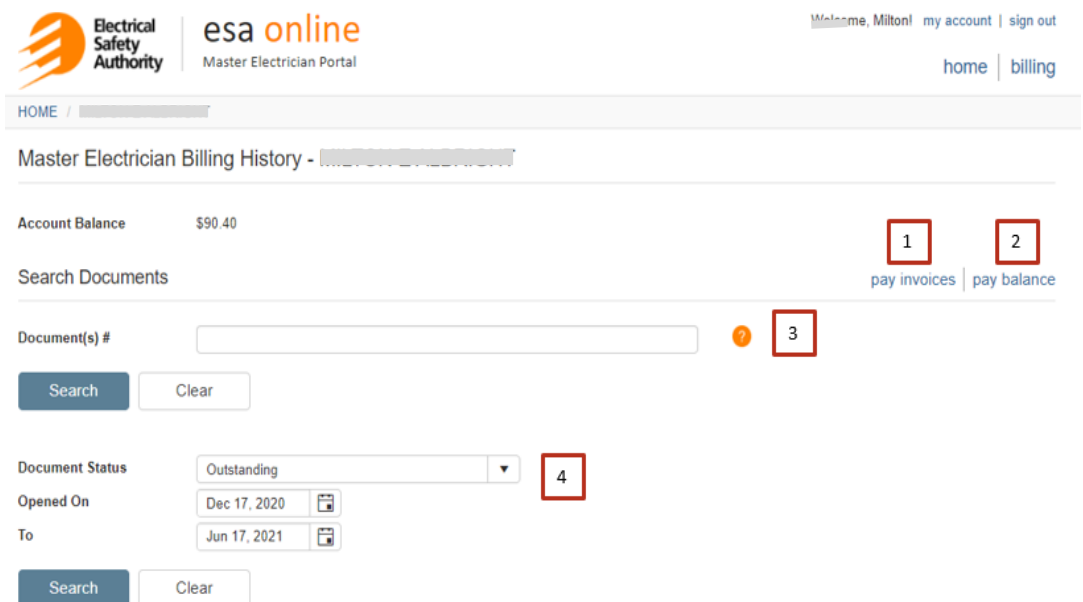
Master Electrician Details

ME Name	TEST ACCOUNT	Account Number	██████████
Address	400 SHELDON DR, CAMBRIDGE, ON	Licence Number	██████████
Postal Code	N1T 2H9	Account Balance	\$90.40
Email	test.account@test.com		
Phone Number	(123) 456-7890		
Mobile Number			
Fax Number			
Comm. Preference	Email		

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Links:

1. Pay invoices
2. Pay balance
3. Document(s)#
input if known
4. Document
Status
Search by date



Electrical Safety Authority | esa online | Master Electrician Portal

Welcome, Milton! | my account | sign out

home | billing

HOME / ██████████

Master Electrician Billing History - ██████████

Account Balance \$90.40

Search Documents

Document(s) # 3

Document Status: Outstanding 4

Opened On: Dec 17, 2020

To: Jun 17, 2021

1 2

pay invoices | pay balance

ME can make payment by clicking on 'pay invoices' or 'pay balance'

1 **2**
pay invoices | pay balance

Pay Billing Documents

Select Billing Documents

Doc. #	Type	Amount	Date	Due Date	Arrears
<input type="checkbox"/> 0098375202	Licensing Invoice	\$90.40	Dec 1, 2020	Dec 31, 2020	168 days

Selected Amount \$0.00

Click box (arrow pointing to checkbox)

Click next (arrow pointing to Next button)

Pay Billing Documents

Provide Credit Card

New Credit Card

Cardholder Name

Credit Card Type ← Input data

Credit Card Number

Exp Date /

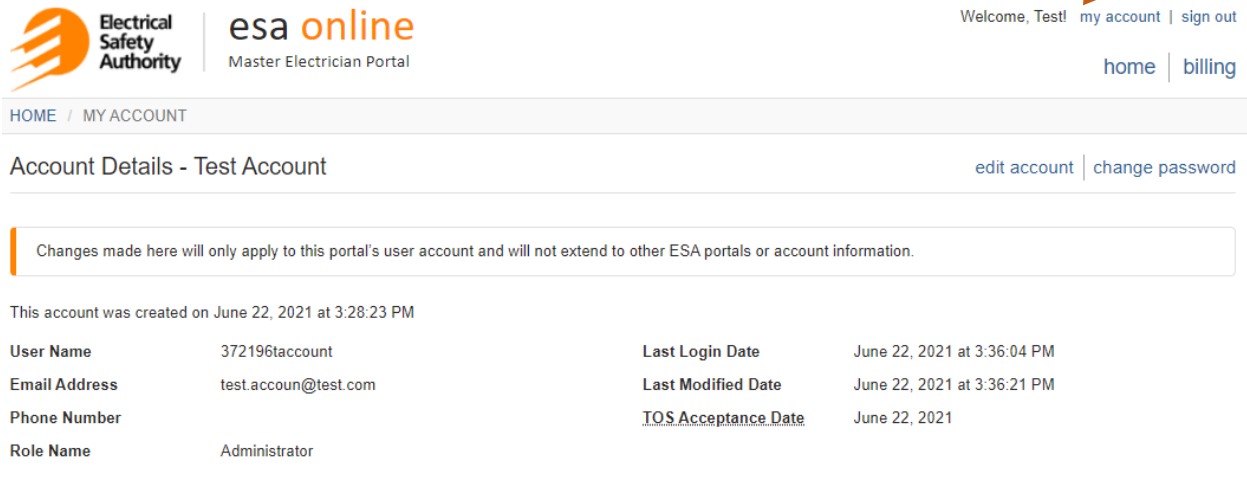
CVV

Click next (arrow pointing to Next button)

Payment will be processed, a confirmation number will be provided to you and the account balance will be updated. If there are any errors with the payment, please record the message and call 1-877-372-7233, option 3.

Profile Changes

Click on the my account button to review your ME Portal Profile



Welcome, Test! [my account](#) | [sign out](#)

[home](#) | [billing](#)

HOME / MY ACCOUNT

Account Details - Test Account [edit account](#) | [change password](#)

Changes made here will only apply to this portal's user account and will not extend to other ESA portals or account information.

This account was created on June 22, 2021 at 3:28:23 PM

User Name	372196taccount	Last Login Date	June 22, 2021 at 3:36:04 PM
Email Address	test.account@test.com	Last Modified Date	June 22, 2021 at 3:36:21 PM
Phone Number		TOS Acceptance Date	June 22, 2021
Role Name	Administrator		

Master Electrician Licence Portal FAQs

By clicking on the edit account link you can change your ME portal email address, phone number or name.

By clicking on the change password link you can change your ME portal password.

Any changes made via the ME Portal apply only to this profile; they do not extend to other ESA portals or to your licence information. If you need to make any changes to your ME licence, please complete a Notice of Change Form available [here](#).