

Master Electrician (ME)

Licensing Technology Platform (LTP) FAQ

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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" (upper right)
- iii) Click "Sign up now" (located under the sign in)
- iv) Enter your email address (please note: the email address used as your login can not be easily changed. It is recommended that you use a personal 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 and renewal information, 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. Your Master Electrician licence is a personal licence; if you choose to use a work email for log in and change employment, your ability to log into your online profile could be impacted.

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 to write the ME exam?

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) "Master Electrician"
- e) "Select"
- f) "Master Electrician Exam" drop-down application type
- g) "Start Application"
- h) Complete application (please note: * represents a mandatory field)
- i) Visit www.esasafe.com/contractors/me-exam to view the ME exam schedule and select a date and a secondary date

- j) Choose if you would like the exam materials
- k) "Submit"
- l) Click the "Use a New Card" box. We suggest you also save the card to your profile for future use
- m) "Pay Invoice"
- n) Enter your payment card details
- o) "Pay With Your Credit Card"
- p) Print and keep your "Payment Pre-Authorization Details" for your records

You will receive confirmation via email with the date and location of your exam.

How do I apply for an ME licence?

After registering for the online platform (see question 1 for how to register) and passing the ME exam within the last 12 months:

- a) www.licensing.esasafe.com
- b) "Sign in" (upper right)
- c) "Licence Applications (upper centre)
- d) "Master Electrician"
- e) "Select"
- f) "Master Electrician Licence" drop-down application type
- g) "Start Application"
- h) Complete application (please note: * represents a mandatory field)
- i) "Add files" (click "Choose files", select your files, click "Add files")
- j) "Pay Fees"
- k) Select your payment credit card or select "Use a New 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) "ME 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 day preauthorization on the credit card.

If your application is completed within 30 calendar days and your credit card has the available funds required, 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"

How do I add/change/remove my licence as a Designated Master Electrician (DME)?

- a) www.licensing.esasafe.com
- b) "Sign in" (upper right)
- c) Licence Applications
- d) "Select" Under Master Electrician

- e) Select Notice of Change to DME for the Application Type
- f) Start Application
- g) Select which you would like to do from the list

How do I access the saved credit card information?

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

Can I add other people to manage my online ME profile?

No. This is a personal licence and therefore there is only one login profile.

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

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

Will the old platform still be available?

No. The previous online licensing (Master Electrician) platform will be taken offline. The new 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 licensing platform was only for Master Electrician licence payments.

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.

Is there an app?

No. The online platform was designed to offer its full range of services without needing a separate app. The online platform 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 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.

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) "Profile" > "Complete My Renewal"
- d) Use drop-down arrow to "Complete Renewal"

How do I change my Name or Qualifications?

- 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 and click Continue Application
- f) Select what you would like to change and Next
- g) Update information and add supporting documents using the "Add files" button, select next
- h) Complete the Authorization and Submit

How do I close my ME Licence?

- 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 and click Continue Application
- f) Select Closing Licence and Next
- g) Input the closure date and the reason for closing. Click Next
- h) Complete the Authorization and Submit

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.