RLS Basics for Pension Plan Administrators

A user guide to assist external Pensions Division RLS Users (i.e. pension plan administrators and service providers) with the basic functionality of RLS.

fcaa.gov.sk.ca

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Financial and Consumer Affairs Authority

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Introduction

This is a guide to using the Financial and Consumer Affairs Authority (FCAA) online portal called the "Registration and Licensing System" ("RLS"). While general in nature, this guide is specific to pension plan administrators, and their service providers.

RLS allows a user to apply for licensing or registration, and to make filings (collectively called "Submissions" for the purposes of this guide), for various sectors regulated by FCAA. This guide explains how to create an account, edit a profile and navigate through RLS. For help and guidance on specific licensing or registration processes, please consult the specific Division and any reference materials that may be provided (please see "Contact Us" in this guide).
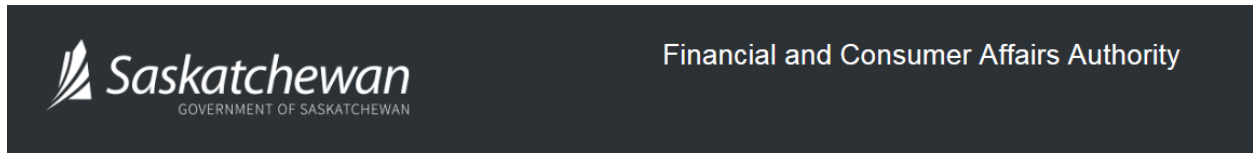
This guide provides RLS basics. In order to fully learn and utilize RLS, the plan administrator and service providers will want to review the publication called "Administrator's Guide – Pensions Division RLS Instruction Guide" which is found on this webpage: http://fcaa.gov.sk.ca/regulated-businesses-persons/businesses/pension-plans/registration-and-licensing-system.

The Home Page

Navigating to https://fcaa.saskatchewan.ca will bring you to the home page. Here you can:

- Create an account, if you don't have one, by clicking the 'Register' button.
- Log in to RLS, once you have created an account.
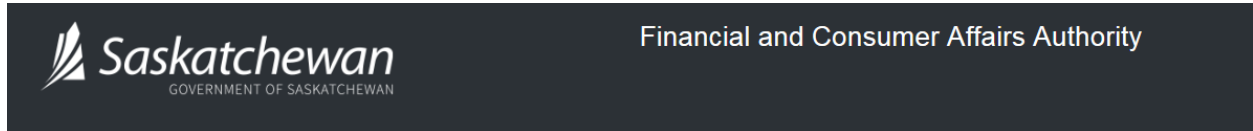- Trigger the process to reset your password, by clicking "forgot your password?"

Create an account
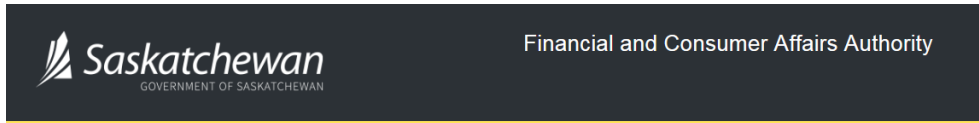
Step 1: Click "Register". You will see this screen:

Provide your:

- Username (if you didn't receive one when FCAA launched RLS, then you can choose a Username)
- First Name and Last Name
- Email address and validate your email address

Please ensure the email address you submit is secure and that it is checked regularly, as all notices from RLS will be sent to this email address.

Click "Register"; you will receive an email with your temporary password. You will be taken back to the "Home Screen".
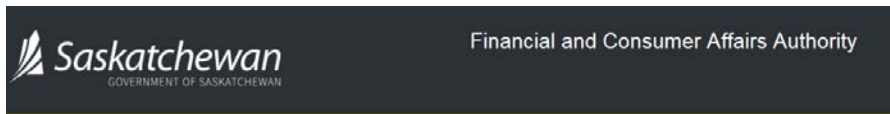
This is the home screen once again:

Step 2: Enter your User ID (i.e. your Username that you used to register; or the User ID that you received directly from FCAA when FCAA launched RLS) and enter your temporary password (you would've received this via the email address that you used to create your account). Click "Login". You will see this screen:
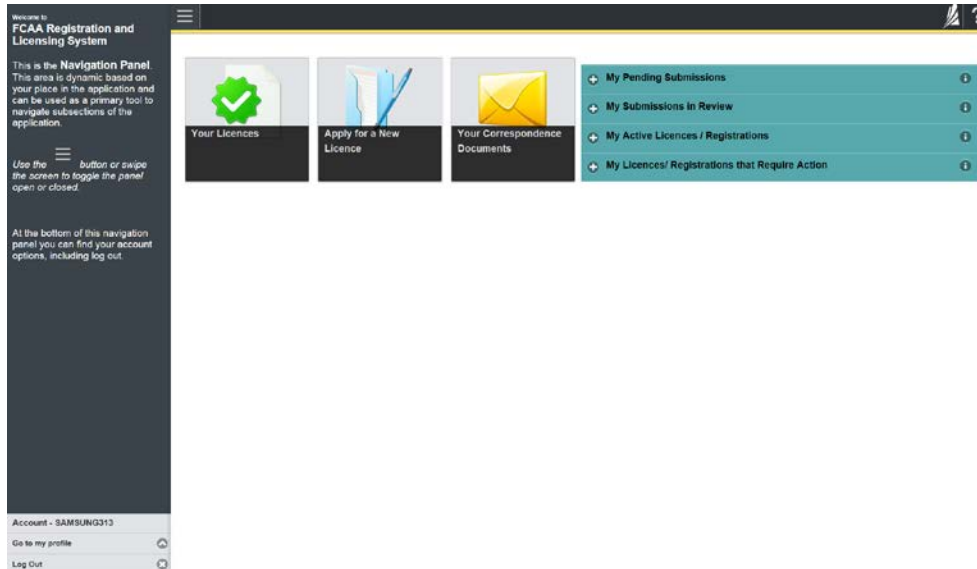

Enter your temporary password in the field beside "current password" and provide a new password. Confirm your new password by entering it again. Click "Change Password".

You will be taken to your RLS dashboard.

Navigating Your RLS Dashboard

Once you have successfully signed in, you will see your RLS Dashboard, illustrated here:


Dashboard Overview

1. "Your Licences" and "My Active Licences / Registrations" – click to view your licences and registrations
2. "Apply for a New Licence" – click to start the application process of a new licence or registration
3. "Your Correspondence Documents" – click to view correspondence documents
4. "Go to my profile" – click to view your profile

If you required additional instructions for the following buttons and/or actions, please contact FCAA:

5. "My Pending Submissions" – click to view submissions that you are still working on and that have not been submitted to FCAA **OR** that have been submitted to FCAA but have been returned to you under a "Request more Information"
6. "My Submissions in Review" – click to view submissions that you have submitted to FCAA and that FCAA is currently reviewing
7. "My Licences / Registrations that Require Action" – click to view active licences or registrations that require action
8. To log out of RLS, click "Log Out", found at the left bottom corner of the screen.
9. To hide (and show) the navigation panel, found on the left side of the screen, click the [≡], found at the top left corner of the screen.
10. You will find general instructions by clicking the [?] found at the right top corner of the screen.

"Your Licences" Button

Click on the "Your Licences" button and you will see this screen:
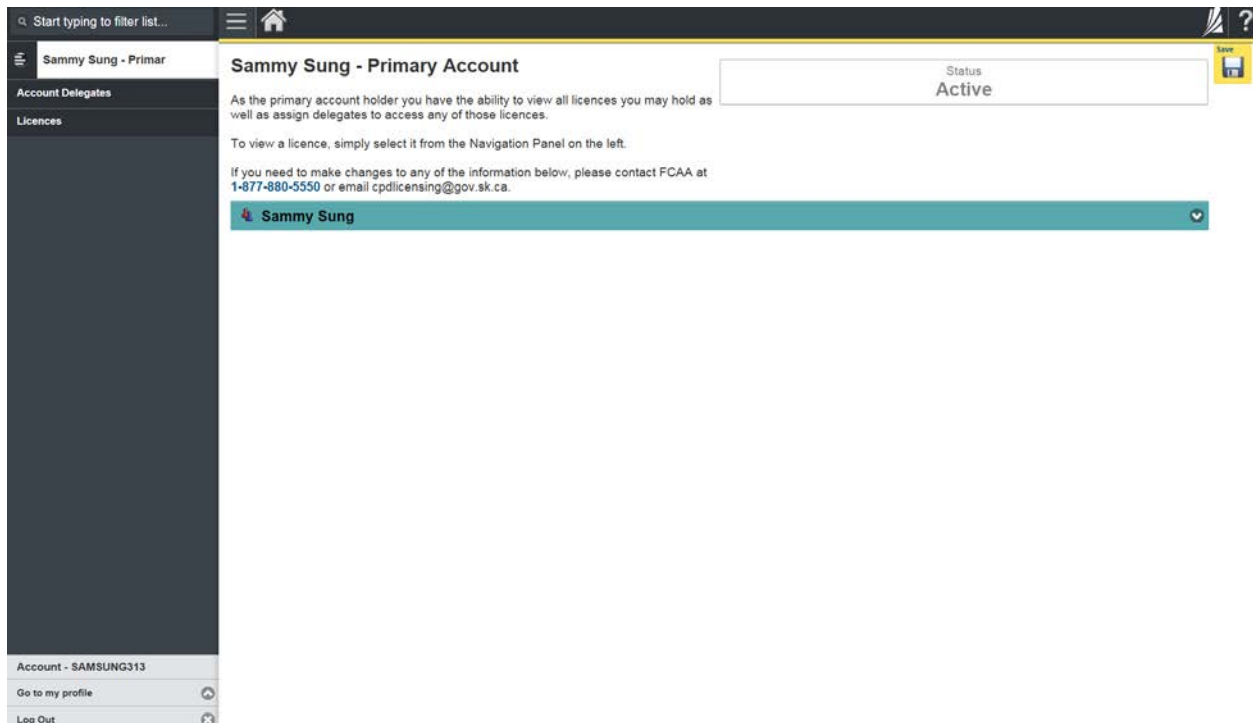
From this screen, you will be able to:

1. View and manage your licences and registrations – click "Licences"
2. View and manage your account delegates – click "Account Delegates"
3. View and manage your primary owner account and RLS profile – click the dropdown arrow beside your name or click on "Go to my profile"
4. Log out of RLS – click "Log Out"
5. Minimize (and Maximize) the Navigation Panel – click
6. Return to your main RLS Dashboard – click

"Your Correspondence Documents" Button

Back on your RLS Dashboard screen, you will see a "Your Correspondence Documents" button.
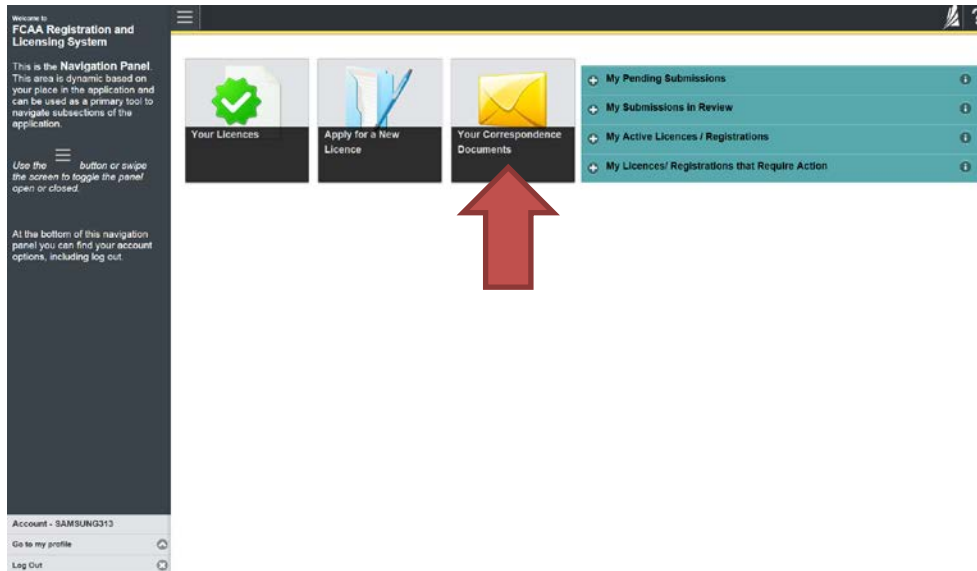
Click on that button and RLS will generate a listing of correspondence sent to you, including any attachments to that correspondence.

Account Delegates

Introduction

Using the account delegate functionality, you will be able to add additional users to your RLS account so that they may assist you with managing the account.

It is important to note that a "Delegate" has almost all the same abilities within RLS as you do as the Primary Owner. It is your responsibility to monitor the undertakings of the "Delegate".

It most cases, a "Delegate" would be a person internal to your business (i.e. a payroll officer, staff accountant, etc.).

IMPORTANT: Service providers (i.e. the plan's fund holder, actuary) are not traditionally "Delegates". Contact FCAA to discuss how a service provider is able to assist you with your RLS account. This section does not set out how to grant access to your pension plan's RLS account to a service provider. There is a separate, more detailed instruction guide, that assists with the function which can be found on this webpage: http://fcaa.gov.sk.ca/regulated-businesses-persons/businesses/pension-plans/registration-and-licensing-system - it is called the "Administrator's Guide – Pensions Division RLS Instruction Guide".

Continue on to the next page to learn how to add a "delegate user" (i.e. a payroll officer, staff member, etc.), to you pension plan's RLS account.

Adding a Delegate

1. Log in to RLS. From your dashboard, click on the "Your Licences" button:
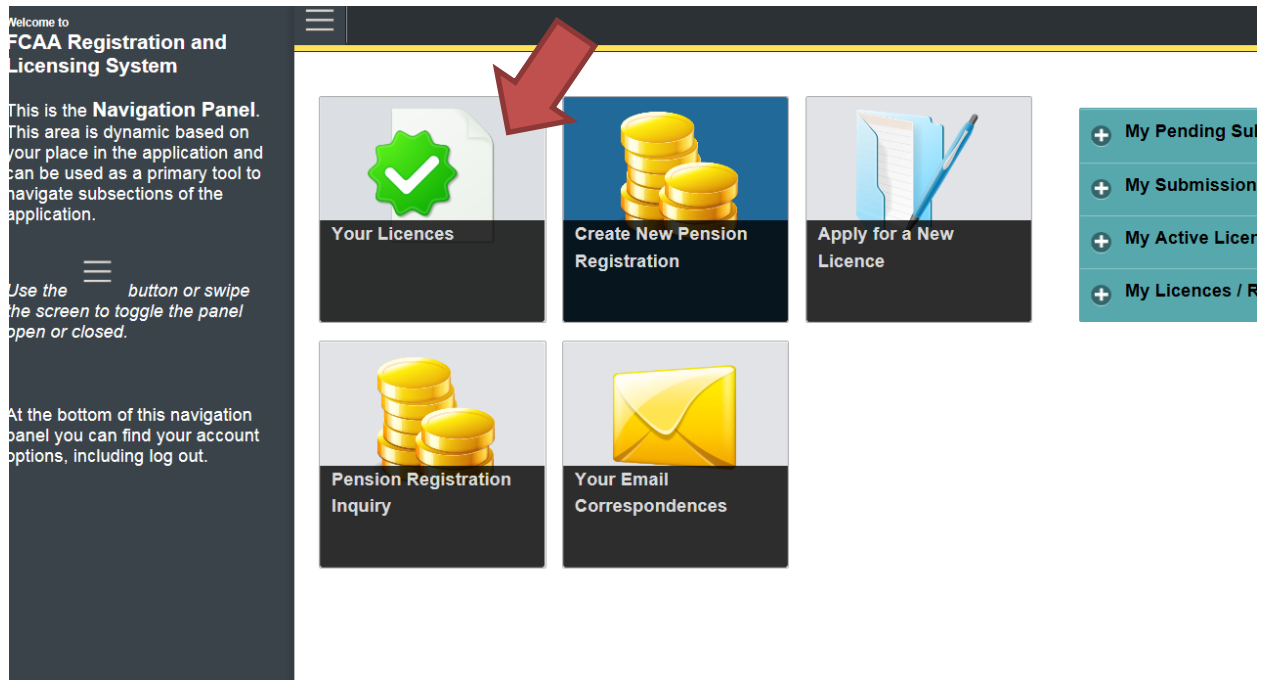
2. On the left-hand side navigation panel. Select "Account Delegates". Click the "Add" button. Select "Delegate Invite".

3. You will see a screen like this one:

Enter the first name, last name and email address for your invitee.

Include a message the helps your invitee understanding the purpose of the invitation.

Select the licences / registrations that you wish the invitee to have access to.

Click "Send Invitation".

Before clicking "Send Invitation", if you no longer wish to proceed, you can click "remove invitation".

4. Once you click "Send Invitation", the status of that invitation will change to "Pending Acceptance". The screen will look like this:

Prior to the invitee accepting the invitation, you can click "Revoke Invitation" and the invitation will no longer work for the invitee.

5. The invitee will get an email like this:

6. The invitee clicks "Respond to invitation" and is taken to the FCAA login page. If the invitee already has a user ID and password, they would use it now. If not, then they would click "register" and set up a user ID and password. Once that is done, they would log in to RLS and proceed with responding to the invitation.

7. Once logged in, the invitee will see the following screen:

To accept the invitation, the invitee clicks "accept invitation". To reject it, the invitee clicks "reject invitation".

Once accepted, the invitee will be able to perform most functions that the Primary Owner can perform. The delegate cannot add additional delegates to a licence / registration. A delegate does not receive the RLS generated emails and letters; the Primary Owner is responsible for forwarding those communications, as they see appropriate, to the delegate.

8. To manage the delegate's access, the Primary Owner goes back to the "Account Delegates" page and selects the delegate from the listing. The following screen will appear:

a. To add or subtract licences / registrations from the delegate's access, simply select new or remove old selections and click "save".
b. To remove the access, the Primary Owner goes back to the "Account Delegates" page and selects the delegate from the listing, and then clicks on the button that reads "Remove Delegate and All Access".

Primary Account Profile

This section provides you with instructions related to:

A. Viewing and managing your profile (i.e. name and password)
B. Viewing and managing your delegated users.

Viewing and managing your primary account profile

You are able to navigate to your RLS primary account profile by either 1) clicking the dropdown arrow beside your name as described under point 3 of the "Your Licences" button section of this guide or 2) clicking the "go to my profile" button found at the bottom left hand corner of the Navigation Panel.

By clicking the drop down arrow beside your name (as described under point 3 of the "Your Licences" button section of this guide), you will see this screen:

If you click on "Edit [Your Name]", or if you have originally clicked on "go to my profile", you will be taken to a screen similar to this one:

On this screen, you can update your name. Remember to click "Save" to save your changes.

Click the little lock with the heading "Account". It looks like this: [lock icon]. If you click the lock, you will see a screen similar to this one:
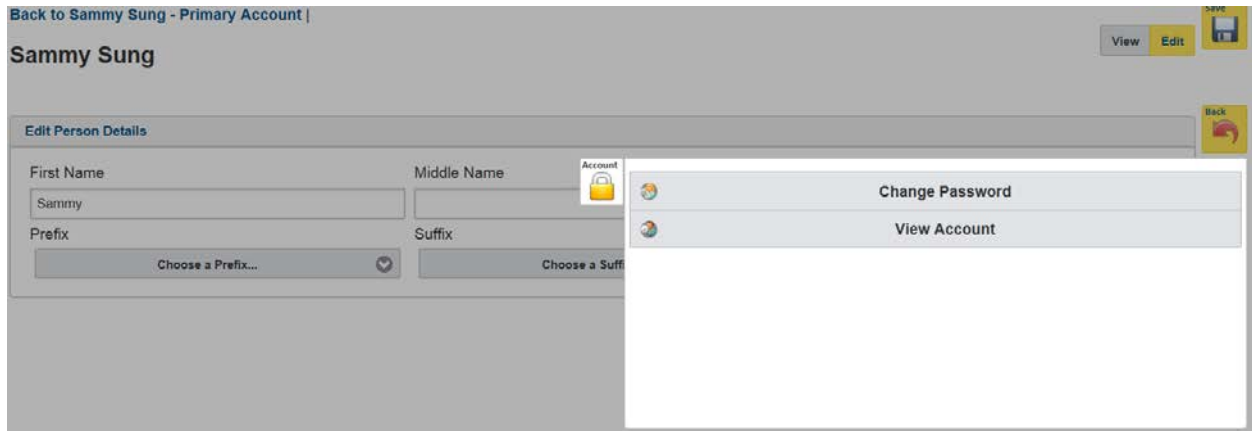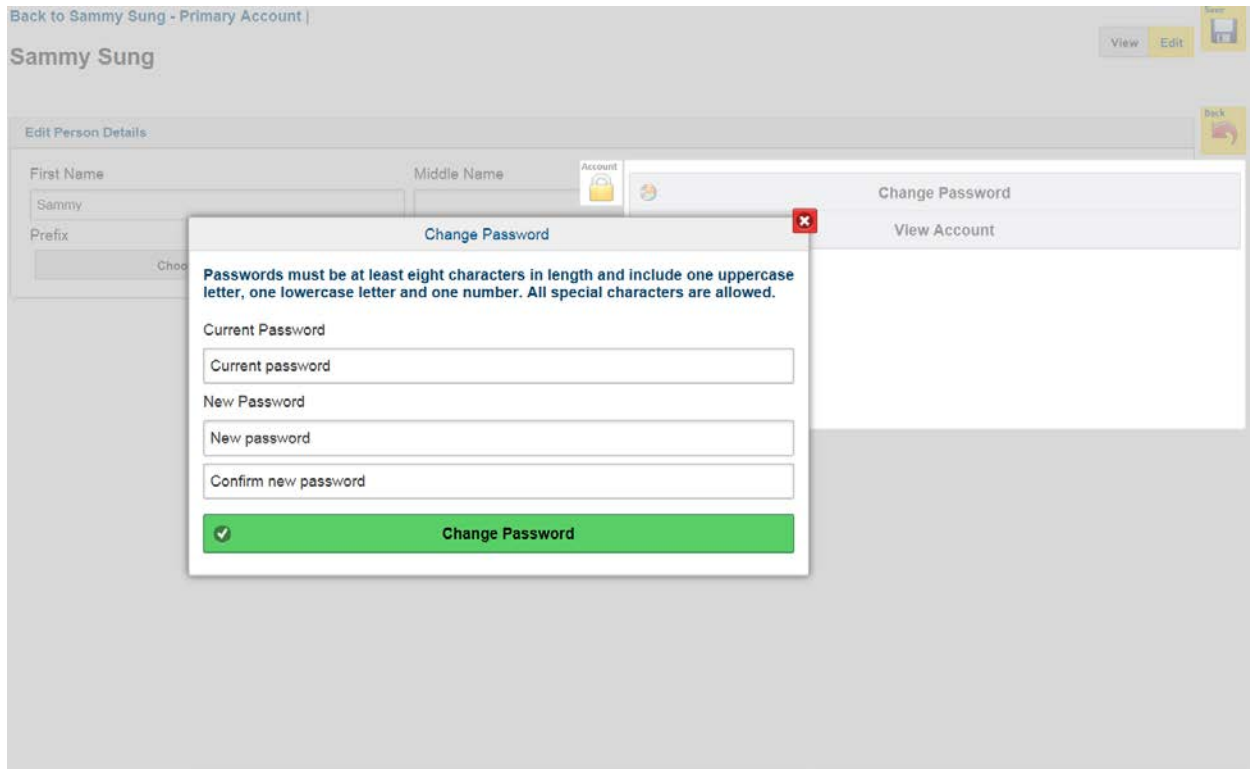
You can view details related to your account here. If you clicked "View Account", you will see a similar screen to this:
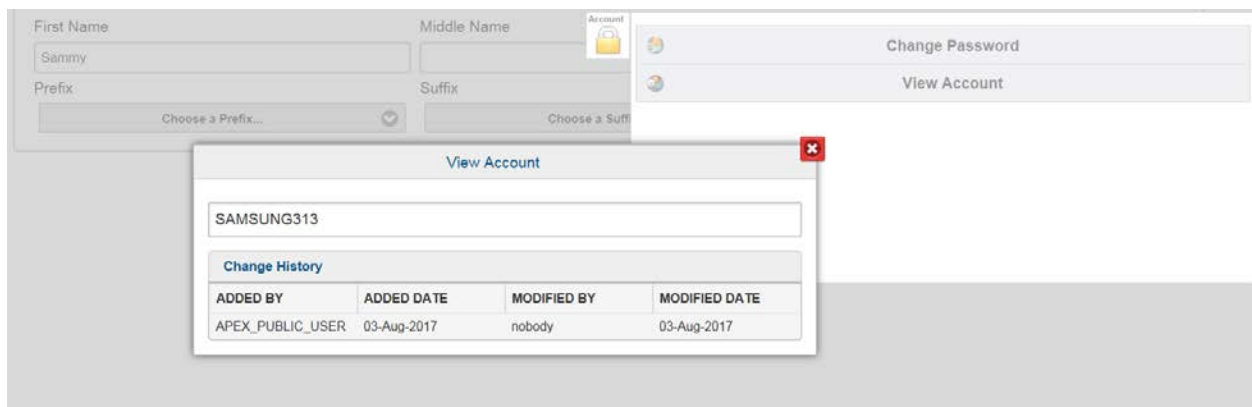
While you can type in the User ID field (in the above picture – the field that has "SAMSUNG313" in it) – any change in that field will not be saved. In order to make changes to that field, please contact FCAA.

If you clicked "Change Password", you will see a similar screen to this:

Provide the requested information, click "Change Password" and your password will be changed.

Click "save". Return to your main RLS Dashboard by clicking the little "house" symbol found at the left top corner of the screen.

To change the **authorization email** for your RLS account, please contact FCAA.

Form Field Basics

The various pages of a Submission use different ways to record information you provide.

Text Entry

These boxes are used to record text such as names and address details. Simply type the required information in the box:

	Please provide details about your bond
Name of Bond Issuer*	Enter the Name of bond issuer
Bond Number*	
Bond Amount*	

Note: Any field marked with an * is mandatory, and must be filled in or completed in order to submit the form.

Dropdowns

These are used to make a selection from a pre-determined list. Click the down arrow on the right hand side of the box and then click on your selection from the list:

What type of private sector organization?*

What is the main nature of the Plan Sponsor's business?*

Incorporated company
Unincorporated business (sole proprietor or partnership)
Co-operative
Trade or employee association
Religious, charitable or non-profit organization
Other (Private)

Radio Buttons

These are used to indicate agreement or confirmation, or to select one of several options. These come in two different forms:

Selection Boxes:

Vehicle Dealer Licence		
Do your planned business activities include conducting business with the general public or only other motor vehicle dealers?*	General Public	Other Motor Vehicle Dealers

Round Radio Button:

The applicant's jurisdiction of incorporation, formation or residency (as applicable)*

- ◉ SASKATCHEWAN
- ○ ALBERTA
- ○ BRITISH COLUMBIA
- ○ CANADA
- ○ MANITOBA
- ○ NEW BRUNSWICK

Checkboxes

These are used to select one or more of several options. They look like this:

Check the boxes to indicate which jurisdiction(s):*

|	
☐	SASKATCHEWAN
☐	ALBERTA
☐	BRITISH COLUMBIA
☐	MANITOBA
☐	NEW BRUNSWICK
☐	NEWFOUNDLAND

Buttons

These are used to advance through the process. Click on these in accordance with the functionality displayed on the button:

- The **Previous** and **Next** buttons guide you through the process.

- The **Add** button allows you add new rows to a grid of multiple items of information:

  One example:

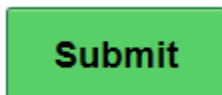 **Add a Supporting Document** ⊕
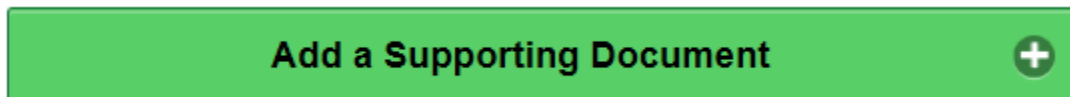
  Another example:

- The **Remove Record** button is used to delete an entry in certain Submissions.

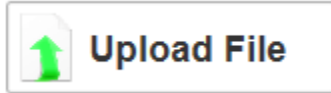- The **Information** button provides additional instruction related to the field in the Submission.

- The **Submit** button is used to submit entries to a grid.

  Submit

Buttons (continued)

- The **Upload** button is used to upload selected documents.

- The **Save** button saves the information that you have typed on the screen.

Blue Text

These are used to provide you with information. Fields with blue text cannot be modified.

This is an example of "blue text":

Plan Administrator	
Company Name	ABC Company Ltd.
Plan Administrator Type	The Employer

Payment

The final step in several of the submission processes is payment.

Depending on the type of licence or registration event that you are undertaking, you may have the option to:
- 'Pay online' (by credit card or online debit) (Note: there is a cut-off whereby any amount over $2,500 must be paid by cheque), or
- 'Send payment separately' (if you are paying by cheque; cheques are to be made payable to the "Minister of Finance").

The actual payment page will vary depending upon the type of Submission being submitted.

Please complete the payment page as directed.

If you select to pay online, you will be re-directed to a page on the Moneris website (our online payment provider), where you will be asked to enter the appropriate credit card or online debit details and information. For all non-online payments, please clearly reference the submission information in your reference line.

Please note that in order for your Submission to be submitted electronically when using a credit card or online debit to pay your Submission fee, the transaction must succeed. Further, if you are paying offline (i.e. by cheque), your Submission may be considered incomplete until the appropriate filing fee has been processed by FCAA.

Navigation

Returning to Work on Your Submission

Provided you haven't submitted your Submission to FCAA, you can continue working on it by clicking on "My Pending Submissions" found on your RLS Dashboard.
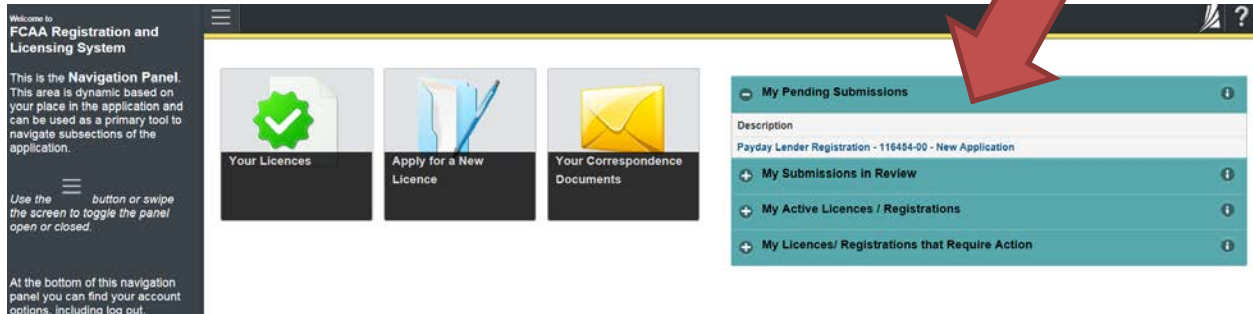
Responding to a "Request for More Information" Message

If you have submitted your Submission to FCAA and receive an email from RLS indicating that FCAA requires additional information (called a "request for more information") related to your Submission, you must respond to that request directly within the Submission itself. You will find the Submission by clicking "My Pending Submissions" found on your RLS Dashboard.
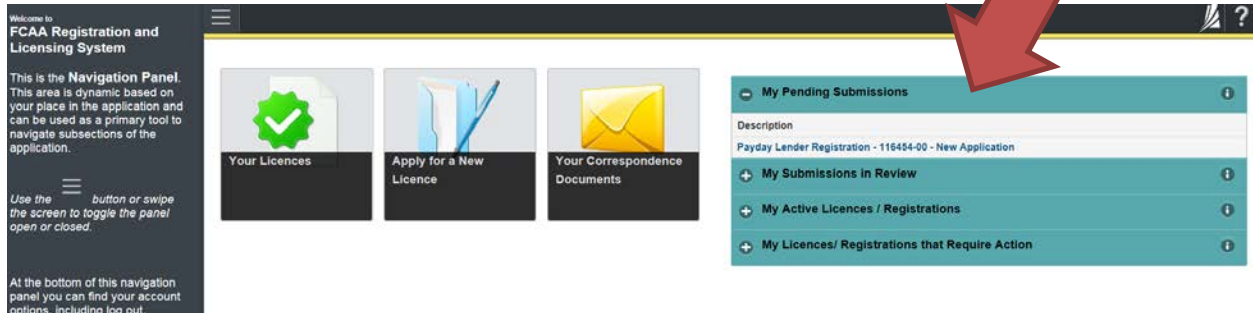
Viewing your Submissions that are with FCAA in review

Once your Submission has been successfully submitted, you will see your Submission 'In Review' under the heading "My Submission in Review":

System Messages

After successful Submission, RLS will send an email to the email address associated with your account, advising you of this fact. If the status of your Submission changes, as a result of the processing of your Submission, you will receive a further email. This may result in a "request for more information", or to advise you that the Submission has been approved or rejected.

You can then sign in to RLS and either provide further information, upload documents, view your approved Submission, or download approved licences or registrations (if applicable).

Contact Us

General Information

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Financial and Consumer Affairs Authority
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Regina, SK   S4P 4H2

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