

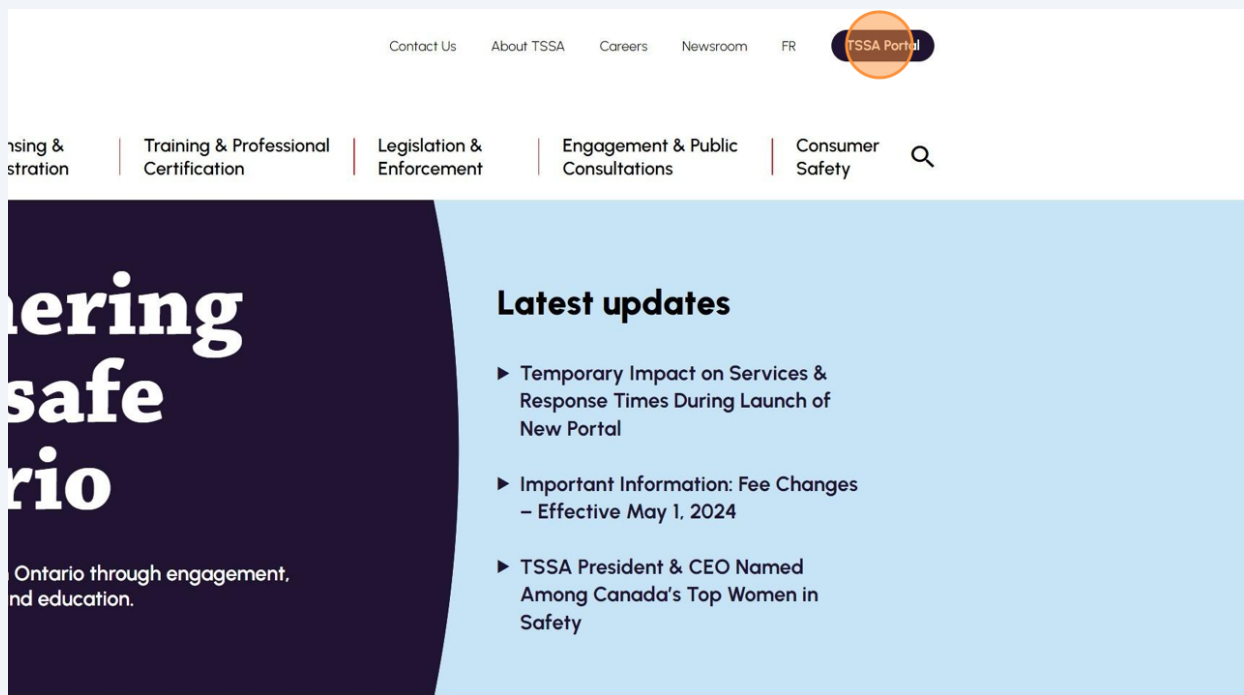
# How to Sign in as an Existing User



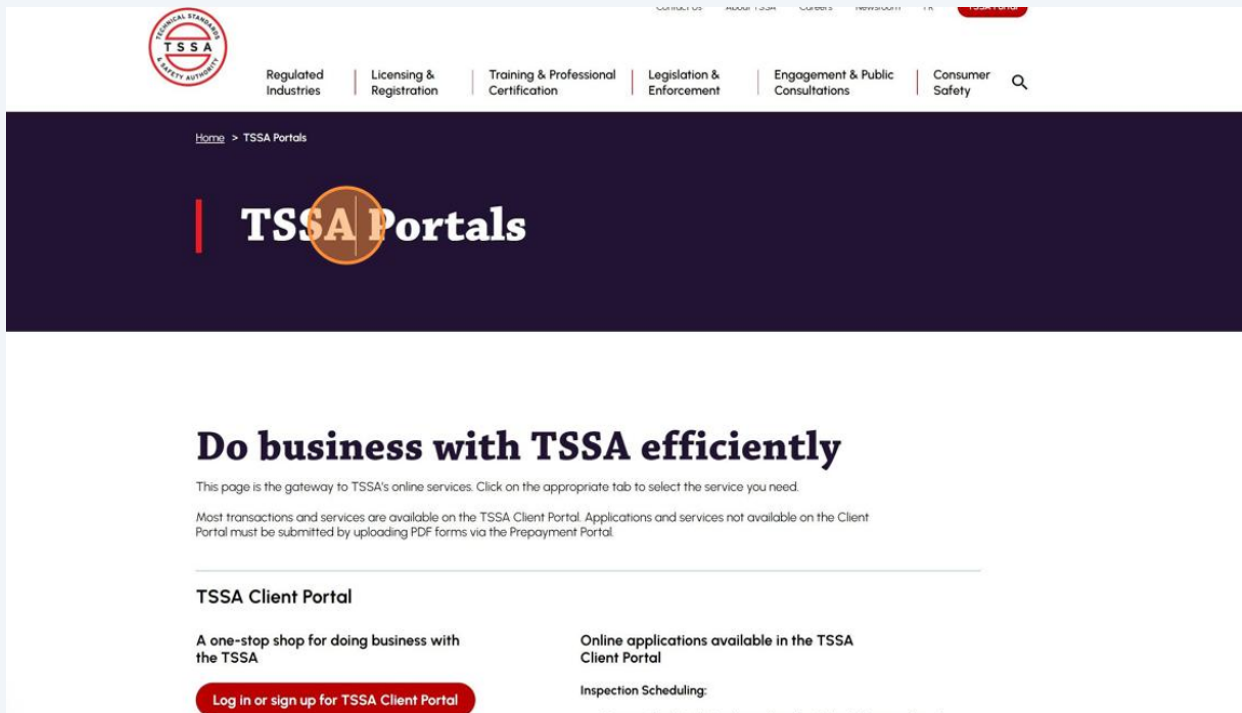
This guide will provide you with step-by-step instructions on how to sign in as an existing user in the TSSA Client Portal.

1 Visit the TSSA website at <https://www.tssa.org/>

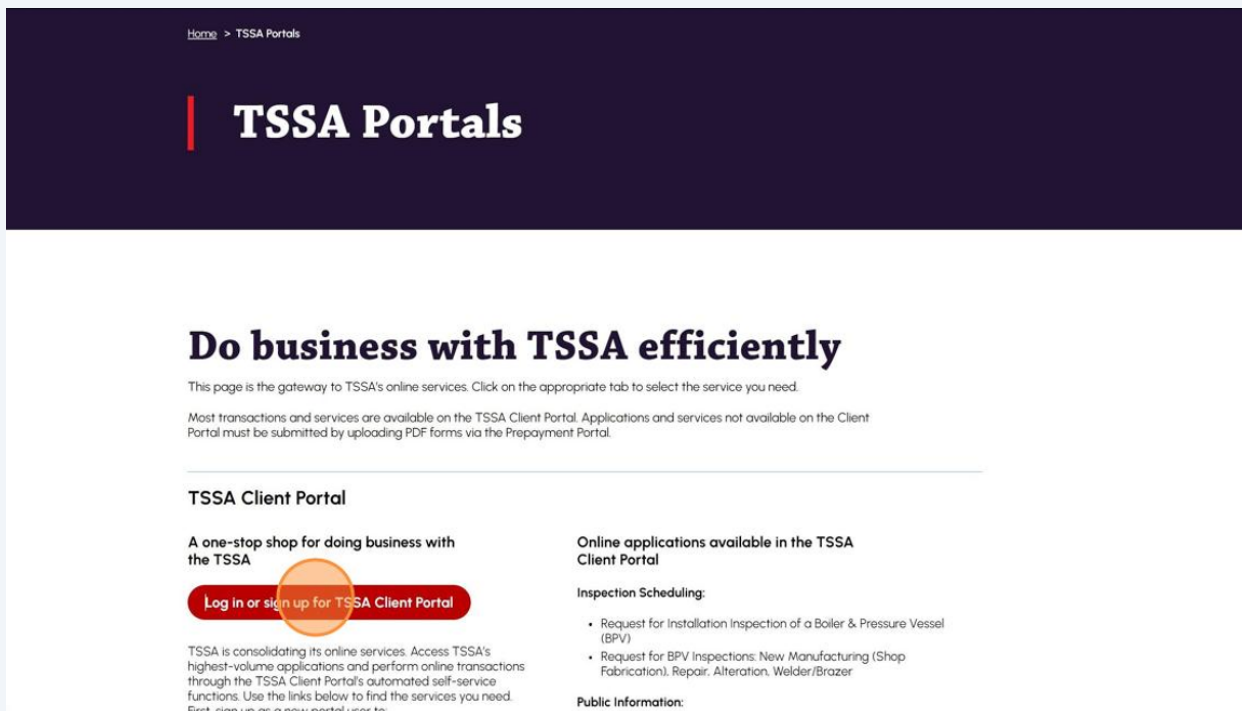
Click the **“TSSA Portal”** button on the top-right of the page.



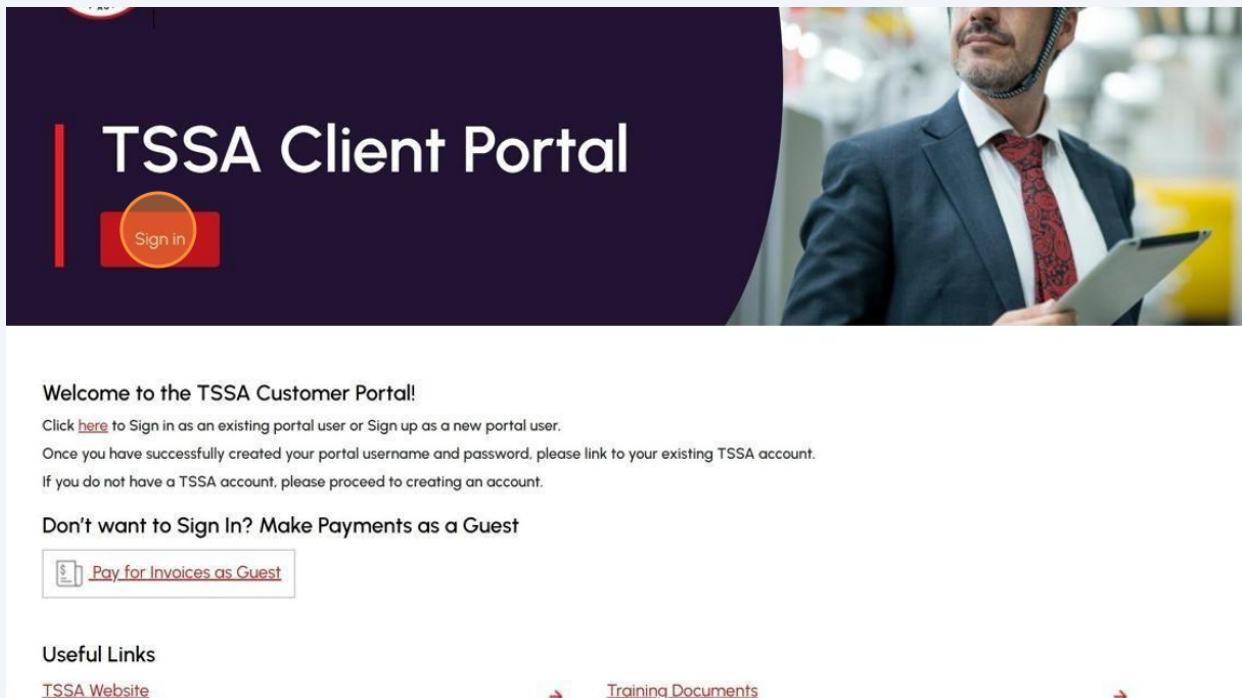
2 The **TSSA Portals** landing page will be displayed.



3 Click the "**Log in or sign up for TSSA Client Portal**" button.



4 Click the "Sign in" button.



**TSSA Client Portal**

Sign in

Welcome to the TSSA Customer Portal!

Click [here](#) to Sign in as an existing portal user or Sign up as a new portal user.

Once you have successfully created your portal username and password, please link to your existing TSSA account.

If you do not have a TSSA account, please proceed to creating an account.

Don't want to Sign In? Make Payments as a Guest

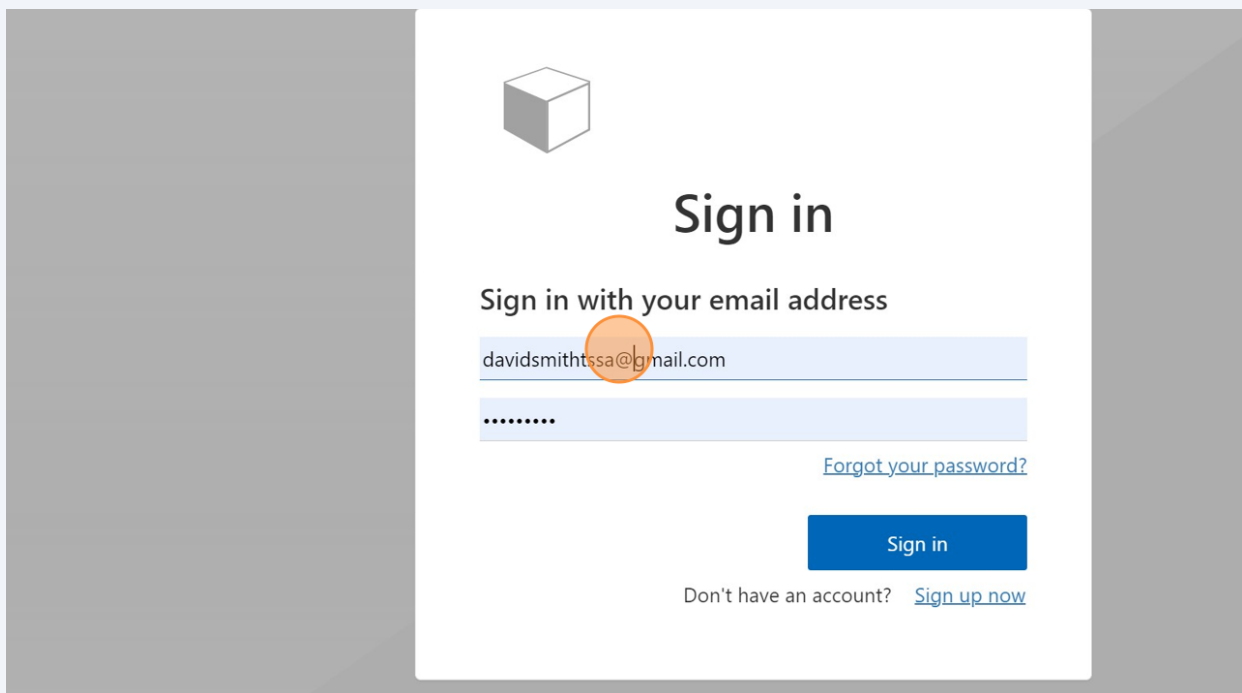
[Pay for Invoices as Guest](#)

Useful Links

[TSSA Website](#) [Training Documents](#)

5 The Sign-in page will be displayed.

Enter your registered email address, password and click the "**Sign-in**" button.



Sign in

Sign in with your email address

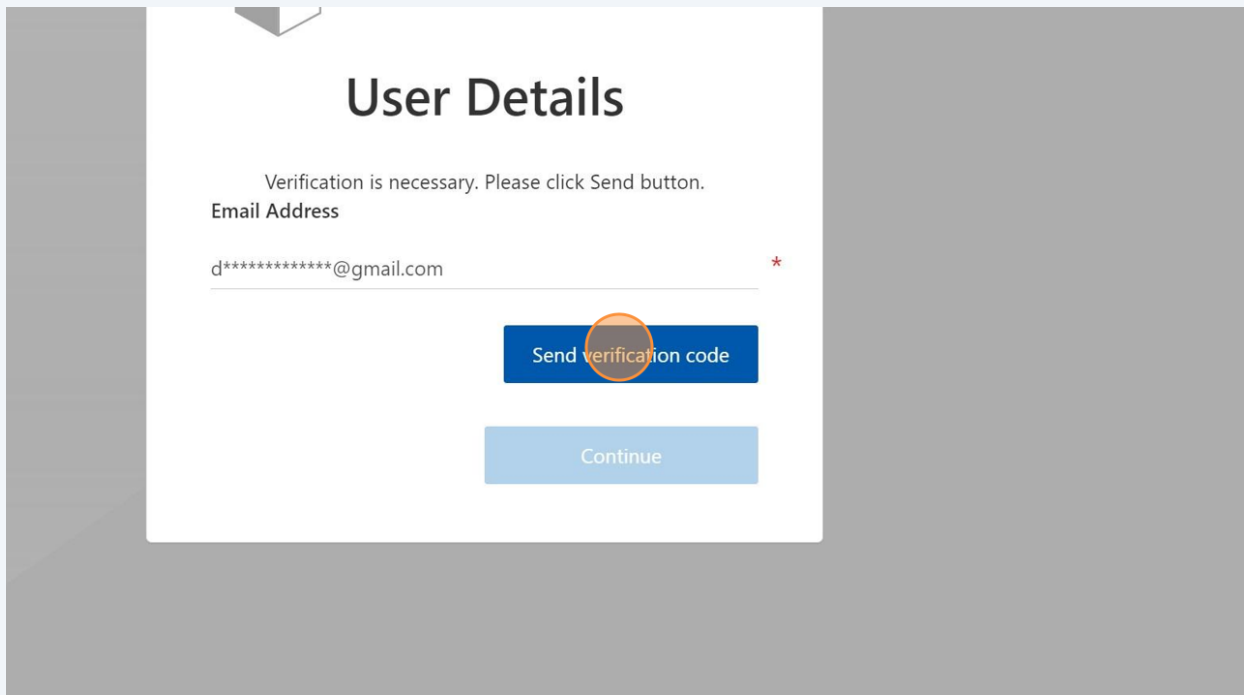
[Forgot your password?](#)

[Sign in](#)

Don't have an account? [Sign up now](#)

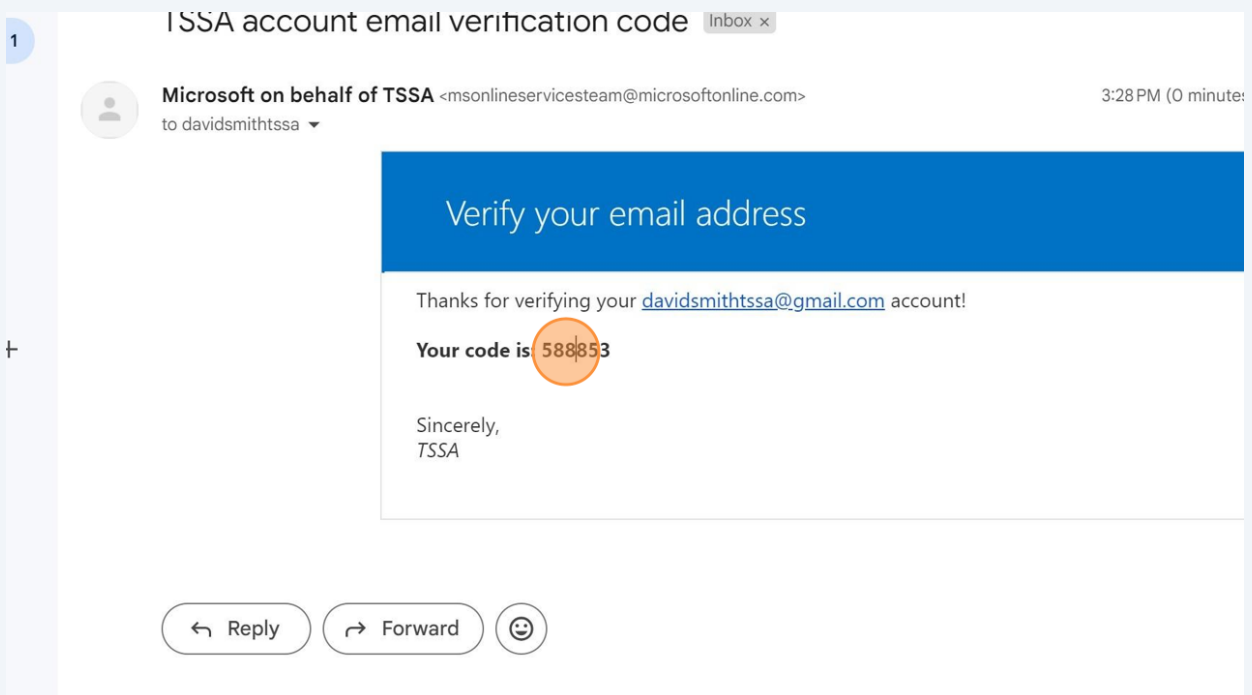
6

Click on the "Send verification code" button. A notification will sent to your email.



7

Go to your email account. Copy the verification code.



8

Enter/paste the verification code and click the "**Verify Code**" button. The email address has been verified successfully.

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

d\*\*\*\*\*@gmail.com \*

Verification code

588853


Verify code Send new code

Continue

9

Click on the "**Continue**" button.

< Cancel



## User Details

E-mail address verified. You can now continue.

Email Address

d\*\*\*\*\*@gmail.com \*

Continue



Congratulations! You have successfully signed in as an existing user in the portal.

**Home** Accounts Applications Invoices BPV Owner BPV Insurer

Customer Portal

**Hi David**  
Welcome to the TSSA portal, where, customers can view and manage account information, submit application requests, pay invoices and more.

**New Customers**  
Create an Individual account if you are applying for:

- A personal certificate

For all other requests create an Organization account

- We require the company's legal entity details, i.e., corporation number or business identification number.

Please click [Create Account](#)

**Existing Customers**  
To validate your account, you will need an:

- Invoice or inspection report or
- Valid authorization (licence/certificate/registration, etc.)

Connect to your TSSA account, Please click [Link Existing Account](#)

**Third Party Customers**  
**Third Party Property Management Companies**  
Connect to your own TSSA account prior to linking to the owner/operator you wish to transact on behalf of, i.e. pay an invoice, submit an application request, please click [Link Existing Account](#)

**Third Party Submitters**  
Connect to your own TSSA account prior to linking to the owner/operator you wish to transact on behalf of, i.e. submit an application request, please click [Link Existing Account](#)

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Contact Customer Service at 1-877-682-TSSA (8772) or send an email to [customerservices@tssa.org](mailto:customerservices@tssa.org) in case of any questions.