

# How to Book "Fuels Safety" Examination



This guide will provide you with step-by-step instructions on how to book a "Fuels Safety" Examination in the TSSA Client Portal.

**\*\*Important:\*\*** If you require accommodation for an exam, you must first apply for "Accommodation for Examination". The results of the accommodation application are required when booking an exam with accommodation.

**1** From the Client Portal homepage, click the **"Applications"** tab.

The screenshot shows the TSSA Client Portal homepage. The navigation bar at the top has four tabs: Home, Accounts, Applications, and Invoices. The 'Applications' tab is highlighted with a red circle. Below the navigation bar, the page content includes a welcome message, a 'Customer Portal' header, and several sections for account management: 'New Customers', 'Existing Customers', 'Third Party Property Management Companies', and 'Third Party Submitters'. At the bottom, there are two red buttons: 'Create Account' and 'Link Existing Account'.

Home Accounts **Applications** Invoices

Customer Portal

Hi Ada Shelby  
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.

**Third Party Property Management Companies**  
Link 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.

If you do not have an account with TSSA:

- Please create a Third-Party Property Manager account first,
- Then proceed to linking to the owner/operator you wish to transact on behalf of,
- The [Consent to Grant Third Party Access] form will need to be completed.

**Existing Customers**  
Link to your TSSA account with:

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

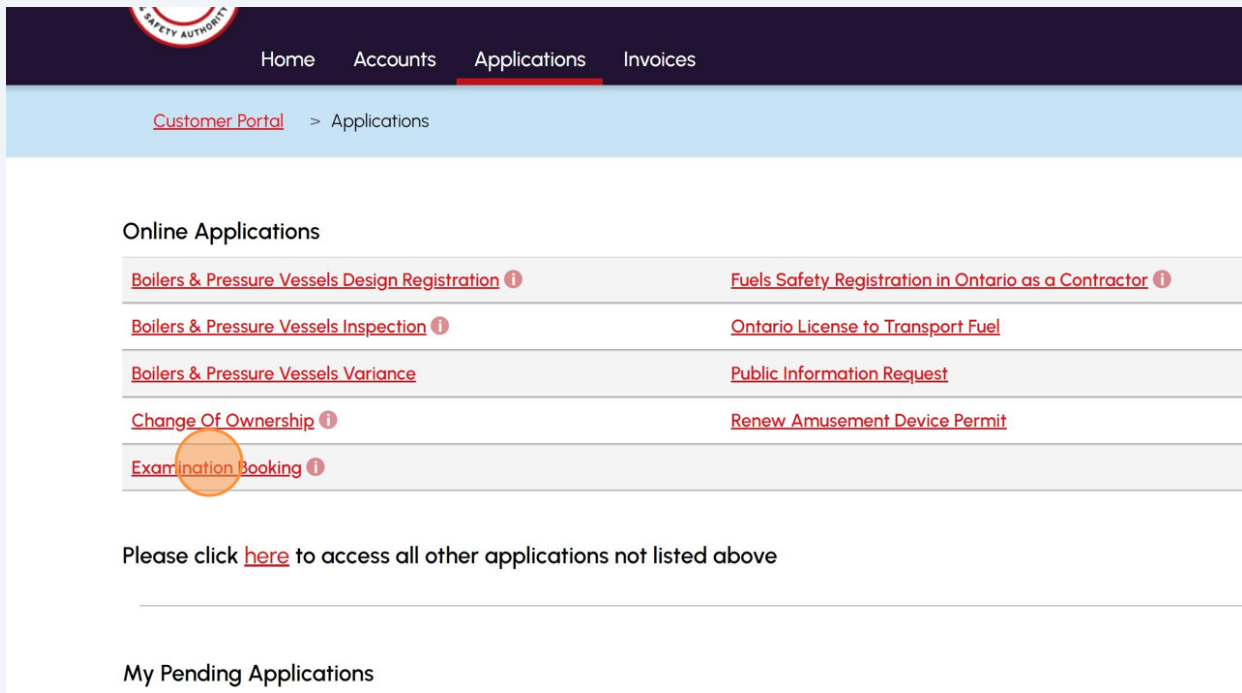
**Third Party Submitters**  
Link to your own TSSA account prior to linking to the owner/operator you wish to transact on behalf of, i.e. submit an application request.

If you do not have an account with TSSA:

- Please create a Third-Party Submitter type account first,
- Then proceed to linking to the owner/operator you wish to submit an application request for,
- The [Consent to Grant Third Party Access] form will need to be completed

Create Account Link Existing Account

2 Click the "Examination Booking" hyperlink under "Online Applications".



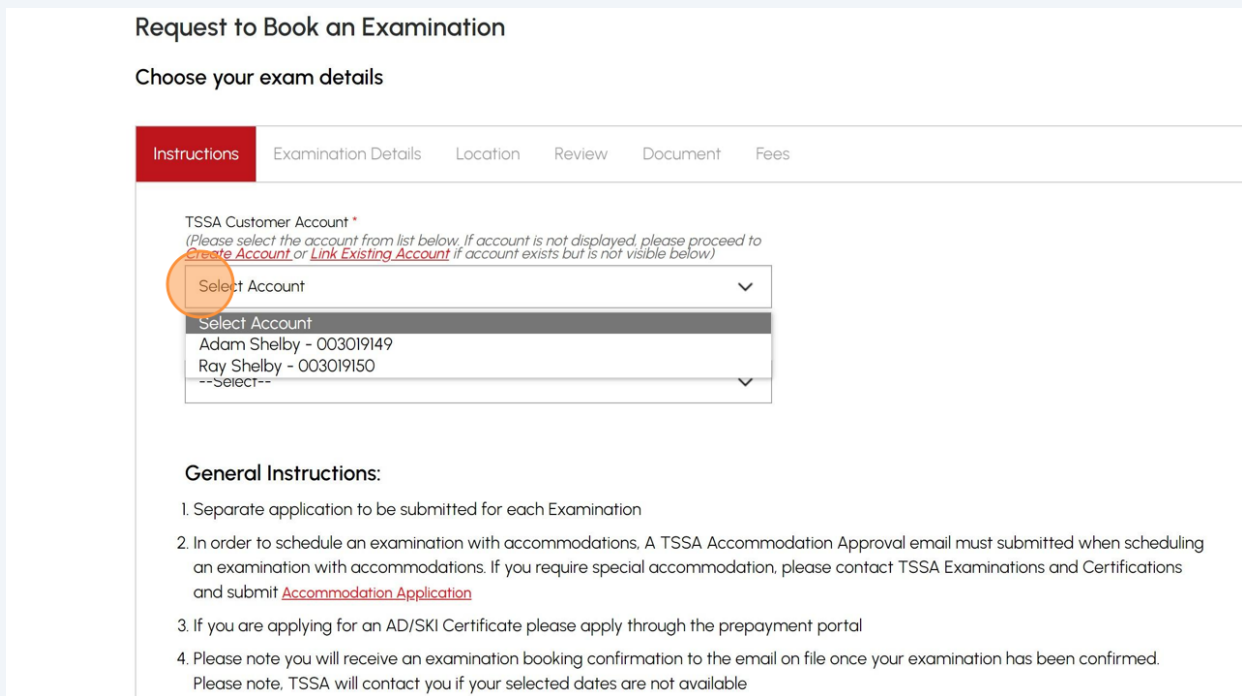
The screenshot shows the TSSA Customer Portal navigation menu with 'Applications' selected. Below the breadcrumb 'Customer Portal > Applications', there is a section titled 'Online Applications' containing a grid of links. The 'Examination Booking' link is highlighted with an orange circle. Below the grid, a text prompt asks the user to click 'here' for other applications. At the bottom, there is a section for 'My Pending Applications'.

<a href="#">Boilers &amp; Pressure Vessels Design Registration</a> ⓘ	<a href="#">Fuels Safety Registration in Ontario as a Contractor</a> ⓘ
<a href="#">Boilers &amp; Pressure Vessels Inspection</a> ⓘ	<a href="#">Ontario License to Transport Fuel</a>
<a href="#">Boilers &amp; Pressure Vessels Variance</a>	<a href="#">Public Information Request</a>
<a href="#">Change Of Ownership</a> ⓘ	<a href="#">Renew Amusement Device Permit</a>
<a href="#">Examination Booking</a> ⓘ	

Please click [here](#) to access all other applications not listed above

My Pending Applications

3 Select the "TSSA Customer Account" from the dropdown list.



The screenshot shows the 'Request to Book an Examination' page. The 'Choose your exam details' section is active. A dropdown menu for 'TSSA Customer Account' is open, showing a list of accounts. The account 'Adam Shelby - 003019149' is selected. Below the dropdown, there are 'General Instructions' for booking an examination.

**Request to Book an Examination**

Choose your exam details

Instructions Examination Details Location Review Document Fees

TSSA Customer Account \*  
(Please select the account from list below. If account is not displayed, please proceed to [Create Account](#) or [Link Existing Account](#) if account exists but is not visible below)

Select Account

Select Account

Adam Shelby - 003019149

Ray Shelby - 003019150

--Select--

**General Instructions:**

1. Separate application to be submitted for each Examination
2. In order to schedule an examination with accommodations, A TSSA Accommodation Approval email must submitted when scheduling an examination with accommodations. If you require special accommodation, please contact TSSA Examinations and Certifications and submit [Accommodation Application](#)
3. If you are applying for an AD/SKI Certificate please apply through the prepayment portal
4. Please note you will receive an examination booking confirmation to the email on file once your examination has been confirmed. Please note, TSSA will contact you if your selected dates are not available

## 4 Select "Fuels Safety" from the "Program Area" dropdown list.

### Request to Book an Examination

Choose your exam details

**Instructions** Examination Details Location Review Document Fees

TSSA Customer Account \*  
*(Please select the account from list below. If account is not displayed, please proceed to [Create Account](#) or [Link Existing Account](#) if account exists but is not visible below)*

Ray Shelby - 003019150

Program Area\*

--Select--

- Select--
- Elevating Devices
- Fuels Safety
- Operating Engineer

1. Separate application to be submitted for each Examination
2. In order to schedule an examination with accommodations, A TSSA Accommodation Approval email must submitted when scheduling an examination with accommodations. If you require special accommodation, please contact TSSA Examinations and Certifications and submit [Accommodation Application](#)
3. If you are applying for an AD/SKI Certificate please apply through the prepayment portal
4. Please note you will receive an examination booking confirmation to the email on file once your examination has been confirmed. Please note, TSSA will contact you if your selected dates are not available

## 5 Review the instructions and click "Next" to complete the examination details.

TSSA Customer Account \*  
*(Please select the account from list below. If account is not displayed, please proceed to [Create Account](#) or [Link Existing Account](#) if account exists but is not visible below)*

Ray Shelby - 003019150

Program Area\*

Fuels Safety

**General Instructions:**

1. Separate application to be submitted for each Examination
2. In order to schedule an examination with accommodations, A TSSA Accommodation Approval email must submitted when scheduling an examination with accommodations. If you require special accommodation, please contact TSSA Examinations and Certifications and submit [Accommodation Application](#)
3. If you are applying for an AD/SKI Certificate please apply through the prepayment portal
4. Please note you will receive an examination booking confirmation to the email on file once your examination has been confirmed. Please note, TSSA will contact you if your selected dates are not available

The following Challenge examinations do not require an Approval Letter prior to examination being scheduled: CDT, OBAT,SO, G.3, ICE-IE, ICE-IE-NG, ICE-IE-P, RV.2,OBT-3, GUT-2, PMH. Please note that all other Fuels Challenge and Labour Mobility examination bookings require an approval letter being issued therefore the dates may vary and are not guaranteed until you receive an approval letter. Please Note: TSSA will contact you if date is NOT available Please note for FS Challenge, the exam booking will proceed after the Approval Letter is Issued, therefore the dates may vary and are not guaranteed until you receive an approval letter) Please Note: TSSA Will contact you if date is NOT available

Cancel Next

6 Answer, "Is this a Re-write?" Select "Yes" or "No"

**Important:** If you are re-writing an exam, refer to the "How to re-write an examination with or without accommodation" job aid.

### Request to Book an Examination

Choose your exam details

Instructions	<b>Examination Details</b>	Location	Review	Document	Fees
--------------	----------------------------	----------	--------	----------	------

Is this a Re-write?\*

No

Labour Mobility\*

7 Answer if you are booking "Labour Mobility".

If you selected "No" the following question will appear for you to answer, "Have you completed a Full Training Program with an Accredited Training Provider?".

Instructions	<b>Examination Details</b>	Location	Review	Document	Fees
--------------	----------------------------	----------	--------	----------	------

Is this a Re-write?\*

No

Labour Mobility\*

No

No

Yes

--Select--

Do you have an existing TSSA Certificate Number for the Program associated to this Application?\*

Select

**8** Select an **"Examination Type"** from the dropdown list.

Instructions Examination Details Location Review Document Fees

Is this a Re-write?\*

No

Labour Mobility\*

No

Examination Type\*

--Select--

- Select--
- CDT
- DA
- G.1
- G.2
- G.3
- GP
- GPF
- GPI
- GUT-1
- GUT-2
- H2

**9** Answer, **"Do you have an existing TSSA Certificate Number for the Program associated to this Application?"** Select **"Yes"** or **"No"**.

EDM-D

Do you have an existing TSSA Certificate Number for the Program associated to this Application?\*

Select

- Select
- Yes
- No
- Select

Have you completed a Full Training Program with an Accredited Training Provider?\*

No

Cancel Back Next

**10** If you have a certificate number, enter your **"Certificate Number"**.

Choose your exam details

Instructions	<b>Examination Details</b>	Location	Review	Document	Fees
--------------	----------------------------	----------	--------	----------	------

Is this a Re-write?\*

No

Labour Mobility\*

No

Examination Type\*

Do you have an existing TSSA Certificate Number for the Program associated to this Application?\*

Yes

Certificate Number\*

**11** Answer, **"Are you Challenging the Examination?"** Select **"Yes"** or **"No"**.

Application?\*

No

Are you Challenging the Examination?\*

Select

Select

Yes

No

Select

Have you completed a Full Training Program with an Accredited Training Provider?\*


Select

Cancel Back Next

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Training Documents  
Training Videos

Company  
Company News

**Need Help?**

Anywhere you see an information icon , please click it for more details.  
If experiencing technical difficulties, please contact TSSA's Customer Contact Centre.  
Available Monday to Friday from 8:00 a.m. to 5:00 p.m. (excluding holidays).

12

Answer, "Are you applying to Reinstate a TSSA Certificate". Select "Yes" or "No"

Are you Challenging the Examination?\*

No

Are you applying to Reinstate a TSSA Certificate\*

Select

Select

Yes

No

Select

Cancel Back Next

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#### Need Help?

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Available Monday to Friday from 8:00 a.m. to 5:00 p.m. (excluding holidays).  
Toll-Free: 1-877-682-TSSA (8772)  
Email: customerservices@tssa.org



13

Answer, "Have you completed a Full Training Program with an Accredited Training Provider?" Select "Yes" or "No".

Do you have an existing TSSA Certificate Number for the Program associated to this Application?\*

No

Are you applying to Reinstate a TSSA Certificate\*

Yes

Have you completed a Full Training Program with an Accredited Training Provider?\*

Select

Select

Yes

No

Cancel Back Next

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#### Need Help?

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Toll-Free: 1-877-682-TSSA (8772)



14

If you select **"Yes"** to completing a Full Training Program with an Accredited Training Provider, select **your training provider** from the dropdown list.

Do you have an existing TSSA Certificate Number for the Program associated to this Application?  
No

Are you applying to Reinststate a TSSA Certificate\*  
Yes

Have you completed a Full Training Program with an Accredited Training Provider?  
Yes

Please select your training provider  
--Select--  
ADVANCED  
AEC  
AIRWAYS  
ALB

Cancel Back

15

If you did not complete a Full Training Program with an Accredited Training Provider, click **"Next"**.

Do you have an existing TSSA Certificate Number for the Program associated to this Application?  
No

Are you applying to Reinststate a TSSA Certificate\*  
Yes


Have you completed a Full Training Program with an Accredited Training Provider?  
No

Cancel Back Next

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#### Need Help?

Anywhere you see an information icon , please click it for more details.  
If experiencing technical difficulties, please contact TSSA's Customer Contact Centre.  
Available Monday to Friday from 8:00 a.m. to 5:00 p.m. (excluding holidays).  
Toll-Free: 1-877-682-TSSA (8772)  
Email: [customerservices@tssa.org](mailto:customerservices@tssa.org)





16

If you require special accommodation to write your examination, you must first apply for "Accommodation for Examination". The results of the accommodation application are required when booking an exam with accommodation.

Otherwise, select "**No**" if no accommodation is needed.

[Customer Portal](#) > [Applications](#) > Book An Exam

### Request to Book an Examination

Choose your exam details

Instructions Examination Details **Location** Review Document Fees

#### Special Accommodations

Do you Require Special Accommodation?\*

Select

Select

Yes

No

Select

Alternate Examination Date\*

Select

Should the Preferred/ Alternate date be unavailable, I agree to be scheduled for the next available date at the following location

Cancel Back

17

If you require special accommodation, the following will appear for you to answer, "**Have you Requested Special Accommodation?**" Select "**Yes**" or "**No**"

#### Special Accommodations

Do you Require Special Accommodation?\*

Yes

Preferred Examination Date\*

Select

Have you Requested Special Accommodation?\*

Select

Select

Yes

No

Select

Should the Preferred/ Alternate date be unavailable, I agree to be scheduled for the next available date at the following location

Cancel Back

18

If you requested special accommodation, answer, "**Have you received your Accommodation Approval Letter?**" Select "**Yes**". Otherwise, choose "**No**".

**Special Accommodations**

Do you Require Special Accommodation?\*  
Yes

Have you Requested Special Accommodation?\*  
Yes

Have you received your Accommodation Approval Letter?\*  
Select  
Select  
Yes  
No  
Select

Alternate Examination Date\*  
Select

Should the Preferred/ Alternate date be unavailable, I agree to be scheduled for the next available date at the following location

Cancel Back

19

If you received your **Accommodation Approval Letter**, select one of the following **Accommodation** options:

- Select All
- Extended Time to Complete Examinations
- Private Room/Distraction-Reduced Environment
- Use of Adaptive Technology, i.e. text to speech software
- Supervised Rest Breaks
- Large Print Examinations and/or Magnification Tools
- Other

**Special Accommodations**

Do you Require Special Accommodation?\*  
Yes

Have you Requested Special Accommodation?\*  
Yes

Have you received your Accommodation Approval Letter?\*  
Yes

**Which of the following Accommodations do you require?\***

- Select All
- Extended Time to Complete Examinations
- Private Room/Distraction-Reduced Environment
- Use of Adaptive Technology, i.e. text to speech software
- Supervised Rest Breaks
- Large Print Examinations and/or Magnification Tools
- Other

**Location**

Preferred Location\* Alternate Location\* (You may select the same location with a different time as an

**20** Select your "**Preferred Examination Location**".

<div data-bbox="363 277 865 367">OTTAWA OTTAWA OWEN PEMB</div> <div data-bbox="363 367 865 412">Select</div>	<div data-bbox="900 327 1398 367">Alternate Location* (You may select the same location with a different time as an alternate)</div> <div data-bbox="900 367 1398 412">Select</div>
<div data-bbox="363 456 865 479">Preferred Examination Date*</div> <div data-bbox="363 479 865 524">Select</div>	<div data-bbox="900 456 1398 479">Alternate Examination Date*</div> <div data-bbox="900 479 1398 524">Select</div>
<div data-bbox="363 555 1398 582"><input type="checkbox"/> Should the Preferred/ Alternate date be unavailable, I agree to be scheduled for the next available date at the following location</div>	
<div data-bbox="683 609 1085 663">Cancel Back Next</div>	

**21** Select your "**Preferred Examination Date**".

<div data-bbox="395 1030 893 1075">Select</div>	<div data-bbox="932 1030 1417 1075">Select</div>
<div data-bbox="395 1120 893 1142">Preferred Examination Date*</div> <div data-bbox="395 1142 893 1187">Select</div>	<div data-bbox="932 1120 1417 1142">Alternate Examination Date*</div> <div data-bbox="932 1142 1417 1187">Select</div>
<div data-bbox="395 1218 1398 1245"><input type="checkbox"/> Should the Preferred/ Alternate date be unavailable, I agree to be scheduled for the next available date at the following location</div>	
<div data-bbox="708 1272 1110 1326">Cancel Back Next</div>	

**22** Select your "**Alternate Location**".

Alternate Location\* (You may select the same location with a different time as an alternate)

Select

Alternate Examination Date\*

Select

be scheduled for the next available date at the following location

ack Next

**23** Select your "**Alternative date and time**".

ter Drive  
ie

mination Date\*  
9:00 AM

- 2024-07-01 9:00 AM
- 2024-07-05 9:00 AM
- 2024-07-16 9:00 AM
- 2024-08-01 9:00 AM
- 2024-08-21 9:00 AM
- 2024-08-26 9:00 AM
- 2024-09-04 9:00 AM
- 2024-09-21 9:00 AM
- 2024-10-07 12:59 PM
- 2024-10-11 9:00 AM
- 2024-10-17 9:00 AM

2024-08-21 9:00 AM

he Preferred/ Alternate date be unavailable, I agree to be scheduled for the next available date at the following location

Cancel Back Next

24

Place a checkbox beside **"Should the Preferred/Alternate date be unavailable, I agree to schedule the exam for the next available date at the following locations"** if required and select the **"Location"**.

Use of Adaptive Technology, i.e. text to speech software  
 Supervised Rest Breaks  
 Large Print Examinations and/or Magnification Tools  
 Other

**Location**

Preferred Location\*  
ALGON

Alternate Location\* (You may select the same location with a different time as an c  
BELLE  
Front Street Belle  
ON K8P

Nepean  
ON K2G

Preferred Examination Date\*  
2024-01-10 8:00 AM

Alternate Examination Date\*  
2024-03-20 8:00 AM

Should the Preferred/ Alternate date be unavailable, I agree to be scheduled for the next available date at the following location

Select the Location\*  
THUNDER

Unit 103 Thunder  
ON P7B

25

Click the **"Next"** button to review your submission.

Other

OFFE CAMPUS

Alternate Location\* (You may select the same location with a different time as an alternate)  
BELLE  
135 North Front Street Belleville  
ON K8P 3B6

Alternate Examination Date\*  
2024-03-20 8:00 AM

ate date be unavailable, I agree to be scheduled for the next available date at the following location

Cancel Back Next

26

Review the summary of your application.



Exam Type: G.3

Are you challenging the exam?: No

Is it a re write?: No

Have you completed your Accredited Training Course?: Select

Training Provider:

Preferred Location:  
ALGONQUIN

Nepean ON K2G

Alternate Location:  
BELLE

North Front Street ON

Preferred Date: 2024-01-10 8:00 AM

Alternate Date: 2024-03-20 8:00 AM

Should the Preferred/ Alternate date be unavailable, I agree to be scheduled for the next available date at the following location : Yes

Location:  
THUNDER

Unit 103 Thunder Bay ON P7B

Do you Require Special Accommodation?: Yes

Have you Requested Special Accommodation?: Yes

**27** **Read and Accept the Terms & Conditions:**

- "I have read and understood the Registration and Examination Procedures"
- "I agree to all the terms mentioned on the Disclaimer"
- "I agree to Terms of the Application Declaration"

A check mark will be placed beside each one after reviewing.

Should the Preferred/ Alternate date be unavailable, I agree to be scheduled for the next available date at the following location : Yes

Do you Require Special Accommodation?: Yes



I have read and understood the [Registration and Examination Procedures](#)  
*(Click on the link to review procedures)*

I agree to all the terms mentioned on the [Disclaimer](#)  
*(Click on link to review the disclaimer)*

I agree to [Terms of the Application Declaration](#)  
*(Click on link to review the terms)*

Please enter your full name to sign electronically\*

January 16, 2024

**28** Enter your full name to sign electronically. Click the **"Send Request"** button.

Do you require special accommodations?

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I have read and understood the [Registration and Examination Procedures](#)  
(Click on the link to review procedures)

I agree to all the terms mentioned on the [Disclaimer](#)  
(Click on link to review the disclaimer)

I agree to [Terms of the Application Declaration](#)  
(Click on link to review the terms)

Please enter your full name to sign electronically\*

|

January 16, 2024

Application cannot be edited after you proceed to Next stage. Please review and confirm all details.

**Send Request**

After you submit your Application Request, TSSA will contact via email regarding your examination/submission

**29** Click **"Browse"** to add any supporting documentation to your application.

Documents with the file formats are accepted: JPEG, PNG, ZIP, and PDF.  
Otherwise, an error will appear.

Customer Portal > Applications > Book An Exam

### Request to Book an Examination

Choose your exam details

Instructions Examination Details Location Review **Document** Fees

Required/mandatory documents are marked with an asterisk (\*). To modify uploaded file please browse and upload again.

Supplemental Documentation  
(Optional)

Please upload a file  
File Formats: JPEG, PNG, ZIP, PDF

**Browse**

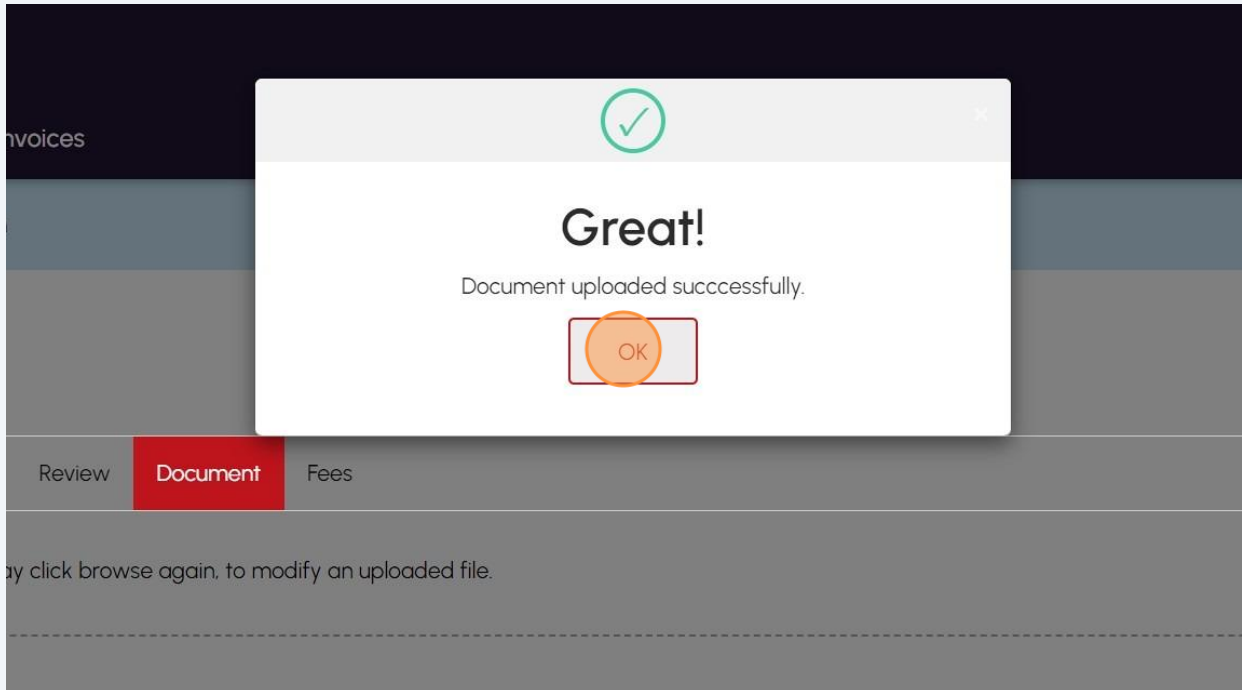
+ Add Another Document

**Next**



30

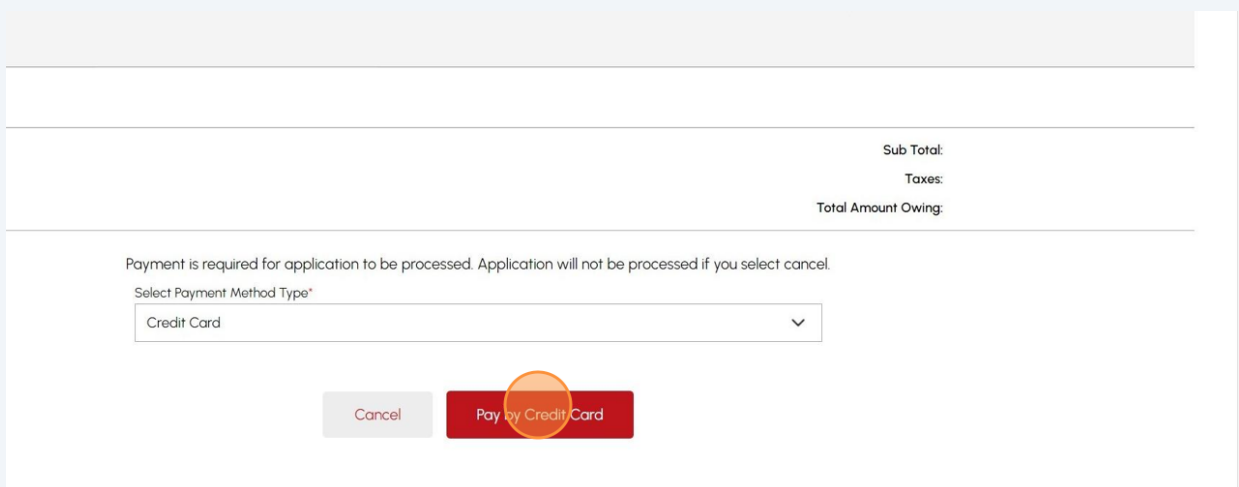
A notification will appear when the document has been uploaded successfully. Click **"OK"** to close the window and click **"Next"** to begin making payment.



31

Review the **Total Amount Owning** and select the **"Credit Card"** method for payment. Click on "Pay by Credit Card".

**Important:** Credit Card is the only method for payment for the **"Fuels Safety"** examination.



32

Click the "**Click to proceed to secure page**" button to enter your credit card details.

Amount to Pay:

304.43

Payment Id :

PortalTxn\_2189

Application Number

AP00001567

[Click to proceed to Secure Page](#)

33

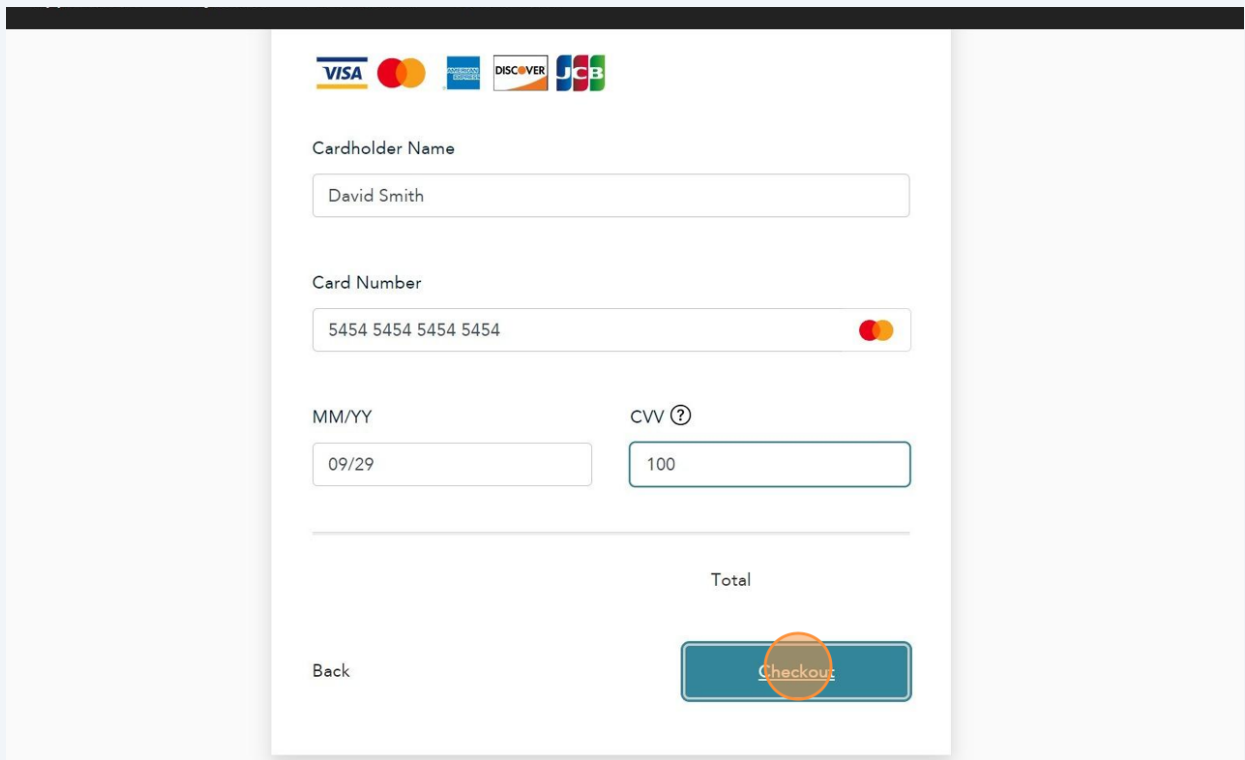
Enter your **Credit Card details:**

- Cardholder Name
- Card Number
- MM/YY (Month and Year)
- CVV (3-digit number on card)

The screenshot shows a credit card payment form with the following fields and elements:

- Payment logos: VISA, Mastercard, American Express, DISCOVER, and JCB.
- Cardholder Name: Input field containing "David Smith".
- Card Number: Input field containing "5454 5454 5454 5454" with a Mastercard logo on the right.
- MM/YY: Input field containing "09/29".
- CVV: Input field containing "100", with a red circle highlighting the field and a question mark icon to its left.
- Total: Text label below the input fields.
- Back: Text link on the bottom left.
- Checkout: Blue button on the bottom right.

34 Click "**Checkout**" to process the payment.



The image shows a payment form with the following fields and elements:

- Payment logos: VISA, Mastercard, American Express, DISCOVER, JCB.
- Cardholder Name:
- Card Number:  with a Mastercard logo on the right.
- MM/YY:
- CVV:  with a help icon (?)
- Total: A horizontal line followed by the word "Total".
- Buttons: "Back" and "Checkout". The "Checkout" button is highlighted with an orange circle.

35

The **Transaction receipt** will appear. **"Print"** a copy for your records.

Transaction Approved



Click to Return to Portal

Transaction Approved

Order Number : PortalTxn\_

Application\_Number : AP00001558

Amount:

First6 and Last4 Digit of Card Number: 5454545454

Transaction Type:200

Approval Code : KN1.

Reference Number : 6601885400

Transaction Number : 2339-0\_

Transaction Datetime : 2024-01-11 11:07:53



Congratulations! You have successfully reviewed how to submit an application for the "Fuels Safety" Examination in the TSSA Client Portal.

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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.