

SOR-RL

Serious Occurrence Reporting - Residential Licensing

SOR-RL Registration Guide

February 2022

Table of Contents

| | |
|---|----------|
| Introduction..... | 1 |
| Registration Steps for Existing Service Providers..... | 1 |
| Registration Steps for New Applicants | 4 |

Introduction

The Serious Occurrence Reporting and Residential Licensing system (SOR-RL) is the online tool used by service providers to submit and manage serious occurrence reports and residential licences.



Before you can work in SOR-RL, you must complete the one-time registration process.

The registration process is different depending if you are an existing service provider or a new applicant. Be sure you follow the correct procedures in this guide.

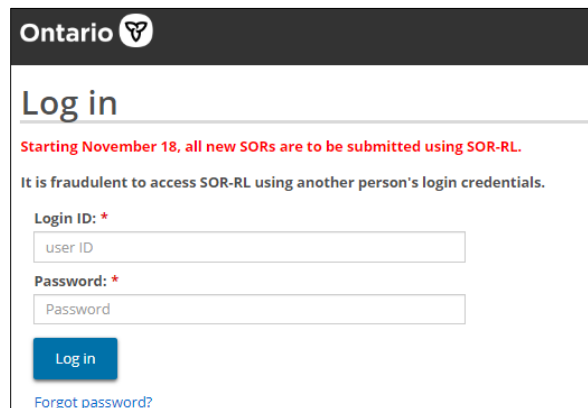
⇒ If you are an existing service provider: Go to page **1**.

⇒ If you are a new applicant: Go to page **4**.

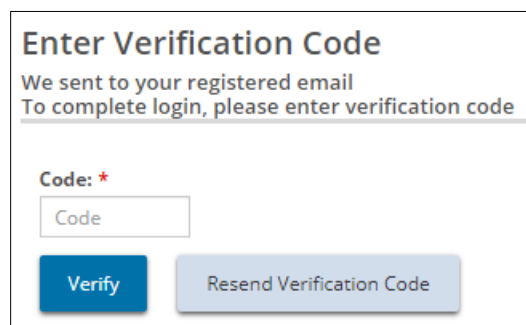
Registration Steps for Existing Service Providers

1. You must complete a face-to-face registration meeting with a **Local Registration Authority (LRA)** from your organization. At that meeting a temporary password will be provided to you. You will enter the password during the following registration process. Once you have your temporary password, continue to step 2.
 2. Click: <https://www.sorrl.mcsc.gov.on.ca/SORRL/public/login.xhtml>

The **Log in** page appears.



3. In the **Login ID** field, enter the email address that your LRA used to create your account.
4. In the **Password** field, enter the temporary password you were provided by your organization's LRA during your in-person registration meeting.
5. Click **Log in**. The **Enter Verification Code** page appears.



6. You will receive an email with a SOR-RL verification code. Enter the code.
7. Click **Verify**. The **Terms and Conditions** page appears.

You Must Accept the Following Terms and Conditions to Proceed.

Terms of Use Agreement for Serious Occurrence Reporting and Residential Licensing (SOR-RL)

You are at the last step of the enrolment process for the Ministry of Children, Community and Social Services' SOR-RL hosted on the iACCESS platform. To complete your enrolment, you must read and accept the terms of use outlined below that are applicable to all Users.

By selecting 'I agree' at the bottom of this page, you are acknowledging your acceptance of the terms of use presented when using SOR-RL. Once you have completed this enrolment process, you will be automatically re-directed to your SOR-RL verification code page to enter the dynamically generated six-digit pin transmitted to the email address associated with your SOR-RL User account.

Section One: General Terms of Use

Definitions

- **Ministry** means Her Majesty the Queen in Right of Ontario as represented by the Minister of Children, Community and Social Services.
- **Serious Occurrence Reporting and Residential Licensing ("SOR-RL")** means the secure Ministry website that provides role-based access to serious occurrence reporting and children's residential licence information and associated inquiry and update functionality (if applicable). Access to SOR-RL, as well as the functionality available within this application (i.e. view or view and update functionality) can only be granted to me by an LRA from my organization who has been authorized by a Ministry RAA.

I accept the terms and conditions

8. Read the conditions then click the "I accept the terms and conditions" checkbox.
9. Click . The **Complete Your Registration** page appears.

Complete Your Registration

Current password: *

New password: *

Confirm new password: *

Security Question1: *

Security Answer1: *

Security Question2: *

Security Answer2: *

Security Question3: *

Security Answer3: *

10. In the **Current Password** field, enter the password that you were provided by your organization's LRA at your in-person registration meeting.

11. Create and enter a **New Password**.



Note: The password must be at 8 to 20 characters in length and contain:

- ✓ At least one UPPERCASE letter, AND
- ✓ At least one lowercase letter, AND
- ✓ At least one number, AND
- ✓ At least one special character. () ! _ @ # \$ % ^ & * +

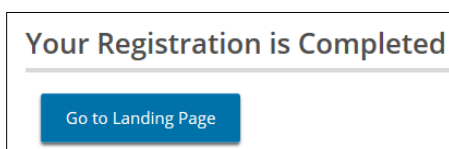
12. Retype your new password in the **Confirm New Password** field.

13. Select the security questions and enter the answers.



Tip: If you forget your password, you will be asked for answers to your security questions.

14. Click [Submit](#). A confirmation message appears.



15. To go to the SOR-RL software click [Go to Landing Page](#).

You have finished registering.



Note: You won't need to reference this document again.

Next steps...

You can now start using SOR-RL. For information on using SOR-RL, see the following guide:

- ⇒ The ***SOR-RL Serious Occurrence Reporting Guide for SOR Initiators*** outlines the step-by-step processes for everything a registered SOR Initiator user can do in SOR-RL. The *Guide* is available on the portal.

- ⇒ The ***SOR-RL Residential Licensing User Guide for Applicants and Licensees*** outlines the step-by-step processes for everything an applicant or licensee user can do in SOR-RL. The *Guide* is available on the portal.

Registration Steps for New Applicants

1. Access the following website:

<https://www.sorrl.mcss.gov.on.ca/SORRL/public/newExtAccountCompleteAccept.xhtml>

The **Terms and Conditions** page appears.

You Must Accept the Following Terms and Conditions to Proceed.

Terms of Use Agreement for Serious Occurrence Reporting and Residential Licensing (SOR-RL)

You are at the last step of the enrolment process for the Ministry of Children, Community and Social Services' SOR-RL hosted on the iACCESS platform. To complete your enrolment, you must read and accept the terms of use outlined below that are applicable to all Users.

By selecting 'I agree' at the bottom of this page, you are acknowledging your acceptance of the terms of use presented when using SOR-RL. Once you have completed this enrolment process, you will be automatically re-directed to your SOR-RL verification code page to enter the dynamically generated six-digit pin transmitted to the email address associated with your SOR-RL User account.

Section One: General Terms of Use

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- **Ministry** means Her Majesty the Queen in Right of Ontario as represented by the Minister of Children, Community and Social Services.
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I accept the terms and conditions

2. Read the conditions then click the "I accept the terms and conditions" checkbox.
3. Click . The **Sign-Up for SOR-RL** page appears.

Sign-Up for SOR-RL

It is fraudulent to access SOR-RL using another person's login credentials.

Email: *

First Name: *

Last Name: *

Password: *

Confirm password: *

4. Enter your **Email** address.
5. Enter your **First name** and **Last name**.
6. Create and enter a **Password**.



Note: The password must be at 8 to 20 characters in length and contain:

- ✓ At least one UPPERCASE letter, AND
- ✓ At least one lowercase letter, AND
- ✓ At least one number, AND
- ✓ At least one special character. () ! _ @ # \$ % ^ & * +

7. Retype your new password in the **Confirm Password** field.
8. Click [Sign-Up](#). The **Enter Verification Code** page appears.

9. You will receive an email with a SOR-RL verification code. Enter the **Code**.
10. Click [Verify](#). The **Sign-up is Complete** page appears

11. Click [Go Back to Login Page](#). The **Log in** page appears.

Log in

Starting November 18, all new SORs are to be submitted using SOR-RL.

It is fraudulent to access SOR-RL using another person's login credentials.

Login ID: *
user ID

Password: *
Password

Log in

[Forgot password?](#)

12. Enter your **Login ID** and **Password**.

13. Click **Log in**. The **Enter Verification Code** page appears.

Enter Verification Code

We sent to your registered email
To complete login, please enter verification code

Code: *
Code

Verify Resend Verification Code

14. You will receive an email with a SOR-RL verification code. Enter the code.

16. Click **Verify**. The **Complete Your Registration** page appears.

Complete Your Registration

Security Question1: *
Please select... ▼

Security Answer1: *
[Text Input]

Security Question2: *
Please select... ▼


Security Answer2: *
[Text Input]

Security Question3: *
Please select... ▼

Security Answer3: *
[Text Input]

Submit

17. Select the security questions and enter the answers.

 **Tip: If you forget your password, you will be asked for answers to your security questions.**

18. Click **Submit**. A confirmation message appears.

Your Registration is Completed

Go to Landing Page

19. To go to the SOR-RL software click **Go to Landing Page**. The **Welcome** page appears.

Ontario français MENU

Welcome Deb Edit my profile Selected role: Registered User ▼

- PROFILE**
Create a Profile to apply for a residential service Licence or update Profile information
- LICENCE APPLICATION**
Apply for a residential service Licence
- DIRECTOR'S APPROVAL**
Apply for a Director's Approval for licensing
- INSPECTIONS**
On-site Inspection reports and findings
- NON-COMPLIANCE**
Search for Compliance issues
- SUPPORTING DOCUMENTS**
Supporting Documents

You have finished registering.

 **Note:** You won't need to reference this document again.

Next steps...

You can now start using SOR-RL. For information on using SOR-RL, see the following guide:

- ⇒ The ***SOR-RL Residential Licensing User Guide for Applicants and Licensees*** outlines the step-by-step processes for everything an applicant or licensee user can do in SOR-RL. The *Guide* is available on the portal.