# OntarioSecurityTesting.ca
## Training Registration Venue
## Training Entity User Guide





Unrestricted

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# 1.0  Introduction

The Training Registration Venue (TRV) is a tool for organizations authorized by the Private Security and Investigative Services Branch (PSISB) of the Ministry of Community Safety and Correctional Services (MCSCS) to deliver security guard and private investigator training. Once candidates have successfully completed training, authorized training entities must enter candidates who have successfully completed the training in the TRV system. Entering candidates into the TRV system signifies their eligibility to book and sit the security guard and/or private investigator examination hosted by Serco Canada at DriveTest offices across Ontario.

Candidates who have not been entered into the TRV system by an authorized training entity cannot book a test, take a test, or obtain their security guard and/or private investigator licence. Once the candidate passes a security guard and/or private investigator exam, some of the information entered into the TRV is transferred securely, automatically and electronically to ServiceOntario and printed on the licence card. It is very important that the information that training entities enter into the TRV is verifiable (through appropriate documentation) and accurate.

# 2.0 Registering for a TRV Account

Registering for a TRV account is a fast, but multi-step process. Before you begin this process, please have your agency number, business number, an email account, and someone who is authorized to sign documents on behalf of your organization handy. Once you have registered for your TRV account online, the Ministry of Community Safety and Correctional Services (MCSCS) will review your application. You will be notified by email when your account application has been approved by the Ministry.

## 2.A Accessing the TRV

1. You can access the TRV at any time by clicking the Training Registration Venue link on the OntarioSecurityTesting.com homepage, or by entering OntarioSecurityTesting.com/TRV in your browser address bar.



2. The TRV Log In page allows registered training entities to log into the system with their user name and password.

   New training entities can initiate the self-registration process by clicking the Register link on the TRV Log In page.

## 2.B  Signing Up for Your New Account



1. If you haven't already, access the TRV Log In window and click the Register link.

   The Sign Up for Your New Account window appears.



2. Enter the user name you would like to use for your new account in the **User Name** field.
   There can be only one account per training entity.

3. Enter the password you would like to use for your new account in the **Password** field.

4. Re-enter your chosen password in the **Confirm Password** field.

5. Specify the email address you would like to use for the account in the **E-mail** field.
   This is the address to which all TRV application notifications will be sent. Should your email address ever change, use the Contact Us form on the ontariosecuritytesting.ca website to request to have it changed.

6. Into the **Security Question** field, enter the security question you would like the system to ask you in the event that you need to reset your password.
   Sample questions include "What is the name of your oldest cousin?", "What is your father's

middle name?", or "What year did you start working at this organization?".

7. Specify the answer to your Security Question in the **Security Answer** field.
   One- or two-word answers are best. The answer is case sensitive.

8. Click the **Create User** button.
   A User Account Created confirmation email will be sent to the address you supplied and you will receive the following confirmation message.
   If you do not receive the User Account Created email in a timely fashion, please check your spam filtering and allowable email lists to ensure that you're able to receive emails from sgt@serco-des.ca.
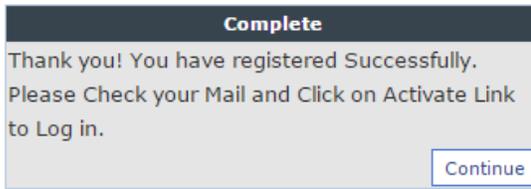


## 2.C  Confirming Your Registration and Identity Through Email

1. Go to your email inbox.

2. Once you receive the User Account Created email, click the registration confirmation link within the email.
   Clicking this link confirms your identity and launches the TRV website in your default browser. You should see the following message.
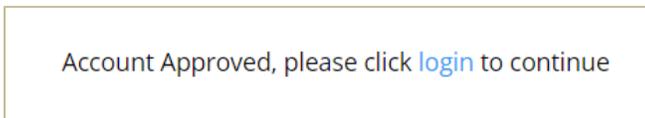


3. Click login to open the Log In window of the TRV.
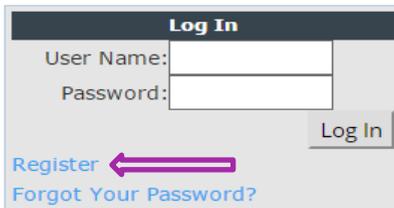


4. In the Log In window of the TRV, enter your username and password to access your account.

# 2.D   Completing the Training Entity Identification Form (TEIF) for Your TRV Account

To become a registered training entity with the Private Security and Investigative Services Branch (PSISB) of MCSCS, you must complete, sign and submit the Training Entity Identification Form (TEIF). The PSISB will review the submitted TEIF and you will be notified by email if you meet the requirements to be a registered training entity.

1.  Once you are logged into the TRV, the TEIF window will appear automatically.
    If you wish to change the details in this form later, you can change it from within the TRV later (except for your email address; you need to contact Serco through the Contact Us page).



2.  Enter the "friendly", common or abbreviated name of your organization in the **Entity Name** field.

3.  Enter your organization's legally registered name in the **Business Name** field.

4.  Choose a **Type of Training** from the dropdown list.

5.  Choose a **Training Category** that best reflects the type of organization you represent from the dropdown list.

6.  If you indicated that you are a licensed agency in the Training Category dropdown field, complete the **Agency Licence Number** field. Otherwise, you may ignore this field.

7.  If you indicated that you are a Registered Employer in the Training Category dropdown, complete the **Registered Business Number** field. Otherwise, you may ignore this field.

8.  Enter your business contact information in the **Main Address** fields.
    If your organization belongs to a much larger company or institution that has multiple locations or campuses, enter your departmental/campus information in the **Main Address** fields.

9.  Click the check box if the **Mailing Address** is the same as the Main Address or enter your company's or institution's head office contact information in the respective Mailing Address contact fields.

10. Click the **Submit** button, even though you have not uploaded a TEIF form.
    A PDF version of your organization's TEIF form will be generated for you. Once generated, you will receive the following message.

    > The Training Entity data was successfully saved. Please, download the Training Entity Identification Form(TEIF), sign it and upload back to server.  Download TEIF

11. To download your custom TEIF, click the **Download TEIF** button.
    A PDF of your TEIF will open.

12. Print a copy of your custom TEIF PDF and complete the Consent section of the form by adding a signature, printing your name, and dating it.

## 2.E  Uploading the Signed Training Entity Identification Form (TEIF)

To register as a training entity, an image of the signed and dated TEIF must be uploaded into your TRV account.  The TRV system accepts multiple types of image files, including TIFs, PDFs, JPGs and PNGs in colour or black and white. You can upload a scan or a photo of the form:

- **Scans:** Once you have the document scanned and saved on your computer or laptop, click the **Choose file** button at the bottom of the Training Entity Identification Form window to launch a dialog box that will allow you to choose the file from your computer.

- **Photos:** If accessing the TRV through a mobile device equipped with photographic capabilities such as a smart phone or tablet, click on the Choose file button from the mobile device to display existing file selection options or take a photo with a menu that may appear similar to the following illustration.
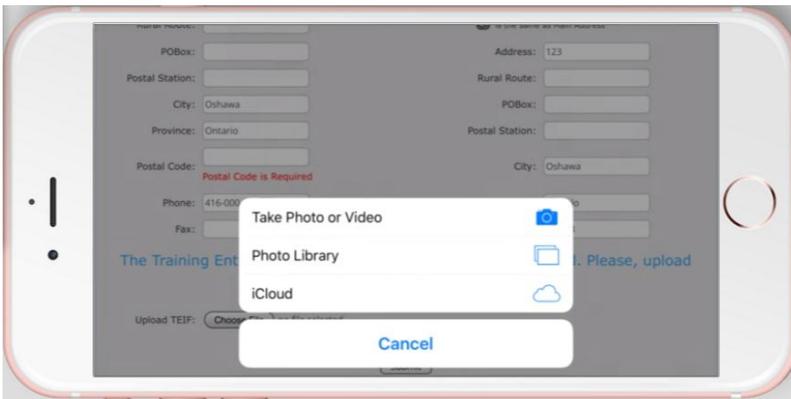


Upon successfully submitting the TEIF data and uploading a copy of the signed and dated TEIF, a training entity registration confirmation email will be sent to you. The following confirmation message will be displayed on the page.

> The Training Entity data and the Training Entity Identification Form(TEIF) have been successfully saved.

## 2.F  MCSCS Review

Your uploaded training entity information will be made available to the Private Security and Investigative Services Branch (PSISB) of MCSCS for review.  You will receive a "Training Entity Status Is Changed" email within a few business days, notifying you of the outcome of the PSISB review.

If the review outcome is positive, your training entity status will be changed from New to Approved, and you can begin to upload/enter your candidates'/students' information and to generate Testing Completion Numbers for them so that they may book and sit the security guard and/or private investigator exams.

# 3.0 Working with Candidate Records

## Managing Your Student/Candidate Records

The Main page of the TRV lists the candidate records created within the current calendar month.

On this page, you can move through your candidate data using the **Prev. month** and **Next month** buttons.

You can also filter the returned results to show only candidate records without Training Completion Numbers by using the "show only records without Training Completion Number" checkbox.

You can search your candidate data by Training Completion Number, Last Name, First Name, or Date Of Birth by entering the values or partial values into the corresponding field and clicking the **Search** button.



## Adding a Candidate

Once a student successfully passes the training your organization provides, you need to add him/her to the TRV system. You must upload a completed and signed Consent and Release of Liability Form (CRLF) for each candidate as an image in TIF, PDF, JPG, or PNG format. For security guard candidates, you must also upload a copy of their First Aid /CPR Certificate and enter the expiry date of their First Aid / CPR Certification. The TRV system will generate a Training Completion Number for you to pass to the student so he/she can book and take a test at one of the DriveTest Centres across the province.

1. Click the **Add Candidate** menu item.
   The Candidate Data form appears.



**Candidate Data**

Completion Number:

*Surname: [          ]          *Middle Name: [          ]

                                Gender: [Please select ▾]

*First Name: [          ]

Date of Birth: [          ] 🗓          Postal Code: [          ]
(mm/dd/yyyy)

Training Date: [          ] 🗓          Email: [          ]
(mm/dd/yyyy)

Training Categories: Basic [Please select ▾]          Specialized: [          ]

The Consent and Release of Liability Form(CRLF) was not uploaded.

Please upload your candidate's completed and signed Consent and Release of Liability Form in order to receive their Training Completion Number. If you don't have sample of the CRLF, you can download it here.

CRLF: [Choose file] No file chosen

First Aid/CPR Certificate is not uploaded

Please upload your candidate's First Aid Certificate

FA/CPRC: [Choose file] No file chosen

*FA/CPRC expiry date: [          ] 🗓 Please enter the expiry date indicated on the first aid/CPR certificate (FA/CPRC)
(mm/dd/yyyy)

*Please ensure the legal name you are entering for your student is the exact name as it appears on their government issued valid photo identification. This identification is required by the candidate at the test venue and and on their licence application upon successful completion of their test. If you have entered the legal name incorrectly please email SGT@serco-des.ca with the candidate's Training Completion Number, and the corrected name to initiate the change. In the event the candidate arrives at the test venue, and the names do not match, they will not be able to attempt their test, and will be required to pay the associated fee for their next booking.

Please ensure that you have verified the information being submitted prior to clicking SUBMIT, which will finalize the student's information and impact the next steps taken on their file.
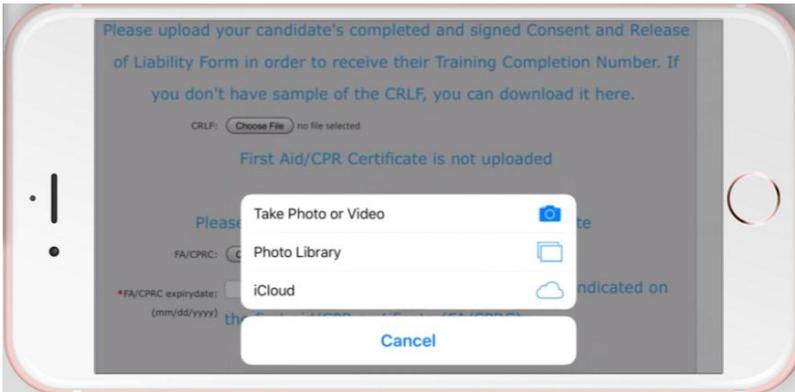
The training entity is responsible for ensuring that the first aid/CPR certificate is a current (non-expired), valid, original and complete St. John Ambulance Emergency First Aid certificate or an equivalent certificate as issued by a Workplace Safety and Insurance Board of Ontario approved first aid trainer.

[Submit] | [Delete Record]

2. Carefully enter the candidate's legal surname, middle name, first name and gender in the required fields.
   Please ensure the legal name entered for your student is the exact name as it appears on their government issued valid photo identification. This identification is required by the candidate at the test venue and on their licence application upon successful completion of their test. If the candidate arrives at the test venue with ID that matches these name entries, they will not be able to attempt their test and will be required to pay the associated fee for their next booking.

3. Enter the candidate's birth date as it appears on his/her ID in the **Birth Date** field.

4. Enter the last day of training in the **Training Date** field.

5. In the **Email Address** field, enter the candidate's preferred address for receiving communications pertaining to their security guard or private investigator exam.

6. Choose the appropriate Training Category from the dropdown list.

7. In the **Specialized** field, enter specialization or leave blank.

8. Click the **Choose file** button next to the CRLF label.
   This will allow you to choose a file from your local computer to upload as the CRLF image. The Consent and Release of Liability Form (CRLF) must be signed by the student.

   Alternately, you are if accessing the TRV through a mobile device equipped with photographic capabilities such as a smart phone or tablet, clicking on the Choose file button will bring up a menu with file selection options similar to the following.

   

9. Click the **Choose file** button next to the FA/CPRC label.
   This will allow you to choose a file from your local computer to upload the first aid/CPR certificate image. This option works the same as described in step 8 above.
   As the training entity, you are responsible for ensuring that the first aid/CPR certificate is a current (non-expired), valid, original and complete St. John Ambulance Emergency First Aid certificate or an equivalent certificate as issued by a Workplace Safety and Insurance Board of Ontario approved first aid trainer.

10. Once you are confident that the information provided is accurate, click the **Submit** button to generate a TCN for the candidate.
    If the required information and documents are provided, the candidate's TCN will be displayed above the Candidate Data form as shown in the screenshot below.
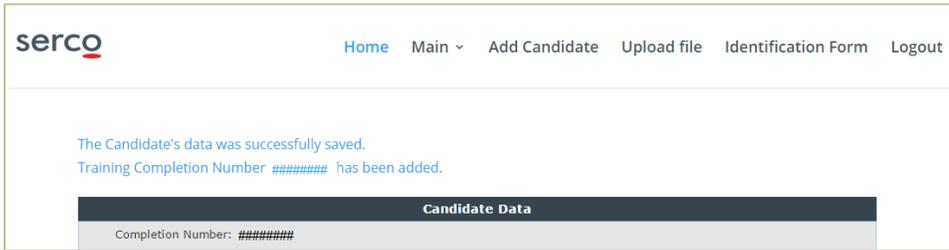
An email is also generated to the address provided for the candidate. The email contains the candidate's TCN, along with a link to the OntarioSecurityTesting.com website where they can book an exam.

If required information or documents were missing from the candidate record, the TRV system still saves the record and indicates only that the "Candidate's data was successfully saved." This allows you to collect or correct the required data and add it to the candidate's record without having to re-enter everything.

Prior to a TCN being generated for a candidate, the Delete Record button allows you to remove the record. After a TCN has been generated for a candidate, you are no longer able to modify it or delete it. If changes or corrections need to be made to a candidate record, please use the Contact Us form. A link to the Contact Us form is available in the footer of every page on the website.

# Uploading a Batch of Candidates from One File

To simplify the processing of adding multiple candidates to the TRV, you can use the batch feature. This may be useful at the completion of a course.

### Downloading the TRV Batch Microsoft Excel Template

Batches of candidates can be added to the TRV by uploading them from a carefully formatted Microsoft Excel file. The Excel file template for uploading batches of candidates is available in the first paragraph of the Upload file screen.



### Uploading the Populated TRV Batch Microsoft Excel Template

1. Once you have filled out the Microsoft Excel upload template, save it to your local computer.

2. Click the **Upload file** menu item.

3. Click the **Choose file** button on the file upload page to open the Choose File to Upload window. When you have selected the file you wish to upload, click the **Upload** button.
   Once the Excel file has been imported, the status of your upload will display the number of records in the file, the number of records that were accepted, and whether the overall file was successfully uploaded. A grid showing the imported candidates and their details also appears at the bottom of the page.

4. Click **Main** from the TRV navigation bar to return to the Main page.
   The main page will launch with the current month as the default selection.

5. To view your recently created candidates, click the **View Data** button.

This will generate a grid that will contain all of the candidates you've created during the month selected. You can filter this list to only show candidates without TCNs by checking the "show only records without Training Completion Number" checkbox and then clicking the View Data button.

6. The **CRLF column** (the last column in your candidate list) contains a button:
   o For candidates whom a TCN has been generated the button is labeled View. Clicking View will launch the Candidate Data window, where you can view but not change the candidate details.
   o For candidates without a TCN (because their records are incomplete), the button is labeled Upload. Clicking Upload will launch the Candidate Data window so that you can complete, edit, or delete the candidate record. Please refer to the Add Candidate section of this manual to complete the candidate record and generate a TCN.

# 4.0 Managing Your TRV Account

## Logging Into Your TRV Account

1. You can access the TRV at any time by clicking the Training Registration Venue link on the OntarioSecurityTesting.com homepage, or by entering OntarioSecurityTesting.com/TRV in your browser address bar.



2. Enter your **User Name** and **Password**.

   If you have forgotten your User Name, please contact the person within your organization who first set up the account for assistance or complete the Contact Us form to obtain technical support.

   If you have forgotten your password, please click the link at the bottom of the dialog box. Please note that you must change your password for the TRV every 90 days. You may be prompted to add a new password after log in.



3. Click **Log In**.

   The Main Page of the TRV will appear.

# Changing Your Password

To ensure the privacy and security of your data and your candidate's data, TRV passwords must be changed every 90 days. In accordance with current security best practices, your password must be at least 8 characters long and contain at least one uppercase character, one number and one special character. You can initiate a password change or the TRV system may initiate the password change:

- **System-Initiated/Prompted Password Change:** Once your password has expired, on your next login, you will be taken to the Change Your Password dialog box. You must select a new password before gaining access to the TRV.



- **Self-Initiated/Unprompted Password Change:** Once logged into the TRV, select Change Password option from Main dropdown menu to launch the Change Your Password dialog box.



Enter your current password into the Current Password field, and your new password into both the New Password and Confirm New Password fields and click the Change Password button. You will get a confirmation message.

# Forgot Your Password?

If you forget your user name, contact the person within your organization who first set up the TRV account or Contact Us for technical support. If you have forgotten your TRV password, you can obtain a new one online.

1.  Click on the **Forgot Your Password** link on TRV login page.



2.  Enter your user name into the Forgot Your Password? dialog box and click **Submit**.



3.  Enter the answer to your security question into the Identity Confirmation dialog box.
    A password recovery link will be sent to the email address associated with your TRV account.



4.  Once you receive the password recovery email, click the password recovery link within it.
    If you do not receive the password recovery email in a timely fashion, please check your spam filtering to ensure that you're able to receive emails from sgt@serco-des.ca.

5.  Now that your identity has been confirmed, the password reset link will take you to the Reset Your Password dialog box.  Enter your existing user name into the **User Name** field, your new password into the **New Password** field, re-enter your new password into the **Confirm New Password** field and click the **Reset Password** button.

# Change Password Question

The TRV system requires anyone wanting to change a password to enter the answer to a security question. You can set this question up when you first set up the TRV account, or you can manually change it at any time. If you forget the answer to your security/change password question, use the Contact Us feature to contact technical support.

1. Once logged into the TRV, select the Change Password Question option from Main dropdown menu.
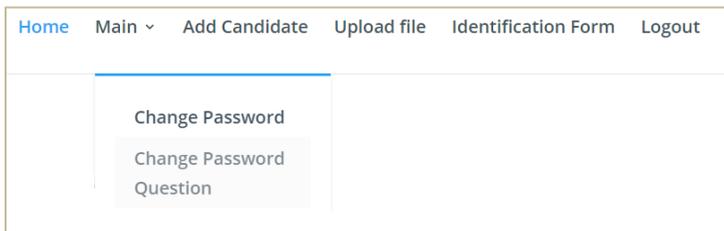


The Change Password Question and Answer dialog box will launch.



2. Enter your current TRV password into the **Password** field.

3. Enter your new password question and new password question answer into the respective fields.
   Password/security answers are case sensitive. To preserve the security and privacy of your data and the data provided to you by your candidates, please ensure that your password question is robust and not easily guessable. One- or two-word answers are best.

4. Click the **Change Question and Answer** button.
   If your change request was successful, you will receive the following confirmation.

# Changing Details on the Training Entity Identification Form (TEIF)

The Identification Form link on the main TRV menu allows you to access the Training Entity Identification Form to update your Training Entity details.  If you need to change the email address of your TRV account please use the Contact Us form to submit your request.

# 5.0 Technical Support

## Contact Us

If you encounter difficulty using the TRV and require technical support, please use the Contact Us form. A link to the Contact Us form is available in the footer of every page of the website.
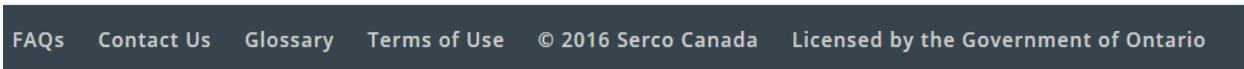


To ensure that your Contact Us request is routed correctly, please select "Training Entity" from the "Are you a?" dropdown list. For the most efficient service, please select the subject of your request from the Subject dropdown. Please ensure your request is detailed and accurate so that it can be addressed efficiently.

Clicking the "I'm not a robot" checkbox is required to ensure that your request is genuine and not an automated "spam" submission.

Clicking the Send button will send an email to Serco's Private Security Team. For your records, a copy of your request will also be sent to the email address you provide.