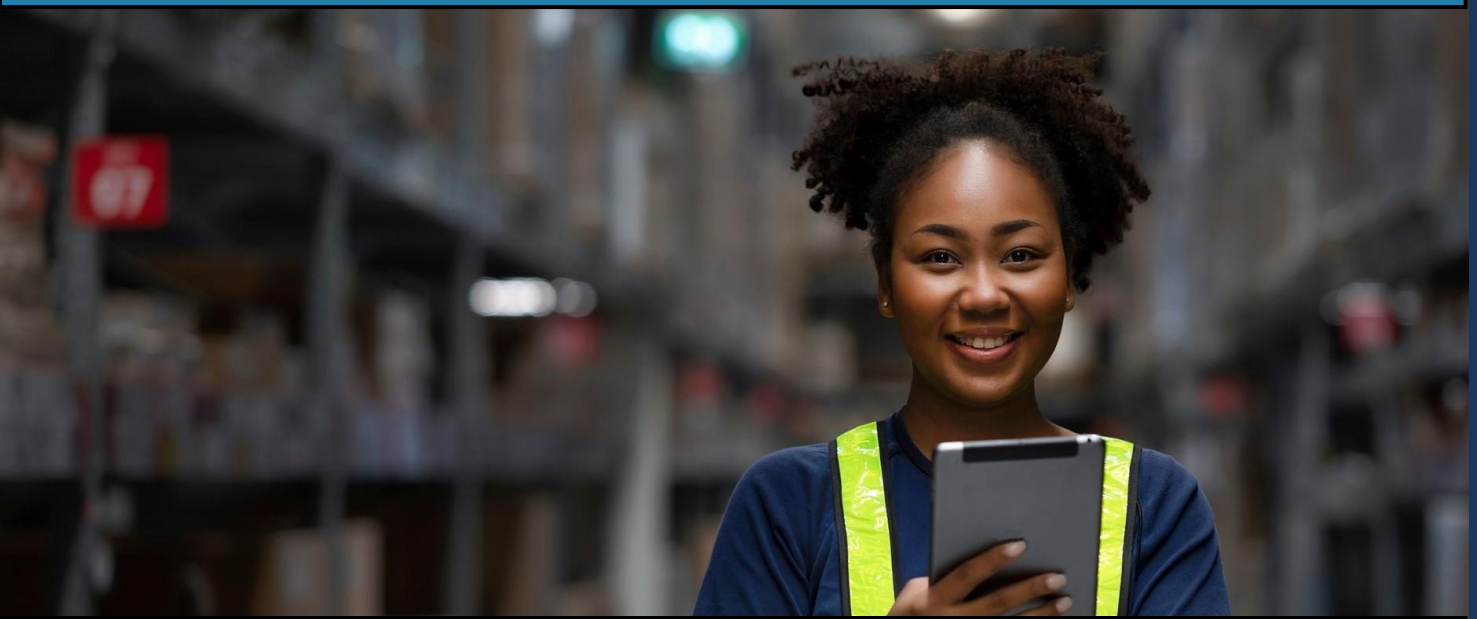


CMS – Certification Management System




Learner / Worker

Contents

Navigation Without Log In	3
Home Page Navigation	3
Find CPO Approved Training Tab	4
Enrol for a Course	5
Check Worker Eligibility Tab.....	10
Find an Approved Training Provider Tab	13
Create a New Account	14
Need Help Signing In	22
Log In.....	23
Navigation.....	24
My Training Records.....	25
Create an Exemption Request	27
My Profile.....	29
Edit My Profile	29
My Training Schedules.....	31
My Schedules	31
Marketplace	33
Search for Training Programs	33
Enrol for a Training Program	34
Multiple Enrolments.....	36
Eligibility Checker.....	39
Notifications	42
Contact MLITSD	43
FAQs	45
Log Out.....	45


Note: If at any time you have been inactive on the system for 20 minutes you will receive a message indicating if you want to extend the session. You will have 10 minutes to complete this.

 Are you there?

Your session has been inactive for 20 minutes.
Click Extend Session in the next 10 minutes to remain logged in to avoid losing any unsaved data.

[Extend Session](#)

Note: If you have been inactive on the system for 30 minutes, your session will automatically expire, and you will need to sign in again.

 Session expired

Your session has expired due to inactivity for 30 minutes.

[Login](#)

Navigation Without Log In

Copy and paste the weblink (<https://www.apps.labour.gov.on.ca/cms/safety-and-prevention/home>) in your browser.

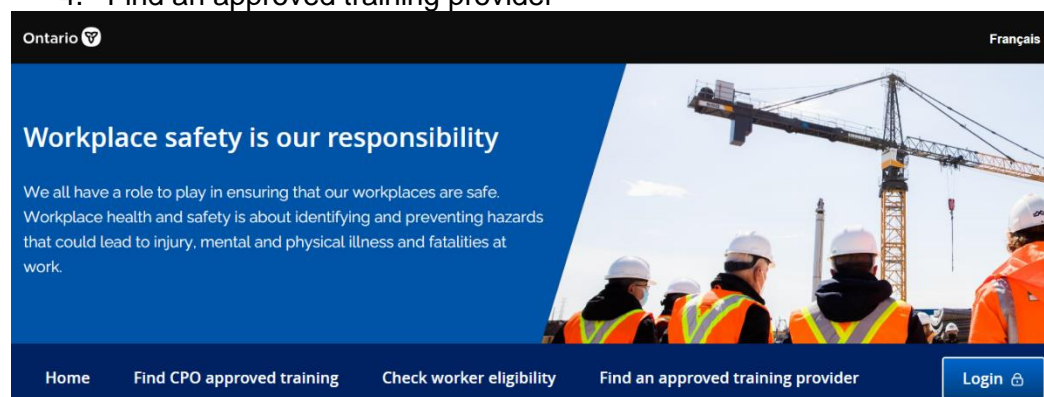
Note: The preferred browsers for the CMS are Microsoft Edge and Google Chrome.

Home Page Navigation

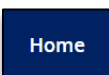
The [landing page](#) provides information for workers/learners to learn about programs offered by approved training providers.

There are 4 tabs on the page:

1. Home
2. Find CPO approved training
3. Check worker eligibility
4. Find an approved training provider



Home tab



Under the **Home** tab, you will find courses and program standards for Working at Heights (WAH) and Joint Health and Safety Committee (JHSC) Certification training. On the right-hand side of the page, you will find a link to check worker eligibility, links to other occupational health and safety training, frequently asked questions (FAQs), and a contact us section.

Find Available Courses

1. Under the **header** of each course, you can *click* the **Find available courses** button to search for dates.



2. A new page will open, allowing you to perform a search.

Read Program Standards

1. Under the course **header**, *click* the **Read program standard** link for the course you want to review.



A new page will open in the www.ontario.ca website, with the program standards.

[Home](#) > [Jobs and employment](#)

Program standard for working at heights training

What to include in an approved training program for working at heights.

On this page

May 2023 changes	6. Delivery mode
Acknowledgements	7. Resource materials
Scope	8. Equipment
1. Introduction	9. Learning outcomes
2. Purpose	10. Learner evaluation
3. Overview	11. Validity and refresher training
4. Requirements	Appendix A: Glossary of terms — general
5. Design	Appendix B: Glossary of terms — working at heights standards

Find CPO Approved Training Tab

1. Click on the **Find CPO approved training** tab.



The Find CPO approved training page appears.

Training program <input type="text" value="All Safety Training Programs"/>	Training provider <input type="text" value="Search by provider name"/>	Training type <input checked="" type="button" value="All"/> <input type="button" value="In-person"/> <input type="button" value="Blended"/> <input type="button" value="Distance learning"/>	Additional training format <input type="button" value="Elearning"/>
Training location <input type="text"/>	Select radius <input checked="" type="button" value="All"/> <input type="button" value="25 kms"/> <input type="button" value="50 kms"/> <input type="button" value="100 kms"/>	From date <input type="text" value="12/08/2023"/>	To date <input type="text" value="03/08/2024"/>
Total seats <input type="button" value="−"/> <input type="text" value="1"/> <input type="button" value="+"/>	<input type="checkbox"/> Show the listings with course fee only	<input type="checkbox"/> Weekend classes only	
<input type="button" value="Search"/> Reset filters			

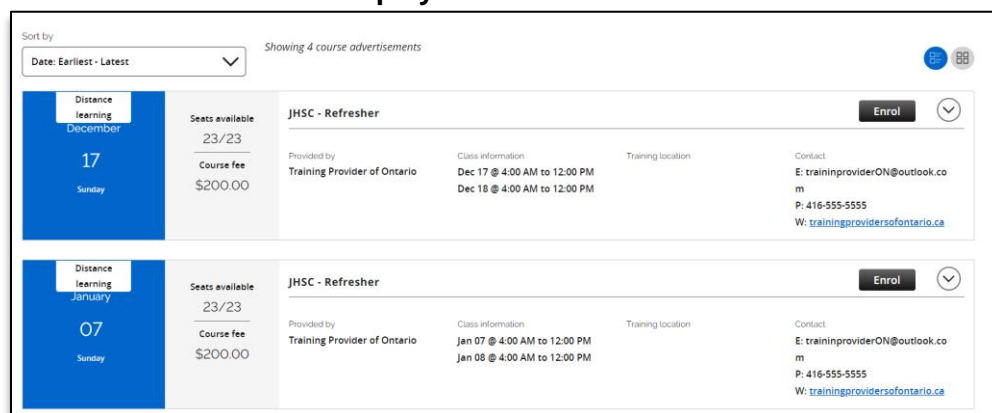
1. Enter all the **criteria** you will use to search for an approved course. You can use a combination of fields to create your search.
2. You can reset your search criteria at any time by *clicking* the **Reset filters** link.



3. When you have entered all your search criteria, *click* the **Search** button.



Your search results will display below.

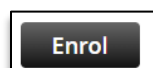


Sort by: Date: Earliest - Latest Showing 4 course advertisements

Date	Seats available	Course fee	Enrol
Distance learning December 17 Sunday	23/23	\$200.00	<input type="button" value="Enrol"/>
JHSC - Refresher Provided by: Training Provider of Ontario Class information: Dec 17 @ 4:00 AM to 12:00 PM, Dec 18 @ 4:00 AM to 12:00 PM Training location: [blank] Contact: E: trainingproviderON@outlook.com, P: 416-555-5555, W: trainingprovidersofontario.ca			
Distance learning January 07 Sunday	23/23	\$200.00	<input type="button" value="Enrol"/>
JHSC - Refresher Provided by: Training Provider of Ontario Class information: Jan 07 @ 4:00 AM to 12:00 PM, Jan 08 @ 4:00 AM to 12:00 PM Training location: [blank] Contact: E: trainingproviderON@outlook.com, P: 416-555-5555, W: trainingprovidersofontario.ca			

Enrol for a Course

- From the training program tile, click the **Enrol** button to enrol in the course.

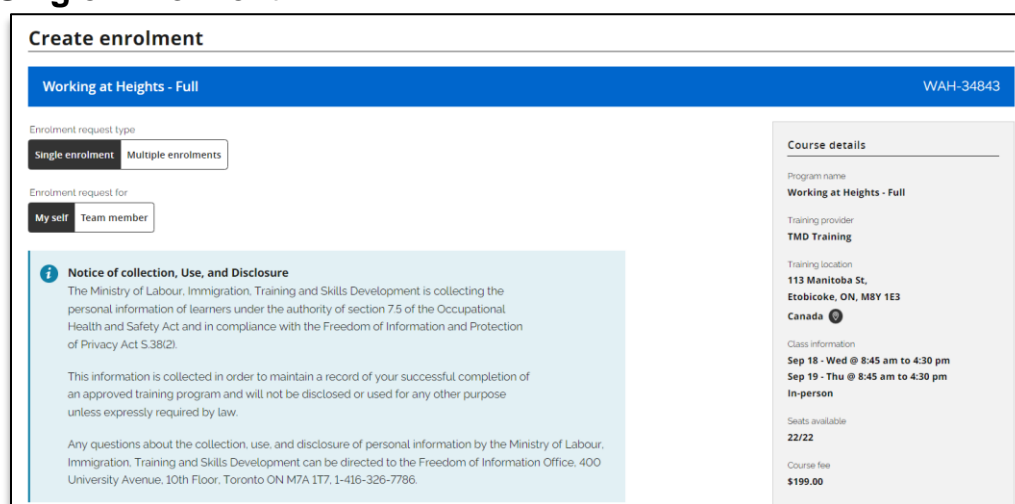


The enrolment page appears.

Note: Depending on how the Training Provider is set up in the CMS, clicking the enrolment button may lead you to either the Create Enrolment page or the Training Provider's training registration page. The instructions below are for the Create Enrolment page.

- Select the **enrolment request type**. You can create a Single enrolment or Multiple enrolments.

Single Enrolment



Create enrolment

Working at Heights - Full WAH-34843

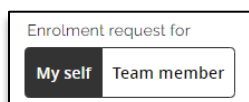
Enrolment request type

Enrolment request for

Notice of collection, Use, and Disclosure
 The Ministry of Labour, Immigration, Training and Skills Development is collecting the personal information of learners under the authority of section 7.5 of the Occupational Health and Safety Act and in compliance with the Freedom of Information and Protection of Privacy Act S.38(2).
 This information is collected in order to maintain a record of your successful completion of an approved training program and will not be disclosed or used for any other purpose unless expressly required by law.
 Any questions about the collection, use, and disclosure of personal information by the Ministry of Labour, Immigration, Training and Skills Development can be directed to the Freedom of Information Office, 400 University Avenue, 10th Floor, Toronto ON M7A 1T7, 1-416-326-7786.

Course details
 Program name: Working at Heights - Full
 Training provider: TMD Training
 Training location: 113 Manitoba St., Etobicoke, ON, M8Y 1E3, Canada
 Class information: Sep 18 - Wed @ 8:45 am to 4:30 pm, Sep 19 - Thu @ 8:45 am to 4:30 pm, In-person
 Seats available: 22/22
 Course fee: \$199.00

- After selecting the **Single enrolment** button, select who the enrolment request is for: **My self** or **Team member**.



Enrolment request for

4. If you are submitting an enrolment request for a **Team Member**, *complete* the **Primary contact** details. If you are registering for a course on behalf of another learner(s), please enter your contact details so the training provider can communicate and confirm the enrolment(s).

Primary contact

Please provide your contact details for the training provider to communicate and confirm the enrolment(s).

Email address *


Enter Learner's email address

First name *


Enter first name

Last name *

Enter last name

Phone number * 

Enter phone number

Employee name 

Enter Employee name


Note

Enter note

5. Complete the **Learner's details** section.

Note: Email, name, phone number, and birth year are all required fields. If you already have a learner ID, ensure that your learner details match so your training records are registered under one account. Use the Course eligibility feature in the next step to verify your learner details.

Learner's details

 **Learner's contact details**
Please enter your personal contact details to receive following communication.

- Course enrolment confirmation
- Classroom updates
- Course completion certificate
- Certificate expiration notification

Learner's email address *


worklearnontario@outlook.com

First name *


Work

Last name *

Learn

Phone * 

416-555-5555

Birth year * 

1985

6. If required, *complete* the **Course eligibility details** section.

Course eligibility details

Enter your name OR MLITSD Learner ID

Learner ID

Name

Enter your email, phone number OR postal code

Email

Phone number

Postal code

Check eligibility

[Learn more](#)

7. *Select* any **subscriptions** for this enrolment.

Subscription

☐ I want to opt-in for email about this course enrolment, classroom updates, course certificates and other notifications from the training provider(s) and MLITSD.

☐ I want to opt-in for text SMS communication about this course enrolment, classroom updates, course certificates and other notifications from the training provider(s) and MLITSD.

8. Then *click* the **Submit enrolment request** button.


Submit enrolment request


9. You can *cancel* your **enrolment** process and return to the marketplace by *clicking* the **Cancel** button.

Cancel

10. If you submitted an enrolment, you would receive a **confirmation message**.

Note: Your enrolment has been sent but not yet confirmed by the training provider. Once the enrolment is confirmed you will receive an email.

 **Your enrolment has not been confirmed yet.**
Training provider may contact you to complete the enrolment process.

 **Enrolment request has been sent**
Your enrolment request for JHSC - Refresher has been submitted to Training Provider of Ontario. A copy of your enrolment request has been sent to worklearnontario@outlook.com.

11. On the **top right-hand** side of your enrolment confirmation, *click* the **Download enrolment request** link to download a copy of the request.

[Download enrolment request](#)

12. When complete, *scroll* to the **bottom** of the page and *click* the **Back to Marketplace** button to return to the Marketplace.

Back to marketplace

Multiple Enrolments

1. *Select* the **Multiple enrolment** button.

Single enrolment Multiple enrolments

2. *Select* either **My self and team members** or **Team members** for the enrolment request type.

Enrolment request for

My self & team members Team members

3. Using the – and + buttons, *select how many seats* you want to reserve. If your enrolment request is for **My self & team members**, remember to include yourself in the count.

How many seats do you want to reserve (including yourself)?

– 2 +

4. *Enter* in the **Primary contact information**. The training provider will communicate with the primary contact to confirm enrolment(s).

Primary contact

Please provide your contact details for the training provider to communicate and confirm the enrolment(s).

Email address *

Enter Learner's email address

First name *

Enter first name

Last name *

Enter last name

Phone *

Enter phone number

Employee Name *

Enter Employee Name

Note

Enter note

5. *Enter* in the **learner details** for each seat.




Your worker's/learner's contact details

Please enter your worker's/learner's personal contact details. Your team member will receive following communication.

- Training provider will verify worker's/learner's identity before the training class.
- The record of completion will be shared by email/phone verified by worker/learner.
- Your team member will receive communication about course enrolment, classroom updates, course completion, and certificate expiration etc.

6. In the **Learner 1 Details** section, if you are submitting an enrolment request for **Myself & team members**, you can *select* the **checkbox** to use the same contact details as the primary contact for Learner 1.

Learner 1 Details *


Learner has to provide his/her personal contact details to receive the training record of completion.

☒ Same as primary contact details

7. *Select* any **subscriptions** for this enrolment.

Subscription

☐ I want to opt-in for email about this course enrolment, classroom updates, course certificates and other notifications from the training provider(s) and MLITSD.

☐ I want to opt-in for text SMS communication about this course enrolment, classroom updates, course certificates and other notifications from the training provider(s) and MLITSD.

8. *Complete* the **Course eligibility details** section.

Course eligibility details

Enter your name OR MLITSD Learner ID

Learner ID

Name

Enter learner ID

Enter your email, phone number OR postal code

Email


Phone number

Postal code

Enter email address

Check eligibility
 [Learn more](#)

9. *Complete* all **other learner details** (e.g., Learner 2, Learner 3, etc.) and repeat steps 7 & 8 above.

Learner 2 Details


Learner has to provide his/her personal contact details to receive the training record of completion.

Email

Enter email address

First name

Enter first name

Last name

Enter last name

Phone number

Enter phone number

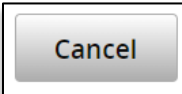
Birth Year

Birth Year

10. Then *click* the **Submit enrolment request** button.

Submit enrolment request

11. You can *cancel* your **enrolment** process and return to the marketplace by *clicking* the **Cancel** button.



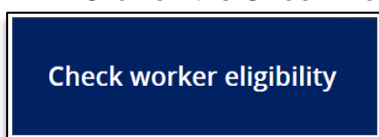
12. If you submitted an enrolment, you would receive a **confirmation message**.

Note: Your enrolment has been sent but not yet confirmed by the training provider. Once the enrolment is confirmed you will receive an email.

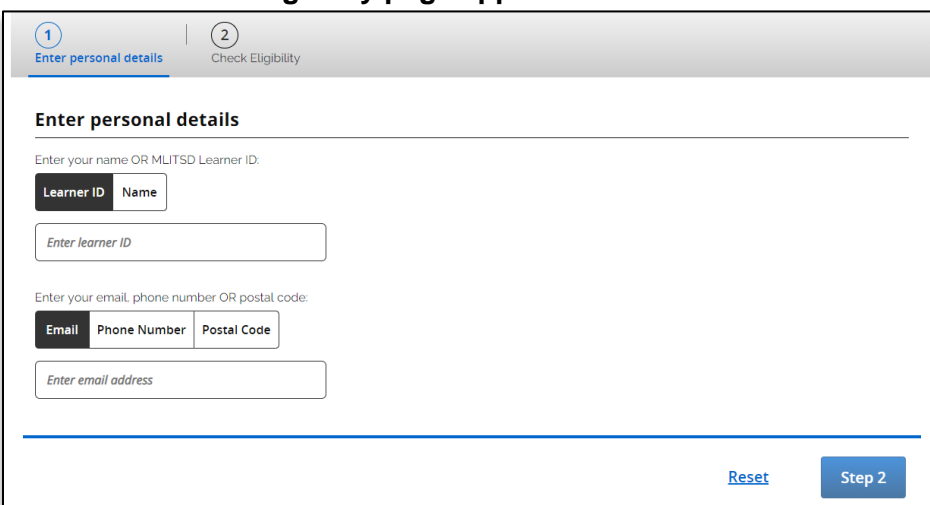
Check Worker Eligibility Tab

Access your training records and check your eligibility for the course you want to take.

1. Click on the **Check worker eligibility** tab.



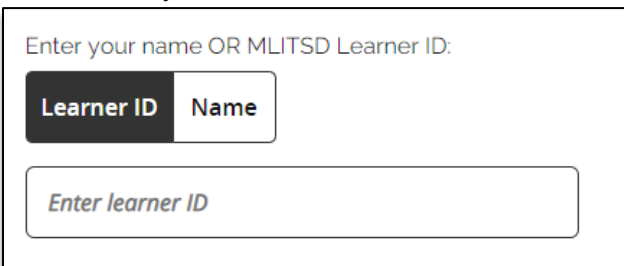
The Check worker eligibility page appears.

A screenshot of the "Check worker eligibility" page. At the top, there are two tabs: "1 Enter personal details" (active) and "2 Check Eligibility". Below the tabs, the page is titled "Enter personal details". There are two input sections. The first section is labeled "Enter your name OR MLITSD Learner ID:" and has two buttons: "Learner ID" (highlighted in dark grey) and "Name" (white). Below these buttons is a text input field with the placeholder "Enter learner ID". The second section is labeled "Enter your email, phone number OR postal code:" and has three buttons: "Email" (highlighted in dark grey), "Phone Number" (white), and "Postal Code" (white). Below these buttons is a text input field with the placeholder "Enter email address". At the bottom right of the form, there are two buttons: "Reset" (blue with white text) and "Step 2" (blue with white text).

Checking for eligibility is a 2-step process.

Step 1:

2. Enter your **Learner ID** or click on the **Name** button to enter your name.

A screenshot of the first step of the eligibility check process. It shows the "Enter personal details" section. The "Learner ID" button is highlighted in dark grey, and the "Name" button is white. Below the buttons is a text input field with the placeholder "Enter learner ID".

Note: The Ministry requires either a Learner ID number or full name to look up the eligibility of a learner. The Learner ID is issued by the ministry and is a combination of letters and numbers. The full name only includes the learner's first and last name. If using name, it must match the name that was submitted to the Ministry the last time the learner completed training for a CPO-approved course.

3. Enter your **Email**, **Phone Number** or **Postal Code** by selecting the option from the buttons.

Enter your email, phone number OR postal code:

Email
Phone Number
Postal Code

Enter email address

Enter personal details

Enter your name OR MLTSD Learner ID:

Learner ID
Name

Work Learn

Enter your email, phone number OR postal code:

Email
Phone Number
Postal Code

416-555-5555

Note: The Ministry also requires a secondary piece of information to validate the learner's identity. It can be any one of the learner's email address, phone number, or postal code. It must match the information that was submitted to the Ministry the last time the learner completed training for a CPO-approved course.

4. Once you have filled in all the information, click the **Step 2** button.

Step 2

Note: You will not be able to proceed to Step 2 if any fields are left blank or invalid.

Step 2 

5. You can click the **Reset** link at any time to clear your information and start again.

[Reset](#)

Step 2 page appears.

Step 2:

6. From the **drop-down**, select the **course** for which you are checking eligibility.

Checking eligibility for

Select a course

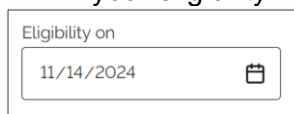
Select a course

JHSC - Part Two

JHSC - Refresher

Working at Heights - Refresher

7. From the calendar drop-down, *select* the **date** you plan to take the training to determine your eligibility.



Eligibility on
11/14/2024

8. You can *click* the **Reset** link at any time to clear your information and start again.



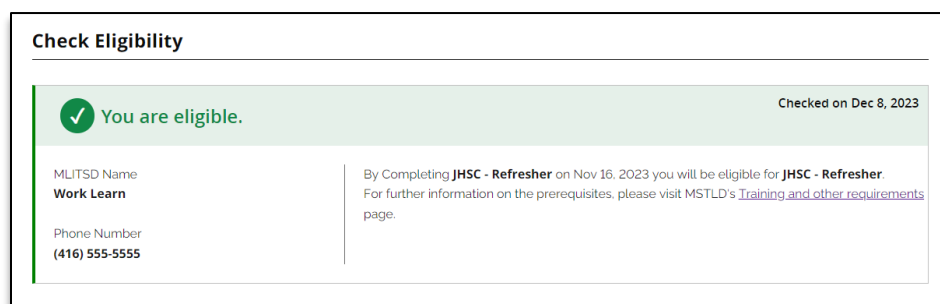
[Reset](#)

9. *Click* on the **Check Eligibility** button to continue.



Check eligibility

The Check eligibility page appears with two possible results: 1) You are eligible, or 2) You are not eligible.

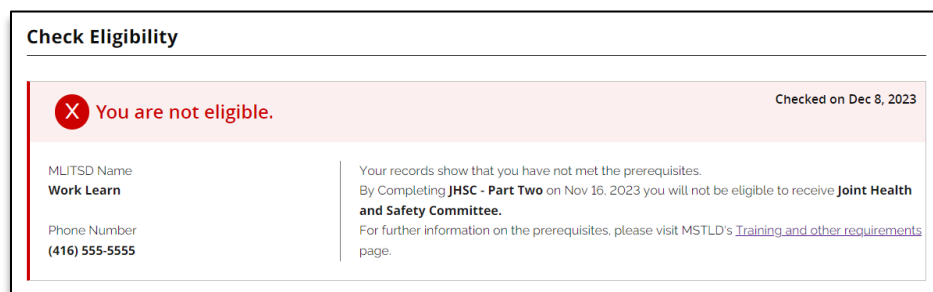


Check Eligibility

✓ You are eligible. Checked on Dec 8, 2023

MLITSD Name Work Learn	By Completing JHSC - Refresher on Nov 16, 2023 you will be eligible for JHSC - Refresher . For further information on the prerequisites, please visit MSTLD's Training and other requirements page.
Phone Number (416) 555-5555	

Note: This message indicates that you are eligible for a course.



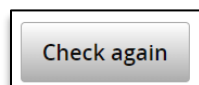
Check Eligibility

✗ You are not eligible. Checked on Dec 8, 2023

MLITSD Name Work Learn	Your records show that you have not met the prerequisites. By Completing JHSC - Part Two on Nov 16, 2023 you will not be eligible to receive Joint Health and Safety Committee . For further information on the prerequisites, please visit MSTLD's Training and other requirements page.
Phone Number (416) 555-5555	

Note: This message indicates that you are **NOT** eligible for a course.

10. On the **bottom left-hand** side, you can *click* the **Check again** button, to check for another course.



Check again

11. If you are eligible for a course, *click* on the **Explore WAH training offerings** or **Explore JHSC training offerings** button, to view course offerings and dates.



Explore WAH training offerings

Find an Approved Training Provider Tab

1. Click on the Find an approved training provider tab.

Find an approved training provider

The Find an approved training provider page appears.

Find an approved training provider

Search approved training providers

Select training program

All Safety Training Programs

Training type

All

In-person

Blended

Distance learning

eLearning

CPO approval status

All training providers

Search

[Reset filters](#)

2. Enter all the **criteria** you will use to search for an approved training provider. You can use a combination of fields to create your search.
3. You can reset your search criteria at any time by clicking the **Reset filters** link.

[Reset filters](#)

4. When you have entered all your search criteria, click the **Search** button.

Search

The Approved training providers list appears.

Provider name	City/Town	Registered address	Contact	Offered to	Program offered	
Service Rentals and Sales	N/A	10244 - N/A N/A, X0X0XX	E 10244xx@yy.com P 999-99910244	InHouse	Working at heights	⌵

5. Click the **drop-down arrow** on the right-hand side of the offering if you want to learn more about it.

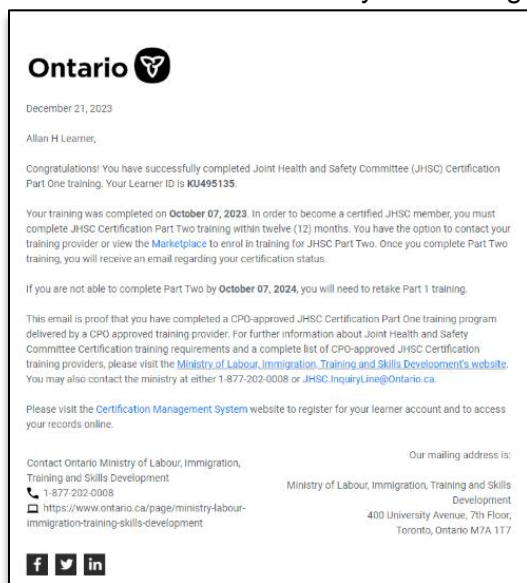
⌵

Provider name	City/Town	Registered address	Contact	Offered to	Program offered	
Service Rentals and Sales	N/A	10244 - N/A N/A, X0X0XX	E 10244xx@yy.com P 999-99910244	InHouse	Working at heights	⌵
WAH						
Program offered	Delivery method	Language	Approved on	Approval status		
Working at Heights - Full	In-person	English	26 Aug 2017	Active		
Fitzpatrick Electrical Contractor Inc.	N/A	10134 - N/A N/A, X0X0XX	E 10134xx@yy.com P 999-99910134	InHouse	Working at heights	⌵
Health & Safety Professionals Inc.	N/A	10160 - N/A N/A, X0X0XX	E 10160xx@yy.com P 999-99910160	InHouse	Joint health and safety committee	⌵
Safety Connection	N/A	10051 - N/A N/A, X0X0XX	E 10051xx@yy.com P 999-99910051	InHouse		⌵
Occupational Safety Group - OSG	N/A	10035 - N/A N/A, X0X0XX	E 10035xx@yy.com P 999-99910035	InHouse		⌵

⌵

Create a New Account

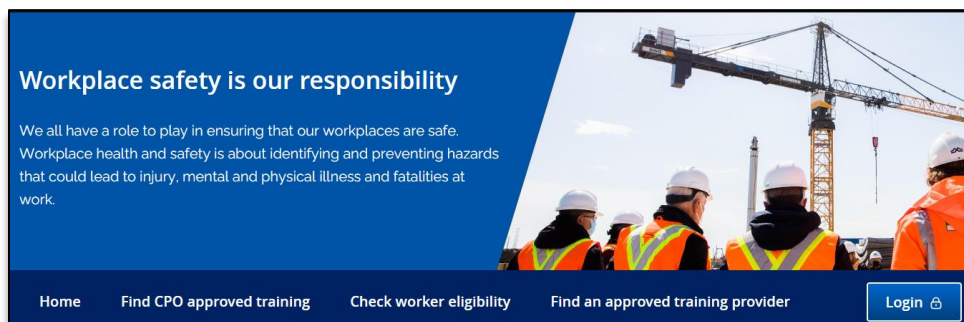
After confirmation of enrolment to a Working at Heights (WAH) or Joint Health and Safety Committee (JHSC) Certification course, you will receive an email from CMS@ontario.ca, which includes a link to create your CMS account. If you have successfully completed a WAH or JHSC course, the email will also include a letter from the Ministry of Labour, Immigration, Training and Skills Development (MLITSD) which will include your learner ID and a link to register for your learner account and access your training records online.



Note: If you have not recently enrolled or completed a CPO approved course and would like to create an account in the CMS to view your existing training records, you can go to the [CMS Homepage](#).

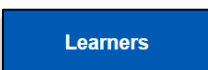
1. Go to the **Certification Management System (CMS)** home page.

Note: You can access the CMS home page from the Certification Management System link sent to you via email or by entering the following weblink in your browser:
<https://www.apps.labour.gov.on.ca/cms/safety-and-prevention/home>



You will arrive on the landing page for Safety & Prevention.

2. On the **main page**, click the **Learners** button.



3. Scroll down to the **Register for your learner portal account** section.

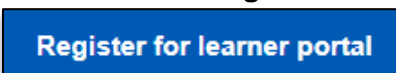
Register for your learner portal account

Have you registered for your learner portal account yet? Registering will allow you to manage your training records, enrol for courses and access your certificates.


- ✓ View and manage your training schedules
- ✓ Enrol for training courses
- ✓ View and manage your training records
- ✓ View your certificates
- ✓ View notifications related to your account


[Register for learner portal](#)

4. Click the **Register for learner portal** button.



The Login page will appear.

 Français



Don't have an account? [Create Account](#)

OR

Sign in to My Ontario Account

Email

The email address you registered with

Password

[Sign in](#)

OR

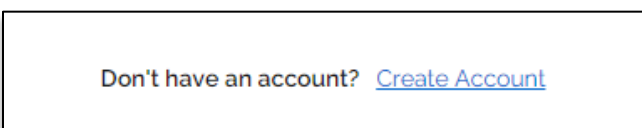
[Sign-In Partner](#)

[Forgot password?](#)

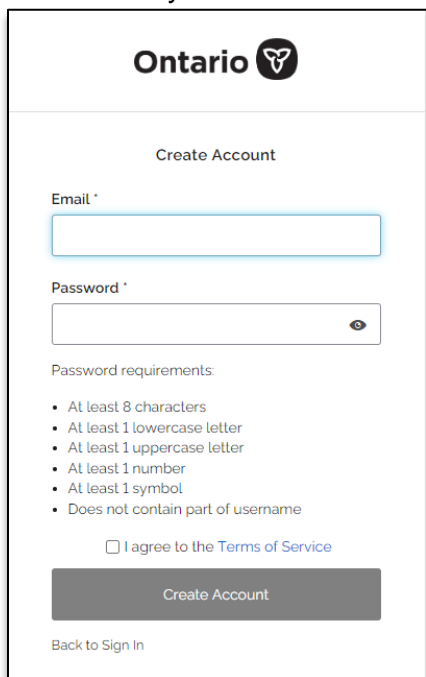
[Unlock account?](#)

[Expired activation link or code?](#)

5. Click on the **Create Account** link.



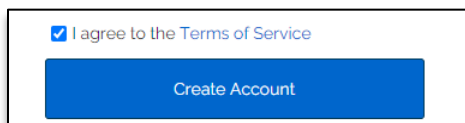
6. Enter your **email address** (this will be your login username) and **password**.



The screenshot shows the 'Create Account' page for the Ontario CMS. At the top is the Ontario logo. Below it is the heading 'Create Account'. There are two input fields: 'Email *' and 'Password *'. The 'Password *' field has an eye icon to toggle visibility. Below the password field, there are 'Password requirements:' listed as a bulleted list: 'At least 8 characters', 'At least 1 lowercase letter', 'At least 1 uppercase letter', 'At least 1 number', 'At least 1 symbol', and 'Does not contain part of username'. Below the list is a checkbox labeled 'I agree to the Terms of Service'. At the bottom is a grey 'Create Account' button and a link 'Back to Sign In'.

Note: You must follow the password requirements to successfully create a secure password.

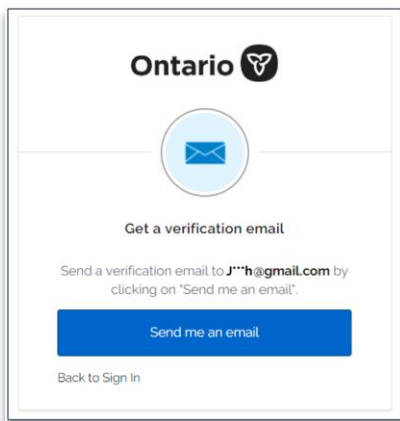
7. Click the **checkbox** to agree to the **Terms of Service**, then Click the **Create Account** button.



The screenshot shows a close-up of the bottom of the 'Create Account' form. The checkbox 'I agree to the Terms of Service' is now checked. Below it is a blue 'Create Account' button.

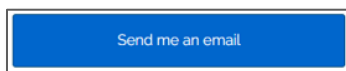
Your account is successfully created.

The CMS uses multi-factor authentication to provide a higher-level assurance and security. After signing in, you will receive a one-time verification code via email, which you need to enter on the verification screen to complete the authentication process.

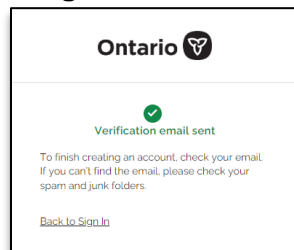


The screenshot shows the 'Get a verification email' screen. At the top is the Ontario logo. Below it is a circular icon with an envelope. The heading is 'Get a verification email'. Below that, it says 'Send a verification email to J***h@gmail.com by clicking on 'Send me an email'.'. At the bottom is a blue 'Send me an email' button and a link 'Back to Sign In'.

8. Click the **Send me an email** button to receive a verification code.

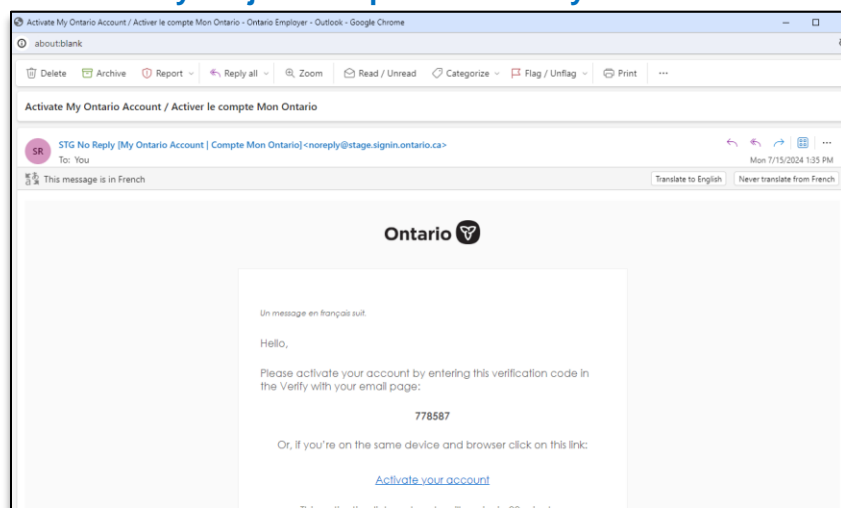


You will be sent an email from **noreply@signin.ontario.ca** to the email address you used to register the account.



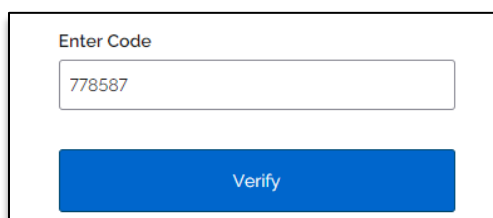
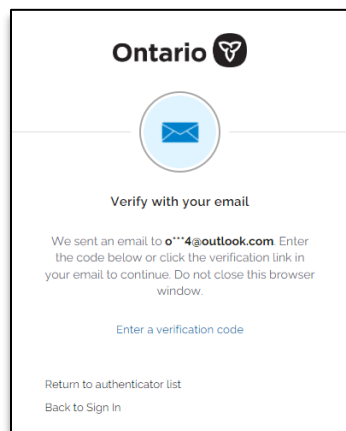
9. Go to your **email provider** to view the email.

Note: Check your junk or spam folders if you do not see it in your inbox.



Note: The activation link is only active for 1 hour. If the activation link is expired, you will need to reset your password to start the process again.

10. Click on the **Enter a verification code** link and *enter* the numeric code from the email.

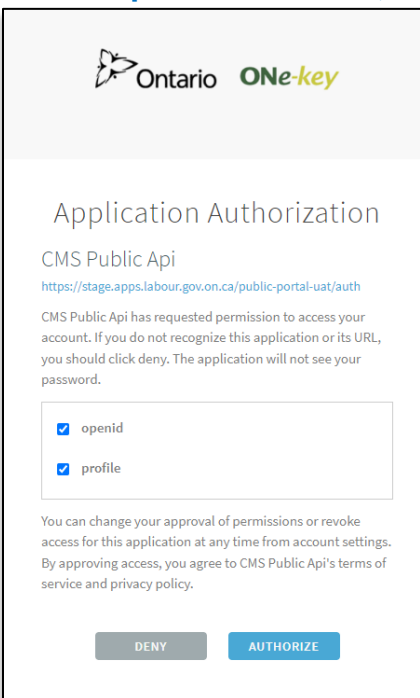


11. Then, *click* the **Verify** button.



An Application Authorization page appears.

Note: The purpose of this dialog is to give the user an opportunity to provide consent for the CMS application to access your public secure account. If the user does not provide consent, they will not be able to use the system.

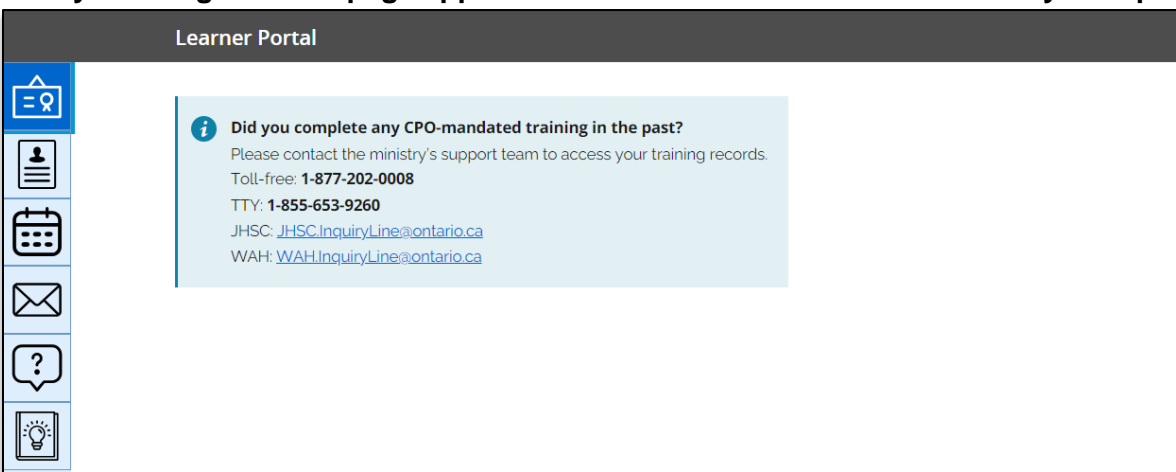


Click the **Set-up account profile** button to complete your account set up.

12. Ensure that **both options are checked off** and *click* the **Authorize** button.



The My Training Records page appears. Your account has been successfully set up.



Note: The following next steps only apply if the system detects a learner account associated with your email address. After authorizing your account, the Set-up your profile page will appear, and you will be required to complete the information.

⏪ Set-up your profile

Notice of collection, Use, and Disclosure

The Ministry of Labour, Immigration, Training and Skills Development (the Ministry) is collecting the personal information of learners under the authority of section 7.5 of the Occupational Health and Safety Act and in compliance with the Freedom of Information and Protection of Privacy Act S.38(2).

Any questions about the collection, use, and disclosure of personal information by the Ministry of Labour can be directed to the Freedom of Information Office, 400 University Avenue, 10th Floor, Toronto ON M7A 1T7, 1-416-326-7786.

Learner's contact details
Please enter your personal details related to your training activities to verify the user identity.
Using a personal email address will also help you to reset the account password and re-access the account.

First name *

Division

Last name *

Worker

Email address *

divisionworker@outlook.com

Alternate email address (Optional)

Enter email address

Phone number *

416-555-5555

Alternate phone number (Optional)

Enter phone number

Birth year *

2005

Street address *

655 Bay St.

Enter apt/suite/unit

Note: If you have records in the system from previous courses and registered with this email address, the system will create your account using your legacy information. Your first name, last name and email address will be read-only. If you require any changes to any of the read-only fields, please contact the Ministry at 1-877-202-0008 or PreventionFeedback@ontario.ca.

First name *	Division
Last name *	Worker
Email address *	divisionworker@outlook.com
Alternate email address (Optional)	Enter email address
Phone number *	416-555-5555
Alternate phone number (Optional)	Enter phone number
Birth year *	2005
Street address *	655 Bay St.
	Enter apt/suite/unit

14. Complete the **Sharing permission** and **Subscriptions** sections.

Sharing permission

- ☒ Consent to the Ministry of Labour, Immigration, Training and Skills Development disclosing to a potential or current employer, pursuant to subsection 7.5(4) of the Occupational Health and Safety Act, information about your successful completion of an approved training program.
- ☐ Allow the MLITSD to contact you to provide feedback on the courses you have completed for program evaluation and quality assurance purposes.
- ☐ Allow the MLITSD to contact you with opportunities to take part in research related to occupational health and safety.

Subscriptions

- ☒ Subscribe to receive general information on Working at Heights and other occupational health and safety issues. Information is provided for public awareness and education for employers and workers.
- ☒ Subscribe to receive general information on Joint Health and Safety Committees and other occupational health and safety issues. Information is provided for public awareness and education for employers and workers. You may unsubscribe at any time.

[Cancel account set-up](#)
[Reset](#)
[Set-up account profile](#)

15. Click the **Set-up account profile** button to complete your account set up.

Set-up account profile

You have successfully set up your account profile.

Note: If you have any CPO-mandated training records they will be listed in the certifications tab. If you do not see your training records, please contact the Ministry at 1-877-202-0008 or PreventionFeedback@ontario.ca.

My training records

Joint Health and Safety Committee 1996

Axxxx Hxxxx

CERTIFIED

⬆

Learner ID	Email address	Phone number	Address	Postal code	Birth year
AA75984	CMS.Learner90@mailin...	750-673-8927	7071 Airport Rd Mississauga - ON	L4T 4J3	1900

Completed: JAN 26 2016

JHSC - 1996 Part Two

⬇

Completed: JAN 19 2016

JHSC - 1996 Part One

⬇

Download

Share records

Working at Heights

Axxxx Hxxxx

EXPIRED

Expired on: Feb 11, 2024

⬆

Learner ID	Email address	Phone number	Address	Postal code	Birth year
AA75984	CMS.Learner90@mailin...	750-673-8927	7071 Airport Rd Mississauga - ON	L4T 4J3	1900

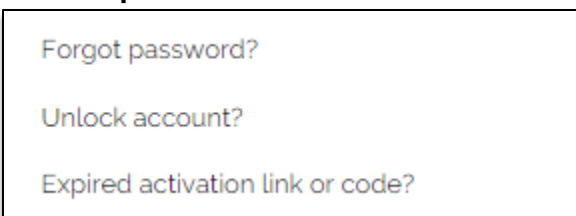
⚠ Working at Heights status is expired

Complete WAH - Refresher or Full course to get certified for 'Working at heights' program.

Need Help Signing In

Note: If you forgot your password or require assistance accessing your account, use the links at the bottom of the Login screen.

1. At the bottom of the **Login** screen, *click* on the **Forget password, Unlock account, or Expired activation link or code** links.



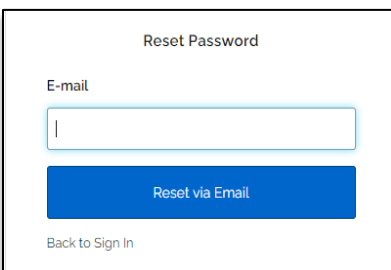
Forgot password?

Unlock account?

Expired activation link or code?

2. To **reset your password** or **unlock your account**, *click* on the appropriate **link**.
3. You will be directed to a page where you can *enter* your **email address** to receive an email to reset or unlock your account.

Reset Password



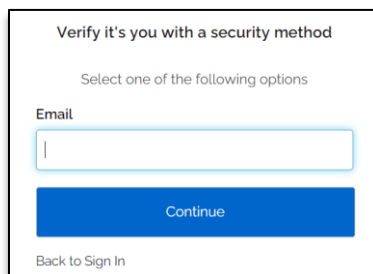
Reset Password

E-mail

Reset via Email

[Back to Sign In](#)

Unlock Account



Verify it's you with a security method

Select one of the following options

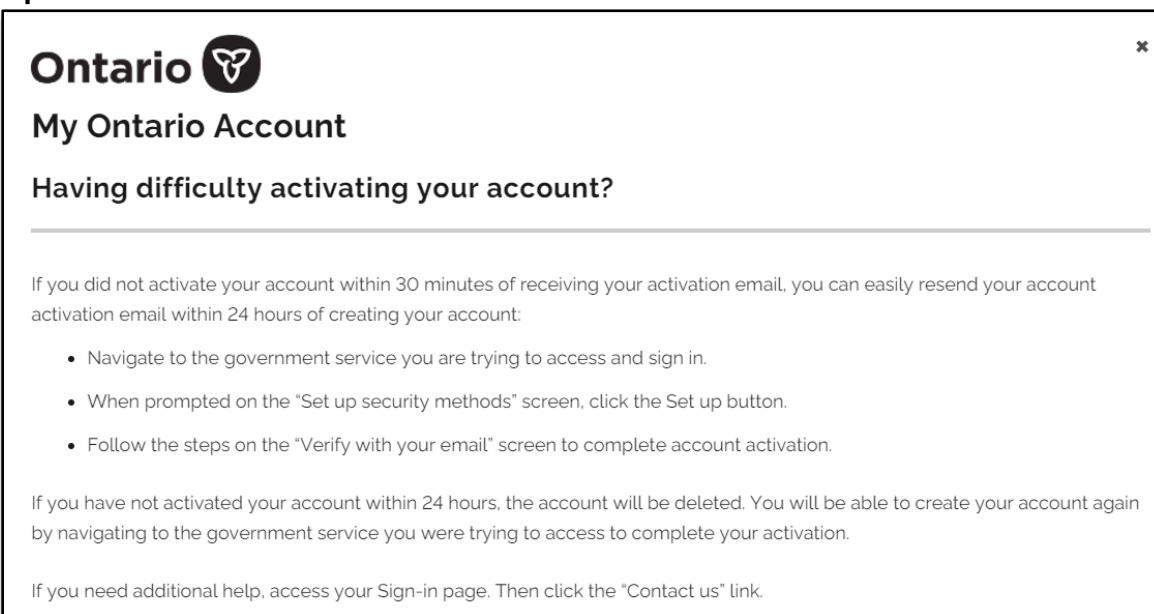
Email


Continue

[Back to Sign In](#)

4. For an expired link or code, *click* the **Expired activation link or code** link and follow the instructions on the pop-up page.

Expired account activation link or code



Ontario 

My Ontario Account

Having difficulty activating your account?

If you did not activate your account within 30 minutes of receiving your activation email, you can easily resend your account activation email within 24 hours of creating your account:

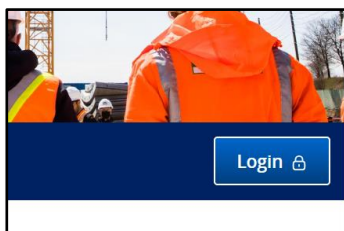
- Navigate to the government service you are trying to access and sign in.
- When prompted on the "Set up security methods" screen, click the Set up button.
- Follow the steps on the "Verify with your email" screen to complete account activation.

If you have not activated your account within 24 hours, the account will be deleted. You will be able to create your account again by navigating to the government service you were trying to access to complete your activation.

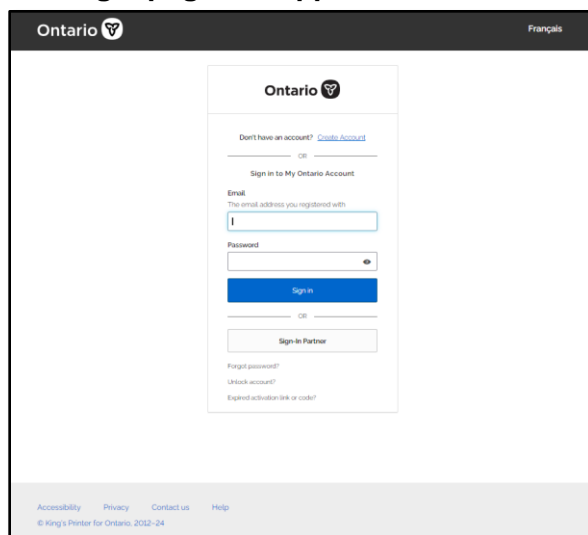
If you need additional help, access your Sign-in page. Then click the "Contact us" link.

Log In

1. From the [main page](#), click the **Login** button.



The Login page will appear.

A screenshot of the Login page. The page has a white background with a dark blue header containing the Ontario logo and the word 'Français'. The main content area is a white box with the Ontario logo at the top. Below the logo, there is a link 'Don't have an account? [Create Account](#)'. Below this, there is a section for 'Sign in to My Ontario Account'. It includes a 'Email' field with a placeholder 'The email address you registered with', a 'Password' field with a placeholder 'Password', and a blue 'Sign In' button. Below the 'Sign In' button, there is a 'Sign-In Partner' button. At the bottom of the box, there are links for 'Forgot password?', 'Unlock account?', and 'Expired activation link or code?'. The footer of the page contains links for 'Accessibility', 'Privacy', 'Contact us', and 'Help', along with the copyright notice '© King's Printer for Ontario, 2022-24'.

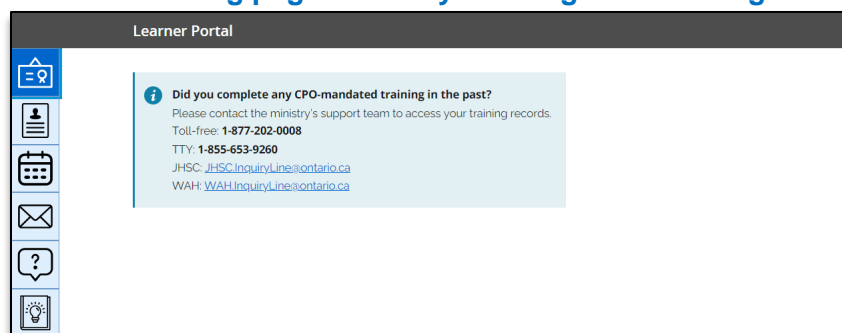
2. Enter your **Email** and **Password**.
3. Click the **Sign In** button.

Follow the steps for multi-factor authentication to complete your log in.

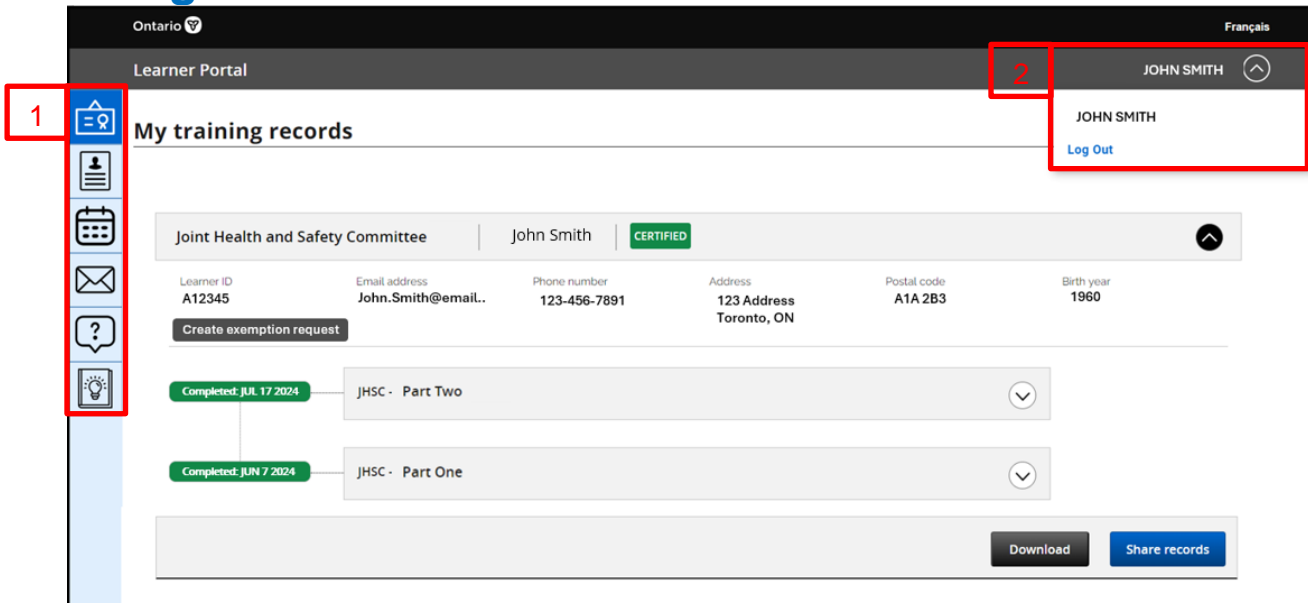
4. Click the **Send me an email** button to **receive a verification code**.
5. You will receive an email from noreply@signin.ontario.ca in your inbox. Copy your **verification code**.
6. Enter your **verification code** and click on **Verify**.

The Main page appears.

Note: The landing page is the [My Training Records Page](#).



Navigation



The screenshot displays the Ontario Learner Portal interface. On the left, a vertical sidebar contains six icons representing different navigation options: a home icon, a person icon, a calendar icon, an envelope icon, a question mark icon, and a lightbulb icon. A red box labeled '1' highlights this sidebar. At the top right, the user's name 'JOHN SMITH' is displayed next to a dropdown arrow, with a 'Log Out' link below it. A red box labeled '2' highlights this user profile area. The main content area is titled 'My training records' and shows a summary for the 'Joint Health and Safety Committee' with a 'CERTIFIED' status. Below this, a table lists personal information: Learner ID (A12345), Email address (John.Smith@email..), Phone number (123-456-7891), Address (123 Address, Toronto, ON), Postal code (A1A 2B3), and Birth year (1960). A 'Create exemption request' button is located below the table. The training records section shows two completed courses: 'JHSC - Part Two' (completed JUL 17 2024) and 'JHSC - Part One' (completed JUN 7 2024). At the bottom right, there are 'Download' and 'Share records' buttons.

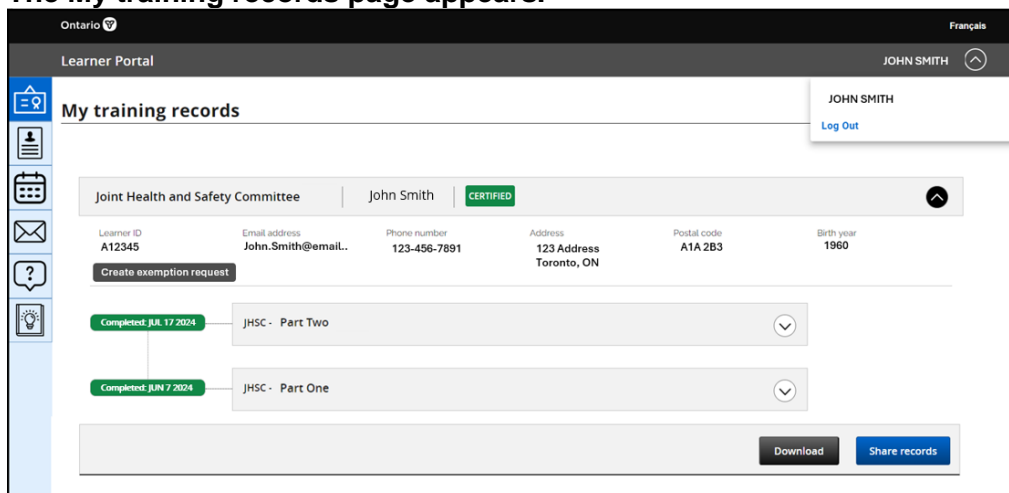
1. On the **left-hand side** of the main page, you have a list of **6 tabs**:
 - 1) My Training Records
 - 2) My Profile
 - 3) My Training Schedules
 - 4) Notifications
 - 5) Contact us
 - 6) FAQs
2. Your Name, Log out, and French translation.

My Training Records

1. From the **left-hand side** menu, click on the **My Training records** tab.

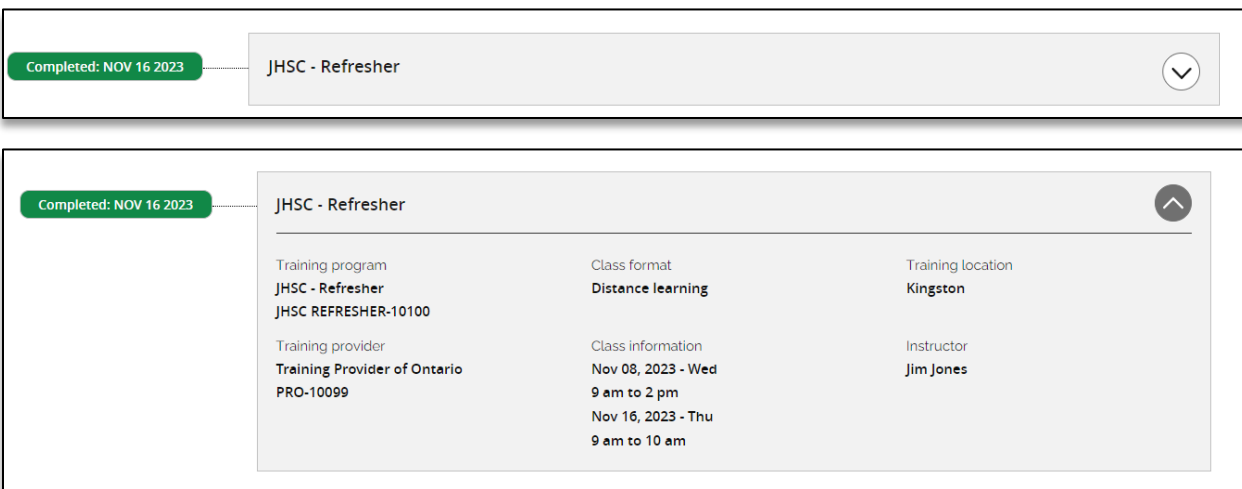


The My training records page appears.



My training records page contains a list of all the training certificates that you hold.

2. Click the **drop-down arrow** to view more details.

Training program	Class format	Training location
JHSC - Refresher JHSC REFRESHER-10100	Distance learning	Kingston
Training provider	Class information	Instructor
Training Provider of Ontario PRO-10099	Nov 08, 2023 - Wed 9 am to 2 pm Nov 16, 2023 - Thu 9 am to 10 am	Jim Jones

The expanded certificate information contains:

- 1) Training program name
- 2) Training provider
- 3) Class format
- 4) Class information
- 5) Training location
- 6) Instructor

At the bottom right-hand side of the page, there is a button to Download or Share records.



3. Click the **Download** button to download a copy of your training records.
4. Click the **Share records** button to download or share your training records with other people via email.

The Share my training records page appears.

 The screenshot shows the 'Share my training records' page in the 'Learner Portal'. The user is identified as 'JOHN SMITH'. The page is divided into two main sections: 'Sharing options' on the left and 'Preview' on the right.
 In the 'Sharing options' section, there are several form elements:

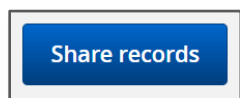
- A question: 'What level of certificate details do you want to share?' with two radio button options: 'Name and status only' (selected) and 'Name, status & training records'.
- A question: 'Select the language of your certificate.' with two radio button options: 'English' (selected) and 'French'.
- A question: 'How do you want to share your certificate?' with two radio button options: 'Email' (selected) and 'Phone'.
- An 'Email address *' field with a placeholder 'Enter email address' and a red error message 'Please provide an email address' below it.
- An 'Add another email address' button.
- An information box titled 'Sharing training records' stating: 'Upon clicking the "Share records" button, the system will share the selected training records with the email address provided above as a PDF attachment.'

 The 'Preview' section shows a sample certificate for 'John Smith' with details: 'Learner ID: A12345', 'Training standards: Joint Health and Safety Committee', 'Date of completion: July 17, 2022', and 'Valid until: July 17, 2025'. It also features a QR code and the Ontario logo. At the bottom of the page, there are 'Cancel', 'Download', and 'Share records' buttons.

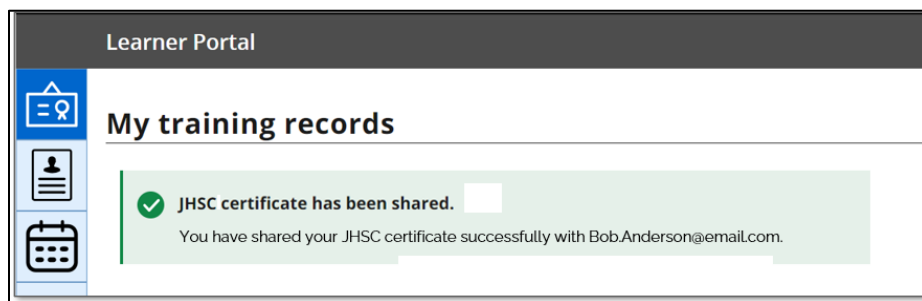
1. The **left-hand side** of the page has sharing options for you to select and fill in. *Select* the level of certificate details you want to share, the language of your certificate, and *enter* the email address you want to send it to.

Note: The ability to text the certificate details via phone is currently not available.

2. You also can *download* your certificate details with just your name and status only, or you can download your certificate details with your name, status, and training records. The **right-hand side** provides a preview of the certificate details you plan to share.
3. Click the **Share records** button.

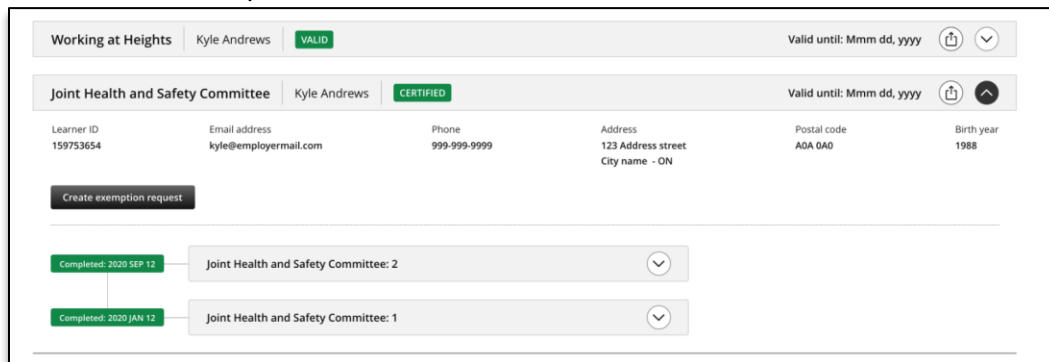


Your training records have been shared. A notification appears on the main page.



Create an Exemption Request

If your JHSC certification is about to expire and you are an active certified member, you may apply for a **one-time** exemption to extend your certification for another three years without taking refresher training. Your request must be approved by the Chief Prevention Officer before your certification expires.

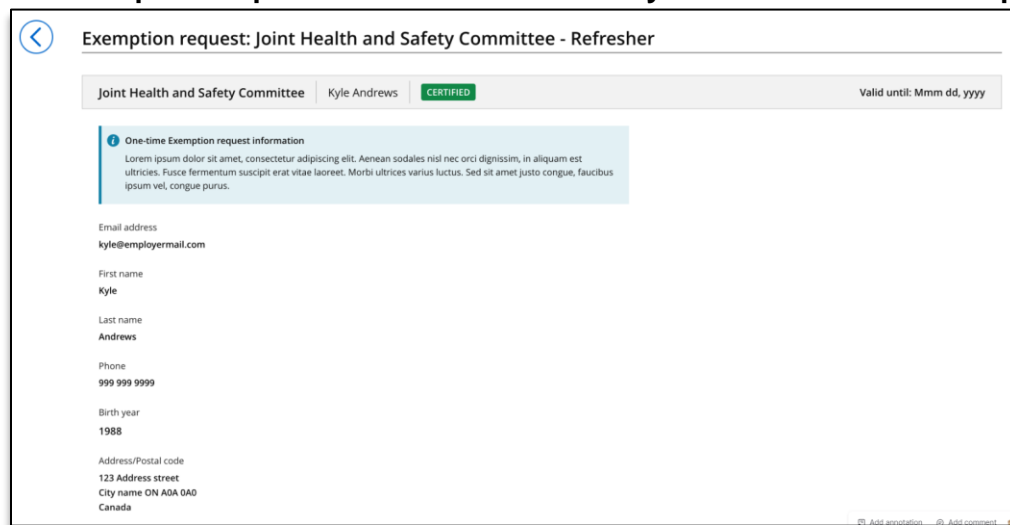


The screenshot shows the 'Create exemption request' form. At the top, there are two tabs: 'Working at Heights' (active) and 'Joint Health and Safety Committee'. The 'Working at Heights' tab shows 'Kyle Andrews' with a 'VALID' status and a 'Valid until: Mmm dd, yyyy' date. The 'Joint Health and Safety Committee' tab shows 'Kyle Andrews' with a 'CERTIFIED' status and a 'Valid until: Mmm dd, yyyy' date. Below the tabs, there is a table with personal information: Learner ID (159753654), Email address (kyle@employeremail.com), Phone (999-999-9999), Address (123 Address street, City name - ON), Postal code (A0A 0A0), and Birth year (1988). A 'Create exemption request' button is visible. Below the button, there are two rows of completion dates: 'Completed: 2020 SEP 12' and 'Completed: 2020 JAN 12', each with a dropdown menu for 'Joint Health and Safety Committee: 2' and 'Joint Health and Safety Committee: 1' respectively.

1. On the **My training records** page, *click* on the **Create exemption request** button.

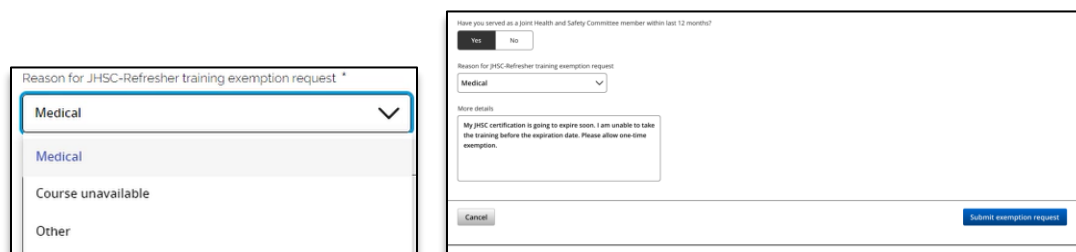
Create exemption request

The Exemption request: Joint Health and Safety Committee – Refresher page appears.



The screenshot shows the 'Exemption request: Joint Health and Safety Committee - Refresher' page. At the top, there is a back arrow icon and the title 'Exemption request: Joint Health and Safety Committee - Refresher'. Below the title, there are two tabs: 'Joint Health and Safety Committee' (active) and 'Working at Heights'. The 'Joint Health and Safety Committee' tab shows 'Kyle Andrews' with a 'CERTIFIED' status and a 'Valid until: Mmm dd, yyyy' date. Below the tabs, there is a section titled 'One-time Exemption request information' with a blue background. It contains a paragraph of placeholder text: 'Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean sodales nisl nec orci dignissim, in aliquam est ultricies. Fusce fermentum suscipit erat vitae laoreet. Morbi ultrices varius luctus. Sed sit amet justo congue, faucibus ipsum vel, congue purus.' Below this section, there is a form with fields for: Email address (kyle@employeremail.com), First name (Kyle), Last name (Andrews), Phone (999 999 9999), Birth year (1988), and Address/Postal code (123 Address street, City name ON A0A 0A0, Canada). At the bottom right, there are links for 'Add association', 'Add comment', and a small icon.

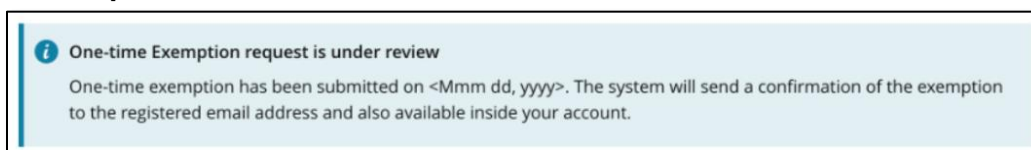
- Below your learner details are sections that you will need to complete before submitting your JHSC exemption request (e.g., reason for exemption and other details).



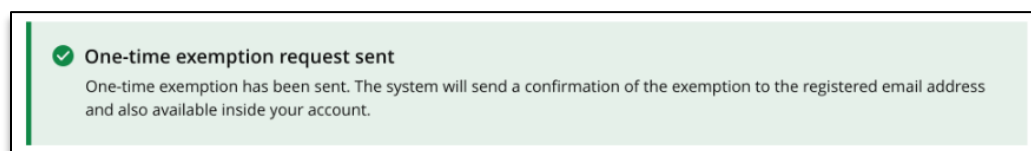
- Once you've completed filling in the required fields, *click* on the **Submit exemption request** button.

Submit exemption request

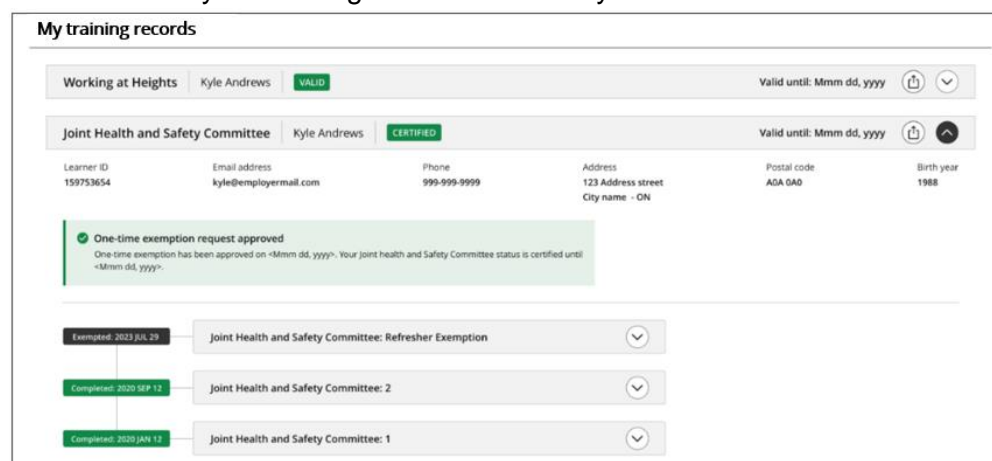
Your request has been submitted.



- A notification will appear on the **My training records** page to confirm that your request has been sent.



- If your exemption request is approved, it will be noted on your training record and will validate your training for another three years.



- If your exemption request is rejected, you will find the one-time extension rejection message under the notification tab. In order to remain valid, you will need to take a JHSC refresher course before the expiry date. If you are past the expiry date, you will need to retake JHSC Part 1 and Part 2.

My Profile

1. From the **left-hand side** menu, *click* on the **My Profile** tab.



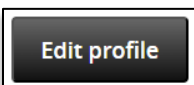
The My profile page appears.

My profile	
Learner's details	
Learner ID	CO847578
First name	Work
Last name	Learn
Learner's email address	worklearnontario@outlook.com
Alternate email address	
Phone	416-555-5555
Alternate phone number	N/A

My profile page contains all the information that was filled in when your profile was created.


Edit My Profile

1. Scroll down to the **bottom of the page** and *click* the **Edit profile** button.



My profile page appears in edit mode.

Note: Some of the profile details are locked to keep your learner account profile unique and secured. Please contact the MLITSD support team to update those details by emailing PreventionFeedback@ontario.ca or calling 1-800-202-0008.

My profile	
 Learner's profile details	
Some of the profile details are locked to keep your learner's account profile unique and secured. Please contact the MLITSD support team to update those details.	

Locked profile details appear grey and cannot be edited. Any of the learner's details that are white can be edited.

2. You can *update* your **Sharing permission** and **Subscription** needs.

Sharing permission

☒ Consent to the Ministry of Labour, Training and Skills Development disclosing to a potential or current employer, pursuant to subsection 7.5(4) of the Occupational Health and Safety Act, information about your successful completion of an approved training program.

☐ Allow the MLTSD to contact you to provide feedback on the courses you have completed for program evaluation and quality assurance purposes.

☐ Allow the MLTSD to contact you with opportunities to take part in research related to occupational health and safety.

Subscriptions

☐ Subscribe to receive general information on Working at Heights and other occupational health and safety issues. Information is provided for public awareness and education for employers and workers.


☐ Subscribe to receive general information on Joint Health and Safety Committees and other occupational health and safety issues. Information is provided for public awareness and education for employers and workers. You may unsubscribe at any time.

3. Click the **Save profile** button when complete or the **Cancel** button to return to the previous page.

Cancel

Save profile

4. If you *clicked* **Save profile** button, your changes have been saved.

 **Profile updates have been saved.**
Your profile updates have been saved successfully.

My Training Schedules

1. From the **left-hand side** menu, click on the **My training schedules** tab.



My training schedules page appears.

My training schedules

My schedules
Marketplace
Training eligibility

i You do not have any upcoming training.

[Understand Health and safety in Ontario](#)

Search applicable training based on your industry sectors and send an enrolment request to the training provider.

There are three tabs across the top of the page:

- 1) My schedules
- 2) Marketplace
- 3) Training eligibility

My Schedules


My schedules contain a list of your upcoming training.

Distance learning
December
17
Sunday

JHSC - Refresher

Enrolment status: Pending

Provided by Training Provider of Ontario	Class information Dec 17 @ 4:00 AM to 12:00 PM Dec 18 @ 4:00 AM to 12:00 PM	Training location null, null null, null	Contact E: traininproviderON@outlook.com P: 416-555-5555 W: trainingprovidersofontario.ca
Course Fee \$200.00	Request type Single enrolment - My self		


[Cancel enrolment request](#)
[View enrolment request](#)

- 1) Training Name
 - 2) Provided by
 - 3) Course Fee
 - 4) Class information
 - 5) Request type
 - 6) Training location
 - 7) Contact information
1. On the top **right-hand** corner of the training information tile, you can see the enrolment status. The status will change depending on the training provider's approval.

Note: A training provider can approve, cancel, or move your enrolment to pending through the training providers portal.

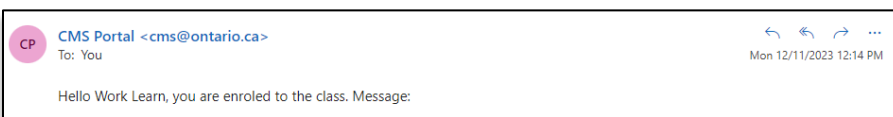
Pending enrolment

Enrolment status: Pending

Confirmed enrolment

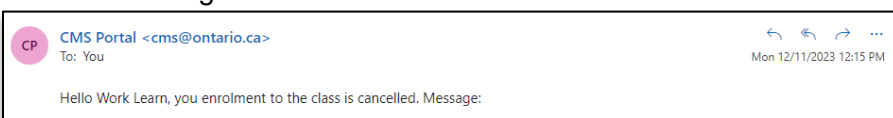
Enrolment status: Confirmed

You will receive an email of the confirmed status from CMS@ontario.ca.



Cancelled enrolment

You will not see any class information on the **My training schedule** screen, but you will receive an email showing the cancellation.

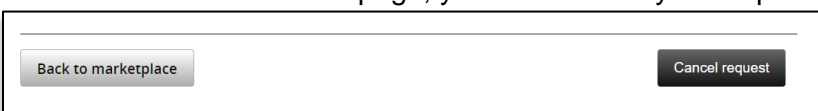


Cancel Enrolment Request

1. In the **training** tile, click on the **Cancel enrolment request** link.

[Cancel enrolment request](#)

2. At the **bottom** of the page, you can **Cancel** your request or go back to the **Marketplace**.



View enrolment request

1. In the **training** tile, click on the **View enrolment request** link.

[View enrolment request](#)

The course enrolment page appears.

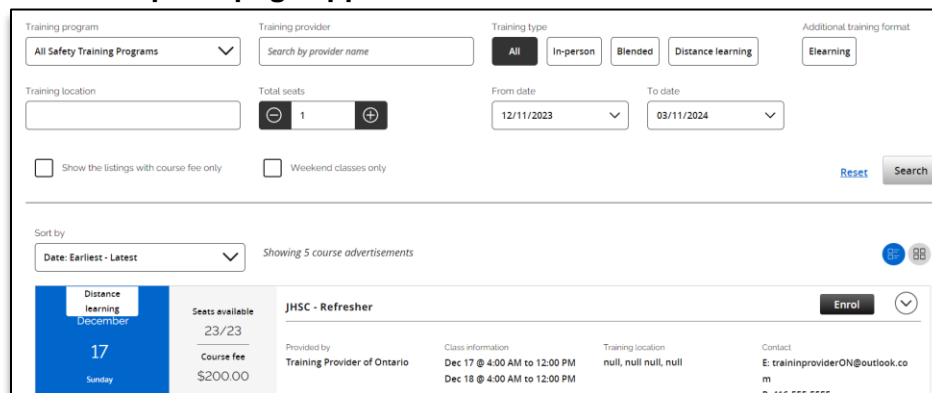
Course Enrolment Request	
Enrolment request type Single enrolment Enrolment request for My self	Course details Program name: JISC - Refresher Training provider: Training Provider of Ontario Class information: Jan 08 - Mon @ 4 am to 12 pm Jan 07 - Sun @ 4 am to 12 pm Distance learning Seats available: 23/23 Course fee: \$200.00 Contact us: trainingproviderON@outlook.com 416-555-5555 trainingproviderofontario.ca
Learner's details Learner ID: C0847578 First name: Work Last name: Learn Learner's email address: worklearnontario@outlook.com	

Marketplace

1. From the top of the page, click on the **Marketplace** tab.



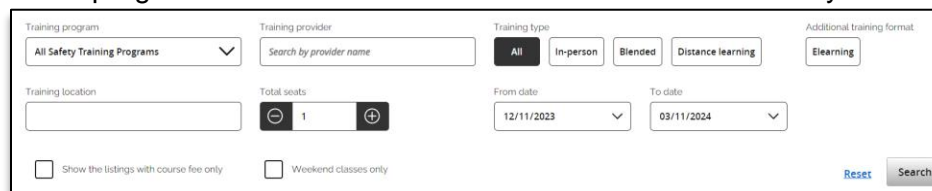
The Marketplace page appears.



The screenshot shows the Marketplace page with various search filters. The 'Training program' dropdown is set to 'All Safety Training Programs'. The 'Training provider' search box is empty. The 'Training type' buttons are 'All', 'In-person', 'Blended', 'Distance learning', and 'Elearning'. The 'Additional training format' button is 'Elearning'. The 'Training location' search box is empty. The 'Total seats' selector is set to 1. The 'From date' is 12/11/2023 and the 'To date' is 03/11/2024. There are checkboxes for 'Show the listings with course fee only' and 'Weekend classes only'. A 'Reset' link and a 'Search' button are at the bottom right. Below the filters, the 'Sort by' dropdown is set to 'Date: Earliest - Latest'. It says 'Showing 5 course advertisements'. The first result is 'JHSC - Refresher' by 'Training Provider of Ontario'. It shows 'Distance learning' for 'December' with 17 seats available, a course fee of \$200.00, and class dates of Dec 17 and Dec 18. The contact information is E: traininproviderON@outlook.co m, P: 416-555-5555, and W: trainingprovidersofontario.ca.

Search for Training Programs

1. From the **Marketplace** tab, enter all the criteria you will use to search for training programs. You can use a combination of fields to create your search.

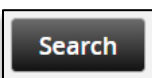


This screenshot shows the search filters section of the Marketplace page, identical to the one above.

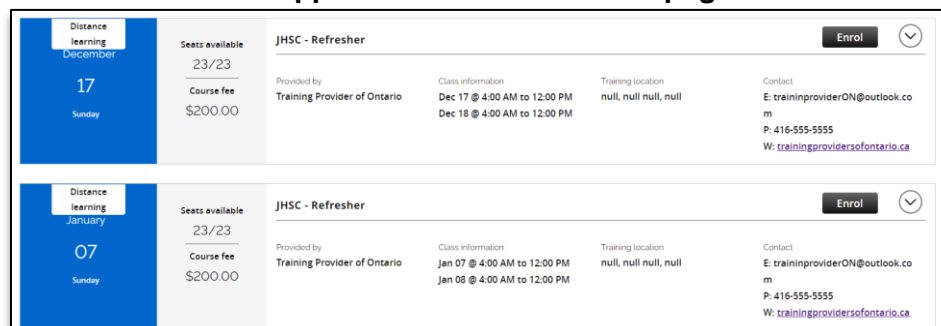
2. Click the **Reset** link if you want to clear the search criteria and start again.



3. Click the **Search** button.




Your search results appear at the bottom of the page.



The screenshot shows the search results at the bottom of the page. There are two results for 'JHSC - Refresher' by 'Training Provider of Ontario'. The first result is for 'Distance learning' in 'December' with 17 seats available, a course fee of \$200.00, and class dates of Dec 17 and Dec 18. The second result is for 'Distance learning' in 'January' with 07 seats available, a course fee of \$200.00, and class dates of Jan 07 and Jan 08. Both results show the same contact information: E: traininproviderON@outlook.co m, P: 416-555-5555, and W: trainingprovidersofontario.ca.

4. On the **top left-hand** side of the list, *click* on the **drop-down** arrow to sort your search results.

Sort by
Date: Earliest - Latest  Showing 5 course advertisements

5. On the **top right-hand** side of the list, click on the **view** buttons, to view either by **list** or by **tile**.



Tile

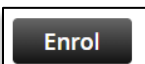
DEC SUN 17	JAN SUN 07	JAN SUN 28
Distance learning	Distance learning	Distance learning
JHSC - Refresher	JHSC - Refresher	JHSC - Refresher
Training Provider of Ontario	Training Provider of Ontario	Training Provider of Ontario
Training location ... Class information Dec 17 - Sun @ 4:00 AM to 12:00 PM Dec 18 - Mon @ 4:00 AM to 12:00 PM	Training location ... Class information Jan 7 - Sun @ 4:00 AM to 12:00 PM Jan 8 - Mon @ 4:00 AM to 12:00 PM	Training location ... Class information Jan 28 - Sun @ 4:00 AM to 12:00 PM Jan 29 - Mon @ 4:00 AM to 12:00 PM
Seats available: 23/23 Course Fee: \$200.00	Seats available: 23/23 Course Fee: \$200.00	Seats available: 23/23 Course Fee: \$200.00

List

Distance learning December 17 Sunday	Distance learning January 07 Sunday
Seats available: 23/23 Course fee: \$200.00	Seats available: 23/23 Course fee: \$200.00
JHSC - Refresher Provided by: Training Provider of Ontario Class information: Dec 17 @ 4:00 AM to 12:00 PM, Dec 18 @ 4:00 AM to 12:00 PM Training location: null, null null, null Contact: E: trainingproviderON@outlook.com, P: 416-555-5555, W: trainingprovidersofontario.ca	JHSC - Refresher Provided by: Training Provider of Ontario Class information: Jan 07 @ 4:00 AM to 12:00 PM, Jan 08 @ 4:00 AM to 12:00 PM Training location: null, null null, null Contact: E: trainingproviderON@outlook.com, P: 416-555-5555, W: trainingprovidersofontario.ca

Enrol for a Training Program

1. From the training program tile, you want to enrol in, *click* the **Enrol** button.



The enrolment page appears.

2. You can create a **Single enrolment** or **Multiple enrolments**.

Single Enrolment

3. Select the Single enrolment tab.

Create enrolment

Working at Heights - Full WAH-34843

Enrolment request type: **Single enrolment** Multiple enrolments

Enrolment request for: **My self** Team member

Notice of collection, Use, and Disclosure

The Ministry of Labour, Immigration, Training and Skills Development is collecting the personal information of learners under the authority of section 7.5 of the Occupational Health and Safety Act and in compliance with the Freedom of Information and Protection of Privacy Act S.38(2).

This information is collected in order to maintain a record of your successful completion of an approved training program and will not be disclosed or used for any other purpose unless expressly required by law.

Any questions about the collection, use, and disclosure of personal information by the Ministry of Labour, Immigration, Training and Skills Development can be directed to the Freedom of Information Office, 400 University Avenue, 10th Floor, Toronto ON M7A 1T7, 1-416-326-7786.

Course details

Program name: Working at Heights - Full

Training provider: TMD Training

Training location: 113 Manitoba St, Etobicoke, ON, M9Y 1E3, Canada

Class information: Sep 18 - Wed @ 8:45 am to 4:30 pm, Sep 19 - Thu @ 8:45 am to 4:30 pm, In-person

Seats available: 22/22

Course fee: \$199.00


4. Select either My self or Team member for the enrolment.

Enrolment request for

My self Team member

5. *Complete* the **Learner's details** section.

Learner's details

 **Learner's contact details**
Please enter your personal contact details to receive following communication.

- Course enrolment confirmation
- Classroom updates
- Course completion certificate
- Certificate expiration notification

Learner's email address *


worklearnontario@outlook.com

First name *


Work

Last name *

Learn

Phone * 

416-555-5555

Birth year * 

1985

6. *Complete* the **Course eligibility details** section.

Course eligibility details

Enter your name OR MLITSD Learner ID


Learner ID Name

Enter learner ID

Enter your email, phone number OR postal code

Email Phone number Postal code

Enter email address

Check eligibility [Learn more](#) 

7. *Select* any **subscriptions** for this enrolment.

Subscription

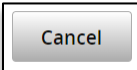
☐ I want to opt-in for email about this course enrolment, classroom updates, course certificates and other notifications from the training provider(s) and MLITSD.

☐ I want to opt-in for text SMS communication about this course enrolment, classroom updates, course certificates and other notifications from the training provider(s) and MLITSD.

8. Then *click* the **Submit enrolment request** button.

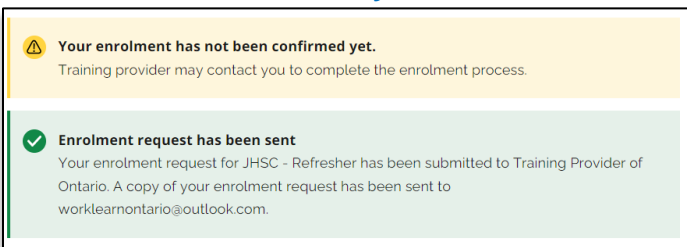
Submit enrolment request

9. You can *cancel* your **enrolment** process and return to the marketplace by *clicking* the **Cancel** button.



10. If you submitted your enrolment, you will receive a confirmation message.

Note: Your enrolment has been sent but not yet confirmed by the training provider. Once the enrolment is confirmed you will receive an email.



11. On the **top right-hand** side of your enrolment confirmation, *click* the **Download enrolment request** link to download a copy of the request.

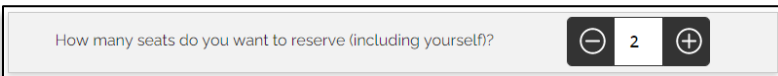


12. When complete, *scroll* to the **bottom** of the page and *click* the **Back to Marketplace** button to return to the Marketplace.

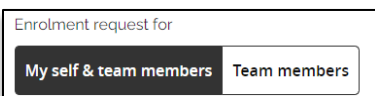


Multiple Enrolments

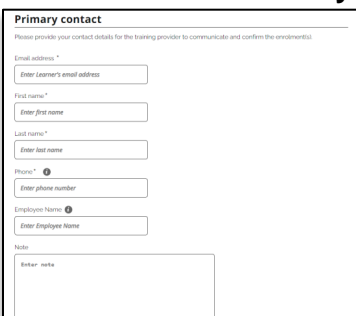
1. *Select* the **Multiple enrolment** tab.
2. Using the **+** and **–** buttons, *select how many seats* you want to enroll.



3. *Select* if the enrolment is for **Myself and team members** or **team members** only.




4. *Enter* in the **Primary contact** information.




The image shows a form titled "Primary contact". Below the title is a note: "Please provide your contact details for the training provider to communicate and confirm the enrolment(s)". The form contains several input fields: "Email address" (with a sub-label "Enter Learner's email address"), "First name" (with a sub-label "Enter first name"), "Last name" (with a sub-label "Enter last name"), "Phone" (with a sub-label "Enter phone number"), "Employee Name" (with a sub-label "Enter Employee Name"), and a "Note" field with a sub-label "Enter note".

5. Enter in the **learner details** for each seat.


Your worker's/learner's contact details
Please enter your worker's/learner's personal contact details. Your team member will receive following communication,

- Training provider will verify worker's/learner's identity before the training class.
- The record of completion will be shared by email/phone verified by worker/learner.
- Your team member will receive communication about course enrolment, classroom updates, course completion, and certificate expiration etc.

6. In the **Learner 1 Details** section, select the **checkbox** to use the primary contact as Learner 1.

Learner 1 Details *


Learner has to provide his/her personal contact details to receive the training record of completion.

☒ Same as primary contact details

7. Select any **subscriptions** for this enrolment.

Subscription

☐ I want to opt-in for email about this course enrolment, classroom updates, course certificates and other notifications from the training provider(s) and MLTSD.

☐ I want to opt-in for text SMS communication about this course enrolment, classroom updates, course certificates and other notifications from the training provider(s) and MLTSD.

8. Complete the Course eligibility details section.

Course eligibility details

Enter your name OR MLTSD Learner ID


Learner ID **Name**

Enter learner ID


Enter your email, phone number OR postal code

Email **Phone number** **Postal code**

Enter email address

Check eligibility [Learn more](#) 

9. Complete the any other learner details.

Learner 2 Details


Learner has to provide his/her personal contact details to receive the training record of completion.

Email

Enter email address

First name

Enter first name

Last name

Enter last name

Phone number

Enter phone number

Birth Year

Birth Year

10. *Select* any **subscriptions** for this enrolment.

Subscription

☐ I want to opt-in for email about this course enrolment, classroom updates, course certificates and other notifications from the training provider(s) and MLITSD.

☐ I want to opt-in for text SMS communication about this course enrolment, classroom updates, course certificates and other notifications from the training provider(s) and MLITSD.

11. *Complete* the Course eligibility details section.

Course eligibility details

Enter your name OR MLITSD Learner ID

Learner ID

Name


Enter your email, phone number OR postal code

Email

Phone number

Postal code

Check eligibility

[Learn more](#) 

12. Complete these steps for each learner.

13. Then *click* the **Submit enrolment request** button.

Submit enrolment request

14. You can *cancel* your **enrolment** process and return to the marketplace by *clicking* the **Cancel** button.

Cancel

15. If you submitted your enrolment, you will receive a confirmation message.

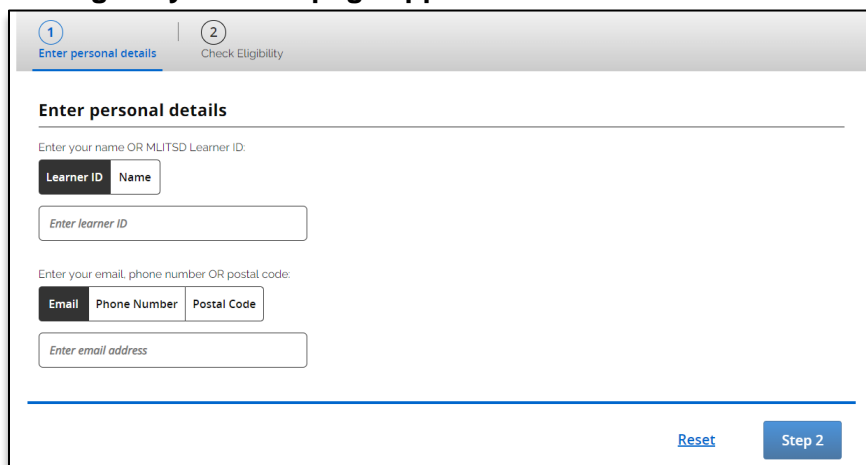
Note: Your enrolment has been sent but not yet confirmed by the training provider. Once the enrolment is confirmed you will receive an email.

Eligibility Checker

1. From the top of the page, click on the **Eligibility Checker** tab.

Eligibility checker

The Eligibility checker page appears.

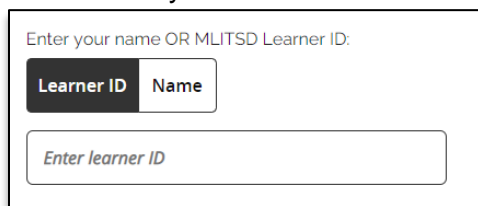


The screenshot shows the 'Enter personal details' step of the eligibility checker. At the top, there are two tabs: '1 Enter personal details' (active) and '2 Check Eligibility'. Below the tabs, the form is titled 'Enter personal details'. It has two sections. The first section is 'Enter your name OR MLTSD Learner ID:' with two buttons: 'Learner ID' and 'Name'. Below these buttons is a text input field with the placeholder 'Enter learner ID'. The second section is 'Enter your email, phone number OR postal code:' with three buttons: 'Email', 'Phone Number', and 'Postal Code'. Below these buttons is a text input field with the placeholder 'Enter email address'. At the bottom right of the form, there are two buttons: 'Reset' and 'Step 2'.

Checking for eligibility is a 2-step process.

Step 1:

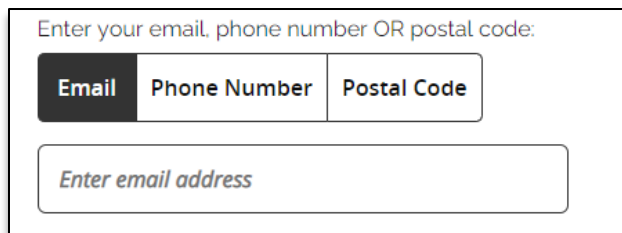
1. Enter your **Learner ID** or click on the **Name** button to enter your name.



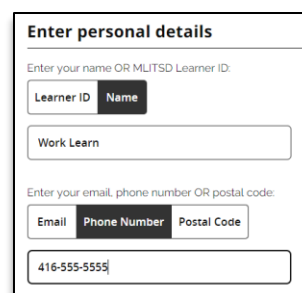
This close-up shows the first section of the form: 'Enter your name OR MLTSD Learner ID:'. It features two buttons, 'Learner ID' and 'Name', and a text input field with the placeholder 'Enter learner ID'.

Note: The Ministry requires either a Learner ID number or full name to look up the eligibility of a learner. The Learner ID is issued by the ministry and is a combination of letters and numbers. The full name only includes the learner's first and last name. If using name, it must match the name that was submitted to the Ministry the last time the learner completed training for a CPO-approved course.

2. Enter your **Email**, **Phone Number** or **Postal Code** by selecting the option from the buttons.



This close-up shows the second section of the form: 'Enter your email, phone number OR postal code:'. It features three buttons: 'Email', 'Phone Number', and 'Postal Code'. Below these buttons is a text input field with the placeholder 'Enter email address'.



This is a full screenshot of the 'Enter personal details' form. The 'Learner ID' button is selected. The 'Work Learn' text input field is visible. The 'Email' button is selected in the second section. The text input field below it contains the value '416-555-5555'.

Note: The Ministry also requires a secondary piece of information to validate the learner's identity. It can be any one of the learner's email address, phone number, or postal code. It must match the information that was submitted to the Ministry the last time the learner completed training for a CPO-approved course.

3. Once you have *filled* in all the information, *click* the **Step 2** button.



Note: You will not be able to proceed to Step 2 if any fields are left blank or invalid.



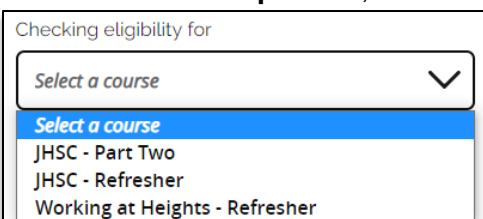
4. You can *click* the **Reset** link at any time to clear your information and start again.



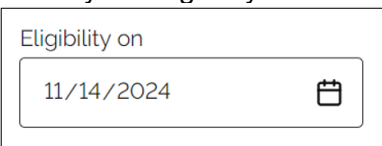
Step 2 page appears.

Step 2:

5. From the **drop-down**, *select* the **course** for which you are checking eligibility.

A form element titled "Checking eligibility for". It contains a drop-down menu with the placeholder text "Select a course" and a downward arrow. The menu is open, showing a list of options: "Select a course" (highlighted in blue), "JHSC - Part Two", "JHSC - Refresher", and "Working at Heights - Refresher".

6. From the calendar drop-down, *select* the **date** you plan to take the training to determine your eligibility.

A form element titled "Eligibility on". It contains a date input field with the text "11/14/2024" and a calendar icon to its right.

7. You can *click* the **Reset** link at any time to clear your information and start again.




8. *Click* on the **Check Eligibility** button to continue.



The Check eligibility page appears with two possible results: 1) You are eligible, or 2) You are not eligible.

Check Eligibility



You are eligible.

Checked on Dec 8, 2023

MLITSD Name Work Learn Phone Number (416) 555-5555	By Completing JHSC - Refresher on Nov 16, 2023 you will be eligible for JHSC - Refresher . For further information on the prerequisites, please visit MSTLD's Training and other requirements page.
---	--

Note: This message indicates that you are eligible for a course.

Check Eligibility


You are not eligible.

Checked on Dec 8, 2023

MLITSD Name Work Learn Phone Number (416) 555-5555	Your records show that you have not met the prerequisites. By Completing JHSC - Part Two on Nov 16, 2023 you will not be eligible to receive Joint Health and Safety Committee . For further information on the prerequisites, please visit MSTLD's Training and other requirements page.
---	---

Note: This message indicates that you are **NOT** eligible for a course.

- On the **bottom left-hand** side, you can *click* the **Check again** button, to check for another course.



- If you are eligible for a course, *click* on the **Explore WAH training offerings** or **Explore JHSC training offerings** button, to view course offerings and dates.



Notifications

1. From the **left-hand side** menu, *click* on the **Notifications** tab.



Notifications

Sort by

From date

To date

Show

Newest to oldest

mm/dd/yyyy

mm/dd/yyyy

All

Unread

[Reset](#) [Search](#)

1. You can *select* the **criteria** for your notifications search.
2. *Click* the **Search** button or **Reset** link to clear your search and start again.

[Reset](#) [Search](#)

Your search results will display below the search criteria tile.

Contact MLITSD


Under the **Contact MLITSD** tab, you can fill in a form to request assistance on several support reasons.

1. From the **left-hand side** menu, *click* on the **Contact MLITSD** tab.



The Contact MLITSD page appears.

Contact MLITSD

 **Support reason options**
 Please read the FAQ information on the sidebar and select the right option to send your inquiry to the right department.

First name

Last name

Learner's email address

Learner's phone number

Support reason *

2. The form is pre-populated with your information.
3. From the **Support reason** drop-down list, *select* the **program** type you want assistance for.

Support reason *

Joint Health & Safety Committee inquiry
 Working at Heights inquiry
 General inquiry
 Legislation related inquiry

Note: Please read the FAQ information on the right-hand sidebar for more information on the support reason options available to better direct your inquiry.

FAQs


Support reason options


- **Joint Health and Safety Committee inquiry:**
For all inquiries related to Joint Health and Safety Committee program
- **Working at Heights inquiry:**
For all inquiries related to Working at Heights program
- **General inquiry:**
For all general inquiries including the account access
- **Legislation related inquiry:**
For all inquiries related to Health and safety legislation


Phone support


- Toll-free: 1-877-202-0008
- TTY: 1-855-653-9260

Additional information

[JHSC program standards](#) 

[JHSC provider standards](#) 

[WAH program standards](#) 

[WAH provider standards](#) 

4. Complete the **Message** section of the form.

Support reason *

General inquiry ▼


Message *

Note: The support reason and message entries are both required fields.

5. When complete, *click* the **Submit** button.

Submit

Your support request has been submitted.

 **Support request has been submitted**
Your support request has been submitted successfully. The ministry staff will respond to your inquiry in appropriate time.

FAQs

Under the FAQs tab, you will find answers to frequently asked questions.



1. From the **left-hand side** menu, *click* on the **FAQs** tab.
The FAQ page appears.

FAQs

Learner ID Expand all

[^ I need my Learner ID. Where can I get it?](#)

Training records Expand all

[^ I have two profiles, how can I get them merged?](#)

[^ The dates on my training record are not correct, what should I do?](#)

Find a course near me Expand all

[^ How do I find a course near me?](#)

2. *Click* on the **link** for any question to see the answer.

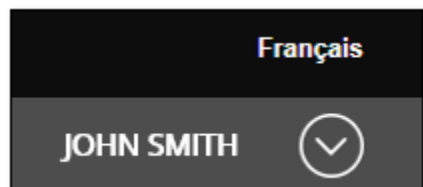
Learner ID Collapse all

[v I need my Learner ID. Where can I get it?](#)

Your learner ID number should be located at the top right hand of the notification letter you received. If you do not have your ID number, please provide our Client Services Representatives your contact information used at the time of training for locating the information.

Log Out

1. From the **top right-hand** side, *click* on the **drop-down arrow** beside your name.



2. Then *click* the **Log Out** button.



You have now logged out of the portal.