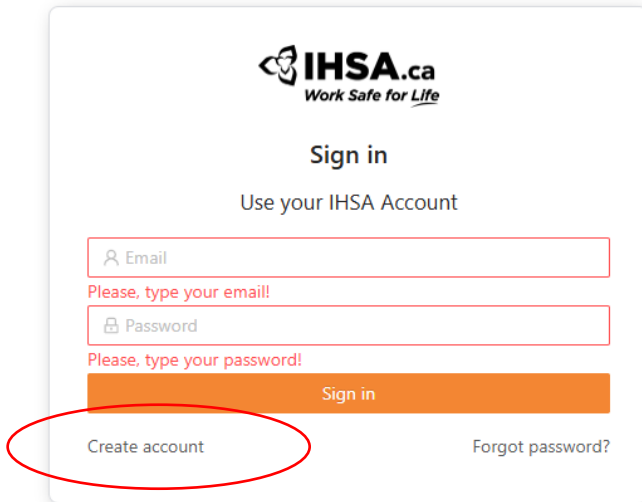


## NCSO®/NHSA™ Portal Guide

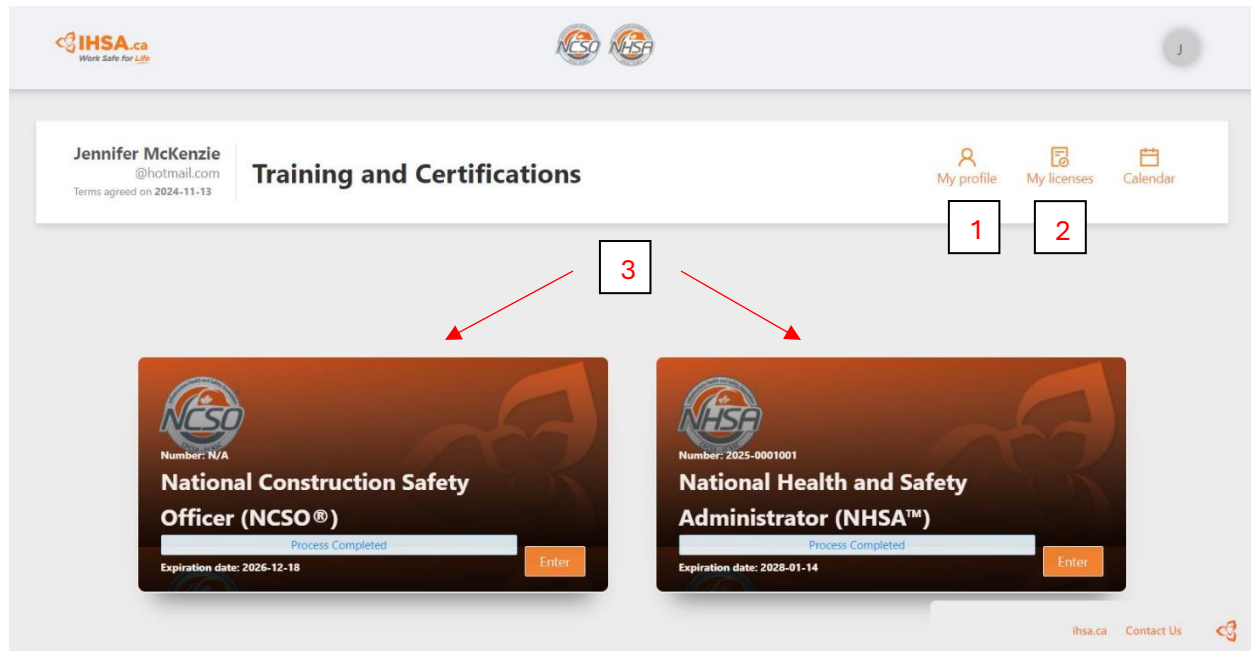
### Creating an account

To create an account, go to [ncso.ihsa.ca](http://ncso.ihsa.ca) in a web browser and then locate “Create account”. Complete all sections as required and save.



### Portal options

Once you have created an account, you will have access to many functions within the portal.



### 1. Update your profile

Select the “My Profile” icon, update your information as needed and then select “Save User”. Changing your name on the portal does not change the name on your certificate. If you have completed a name change and want your certificate to reflect this change, please contact [ncsoadministrator@ihsa.ca](mailto:ncsoadministrator@ihsa.ca).

### 2. My Licences

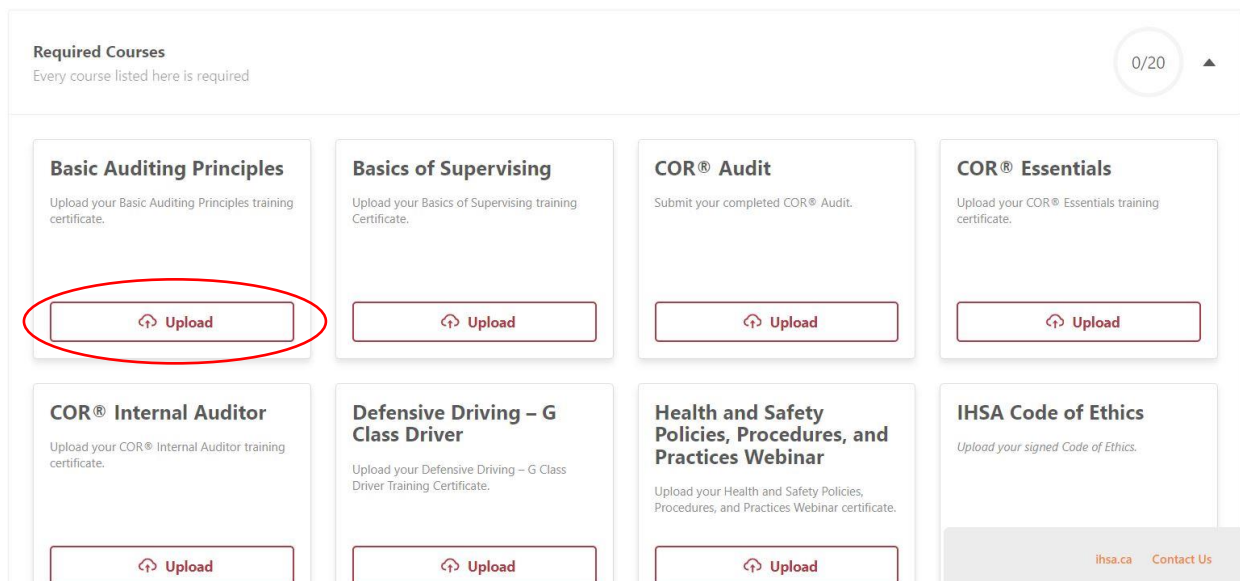
This will show you any licences you currently have. Licences are used to complete your national and provincial exams.

### 3. Complete an application

Select the application you wish to complete and submit. Choosing the NCSO® option allows you to complete a new application, renewal, or provincial equivalency. Similarly, selecting the NHSA™ option enables you to complete a new application, renewal, or provincial equivalency. Once you've made your choice, click "Enter" to proceed.

## Submitting your application

- After selecting the application, you must upload all required training certificates before submission. Ensure the uploaded certificates are clear, valid, and correspond to the appropriate requirements. Select the requirement and upload the necessary documentation.

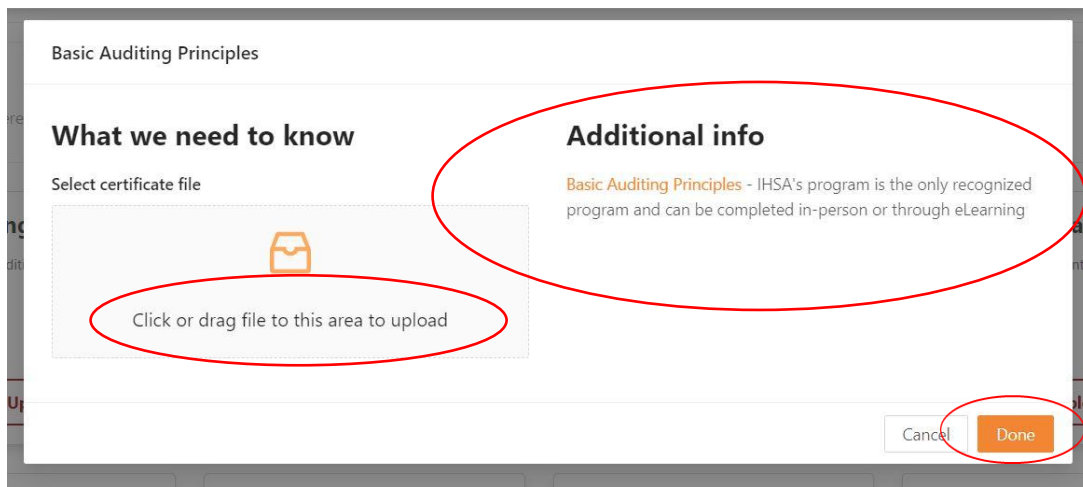


**Required Courses**  
Every course listed here is required

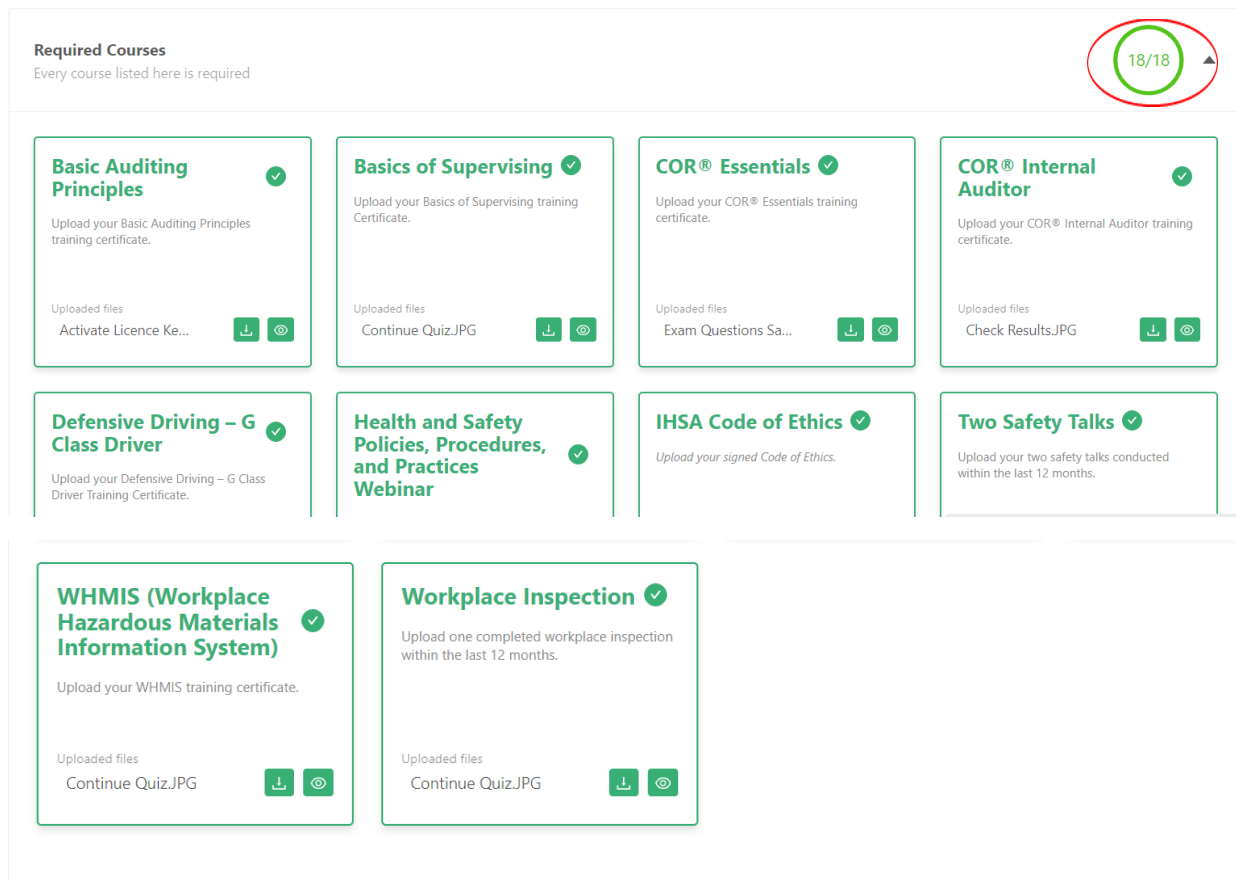
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<p><b>Basic Auditing Principles</b></p> <p>Upload your Basic Auditing Principles training certificate.</p> <p><a href="#">Upload</a></p>	<p><b>Basics of Supervising</b></p> <p>Upload your Basics of Supervising training Certificate.</p> <p><a href="#">Upload</a></p>	<p><b>COR® Audit</b></p> <p>Submit your completed COR® Audit.</p> <p><a href="#">Upload</a></p>	<p><b>COR® Essentials</b></p> <p>Upload your COR® Essentials training certificate.</p> <p><a href="#">Upload</a></p>
<p><b>COR® Internal Auditor</b></p> <p>Upload your COR® Internal Auditor training certificate.</p> <p><a href="#">Upload</a></p>	<p><b>Defensive Driving – G Class Driver</b></p> <p>Upload your Defensive Driving – G Class Driver Training Certificate.</p> <p><a href="#">Upload</a></p>	<p><b>Health and Safety Policies, Procedures, and Practices Webinar</b></p> <p>Upload your Health and Safety Policies, Procedures, and Practices Webinar certificate.</p> <p><a href="#">Upload</a></p>	<p><b>IHSA Code of Ethics</b></p> <p>Upload your signed Code of Ethics.</p> <p><a href="#">ihsa.ca</a> <a href="#">Contact Us</a></p>

- Be sure to review the additional info for each requirement, which specifies the criteria your documentation must meet in order to be accepted by IHSA.



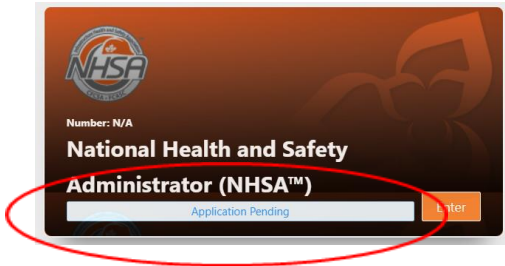
3. Click the box or drag your document into the upload area and then select “Done”.
4. Once you have uploaded all the required documentation, the course boxes and the counter in the top right-hand corner will turn green and the “Submit Application” button will appear. Click that button to submit your application. You will then be required to make the application payment.



Once all the requirements for your application are met, the Submit button will become available to you so you can request approval of your application.

Submit application

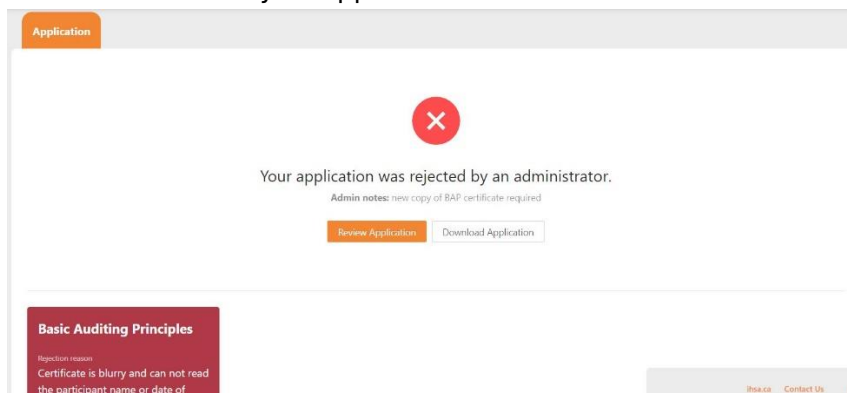
- Once your application has been purchased, it will be submitted and the NCSO® administrator and NCSO® committee will be notified. All documentation will be validated and either accepted or rejected.
- The next time you log into the portal, your application status will be shown in the NCSO® Application and NHSA™ Application panels.



What your application status means:

- Application Pending – Application is under review
- Licence Activation Pending – Application approved, awaiting licence for exams to be activated
- License activated – Pending completion of exams
- Process Completed – Applicant certified

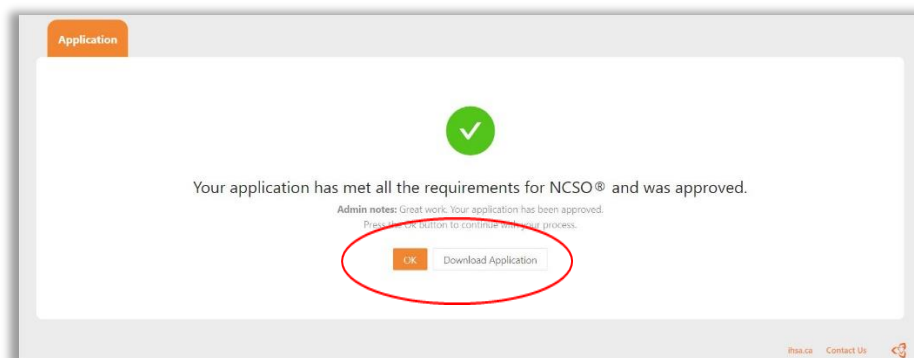
- If a document is rejected, your application will be rejected with notes provided to you for action. Select “Review Application” to make any necessary fixes. Refer to steps 1-4 for this process. You must then resubmit your application.



- Upon successful completion of the application, you will be notified by email, and it will be indicated in the portal.

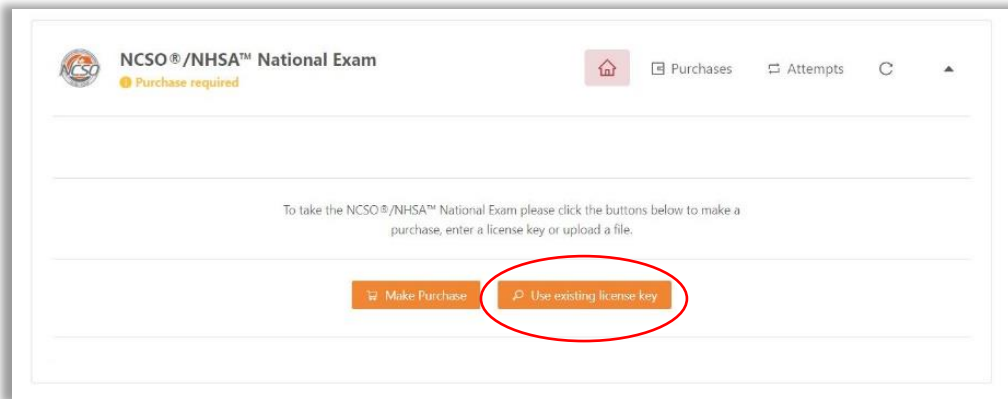
## Registering for an exam

- When your application has been approved, select “OK”

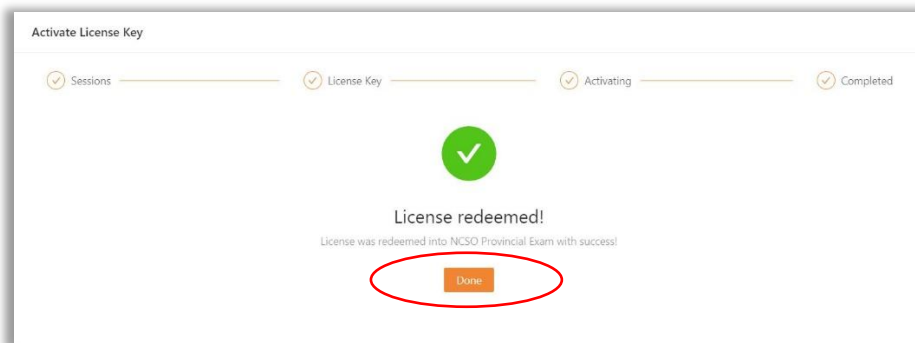
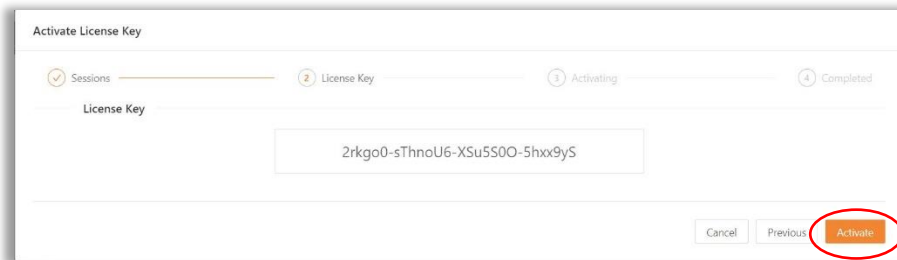


2. Select “use existing licence key”

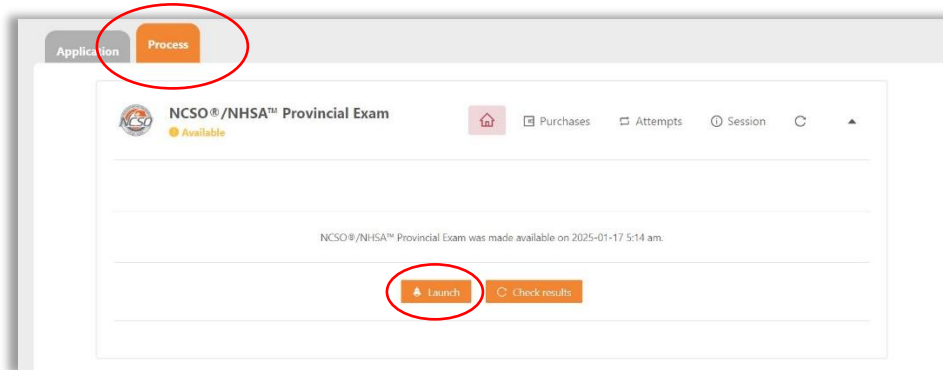
\* “Make purchase” is only used for rewrite exams.



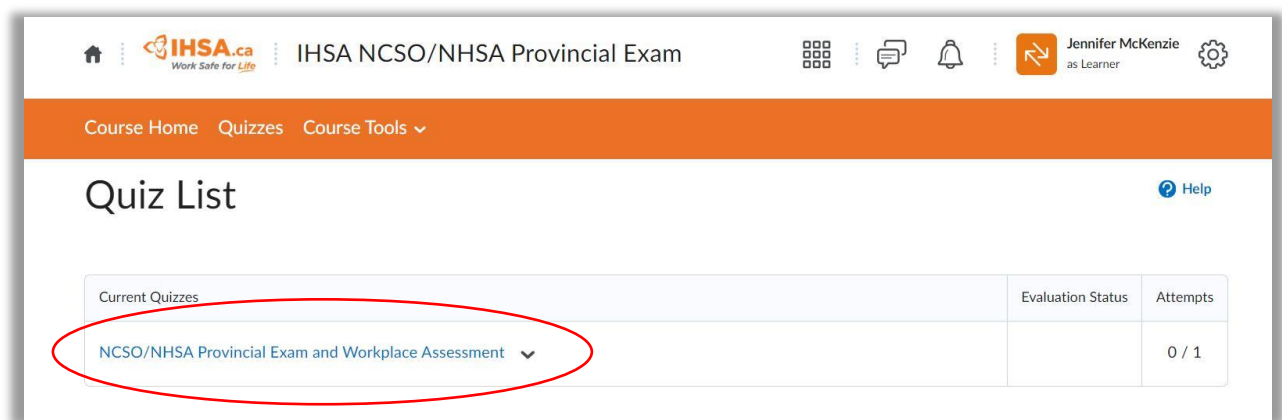
3. A licence key will be automatically provided for your first exam attempts. Select “Activate”. You will then have 30 days to complete the exams. The exams are scheduled and will be available on Thursdays between 8 a.m. and 12 p.m. EST, unless otherwise indicated in the portal.



4. When you are ready to complete an exam, go to the “Process” tab and select “Launch”.

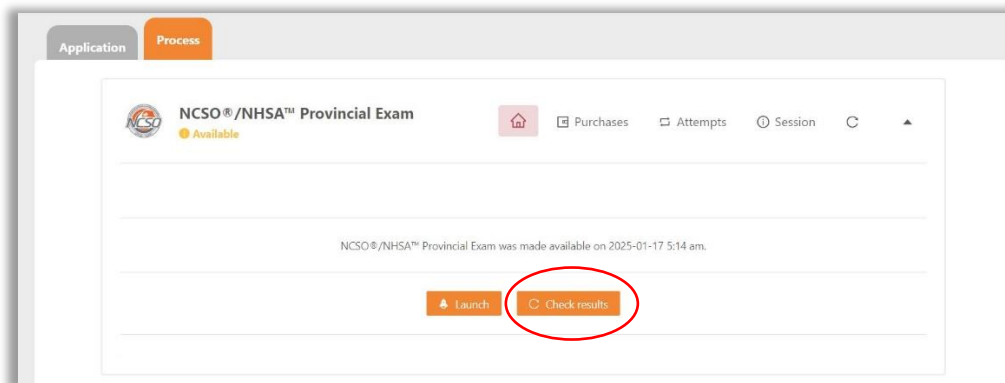


5. Select the exam and complete the prompts.



6. You will be able to check your results within 24 hours of completing an exam.

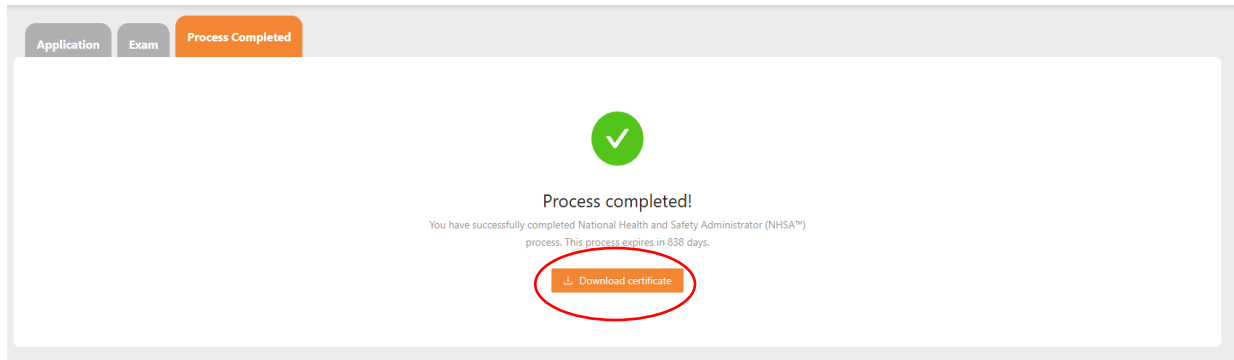
If you failed either exam, you will need to rewrite it after a 14-day waiting period. There is a fee of \$100 +HST to rewrite. To make this purchase and write your exam, please go back to Step 2 and choose “Make Purchase”.



## Obtaining your certificate

1. Once you have successfully completed both exams and/or your renewal application, you will be able to obtain your certificate. You will go to the Process Completed tab and then you will see the option to download your certificate. This will be available until your certificate expires.

Note: this area also counts down the number of days until your renewal is due.



**If you experience any issues with the portal, please contact the NCSO® administrator at [ncsoadministrator@ihsa.ca](mailto:ncsoadministrator@ihsa.ca).**