

SOR-RL

Serious Occurrence Reporting - Residential Licensing

SOR-RL Registration Guide

July 2019

Introduction

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




Tip: Before you can work in SOR-RL, you must complete a face-to-face registration meeting with a **Local Registration Authority (LRA)** from your organization. At that meeting a temporary password is provided to you which you will enter into the system twice (see: steps # 3 and 6) as part of your account creation.

Registration Steps



Important Note: You must complete the following one-time process before you can access SOR-RL.

1. Click: <https://www.iaccess.gov.on.ca/SORRL/public/login.xhtml>. The **Log in** page appears.

Ontario 

Log in

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

Login ID: *

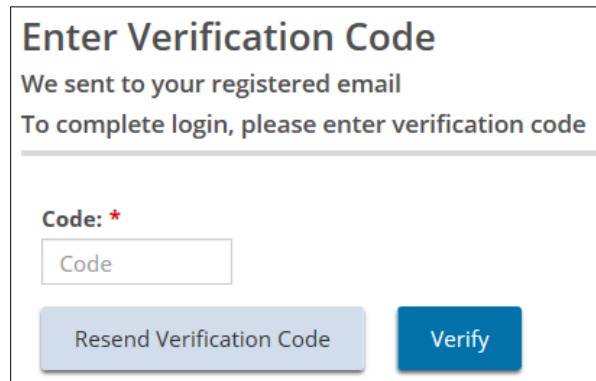
Password: *

[Log in](#)

[Forgot password?](#)

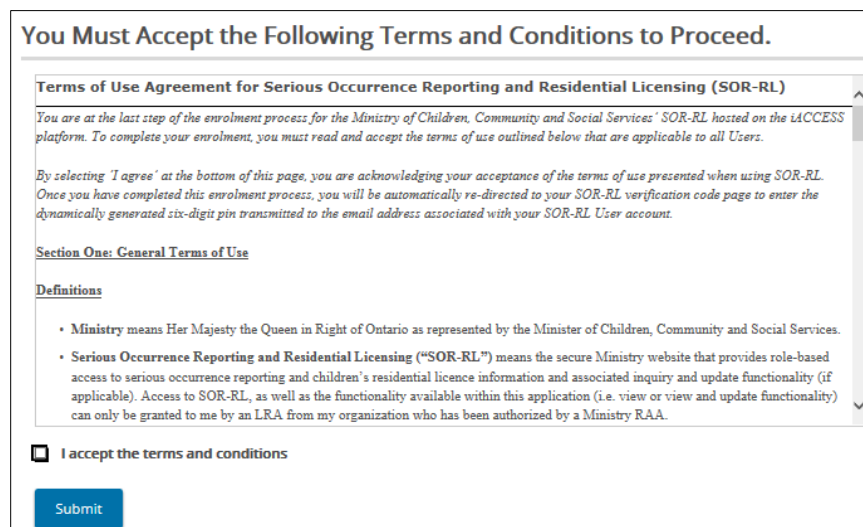
2. In the **Login ID** field, enter the email address that your LRA used to create your account.
3. In the **Password** field, enter the temporary password you were provided by your organization's LRA during your in-person registration meeting.

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



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

6. Click **Verify**. The **Terms and Conditions** page appears.



7. Read the conditions then click the “I accept the terms and conditions” checkbox.
8. Click **Submit**. The **Complete Your Registration** page appears.

Complete Your Registration

Current password: *

New password: *

Confirm new password: *

Security Question1: *

Please select...

Security Answer1: *

Security Question2: *

Please select...

Security Answer2: *

Security Question3: *

Please select...

Security Answer3: *

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

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



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

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

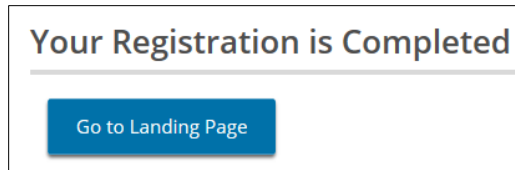
11. Retype your new password in the **Confirm New Password** field.

12. Select the security questions and enter the answers.



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

13. Click . A confirmation message appears.



14. To go to the SOR-RL software click [Go to Landing Page](#). You are done registering.



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



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