Financial Services Commission of Ontario

Service Providers Frequently Asked Questions

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Licence Application: Technical Support/Troubleshooting

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What Internet requirements should I have before applying for a licence online?

It is highly recommended that you use Internet Explorer 11 or Safari 7.0.3 and you have the following internet requirements in place before applying for a license online:

1. A secure high-speed internet connection via Cable, DSL or wireless access

2. JavaScript enabled

3. Cookies enabled

4. Pop-ups enabled

5. 128-bit encryption enabled

6. Security protocol TLS 1.2.

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How do I modify my FSCO account profile?

Once you've created a FSCO account you can only change your security questions and your password. If you need to make any other changes to your profile, please e-mail your details to **contactcentre@fsco.gov.on.ca**.

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I tried logging into my FSCO account several times and now the system has locked me out. How do I access my account?

For security reasons, you will be locked-out of your FSCO account if you repeatedly use the incorrect username or password to log in. Wait 45 minutes and try to log into your FSCO account again.

I received an e-mail from FSCO indicating I have a new message in my FSCO account. When I log into my FSCO account there are no new messages.

Log into your FSCO account. On the left hand side of the page click on the "Dashboard Button".

From the dashboard screen check to see how your messages are filtered. If your filter is set for unread messages, change the setting "All" by clicking on the arrow on the right hand side of the filter box. You will now see all of your messages.

How do I access my draft service provider application?

1. Log into your FSCO Account.

2. Enter your username and password.

3. Click on "Active Files".

4. Click on the triangle icon to expand the draft application.

I made a mistake on my draft Service Provider Licence application but the system will not let me correct it. What do I do?

You will need to withdraw your application and then submit a new application. To withdraw your application, log into your FSCO account and open your draft application. Once in the application, click on the "Quit" button at the bottom of the application then click on the "Withdraw Application" button.

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How do I enter my mailing address in the Service Provider application?

1. You cannot enter mailing addresses manually. When you reach the address screen, click on the magnifying glass on the right hand side of the address box.
2. A new window will open and you will have to identify if it is your head office, etc.
3. Click on the magnifying glass again.
4. You will be asked to enter your postal code.
5. A range of address options will appear. Select the appropriate address option and enter your street number, suite number or street number suffix.
6. Click the "Finish" button to return to the application.

When I create a new FSCO account I receive the error that my e-mail address is already associated with another account. What does this mean?

You have previously created a FSCO account using the same e-mail. Please try using another e-mail address, if you have one.
If you are creating another account because you don't remember the user name or password of your existing account, please go to the FSCO portal and complete the account recovery process. If you are unsuccessful, please send an e-mail to FSCO at ContactCentre@fsco.gov.on.ca to resolve the issue.

How do I change the contact information for an individual (i.e., Principal Representative, Director, Officer, Partner) associated with a Service Provider licence?

The service provider's Principal Representative must submit a change request to FSCO by e-mail at ContactCentre@fsco.gov.on.ca indicating the business' licence number and the individual's name and FSCO identification number.