

RHRA's Self-Service Portal – Frequently Asked Questions

What is the Portal?

What is RHRA's self-service portal (the "portal")?

The portal is an online tool for licensees, operators, and the public. The portal allows licensees and operators to submit licence applications, notices of change, transition plans when ceasing to operate a retirement home, and mandatory reports directly to the RHRA. The portal allows the public, including residents, their loved ones, and community stakeholders, to submit mandatory reports and formal complaints directly to the RHRA.

What are the benefits of the portal?

As a modern regulator, the RHRA is increasing the use of technology to engage with licensees, operators, and the public. The portal offers many benefits, including:

- **Increased efficiency:** All forms (complaints, mandatory reports, notices of change, licence applications, and transition plans) are more user-friendly.
- **Improved visibility:** Licensees and operators will have better visibility into their retirement home's information, and the progress of their applications, notices of change, and mandatory reports.
- **Automated notifications:** Submissions made through the portal will generate automated emails confirming that they have been received. The confirmation email will include a case number which can act as key information when communicating with the RHRA.

Who should have a portal account?

General Managers, Primary Contacts, and new applicants should have a portal account. Residents, their loved ones, and community stakeholders do not require a portal account to submit mandatory reports or formal complaints.

Is it mandatory to use the portal?

Use of the portal is encouraged but not mandated at this time.

Can I share feedback about my experience using the portal?

Yes, the RHRA offers a [user experience survey](#) to portal users. Alternatively, you may email info@rhra.ca with feedback. The RHRA will review and consider feedback received about the portal for future enhancements.

Technical Support

Does RHRA have user guides for the portal?

Yes, [step-by-step videos](#) for various functions of the portal are available.

I contacted RHRA with an account issue. How quickly can this be resolved?

The RHRA aims to resolve portal user issues within 1 business day, but there may be situations that take longer to resolve. If you run into an account issue, please contact info@rhra.ca for support.

How do I create my portal account?

You will receive an invitation to set up your portal account via email from notifications@rhra.ca. Please add this address to your contacts or “safe senders” list to ensure you receive it. For more support, the RHRA offers a step-by-step [video for setting up your account](#).

What should I do if I can't find the invitation email from RHRA?

If you believe you received an invitation to access the portal but cannot find the email from notifications@rhra.ca, please check your junk/spam folder. If you still can't find it, contact info@rhra.ca for assistance. Please note that portal invitations do not expire but can only be activated once.

How do I use the hyperlink code in the invitation email?

Click on the hyperlink code in the invitation email from notifications@rhra.ca and a web browser will open to the “Redeem Invitation” page of the portal. The “Invitation Code” field will be populated automatically. Click on “Register” to proceed. If the invitation code does not appear as a hyperlink in the email, highlight it, then copy and paste it into the “Invitation Code” field. You can also type it in manually if needed. For more support, RHRA offers a step-by-step [video for setting up your account](#).

Can I self-register for the portal?

Self-registration for the portal is not available at this time. If you do not already have access to the portal and would like to submit an application for a retirement home licence, please email licensing@rhra.ca with your first and last name and email address. RHRA will assist you in setting up an account.

How do I reset my password?

Select “Forgot Password” on the sign-in page of the portal. A reset password email will be sent to the email address associated with your portal account.

How do I update my email with RHRA?

In your portal account, navigate to the “Profile” page to update your email.

What is multifactor authentication and how does it work?

Multifactor authentication adds an extra layer of security, safeguarding your accounts from unauthorized access. When you sign-in to your portal account, you will enter your email and password. A unique verification will be sent to your registered email address. You will need to enter this code to complete the sign-in process. This ensures that even if someone knows your password, they cannot access your account without also having access to your email account.

Can I use multifactor authentication via other methods such as SMS or an authentication app?

No, multifactor authentication is only available via email. The verification code will be sent to the email address associated with your portal account.

What should I do if I don't receive the verification code via email?

If you do not receive the verification code, check your spam or junk folder. If you still cannot find the email, you can request a new code or contact info@rhra.ca for further assistance.

I logged into the portal, but I don't see all the “Owner Accounts” I expected to see.

You may not have permission to view all Owner Accounts. Please contact licensing@rhra.ca for support.

I am having trouble using Docusign, where can I find support?

Please see RHRA's video that provides assistance on [how to use Docusign](#). You may also find your questions are answered in Docusign's resources for [How to Sign a Document](#), [Docusign Support Center](#), or in the [Docusign Community](#) pages.

Navigation

What can I see or submit through the portal as a Home Administrator (Home Account)?

Home Administrators will only have access to related Home Account(s). Some Home Administrators will have access to Owner Account(s) if they are also the Primary Contact for a licence. A user with Home Account permissions can:

- Update the information displayed on the RHRA Retirement Home Database (ex: email address, retirement home phone number, or retirement home website);
- Submit certain notices of change including changes in home care services, home administrator, and suite count;
- Submit mandatory reports;
- View a history of submitted mandatory reports; and
- View the personnel affiliated with the retirement home

What can I see or submit as a Primary Contact (Owner Account)?

The Owner Account represents the licence of the retirement home. A user with an Owner Account has the same permissions as a Home Account user, as well as the ability to:

- View invoices for the licence through the Home Account;
- Submit all notices of change including changes in primary contact, licensee address, home name, licensee name, officer/director of the corporation, or charges/convictions;
- Update disclosure of non-arm's length relationships;
- Submit a transition plan for a retirement home ceasing to operate; and
- Update the personnel affiliated with the retirement home

The Director of Care listed under "Personnel" on the portal is inaccurate, how can I notify RHRA of any changes to this individual?

The portal user can send an email to licensing@rhra.ca to notify RHRA of the new Director of Care, including their email and first/last name.

Can an application for a retirement home be linked to two portal accounts?

No, only one portal user's account can show the application.

Can portal users update forms once submitted through the portal?

Anything in "draft" can still be edited until the user submits it. Once mandatory reports, complaints, notices of change, and surrenders are submitted, the content cannot be changed by the portal user. Once an application for a retirement home licence is submitted, the portal user can continue to upload documents through the portal. If you already submitted information through the portal but you have supplementary information to share with RHRA, it can be sent to info@rhra.ca.

Notice of change "look-up" records do not show the retirement home I am looking for.

The notice of change look-up does not show every licensed retirement home, only those homes that the portal user has permissions to change. If you do not see a retirement home you expected to see, please contact licensing@rhra.ca for support.

I am submitting a mandatory report or complaint through the portal, but when I search for the retirement home name, it does not show up.

The portal will only search for retirement homes that are licensed with RHRA. If you are searching by retirement home name instead of licence number, be sure to use an asterisk (*) at the beginning of your search (ex: *Yellow Tulip Retirement Home).

Can I pay outstanding invoices through the portal?

Online payment through the portal is not available at this time, but the portal conveniently displays outstanding invoices associated with your Owner Account or licence application and allows you to notify the RHRA about your method of payment. Please contact finance@rhra.ca for support with invoicing and payment options.