



PSO Changes

Login and Passwords

- Customers will need to **reset** their password the first time they login to the new Plan Submissions Online (PSO).
- All customers who have logged in to PSO in the past two years will be transferred over to the new PSO.
- Updated Terms of Use will be available on the PSO Sign-In screen. Customers are encouraged to review.

Requests in progress

- Any in-progress or submitted requests within the past year will be migrated to the new PSO.
- Any requests older than one year will not be migrated.

New Features

- Inactive customer accounts will be deleted after two years of inactivity.
- Requests that have not been submitted to ISC because they are a work in progress and are inactive for the past year will be deleted. Customers can prevent these requests from being deleted by modifying the request.
- Successful submissions to ISC will be deleted after one year.
- Email notifications will be sent 30 days prior to any request being deleted.
- Customers will be able to archive requests.
- Searches for requests by packet or client reference number will be available.
- Text within PSO is now selectable, and customers will be able to copy and paste information.
- The plan submission process will be split into separate steps instead of one page as it is in the current PSO.
- Customers will be able to Drag and Drop files into requests.
- Plan Submissions Online FAQ will be available on the PSO Sign-in Screen under the Help section.

Questions

- Any questions regarding PSO should be directed to 1-866-275-4721 or ask@isc.ca.