**Customer Support Guide
Corporate Registry User Account
Registration/Login**

Date: March 2023

Disclaimer

Materials in this document are for demonstration purposes only. The characters and events depicted are fictional. Any similarity to real events or persons (whether living or deceased) is unintentional.

Transaction forms can change from time to time. Although we do everything we can to ensure transactions are processed in a timely way, use of outdated forms may result in delays or incomplete transactions. Using the most up-to-date form will help ensure your transactions are processed without delay.

Visit the ISC website to access the most recent versions of the forms. ISC does not accept responsibility for any losses resulting from the use of outdated forms.

Revision History

Version	Revision Date	Summary of Changes	Pages Changed
1.1	2021	Source Document	All
2.0	12 Mar 2023	Updated to reflect changes associated with new Business and Non-profit Corporations Acts and Regulations.	All

Formatting Note

In this manual, <u>underlining</u> is used to emphasize important points.

Bold type is used to identify key terms the first time they appear in the manual. It is also used for:

- The names of documents. The titles of standardized documents, such as forms, are capitalized as well as bolded.

- Computer applications.

- Specific screens, screen sections, buttons, menus, menu options and fields in those applications.

Italics are used for the titles of acts and regulations.

Green text is used for cross-references. If you are using a PDF version of this document, you can click on this text to go directly to the page number or section indicated.

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Corporate Registry User Account Registration

To start:

1. Go to https://corporateregistry.isc.ca/

2. Click **Sign up**.

User Account Registration Page

The account registration page presents itself as a pop-up window. Each segment of the account registration page must be completed to ensure a successful submission. Please note, any field with a * is a required field.

Account Registration

Your Details

User Name*			
First Name*		Last Name*	
Email*		Confirm Email*	
Password*	8-16 long, 1 upper & 1 lower case, 1 number, 1 of !@$*	Confirm Password*	
Phone	(xxx)xxx-xxxx	Mobile	

Password: Must be 8 to 16 characters and must contain at least one upper case character (A-Z), one lower case character (a-z), one number (0-9), and one of the following special characters !@$*

Account Details

☐ This account will be used by a legal firm that doesn't already have an account with the Registry.

Account Type*	Select the Account Type ⌄	Account Name*	
Search Address	Search for your address here or enter your address below		CANADA ⌄
Address (1)*	Street Address 1		
Address (2)	Street Address 2		
Address (3)	Street Address 3		
City*		Country*	CANADA ⌄
Province/State*	SASKATCHEWAN ⌄	Postal Code /Zip Code*	

☐ I have an existing account with ISC.

☐ I'm not a robot reCAPTCHA Privacy - Terms

After you click Submit an email will be sent to the email address you provided above.
Follow the instructions in the email to complete the registration process.

☐ I agree to the terms and conditions as set out in the following links: 🔒 Privacy Statement   👤 Legal   **Submit**

Your Details

This is the area where you will create your new username and password. Enter your first and last names, and your phone number in the following format (xxx)xxx-xxxx. Please be sure your email address is entered correctly.

The system will present an ✖ if there are any errors with the information. For example, if the email addresses do not match an ✖ will appear.

Password: Must be 8 to 16 characters and must contain at least one upper case character (A-Z), one lower case character (a-z), one number (0-9), and one of the following special characters !@$*

User Account Details

The account details section provides you the option to select your account type, provide your account name, and enter in your address information.

1. **Check box** - The initial checkbox is reserved for members of the <u>legal community only</u>. If you are a member of a legal firm, you may select this option. Please be patient as your enrollment must be reviewed by a corporate registry employee.

2. The account type **dropdown** includes two options:
   - **Individual** – this account type may be used when there is only one person seeking to complete corporate registry transactions. For example, if you own your own business and you complete your annual return filing on your own every year this may be the best account type for you.

   - **Organization** – this account type may be used for a larger organization, that has multiple users. Each user will link back to the same account and the account can be managed by your own administrator.
   - ****In this example we are selecting Organization as our account type. If you are an individual user, please select individual from the drop down.

3. **Account name field**:
   - For an organization account, the account name is selected by you. For example, you may wish to enter in your organization name in the account name field. If you select an individual account the account name will automatically fill in with your first name and last name.

4. **Address information**:
   - You may choose to search for your address in the Search Address field. This field will query Canada Post and automatically fill in the required fields.
   - Alternatively, you may type in your address on your own. Please note that if the address is very long, continue entering it in address (2).

Existing ISC Payment Account or Client Number Details

If you are an existing ISC customer and would like to have your transactions and funds associated with one account number, you may choose to:

- Enter the account number and password in the ISC account details field. Example, you may have an already existing account with the Land Registry. Entering your Land Registry account information here, will allow you to use funds from you Land Registry account for your Corporate Registry transactions.

- If you have an already existing client number, you may choose to enter that information as well below. Again, if you have Land registry client number, the client number details must match your client number information. By providing your client number, this will ensure all transactions you complete will appear together on your account statement.

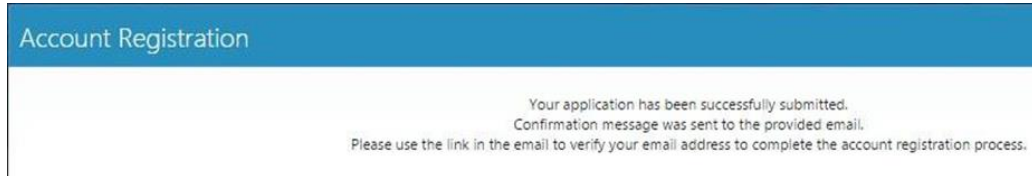## Instructions and Disclaimer

IMPORTANT NOTE

After you check the **disclaimer check box** and click the **Submit** button, an email will be sent to the email address you provided in your Account Registration. Follow the instructions in the email to complete the registration process.
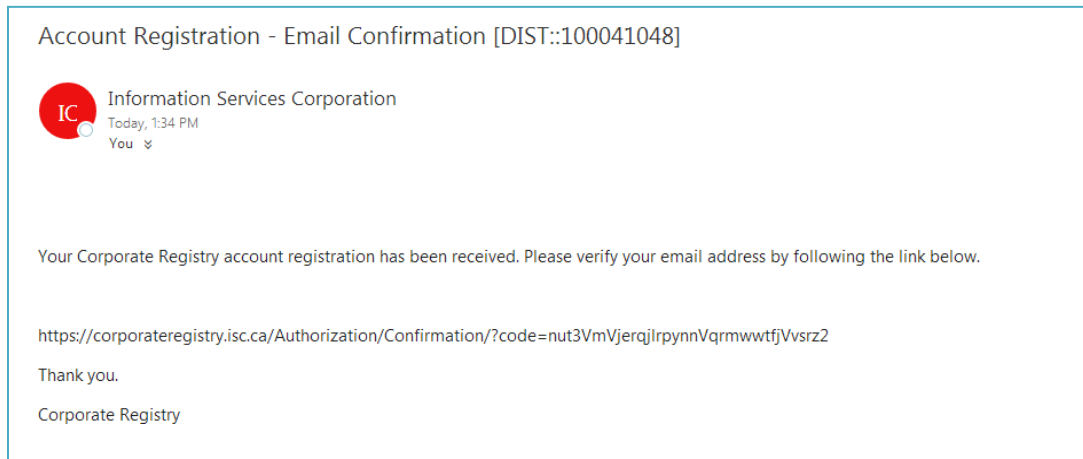
Immediately after you click submit, the below pop up will appear. **Check your email and confirm your account registration to complete the account registration process.**

Account Registration

Your application has been successfully submitted.
Confirmation message was sent to the provided email.
Please use the link in the email to verify your email address to complete the account registration process.
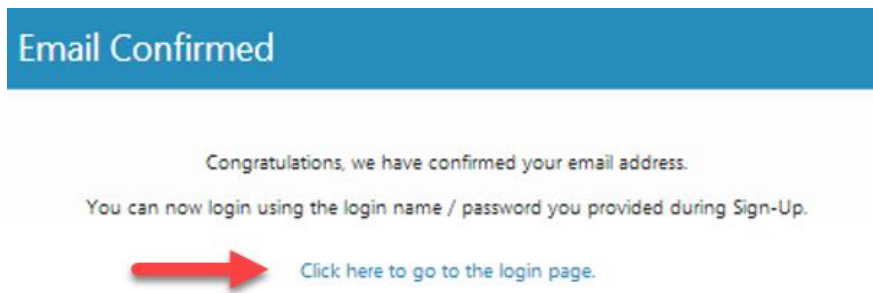
Confirmation Email

Check your email. Once you receive the email from ISC, <u>please click on the link or copy and paste the link into your web browser.</u>

Account Registration - Email Confirmation [DIST::100041048]

IC Information Services Corporation
Today, 1:34 PM
You ⌄

Your Corporate Registry account registration has been received. Please verify your email address by following the link below.

https://corporateregistry.isc.ca/Authorization/Confirmation/?code=nut3VmVjerqjlrpynnVqrmwwtfjVvsrz2

Thank you.

Corporate Registry

When you have successfully done this, you will receive the below popup. At this point you may click the link contained in the pop up to login to your account.

Email Confirmed

Congratulations, we have confirmed your email address.

You can now login using the login name / password you provided during Sign-Up.

Click here to go to the login page.

Logging in to Corporate Registry

Once you've completed your user account registration, you should be able to login to the Corporate Registry Application.

1. Go to https://corporateregistry.isc.ca/

2. Enter your username and password. Click **Login**.

3. Your **dashboard** will display.