

2024 MyWeb User Guide

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Making a payment

Step 1: How to get to MyWeb

- 1. In the URL bar of your browser enter the website address: <u>www.reco.on.ca</u>
- 2. Once on RECO's website click the "MyWeb Login" on the top-right side of the page. This will open a new browser window.





Step 2: Logging in to MyWeb

- 1. Under "E-mail or Registration #", type in either your registration number or the email address that you used to sign up for your account. You registration number will be included in emails sent to you from RECO, such as payment result emails, or registration renewal reminders. For new applicants, after your application is reviewed, an email is sent to the address on your application regarding an outstanding insurance amount. This email has your File Reference Number in it. For new applicants, your File Reference Number will be your Registration Number. If you have not received the email, please check your Junk or Spam folders.
- 2. Under "Password", type in the password that you chose when you made your account. If you cannot remember your password, refer to the "Forgot your Password?" section on page 9.
- 3. Once you have typed in your username and password click the green "Login" button.





Step 3: Paying your insurance

- 1. Once you have logged in to MyWeb, you will be brought to the "Dashboard" page. Here you will find information specific to your personal registration, insurance, and education statuses. At the top there is a payment function area which lists outstanding amounts from these statuses.
- 2. Please download and save your insurance invoice for your records. The document is located in the insurance section of the Dashboard which can be found by scrolling down the page.
- 3. Within the "Outstanding Payments" section on the Dashboard, make sure "Insurance" is selected.
- 4. Click the green "Pay now" button to make your insurance payment.

	my? ↑ Dashboard	
(1)	Dashboard Registration Online Applications Insurance Education Complaints	
	Outstanding Payments	
(2)	Insurance ()	
	Annual Insurance Payment of \$500.00 Pay Now	(4)
	Are you receiving emails from RECO? If not, please update your email address on file by clicking on the "My Profile" link at the top of the page.	
	Registration	
	Trade Name Category Status Registration Number MyWeb User Employee REGISTERED	
	Brokerage Name	
	Effective Date : 26-Oct-2023 📄 Expiry Date : 26-Oct-2025	
	View Certificate Registration Certificate app is being upgraded to ensure access on all mobile platforms. During this time, please click this button to download or print your RECO Registration Certificate.	
	Insurance	
	You have an outstanding insurance amount of \$500.00 due August 23, 2024 for coverage from September 01, 2024 to August 31, 2025. Please navigate to the payment function at the top of your dashboard to make your payment. Payments may be made with VISA and MasterCard.	
	Insurance Policy Period	
	🔄 Start Date : 01-Sep-2023 🛛 📋 End Date : 31-Aug-2024	
2	Sep 1, 2023 to Aug 31, 2024 Insurance Receipt	
	Annual Insurance Invoice	



- 5. Once you have clicked the pay now button, a pop-up message will appear requesting you to confirm that you understand insurance payments are non-refundable.
- 6. Once confirmed, a credit card payment pop-up will appear. Complete the required information in order to make your payment.
- 7. Once you have filled out your credit card information, click "Pay Now".
- 8. If you click "Pay Now" without correctly filling out all of the sections, a red icon will appear in the section that requires further attention.







- 9. If the payment was successful, a payment confirmation screen will appear. A confirmation email will also be sent to your email address that is on file with RECO. Press the Return to Dashboard button to check the status of your insurance payment in the insurance section, and to view any other outstanding payments in the payment function section. Note that sometimes, returning to the dashboard quickly will show the payment as being in process in the insurance section. Refresh the page periodically or log out and back in to see when the information updates to 'Paid'. Once the payment shows as complete, you can select and download the respective receipt and certificate.
- 10. Make sure to check your Junk or Spam folders, as the email may be redirected. **Congratulations, your insurance is now paid!**





- 11. If the payment was not successful, one of the following messages will appear after you press 'Pay Now':
 - a. **"Your payment failed"** This means that there was an error with your payment. An email will be sent to your email address on file with RECO. To attempt to make the payment again, click Dashboard. This will direct you back to your MyWeb Dashboard.
 - "MyWeb Error" This message occurs when our systems are communicating with too many registrants at the same time. Log out and check back later, or check your email for a message from RECO about the status of your payment. Make sure to check your Junk or Spam folders, as the email may be redirected.

my 🤈		🕇 Home / Payment
(Web	New Feature! 🌩 MyWe	ab Messages 🖂 🕈 My Profile (MyWeb User) 🛛 Log off
Dashboard Info	ormation Registration App	lications Insurance Education Complaints
	Your payment has	failed.
In order fo	or RECO to continue with ust submit a valid credit	your application, you card payment.
Pleas	e go back to the Dashbo outstanding payn	ard and make the nent.
PLEA	ASE DO NOT HIT THE BROWS	ER BACK BUTTON
	Dashboard	
	Have a question? Cont	tact us:
	myweb@reco.on.	ca
RECO	Privacy Code Terms of Use Policy	About Us Submit an Inguiry
80 6 0	Industry Links	Contact Us
©2017 RECO, All Rights Reserved.		



Creating an account

- 1. Click the green "Sign Up" Button near the bottom of the page. A new page will open.
- 2. Fill out the sections identified.
 - a. First and Last Name: Enter your first and last name
 - b. Email: Enter the email address provided on your registration application.
 - c. Date of Birth: Click on the Date of Birth box. When the calendar appears click the month, day and year. Alternatively, you can enter it manually. Ensure that when entering your date of birth, it appears in the proper format; MM/DD/YYYY.
 - d. Registration/Student Number: Please use your registration number or file reference number. Refer to page 2 for details on where to find this information. For new applicants, your File Reference Number will become your Registration Number. After your application is reviewed, an email is sent to the address on your application regarding an outstanding insurance amount. This email has your file reference number in it. If you have not received the email, please check your Junk or Spam folders.
 - e. Password: Your password must contain at least 8 characters, and must have a combination of uppercase and lowercase letters, numbers and a special character, such as ! or @.

Sign Up	
First Name *	
First Name	
Last Name *	
Last Name	
Email Address *	
Email	
Date of Birth *	
mm/dd/yyyy	
Registration/Student ID *	_
Registration ID/Student ID	
Password *	
Password	
Confirm Password *	
Confirm Password	_
Confirm Password Captcha:	_
Confirm Password Captcha: I'm not a robot	_

f. Click "I'm not a robot" and follow the instructions in the window that pops up.



- 3. When you have completed filling in the information, click the green "Sign Up" button.
- 4. If there are no problems with your account creation, you will be informed that an activation email will be sent to the email address you provided. Make sure you check your Junk or Spam folders, as the email may be redirected.
- 5. Click on the link within the email sent to you by RECO. This will activate your account and direct you to MyWeb's login screen.
- 6. You can now log in to your MyWeb account! See page 2 if you require assistance with logging in.

Please note: If you have not received an activation email within 30 minutes, you may request for it to be resent by clicking the green "Resend Activation Email" on the MyWeb login screen.

web		
4 An ac	tivation link has been sent to associated with your	the email address you account.
Pleas	e click the link in the email to veri complete the sign up	fy your email address and
	Login	
	Have a question? Con	tact us:
	myweb@reco.on	.ca
RECO	Privacy Code Terms of Use Policy	About Us Submit an Inquiry
0000	Industry Links	Contact Us



If you forgot your password

1. From the MyWeb login page, click "Forgot Password?".

web	🕇 Home / Login
Welcome to MyWeb	Login
RECO's portal for registrants Use this site to:	Email or Registration #: *
 Complete applications Make payments to RECO: Insurance, application fees, education fees, fines Obtain copies of your: Certificates: registration insurance 	Password: *
-Receipts: education & insurance Access Continuing Education	Forgot Password? Forgot Email? Resend Activation Email

2. Type in the email address you have registered with your MyWeb account in the space that says "Email". Then press the **green** "Reset" button. An email will then be sent to the email address provided. Make sure to check your Junk or Spam folders, as the email may be redirected.

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Email: <u>mywebuser@reco.on.cd</u>	Assword reset instructions will be sent to the email address on file. Please allow up to 30 minutes for the email to be delivered. If you haven't received the email within 30 minutes, please check your spam, trash or junk mail folder.
Reset	Login
Forgot Email ?	Have a question? Contact us: myweb@reco.on.ca
Have a question? Contact us: myweb@reco.on.ca	Privacy Code About Us Terms of Use Policy Submit en Inquiry Industry Links Contact Us



- 3. In the email sent to you, click on the green "Reset your password" button.
- 4. You will then be redirected to a web page where you can reset your password. Your password must contain at least 8 characters, and must have a combination of uppercase and lowercase letters, numbers, and a special character, such as ! or @.

F	RECO Web	Reset your password?
MyWeb	Password Reset	
You have ree	quested a reset of your MyWeb password	Email
	This email has been sent to you because of your request at 9/1/2021 10:27:35 AM	New Password
	Please click the button below to reset your password for MyWeb. You will need to input your email address, and a new password.	Confirm Password
This reset will not be valid if you	Your password must contain at least 8 characters, and must have a combination of uppercase and lowercase letters, numbers and a special character like ! or $@$.	Reset
<u>made</u> <u>another</u> <u>request after</u> <u>9/1/2021</u> <u>10:27:35 AM</u>	If you have not requested a password reset, ignore this email. Your password will not change unless you reset it. If you have any questions or experience difficulties, please contact myweb@reco.on.ca for more information.	
	Reset your password Thank you for signing up with MyWeb!	Have a question? Contact us: myweb@reco.on.ca

5. Once you have selected an appropriate password, you will see the reset password confirmation image. Click on the **green** "Login" button to be redirected to the MyWeb login page where you can use your new password to log into your account.

ř
Your password has been successfully reset.
Login
Have a question? Contact us: myweb@reco.on.ca



Retrieving your email address

1. If you have forgotten the email address that you registered your account with, click "Forgot Email?" on the MyWeb login page.



2. Once redirected to the "Forgot your Email?" page, type in your registration number in the space that says "Registration ID". Then press the green "Reset" button. You will be directed to a new page that displays your email address with some of the information redacted in order to remind you what email is associated with your MyWeb account. Press "Login" and use that email to either login or to reset your password.

Every sour Email?	述 The email address registered to your account is m***b@reco.on.ca
Registration ID: Registration ID Reset	2b Login
Have a question? Contact us: myweb@reco.on.ca	Have a question? Contact us: myweb@reco.on.ca



Retrieving your insurance certificate and receipt

MyWeb allows you to download a copy of your insurance certificate and receipt after your payment has been made. To access copies of your insurance certificates and receipts, follow the steps below.

1. From MyWeb's home page scroll down to Insurance, where your insurance receipt and certificate will be displayed as the hyperlinks visible below. Clicking the links will open a PDF version of your insurance receipt and certificate.

Paid \$500.00 by Credit Card processed on July 02, 2024. Your insurance certificate and income tax receipt are available to download.
Insurance Policy Period
📅 Start Date : 01-Sep-2023 🛛 🛗 End Date : 31-Aug-2024
🏅 Sep 1, 2024 to Aug 31, 2025 Insurance Receipt
Sep 1, 2024 to Aug 31, 2025 Insurance Certificate
Sep 1, 2023 to Aug 31, 2024 Insurance Receipt
🐕 Sep 1, 2023 to Aug 31, 2024 Insurance Certificate



2. You may print this copy of your insurance certificate and official receipt for your records.

R	F CO	Profession	al Liability Insurance Program Payment	
		Date Paymen	t Received: July 02, 2024	
		Insurance Pro	ogram Coverage Period: September 01, 2024 to August 31, 2025	
al Es ounci	state il of Ontario	Registration/	Certificate No.:	
		Insured Regis	strant: MYWEB USER	
300 /est oron (41 F 1- ww. s@re	Bloor Street West Tower, Suite 1400 to, ON M8X 2X2 6) 207-4800 800-245-6910 .reco.on.ca eco.on.ca	Insurance Pre Program Stat Program Expe PST (8%) Ch HST (13%) C Total Paid	emium	431.00 25.55 7.94 34.48 1.03 500.00
sue	date: July 02, 2024			
A	RServic	CES Pro 3303 Berk	RTIFICATE OF INSURANCE (THIS IS NOT AN INVOICE) fessional Liability Insurance 128 Canada Inc. T/A Alternative Risk Services eley Castle, 250 The Esplanade, Suite 302, Toronto, ON, M5A 1J2	
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Coverage C: Consumer Deposit Insurance Extension Limits: \$200,000 each Claim/\$4,000,000 Aggregate each Occurrence Sub-Limit: Claims arising out of Social Engineering Fraud under Coverage (B) and (C) are covered up to \$25,000 each Claim 6. Deductible: Coverage A: Errors and Omissions Insurance (a) \$2,500 for each Claim that resulted in a payment for settlement or judgment plus, if applicable: (b) a further \$2.500 for each additional Claim against the same



Updating your profile

- 1. Login
- 2. Click "My Profile" at the top right
- 3. Any information on your profile may be updated, excluding your name, birthdate and region.
- 4. Click the **green** "Update Profile" button when you are done
- 5. You may also change your password under the "Password Update" function at the bottom of your profile screen by entering your current password to verify your identity, and then by entering a new password. Your password must contain at least 8 characters, and must have a combination of uppercase and lowercase letters, numbers, and a special character, such as ! or @.

My Profile		
Personal Information		
First Name	Middle Name	Last Name
MyWeb	Middle Name	User
Email *	Birthdate	Fax
test@testemail.ca	01-01-1999	Fax
Primary Phone *	Cell Phone	Residential Phone
Business Phone	Cell Phone	Residential Phone
Residential Address		
		Suite No
Street 1 *		Enter your suite no
Enter your street 1		
Street 1 * Enter your street 1 Street 2		
Street 1 * Enter your street 1 Street 2 Enter your street 2		
Street 1 * Enter your street 1 Street 2 Enter your street 2 City *	Province *	Postal Code *