

2022 RAQ Okta User Guide

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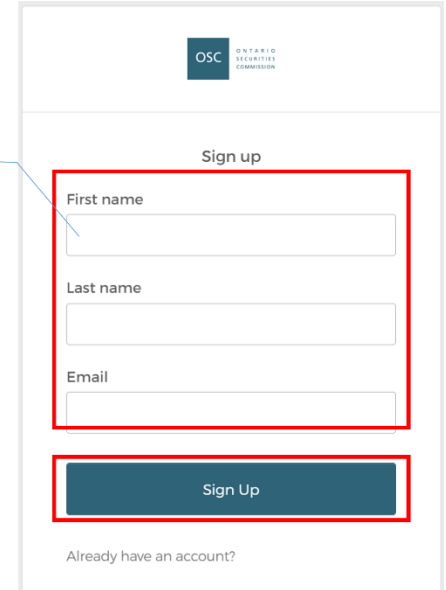
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Okta self-registration: Okta account set-up and login

Before getting started, please note that we recommend you use Google Chrome when accessing the RAQ forms. Other supported browsers include Microsoft Internet Explorer 10 or 11, Mozilla Firefox, Apple Safari, and Microsoft edge.

1. Click on this [link](#) to open the registration dialog box. On the registration window, enter the following information:
 - a. First and Last name
 - b. Email address (CCO or UDP's email address, as reported on NRD)

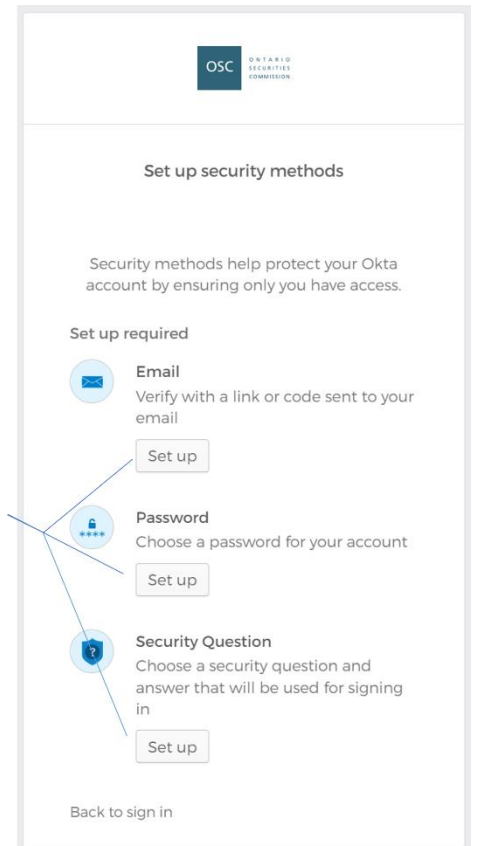
Enter your first name, last name, and email that is registered in NRD. Then click **Sign Up**



2. Click on the “**Sign up**” button.

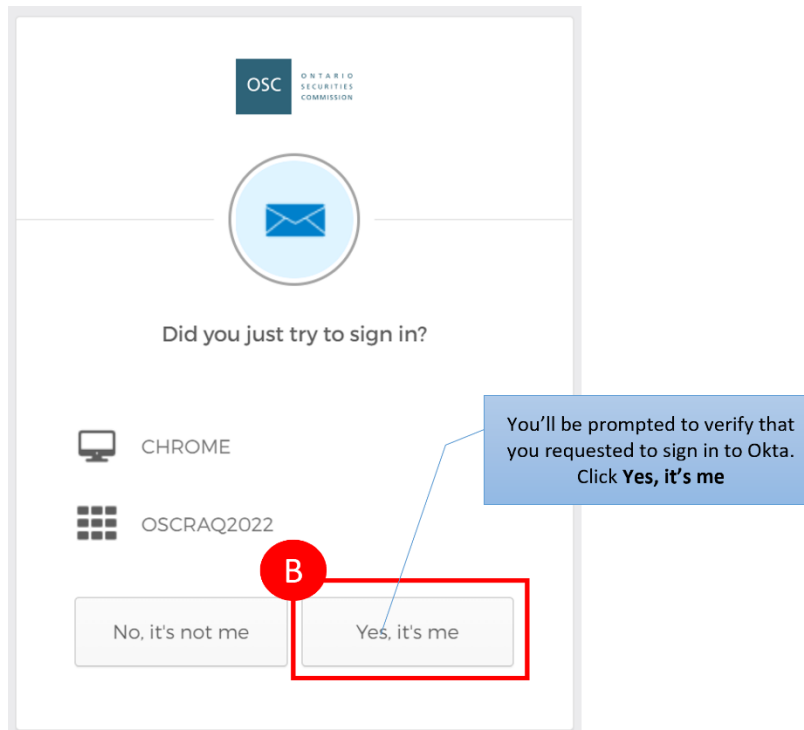
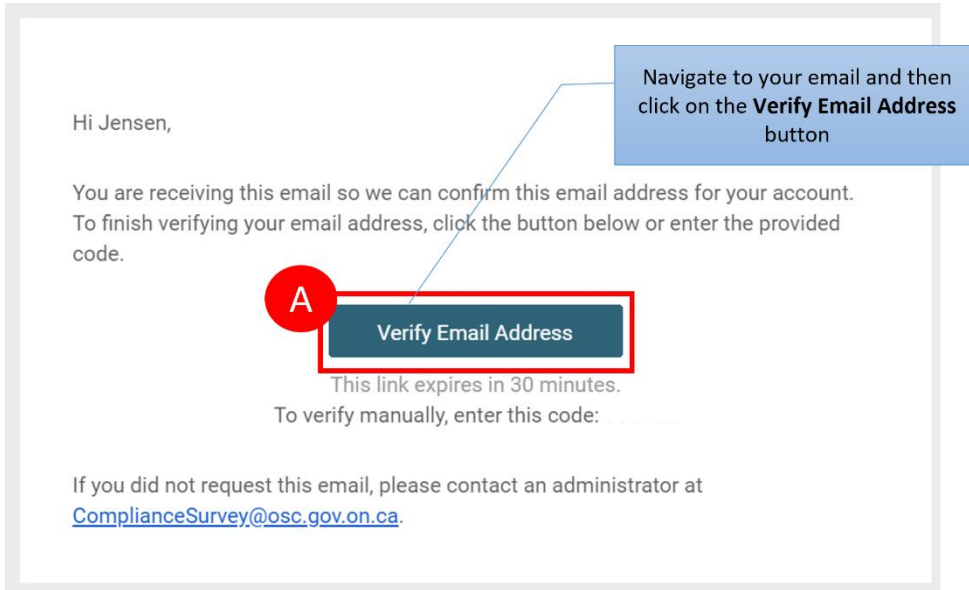
3. You will then be redirected to a new page where you’ll be able to:
 - Verify your email – this is an added layer of security to ensure that the correct email address has been entered
 - Select your password – this is the password you’ll use to access the RAQ forms
 - Set up your security question – you’ll use this question if you need to reset your password

Follow steps 4, 5 & 6 to set up your security methods



4. Click on the Set up button below **Email**

- a. A verification email from Okta will be sent to the email address that you've provided. Click on the **Verify Email Address** button in the email. *Note that this link expires after 30 minutes so ensure you have your email readily available. If you don't see the verification email within a couple of minutes, check your junk or spam folder. If the link expires before you click on the Verify email address button, please contact ComplianceSurvey@osc.gov.on.ca.*
- b. You'll then be prompted to validate that you're trying to sign into Okta. Click **Yes, it's me** and then return to your Okta sign-up window.



5. Click on the Set up button below Password. Enter your password twice, then enter **Next**. Keep in mind that the password must be:
- At least 8 character(s)
 - At least 1 number(s)
 - At least 1 lowercase letter(s)
 - At least 1 uppercase letter(s)
 - May not contain part of username

Set up password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your u...
- Your password cannot be any of your last 4 passwords

Enter password

Re-enter password

Next

Enter your password twice, then click on **Next**

6. Click on the Set up button below Security Question. Select a security question from the list, enter your answer and then click the **Verify** button.

Set up security question

Choose a security question

Create my own security question

Choose a security question

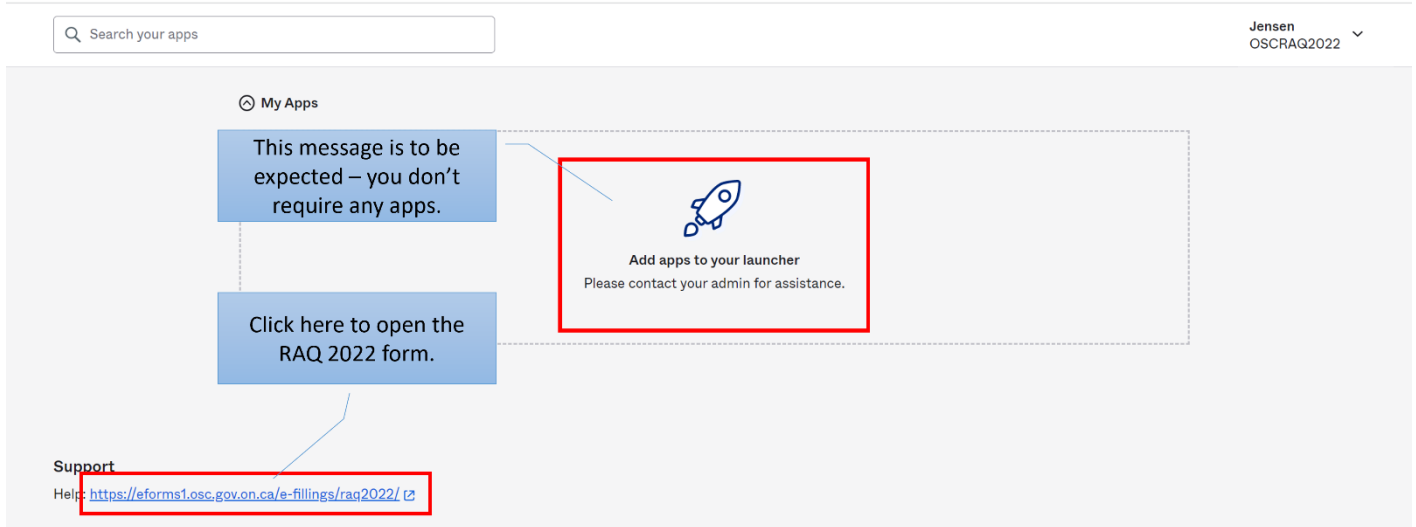
What is the food you least liked as a chi... ▾

Answer

Verify

Select a security question from the list, enter your answer and then select **Verify**

7. You're now all set up with Okta. Click the link at the bottom of the Okta dashboard to open your RAQ 2022 form. More details on how to access the RAQ form can be found in the "[RAQ 2022 Access instructions](#)" section. *Note that while the page will indicate that you do not have any apps assigned to you, this is expected. You will only need to use this page to set up your Okta account. Click on the link at the bottom of the page under 'Help' to open your RAQ 2022 forms.*

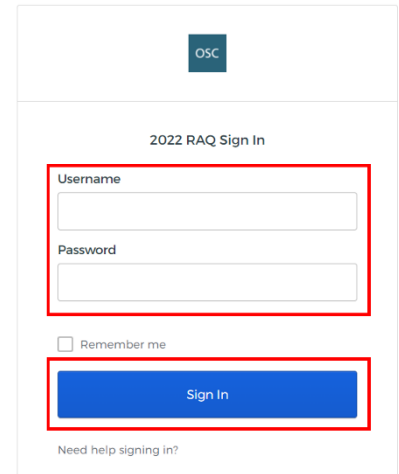


2022 RAQ access instructions

1. Open the RAQ 2022 form by either clicking on [this link](#) or opening the link from the Okta dashboard (see Step 7 above).

Google Chrome is the recommended browser when accessing the RAQ forms. Other supported browsers include Microsoft Internet Explorer 10 or 11, Mozilla Firefox, Apple Safari, and Microsoft edge.

2. On the Sign in page, enter your **username and password**
 - a. Username – CCO or UDP’s email address
 - b. Password – password created in Step 5 above.



3. Once logged in to the account you will see a table that displays your firm’s name and the NRD number. Click the Filing button to access the Home Page of the firm’s 2022 RAQ.

Displaying Firm List For User ComplianceSurvey@osc.gov.on

Click the "Filing" button to start filing 2022 RAQ

NRD Number	Firm Name	Filing For This Firm	Add/Remove Delegation(Optional)	Delegation Email
00001	Test Firm ABC	Filing		
98765	Test Firm XYZ	Filing		

Error screen for incorrect email address registered

If you see the below message after signing into the RAQ form using your Okta login & password, it means that the email address you registered with Okta does not match the email address shown for your firm’s CCO or UDP on the National Registration Database. It is the firm’s responsibility to ensure that these emails are accurate and up to date. You will need to email ComplianceSurvey@osc.gov.on.ca to assist with fixing this issue.



User SampleFirm@email.com is not authorized to access RAQ 2022

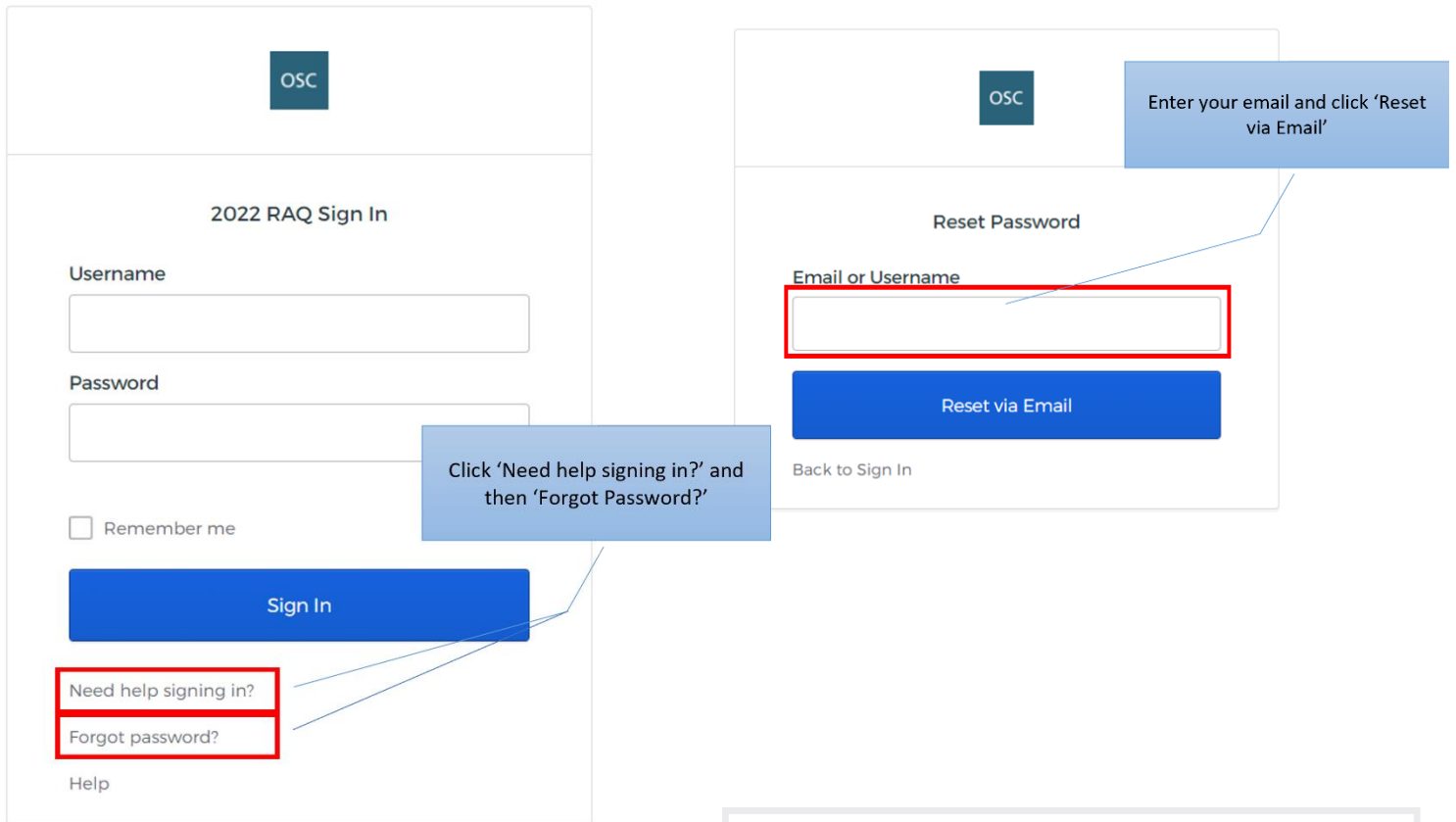
If you think this was a mistake, please email OSC at ComplianceSurvey@osc.gov.on.ca

Click [Here](#) to Logout your session.

2022 RAQ Reset password instructions

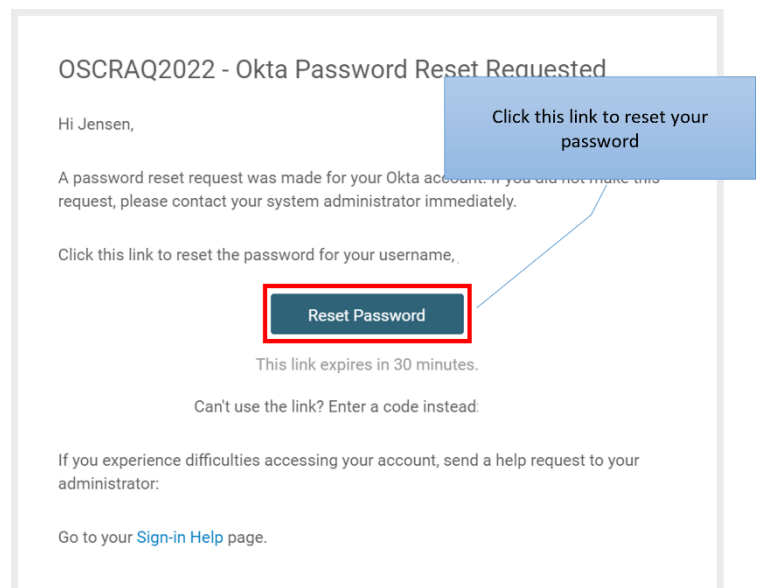
If you need to reset your password, following the instructions below:

1. Navigate to the [2022 RAQ Sign In](#) page. Click on **Need help signing in?** and then **Forgot Password?** to launch the forgot password page.
2. On this page enter your email address as shown below and click **“Reset via Email”**



The image shows two screenshots of the OSC website interface. The left screenshot is the '2022 RAQ Sign In' page, featuring a 'Username' field, a 'Password' field, a 'Remember me' checkbox, a 'Sign In' button, and links for 'Need help signing in?' and 'Forgot password?'. The right screenshot is the 'Reset Password' page, featuring an 'Email or Username' field, a 'Reset via Email' button, and a 'Back to Sign In' link. Blue callout boxes provide instructions: 'Click 'Need help signing in?' and then 'Forgot Password?'' points to the links on the sign-in page; 'Enter your email and click 'Reset via Email'' points to the input field and button on the reset page.

3. An email with a reset instruction will be sent to your email.
4. Navigate to your email. Open the Reset Password email from Okta and click on the **Reset Password** button. *Note that this link expires after 30 minutes so ensure you have your email readily available. If you don't see the verification email within a couple minutes, check your junk or spam folder.*



The image shows an email titled 'OSCRAQ2022 - Okta Password Reset Requested'. The email content includes a greeting 'Hi Jensen,', a message stating 'A password reset request was made for your Okta account. If you did not make this request, please contact your system administrator immediately.', and a link to reset the password. A blue callout box points to the link with the text 'Click this link to reset your password'. Below the link is a button labeled 'Reset Password', which is highlighted with a red box. The email also notes 'This link expires in 30 minutes.' and provides an alternative: 'Can't use the link? Enter a code instead.' At the bottom, it says 'If you experience difficulties accessing your account, send a help request to your administrator.' and 'Go to your [Sign-in Help](#) page.'

5. Answer the prompt question based on the Security Question you set up in Step 6 of the Okta Account Registration Process.
6. On the next page enter a new password, following the provided instructions.

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Enter the answer to the security question you entered in Steps 6 above

Verify with your Security Question

What is the food you least liked as a child?

Verify

Back to sign in

Reset your Okta password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 4 passwords

Create a new password following the provided instructions

New password

Re-enter password

Reset Password

7. You can now login using your username and new password.