



RHFAC Registry User Guide

V2.1

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Introduction

This document is the user guide for the Rick Hansen Foundation Accessibility Certification (RHFAC) Registry. The document is designed to guide users through registry workflows for the following tasks:

- Creating accounts on the registry
- Creating, operating and working within an organization profile
- Creating a site for rating
- Reviewing your rating results
- Ordering e-labels, decals or plaques

There is also a Help section on the RHFAC Registry which includes contact information for both CSA Group and Rick Hansen Foundation along with a Resources section.

The Resources section contains various other documents which may be of use to users including but not limited to:

- Samples of the registry Terms of Service
- A fee schedule for registry activities
- CSA Group label use guidelines
- Frequently asked questions (FAQ) document

Please note: In addition to this general user guide, there are additional supplementary user guides for registry users who have specialized roles to support the operation of the program (for example, RHFAC Professionals or RHFAC Adjudicators). You will only be able to access these documents if you have the necessary user roles assigned to your user profile.

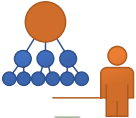






Thank you again for choosing to use the Rick Hansen Foundation Accessibility Certification Registry. Should you have any questions regarding any of the steps in this guide or use of the registry in general please feel free to contact RHFAC Registry Technical Support:

Tel: 1-833-874-3222

Email: rhfac.registry@csagroup.org

Workflow Overview

Please see a high level overview of the registry workflows below:

Workflow	Description
 User and Organization Registration	<ul style="list-style-type: none"> ✓ Initial Registration ✓ Verification Email ✓ Personal Information ✓ Organization Information ✓ Terms and Conditions ✓ Submit to CSA Group for review
 Site Creation	<ul style="list-style-type: none"> ✓ Provide Site Details like address, site size, site function, etc. ✓ Select RHFAC Professional ✓ Submit to CSA Group for review ✓ Once approved by CSA Group, send to RHFAC Professional
 Site Visit & Rating Survey	<ul style="list-style-type: none"> ✓ RHFAC Professional performs site visit ✓ Completes rating survey online including scores and photos ✓ Submits to RHFAC Adjudicator for review
 RHFAC Adjudication	<ul style="list-style-type: none"> ✓ RHFAC Adjudicator reviews rating survey submitted by the RHFAC Professional ✓ Once satisfied, submits to CSA Group for final review
 CSA Group Final Review	<ul style="list-style-type: none"> ✓ Performs completeness review of all information provided by RHFAC Professional and RHFAC Adjudicator ✓ Completes final review ✓ Scorecard is generated
 Public Listing	<ul style="list-style-type: none"> ✓ Site owner can list site publicly on the registry showcasing the rating score, certification level and scorecard.
 Order Labels	<ul style="list-style-type: none"> ✓ Site owner can purchase decals and plaques for showcasing on-site.

New Account Creation Guide

Initial Registration

Step 1: In order to create a new account, click on ‘Register’ in the top right corner of the homepage:

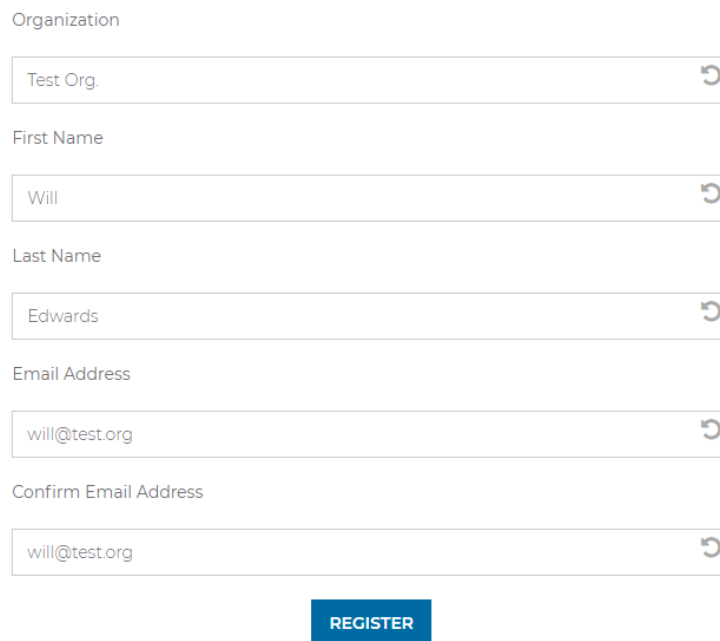


Login or Register

Step 2: On the page that is now displayed, enter the following information:

- Your Organization Name
- Your First and Last Name
- Email address

REGISTER



Organization

Test Org.

First Name

Will

Last Name

Edwards

Email Address

will@test.org

Confirm Email Address

will@test.org

REGISTER

Step 3: Once completed, click on the ‘Register’ button. The system will then highlight any other organizations registered on the platform which may have a similar name.

If no organizations have a similar name, the system will present you with the option to register the Organization name you have entered.

Test321123

123 Real street PO Box # 21231239,
Vancouver British Columbia Canada

Select

Test Org for Email
Issue

178 Rexdale Boulevard, Toronto ON
Canada

Select

Continue with a new organization registration

Test Org.

Register

If the system finds a similar Organization name, you will need to either 'select' to join an existing organization or continue to 'Register' the organization under the name you have entered.

Please ensure you are proceeding with the organization which you wish to join/create.

What you would like to do next?

[I want to register a new organization](#)

[I want to join an existing organization](#)

Registering an Organization

Please Note! You should choose to register a new organization if:

- a) The system identified your Organization's name as unique.
- b) You have confirmed that the similar organization names presented to you by the system are not your organization and you do not wish to join them.

Step 1: To proceed with registering an organization, click the blue 'Register' button next to your Organization's name. You will see a confirmation screen entitled 'Action Required: Verify Email'.

Action Required: Verify Email

We sent a verification email to **will@test.org**. Click the link within the email to continue with organization registration. Please check your junk/spam if you have not received the email.

An email will be sent to the email address that was entered. Click on the blue 'Click here to continue' button in the email to continue the organization and account creation process. This will redirect you to the 'Organization Information' page on the registry.

Organization Information

New Organization

Primary Contact

Terms of Service

Review

Organization Name *

Test Org.

Address Line 1 *

Enter a location

Address Line 2

Country *

City *

Province *

Postal/Zip Code *

Phone Number *

Fax Number

Step 2: Complete all of the mandatory fields on the Organization information screen. Mandatory fields are highlighted with an asterisk. Once complete, click on the “Next” button.

Step 3: Complete all of the mandatory fields on the Personal Information screen. Some fields in this page will be pre-populated based on the information entered for the organization in the previous step.

Please Note! Please read the blue text above the form fields.

By requesting to create a new organization, you will be assigned as the **Company Primary Contact** and as such have the following permissions on your organization’s account:

- Approve an organization's legal documents
- Edit an organization's information
- Approve or reject secondary users

Your Personal Information



By completing this page, you will become the organization's primary contact. You will be responsible for maintaining your organization's profile on the RHFAC Registry, and authorizing other users within your company to join.

Organization Name *

Test Org.

First Name * Last Name *

Will Edwards

Job Title *

CEO

Address Line 1 *

178 Rexdale Blvd

Step 4: Please Note! This step is only applicable to RHFAC Professionals! In the form field titled 'Register as a RHFAC Professional' you have the option to enter your RHFAC Professional designation and ID, by ticking the box, if applicable to you. RHFAC Professionals are specially trained users who perform the rating of sites for the RHFAC Program. If you have not completed this training then simply leave the field blank.

If you are an RHFAC Professional, please check the box and complete the fields. Doing this now will ensure you are granted the correct user roles in the system to perform rating assessments through the registry.

Step 5: Please carefully read the text in the 'Terms of Service' form field. If you have the authority within your organization to accept Terms of Service, you may tick the box.

If you do not have these permissions within your organization, please uncheck the box and enter the details of a staff member at your organization who has legal signing authority and can complete the next steps on your behalf.

Step 6: Once all the necessary fields are completed you may press 'Next'. At this stage if you identified yourself as a user who has authority within your organization to accept Terms of Service, you will continue onto the terms of service pages. If you opted to pass the documents on to a legal representative, the legal representative will be sent an email to create their personal account and then be directed to the terms of service. You will be notified once they have completed these steps.

Completing Terms of Service

The following screens will present you with Terms of Service documentation.

Terms of Service

New Organization

Primary Contact

Terms of Service

Review

The Rick Hansen Foundation Accessibility Certification Program supports the registration of both existing buildings and buildings which are currently under construction or undergoing major renovations.

Different Terms of Service apply to each branch of the program. Using the check boxes below, you should now select which Terms of Service you would like to proceed with.

Please note, that you must select at least one option at this point to access the registry. If you do not select both options at this time, your organization may review and accept the remaining Terms of Service later.

☐ Terms of Service for Existing Sites

☐ Terms of Service for Pre-Construction Sites

Please check this option If your organization wishes to have a site which is currently in use rated as part of the Rick Hansen Foundation Accessibility Certification Program.

Please check this option If your organization wishes to have a site which is NOT currently in use (because it is under construction or undergoing major renovations) rated as part of the Rick Hansen Foundation Pre-Construction Approval Program.

Enter Password:

Continue

Step 1: A new organization creating an account in the RHFAC Registry must select at least one of the two options for registry terms of service. The options correspond to the two registration streams, one for existing sites and one for pre-construction sites. You may choose to review and accept both sets of terms at this stage, allowing your organization to register sites in both registries. Click the check box of one or both of the terms of services that you would like to proceed with.

Step 2: Once a terms of service box has been selected, the terms will appear. The first document presents the legal agreement titled “Acknowledgment of Registry Mandate”. Please review this carefully and if you wish to accept and continue, click on the checkbox at the bottom of the form. Please note that you have the option to download a PDF version of this document.

Step 3: The next document presents the legal agreement titled “Registry Service Agreement”. Please review this carefully and if you wish to accept and continue, click on the checkbox at the bottom of the form. Please note that you have the option to download a PDF version of this document.

Step 4: Once all applicable terms of service have been accepted, please enter your password and click ‘Continue’

Step 5: A review page for all the information that has been entered so far will be presented. You may click “Review Data” if you need to make changes. Please review this carefully. If all the information appears correct, click on the “Submit Request” button at the bottom of the form. A confirmation page will be displayed upon successful submission.

CSA Approval Required

Thank you for your submission. Your request has been submitted to CSA for approval.

You will also receive a confirmation email notifying you that your registration request has been received by CSA.

Step 6: CSA Registry staff will review the details of your request. Once the request to create a new organization is approved, an email will be sent to you. Click on the blue ‘click here to continue’ link in the email and log in to the registry using the password you created in the sign-up process, you will then be taken to your organization dashboard. Access to the dashboard screen confirms that you have completed your registration.

Joining an Existing Organization/Reviewing a Join Request.

If upon completing the initial registration steps you decided to join an existing organization please follow this section of the guide.

Step 1: Click 'Select' next to the organization which you wish to join.

Step 2: Complete all of the mandatory fields on the Personal Information screen. Some fields in this page will be pre-populated based on the information of the organization which you wish to join.

Your Personal Information

Personal Information

Organization Name *

Test Org.

First Name *

Additional

Last Name *

User

Job Title *

Address Line 1 *

178 Rexdale Blvd

Address Line 2

Country *

Canada

City *

Toronto

Province *

Postal/ZIP Code *

Step 3: Please Note! This is only applicable to RHFAC Professionals! In the form field titled 'Register as a RHFAC Professional' you have the option to enter your RHFAC Professional designation and ID, by ticking the box. RHFAC Professionals are specially trained users who perform the rating of sites for the RHFAC Program. If you have not completed this training then simply leave the field blank.

If you are an RHFAC Professional, please check the box and complete the fields. Doing this now will ensure you are granted the correct user roles in the system to perform RHFAC Ratings through the registry.

Once all the fields are complete, click 'Next'.

Step 4: A confirmation screen will be shown and you will receive a confirmation email. Your request to join the organization will be reviewed by the organization's primary contact. They too will have received a notification informing them of your request to join and they will have a task on their actions dashboard (see below)

Actions

Action Required				
NEW	ACTION TYPE	DATE	DESCRIPTION	NEXT STEPS
	User Approval	2018-10-04	User Approval - Additional User	CONTINUE
1 record				

Step 5: To review a Join Request, the primary contact of your organization will need to log-in to their account and press the 'continue' button next to the 'User Approval' task on their dashboard.


Employee Registration Request

Name: Additional User
Job Title: Joining User
Address: 178 Rexdale Blvd,
Toronto, Ontario, Canada M9W 1R3
Phone Number: 1111111111
No
RHFAC Professional ID:

	ACCEPT	REJECT
--	--------	--------

Step 6: The primary contact for your organization will need to review the information which you have provided and then make a decision as to whether or not you can be accepted as a user in the organization. There are buttons provided to accept or reject the join request.

Step 7: When you are accepted, you will be sent a confirmation email and you will now be able to log into your account. Access to the dashboard screen confirms that you have completed your personal registration.



USER GUIDE TEST

[Organization Details](#)

Address:

17878 Preston Road,
Dallas, Texas, United States 75252

Phone Number:

111-111-1411

Email:

test@test.com

Organization Primary Contact:

User Guide (ug@test.com)

[Register A New Site](#)

Actions

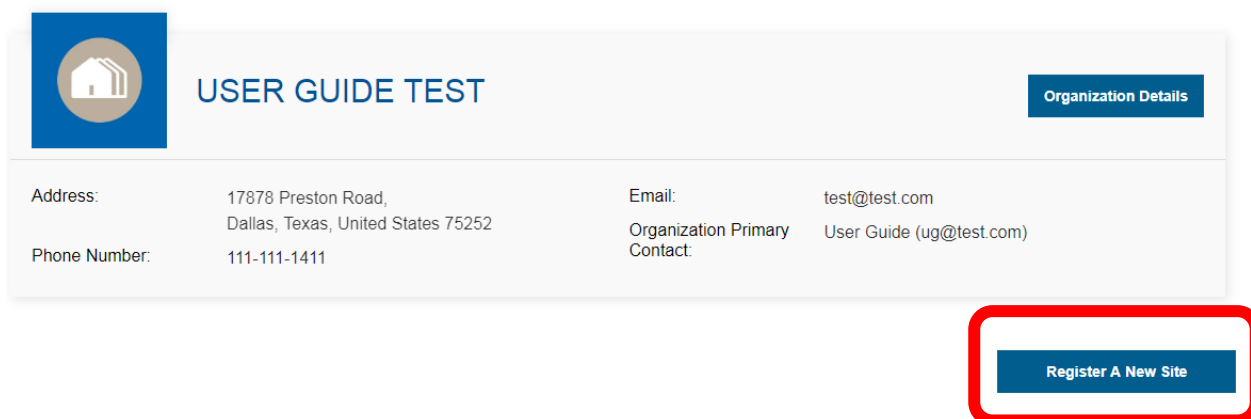
i Action Required					
NEW	ACTION TYPE	DATE	DESCRIPTION		NEXT STEPS
No actions available					
0 records					


✓ Completed					
ACTION TYPE	DATE	DESCRIPTION	COMPLETED DATE		ACTION DONE

New Site Creation Guide

Important Note: This action requires a user account within the system, please follow the [New Account Creation Section](#) of this guide if you have not yet created an account.

Step 1: To begin the process for creating a new site, log in to your account. Click on the “Register a New Site” button near the top of your user dashboard page.



		USER GUIDE TEST		Organization Details	
Address:	17878 Preston Road, Dallas, Texas, United States 75252	Email:	test@test.com		
Phone Number:	111-111-1411	Organization Primary Contact:	User Guide (ug@test.com)		

[Register A New Site](#)

Step 2: Select if you would like to register an existing site or a site for pre-construction approval. Please read the descriptions carefully before selecting an option.

Step 3: Complete all of the mandatory fields on the “New Rating Request” page. You will first need to select a user from your organization who will be identified as your ‘Project Primary Contact’. You can do this by selecting a user from the Project Primary Contact dropdown menu.

New Rating Request

Project Primary Contact

Project Primary Contact *

Will Edwards

Site

Name of Site *

Test Location

Address Line 1 *

Enter a location

Address Line 2

Country * **City ***

Canada

Toronto

Step 3: You will need to select the name of the RHFAC Professional who will be conducting the rating at your site. If you have not yet been in contact with an RHFAC Professional, and do not know who will be conducting the rating, [click here](#) for a list of designated RHFAC Professionals. Otherwise, select the name of the RHFAC Professional you have chosen.



Rating Request Review

RATING REQUEST INFORMATION	
Organization Name:	Test Org.
Site Name:	Will Birchall
Site ID:	331
Site Address:	178, Toronto, Ontario, Canada M9W 1R3
Site Public Description:	Lorum Ipsum
Project Primary Contact:	Will Edwards
RHFAC Professional Name:	Assessor Assessor (Rick Hansen Foundation)
Private Comment:	
RHF BC Code:	

Step 4: You will be presented with a review screen. Please carefully review the information. If changes are required click “Previous”. Once completed, please click “Submit”. A confirmation page will be displayed upon successful submission.

CSA Approval Required

Thank you for your submission. Your request has been submitted to CSA for approval.

You will also receive a confirmation email notifying you that your Site creation request has been received by CSA.

Step 4: CSA Registry staff will review the details of your request. Once approved, an email will be sent to you directly.

Step 5: The RHFAC Professional selected during the site creation phase will be notified that the site has been successfully created on the registry.

RHFAC Rating Process Overview

This section of the guide will provide the user with a high level overview of the work that is occurring as your site moves towards achieving its final rating results.

Rating In Progress Tracker

To stay updated about the current status of your site's rating process, you can use the 'Rating In Progress' tracker on your dashboard. To view the tracker, log in to your account and scroll down on your dashboard page.

Rating In Progress

REGISTRATION NUMBER ↓	SITE NAME ↓	STATUS ↓	LAST ACTIVITY DATE ↓	PRIMARY CONTACT ↓	PROGRESS ↓
RHF-954-00339	Will Birchall	Pending Assessment	2018-10-04	Will Edwards	<div><div></div></div>

1 record

As your rating progresses, you will see the 'Status' update and the progress bar move to the right.

RHFAC Professional Rating Phase

Once your Site has been created, your RHFAC Professional can then input the data collected from the onsite visit.

RHFAC Adjudication Phase

Once submitted to the Registry, the RHFAC rating can be adjudicated by an RHFAC Adjudicator. The RHFAC Adjudicator will complete their review by either:

- Passing the rating back to the RHFAC Professional and asking for clarification or minor changes to the rating provided.
- Passing the assessment on to CSA Group Registry admins for a final completeness check.

Should the RHFAC adjudicator approve the rating, the final Scorecard for the site will be produced and the adjudicator will sign off on a letter of certification from Rick Hansen Foundation.

While the RHFAC Adjudicator works on their review, the rating in progress tracker will update to 'Pending Adjudication'.

REGISTRATION NUMBER	ASSESSOR	ADJUDICATOR	ORGANIZATION NAME	SITE NAME	STATUS	LAST ACTIVITY DATE	PROGRESS
RHF-278-00005	Assessor Assessor	Adjudicator Adjudicator	Media X	Building X	Pending Adjudication	2018-07-18	<div><div></div></div>

CSA Registries Review

The final review phase in the rating process is for CSA Registries staff to perform a completeness check. This is a non-technical assessment of the work completed by the RHFAC Professional and the RHFAC Adjudicator. The goal of this review is to ensure that the information compiled and reviewed is complete and that any supplementary documentation (for example, Scorecards) have been populated with the correct information.

CSA Registries staff will complete their review and either:

- Pass the rating back to the RHFAC Professional or RHFAC Adjudicator and request clarification or minor changes to the rating provided.
- Confirm that the rating process is complete.

Once the rating process is complete, you will receive an email notification confirming the completion. If your site achieves a 'Certified' or 'Certified Gold' rating from Rick Hansen Foundation, you will also have a new task item on your dashboard which will give you the option to showcase your site on the public registry.

Rating Completion and Public Listing

Now that your rating is complete, you will see a 'Listing Visibility' task on your dashboard.

Actions

Action Required				
NEW	ACTION TYPE	DATE	DESCRIPTION	NEXT STEPS
★	Listing Visibility	2018-10-04	Listing Visibility - Michelle's Beach House	CONTINUE

To view your dashboard, log in to the registry platform.

Click 'continue' on your action dashboard or navigate to the 'site detail' page via the 'Ratings' tab in the blue header bar at the top of the page by selecting the rating you would like to see.

Step 1: If you would like to showcase your site's accessibility on the public registry listing. This is optional, however, you will not be able to order free e-labels, or purchase decals or plaques unless you choose to list your site.

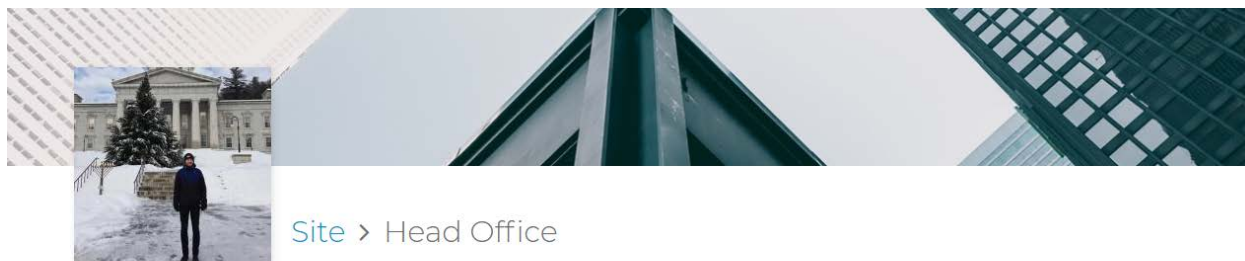
Step 2: To make your site publically viewable on the registry, you will need to click on the blue 'Make Public' button at the top of your site detail page.



Once you click 'Make Public', a confirmation pop-up window will appear at the top of your web-browser.

Step 3: Clicking 'OK' in the confirmation pop-up will change the 'Make Public' button to an 'Order Label' button. You will now be able to order label's for this site by clicking on this button.

Step 4: We recommended checking your newly listed site by clicking 'Registry' in the header bar and selecting the registry in which your site will appear.



SITE		FINAL RATING SCORE AND CERTIFICATION LEVEL	
Organization Name:	Orsa Inc.	95%	RHF Accessibility Certified Gold
Organization Primary Contact:	Ann Test (orsa@test.com)		
Site Name:	Head Office		
Listing Contact:	Ann Test		
Address:	178 Rexdale Blvd, Toronto, Ontario, Canada M9W 1R3		
Site Ownership:	Owner - Private		
Rating Survey Version:	Rating Survey (Apr 2018 Release)		
Site Function:	Office		
Site Size:	100,001 – 250,000 sq. ft.		
Site Type:	Existing Site		

Please Note! While you are logged in, you will be able to see the ‘Key Areas of Success’ and ‘Key Areas for Improvement’ comments that the RHFAC Professional provided for your site. These comments are only available to users within your organization, **members of the public will not be able to view these comments.**

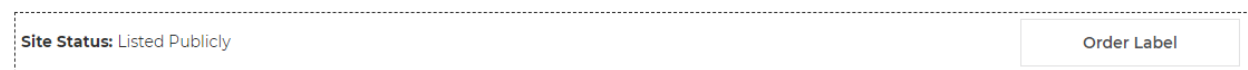
Ordering e-Labels, Decals and Plaques

Sites that have been listed publically on the RHFAC Registry are able to place orders for e-labels, decals and plaques.

To access the order process, follow these steps:

Step 1: Navigate to your site detail page via the 'Ratings' tab in the blue header bar at the top of the page and selecting the rating which you would like to see.

Step 2: To access the ordering screens, you will need to click on the 'Order Label' button at the top of your site detail page. A confirmation pop-up will appear to ensure you would like to continue to the label order process.



Please Note! The order label button will only appear after you have publically listed your site on the RHFAC Registry. If you have not completed this, see the [Rating Completion and Public Listing](#) steps.

Step 3: On the 'New Label Order Request' page, you will be able to select the labels which you would like to purchase. E-Labels (or electronic labels) are free for publically listed sites and will be included with your order. Before selecting the items you would like to order, please carefully read and confirm that the details associated with this site are correct. Select the quantity of each of the item(s) you would like to purchase. Once you are satisfied with your selection, press 'Continue'.

New Label Order Request

Selections

Details

Confirmation

Congratulations on receiving your Rick Hansen Foundation Accessibility Certification!

To publicly showcase your work and commitment to accessibility and inclusion, order your certification decals or plaques for mounting at your accessible site.

SITE DETAILS

Site Name:

Label Building

178 Rexdale Blvd,
Toronto, Ontario
Canada, M9W 1R3

Primary Contact:

Will Edwards

Organization:

Test Org.

Certification Level:

RHF Accessibility Certified Gold

Period of Certification:

2018-11-06 to 2023-11-06

Registration Number:

RHF-523-00346



I confirm the site details shown above are correct. I understand that the details above will be reproduced on the eLabel, decal and/or plaque.

[If the above information is incorrect, please do not proceed with the plaque/decal order. Contact the RHFAC Registry Support Team by clicking [here](#).]



Step 4: Please carefully review the Site Details information at the top of the page! The site details will be used to populate the plaque. The details of the plaque must match the registry listing exactly, including site name, certification level, period of certification and registration number. **If you note any errors in these fields, please do not continue and contact CSA Registries as soon as possible.**

SITE DETAILS

Registrant's Company/Organization:

Orsa Inc.

178 Rexdale Blvd,
Toronto, Ontario
Canada, M9W 1R3

Primary Contact:

Ann Test

Certification Level:

RHF Accessibility Certified Gold

Period of Certification:

2018-10-03 to 2023-10-03

Registration Number:


RHF-326-00337


Please Note! Orders cannot be changed after they have been placed.

Step 5: For each of the items in your order, you now provide a declaration statement for the intended use of each label/decal/plaque type. Label usage guidelines are provided in the Resources page of the Registry.

Describe your intended use declaration into the box below each label/decal/plaque type.

New Label Order Request

Selections	Details	Confirmation
Intended Use <p>In accordance with Label & Trademark Usage Guidelines regarding the use of the labels, please list your intended uses for each label:</p> <p>Note that the assumed intended use of any Window Decal or Plaque issued is to be used exclusively at the registered site's entrance/reception area. Any alternate placement shall be decalared using either the form below OR the standalone Label Usage Declaration Form (which maybe submitted at any time).</p> <div></div> <div>1 Plaque & 2 Window Decals Plaque: 11.5" x 17.5" and Decal: 8" x 12"</div> <div>Qty: 1 \$ 350.00</div> <div>Usage Description: Examples: Email signatures, print marketing material, website, etc.</div>		



1 Accessible Plaque
(21" x 28") Includes raised lettering & some
braille

Qty: **\$ 1,250.00**

Example usage declaration text|

Characters left: 969

Step 6: Review the 'Label Shipment Information' section. The default shipping address is to the site's address listed in the site details at the top of the page. Should you wish to ship to a different address, check the box and enter the new shipping details.

Step 7: Review the 'Label Usage Guidelines' reminder. If approved, you may check the box and place your order. You will not be able to place an order if you do not agree with the details of the reminder.

Label Shipping Information

Ship to a different address than the one displayed above (site details)

Address Line 1

Address Line 2

City

Province/Territory

Country

Postal Code



In submitting this form the Registrant is reminded of their previous acceptance and agreement that use of the label shall adhere at all times to the Label & Trademark Usage Guidelines. Acceptance in adhering to the Label & Trademark Usage Guidelines was completed by each Registrant by accepting the Registry Service Agreement (Schedule B) refer to, Clause 3.1.11 & Clause 8.1.7.

In submitting this form the Registrant hereby affirms that this is the complete list of intended uses for the label(s) and confirms that if any other/additional/modified uses of the label are intended to occur they will inform CSA Group at rhfac.registry@csagroup.org and obtain the required permissions prior to use.

[Back To Selections](#)[Place Order](#)

Step 8: Once you are satisfied, press 'Place Order'. You will see an 'Order Complete' confirmation screen. The order confirmation screen will include an order number. Please take note of this order number.

Step 9: CSA Registries Staff will review your order request and send an invoice for payment where applicable. Please note that your order will only be fulfilled once payment is made. Following payment, your site's e-label will be posted to the site detail page for download. Access to this download function will only be available to users from your organization. Plaques and decals are made to order and will be shipped within 6 business day of payment receipt.