Saskatchewan Registry Services

Customer Onboarding FAQ:

Access Management

This Frequently Asked Questions (FAQs) guide is designed to help customers are confident, informed and ready to onboard into the Saskatchewan Registry Services Access Management system. It answers common support questions so customers can onboard smoothly to a new, user-friendly interface that allows organizations to manage accounts and users with greater control and flexibility.

FAQs

What is an Organization Administrator?

The Organization Administrator is responsible for managing the organization's billing account and/or users, including their access, roles, and permissions. If your organization has more than one user who manages billing or users, only one person should complete the initial organization onboarding. After onboarding is complete, it is recommended to assign additional Organization Administrators.

What's the difference between an Organization Administrator and an Organization User?

Task	Organization User	Organization Administrator
Manages the organization's billing account and users (including access, roles, and permissions).	✗	✓
Adds funds	✗	✓
Searches the online registries	✓	✓
Submits registrations online	✓	✓

How do I set up multiple billing accounts?

We recommend Organization Administrators create separate organization profiles for each billing account. When setting up each profile, the administrator should link the existing sign in credentials associated with that billing account. Each organization profile should have a unique name to make it easy to identify.

Example 1: A law office has three locations, and each location uses their own billing account. The Organization Administrator will set up a unique organization profile for each location. When creating the profiles, they uniquely name each so it's easy to see which profile belongs to which location.

Location	Account Number	Profile Name
Regina	100100100	Law Firm Name-Regina
Saskatoon	100200200	Law Firm Name-Saskatoon
Edmonton	100300300	Law Firm Name-Edmonton

Example 2: A law office has one billing account for Land Registry and another billing account for Personal Property Registry. The Organization Administrator will set up a unique organization profile for each account to easily see which profile belongs to which registry.

Current use for billing accounts	Account number	Profile name
Land Registry	100100100	Law Firm Name-Land Registry
Personal Property Registry	100200200	Law Firm Name-Personal Property Registry

What if I don't link with existing billing accounts?

It is recommended that individuals and organizations link their existing billing accounts when setting up in Access Management. If you do not link an existing billing account, you must create a new billing account.

Linking provides several benefits, including maintaining your existing balance and credit limit and migrating existing Personal Property Registry user permissions.

How should I set up my billing accounts?

Billing scenario	Do you have all 5 credentials for your organization*?	Could you link?	Access Management billing set up
One billing account	✓	✓	One organization profile with your *current* billing account.
	✕	✕	One organization profile with a *new* billing account.
Multiple billing accounts (one per registry, branch or location, etc.)	✓	✓	Same number of existing billing accounts; each linked to its own organization profile.
	✕	✕	*New* billing account per billing account that couldn't link.

*Existing client numbers, usernames, user passwords, account numbers, account passwords in the old system are required to link existing information to the new Access Management system.

Additional Resources:

- For complete instructions, refer to the Access Management User Manual.
- For quick step-by-step instructions, read our Customer Onboarding Quick Start Guide.
- For visual aids, watch our video tutorials.
- Questions? Contact accessmanagement@isc.ca