RECA ONLINE USER MANUAL

FOR MORTGAGE BROKERAGES

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RECA ONLINE

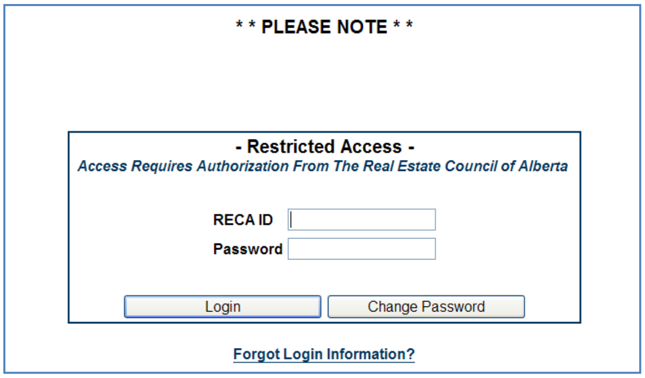
RECA Online is an internet-based licensing system that allows authorized users access from anywhere in the world. This manual will guide users through the process for completing licensing and other transactions in a timely and efficient manner.

ACCESSING RECA ONLINE

Access to the RECA Online system is gained through the RECA homepage at www.reca.ca. In addition to serving as an access point for RECA Online the RECA website contains information about the licensing process, legislation and more. Industry members are encouraged to access the website regularly in order to be up to date about changes in the industry.

Click on the ***Online Licensing*** button.

At the login screen, enter your RECA ID and password.



Authorized users are provided with a RECA ID and password once they have been trained to use the RECA Online system. RECA requires users to change their RECA Online password at least every 60 days.

RECORD YOUR RECA ID AND PASSWORD HERE FOR FUTURE REFERENCE

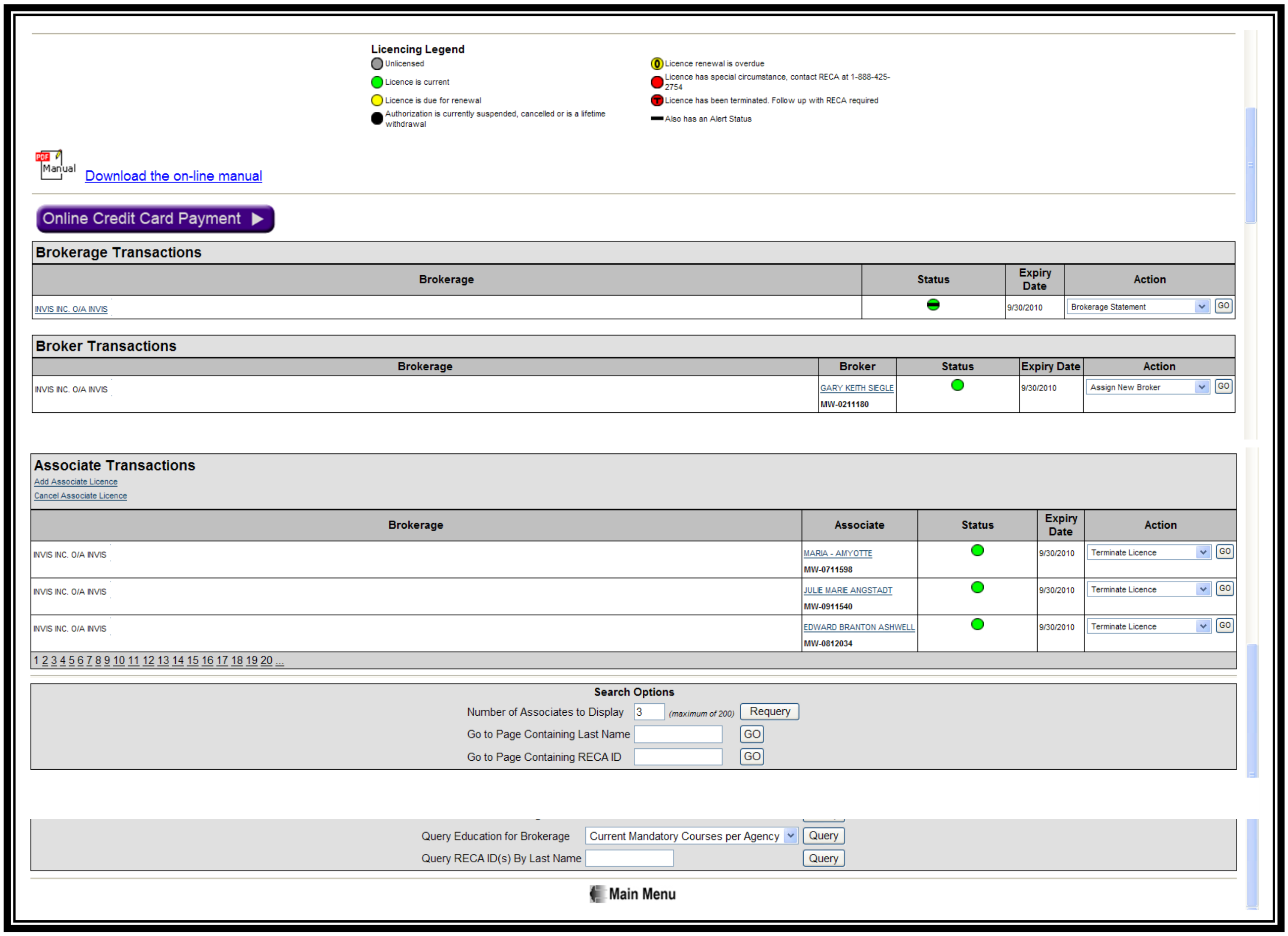
RECA ID: ________________________

Password: ________________________

BROKERAGE DETAILS SCREEN

Logging into RECA Online brings the user to the **Brokerage Details Screen**, which includes features such as:

- licensing legend
- downloadable online manual
- online credit card payment
- brokerage, broker, and associate licensing transactions
- search options
- reporting options



ONLINE CREDIT CARD PAYMENT

RECA Online includes an online payment function that allows a user to post licensing transaction fees to their online brokerage account using the broker's or an associate's credit card. Note: RECA also accepts payment for licensing transaction fees by **brokerage** cheque.

STEP 1: Click on the **Online Credit Card Payment** button.

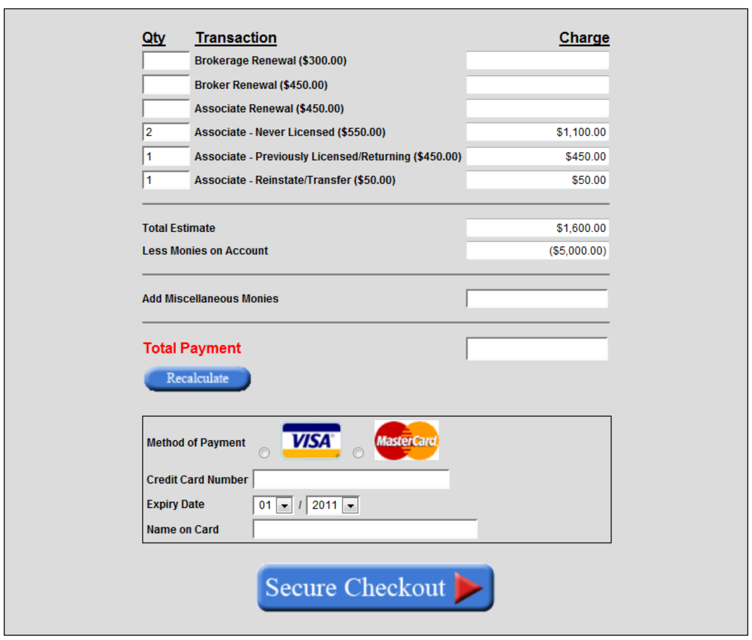
STEP 2: Input the number of licensing transactions to be processed into the payment calculator.

STEP 3: Click **Recalculate** and the calculator will indicate the total payment required in order to process the licensing transactions, along with any outstanding monies owed by the brokerage.

STEP 4: The user may also add miscellaneous monies to the online brokerage account.

STEP 5: Input the credit card details.

STEP 6: Click on **Secure Checkout**.



Qty	Transaction	Charge
	Brokerage Renewal ($300.00)	
	Broker Renewal ($450.00)	
	Associate Renewal ($450.00)	
2	Associate - Never Licensed ($550.00)	$1,100.00
1	Associate - Previously Licensed/Returning ($450.00)	$450.00
1	Associate - Reinstate/Transfer ($50.00)	$50.00
	Total Estimate	$1,600.00
	Less Monies on Account	($5,000.00)
	Add Miscellaneous Monies	
	Total Payment	

Recalculate

Method of Payment VISA MasterCard

Credit Card Number

Expiry Date 01 / 2011

Name on Card

Secure Checkout

VERIFICATION SCREEN

The user will be brought to a verification screen, where they must agree on the terms of service and click **Pay Now**.

RECEIPT

Once the payment has been processed, the user will be brought to a blank screen. Click on **Print Receipt**. ****This is the only receipt that will be made available for the transaction****

LICENSING TRANSACTIONS

- All transactions processed on RECA Online are instant and cannot be post-dated or back-dated. Please keep this in mind when processing new industry members close to renewal time. If you process a new associate application any time prior to October 1, he or she will be required to pay the full renewal fees for the next registration and licensing period.

- Licensing and registration fees are not refundable in part or whole.

BEFORE PROCEEDING WITH ANY ONLINE LICENSING TRANSACTIONS PLEASE ENSURE THE FOLLOWING:

1. A paper copy of the appropriate form has been completed and commissioned **PRIOR** to processing the application on RECA online. **Brokerages must keep completed applications in their licensing files INDEFINITELY**.

2. There are sufficient funds in your brokerage account to complete the transaction. If there are not, payment must be made prior to completing the transaction. (See ONLINE CREDIT CARD PAYMENTS on previous page.)

3. You are using valid licensing and registration forms. Licensing and registration forms are updated on a continuous basis. Valid licensing and registration forms are always available online at www.reca.ca under **"Forms"**.

4. The applicant has **NOT** selected a "yes" answer to any of the suitability questions. If they have, please refer to SUITABILITY CONCERNS on page 7 and forward the application to RECA for processing.

RECA Online brokerages should reject applications under any of the following circumstances:

- The application used is not for the current licensing period.
  - Ensure your applications are current by downloading them from RECA's Web site as needed. Do not keep old blank applications on file.
- Incomplete and/or illegible name information.
  - Applications without a complete first name, middle name (if applicable) and last name cannot be processed.
  - New industry members who do not have a middle name must provide identification to their broker along with their application. Acceptable identification includes a legible birth certificate or certificate of Canadian citizenship. The broker must verify all information contained in the application prior to processing. Once this has been done, return the identification to the applicant.
- Incomplete and/or illegible address.
  - Ensure that the address is complete, legible and complies with the Real Estate Act Rules. A postal office box number is not acceptable.
- Birth date left blank or incomplete.

- This information must be complete for RECA's records. RECA's privacy policy can be found on the RECA Web site if the applicant has concerns.

- Email address left blank or incomplete.
  - All industry members are required to provide an e-mail address to RECA.
  - If an applicant does not have an e-mail address, you may provide an e-mail address for the brokerage, providing the brokerage is willing to undertake distributing information sent by RECA to the industry member.
- • Unclear and/or blank answers to questions.
  - Applicants must clearly check either "yes" or "no" on each of the suitability questions asked before the application is sworn by a Commissioner of Oaths.
  - If the applicant has checked "yes" to any of the questions, please refer to SUITABILITY CONCERNS below and forward the application to RECA for processing.
- Applicant swears their affidavit under an invalid name.
  - An Applicant must swear his or her affidavit under his or her legal given and last name, not an assumed name. The commissioner/notary/lawyer swearing the oath will routinely ask for identification from the applicant.
- The date the application was sworn is more than 30 days old.
  - Answers to the suitability questions on the front page of the application can change over time, as such, brokers should only process applications that have a date sworn of no more than 30 days prior.
- The Commissioner for Oaths/notary public/lawyer did not identify themselves adequately on the affidavit.
  - Unless an official seal is used, the individual who administered the oath to the applicant must clearly print or stamp their name near their signature.
- There is no expiry date indicated regarding the appointment of the Commissioner/Notary Public/Lawyer who administered the applicant's oath.
  - Commissioners for Oaths are legally required to indicate the date of expiry of their appointment. Notaries and lawyers commonly have appointments that do not expire; however they should be indicating such on the affidavit.
- The associate/associate broker signature is missing from the affidavit portion of the application.
  - If the applicant's signature is missing, a new application must be completed and sworn.
- The broker did not sign and/or date the broker acknowledgement portion of the application.
  - As the broker is responsible for all transactions within the brokerage, applications should not be processed on RECA Online until the broker has signed and dated the application.
  - The broker acknowledgement must be completed only AFTER the applicant has sworn the affidavit.

SUITABILITY CONCERNS

Brokerages are prohibited from processing an application if the applicant has answered “yes” to any of the suitability questions on the first page of the application. In these cases, the application must be processed by RECA and the following additional documentation is required:

a. An original SWORN statement in the applicant’s own words detailing the circumstances of what he or she is declaring.

b. In the case of refusal or suspension by a regulatory body (other than RECA), include the correspondence sent to the applicant from the regulatory body or organization regarding the suspension/refusal.

c. In the case of discipline by a regulator body (other than RECA), include a copy of the decision, administrative penalty, letter of discipline, etc. that was issued by the regulatory body or organization.

d. In the case of a personal or business judgment, include a copy of the order along with proof of satisfaction of the judgment, if applicable.

e. In the case of bankruptcy, include a copy of the complete Summary Administration, including the Statement of Affairs – Assets & Liabilities, and Discharge Certificate, if applicable.

f. In the case of criminal conviction or proceedings, include copies of related police reports, a copy of the charges and any conviction/sentencing documentation, if applicable.

NOTE: The above outline is to be used as a guide only. RECA may request further information and/or documentation from the applicant regarding any of the above situations at any time. An applicant who has answered “yes” on a previous application is not required to restate this response. Questions are to be answered in terms of occurrences since the date of last application.

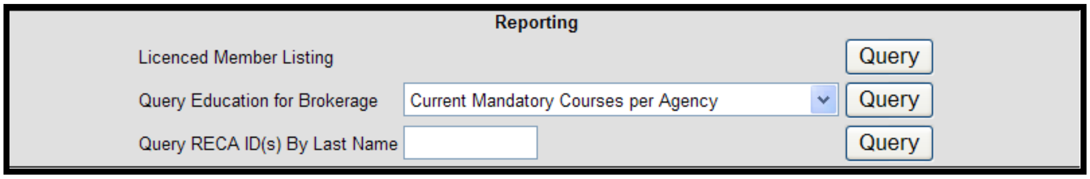
ADDING/REGISTERING AN ASSOCIATE

STEP 1: Under the **Associate Transactions** section, click on **Add Associate Licence**.

STEP 2: Enter the industry member’s RECA ID number and click **OK**.

QUERYING A RECA ID NUMBER

Under the **Reporting** section at the bottom of the broker details screen, enter the last name of the individual in the “Query RECA ID(s) by Last Name” box and click **Query**.



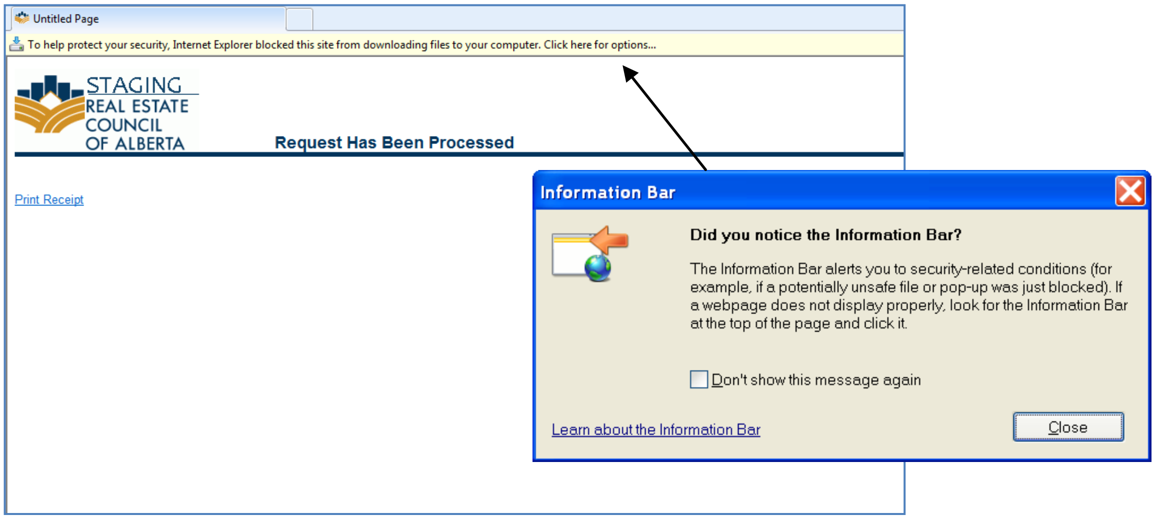
The next screen will provide you with a list of industry members bearing that last name and their corresponding RECA ID. Make a note of the correct RECA ID and click on Return.

STEP 3: On the *Fees* page, the brokerage's account balance and transaction fee are indicated. If there are sufficient funds in the account to process the transaction you may click **Proceed with Licensing Transaction**. Alternatively, you may make a deposit to the account by clicking on **Online Credit Card Payment.**

STEP 4: Complete the broker acknowledgement and click **Proceed**.

STEP 5: Confirm/input the industry member's personal and contact information and input the responses to the suitability questions exactly as they appear on the paper application form and click **Proceed**.

STEP 6: The industry member's registration certificate will be automatically generated. Depending on which browser is used, a system pop-up may appear referencing the Information Bar.



- Click on the yellow information bar located at the top of your screen
- Select Download File.
- Select Open at the prompt screen.
- Print or save the certificate using your computer's features.
- Attach one copy of the certificate to the completed paper application and retain in the appropriate file and provide a copy to the industry member for their records.
- Close the attachment and return to the *Request Has Been Processed* screen.

STEP 7: You will be offered the opportunity to generate a receipt for the transaction. Click on **Print Receipt** and print or save the receipt using your computer's features. ****This is the only receipt that will be made available for the transaction**** Once completed, click on **Return to Brokerage Screen**.

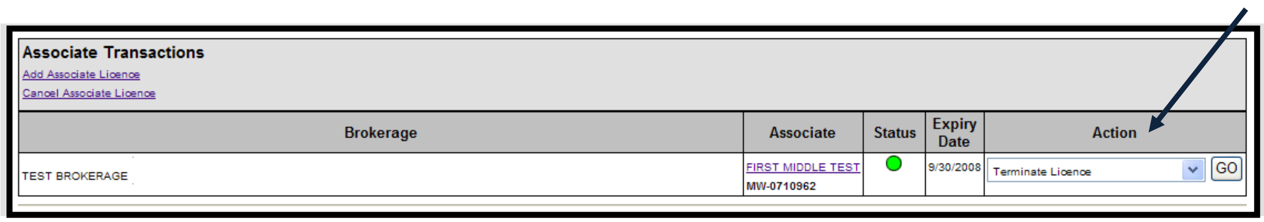
AT THIS TIME YOU OR THE ASSOCIATE/ASSOCIATE BROKER MUST CONFIRM THEIR AUTHORIZATION ON WWW.RECA.CA PRIOR TO TRADING IN REAL ESTATE.

CANCELLING AN ASSOCIATE

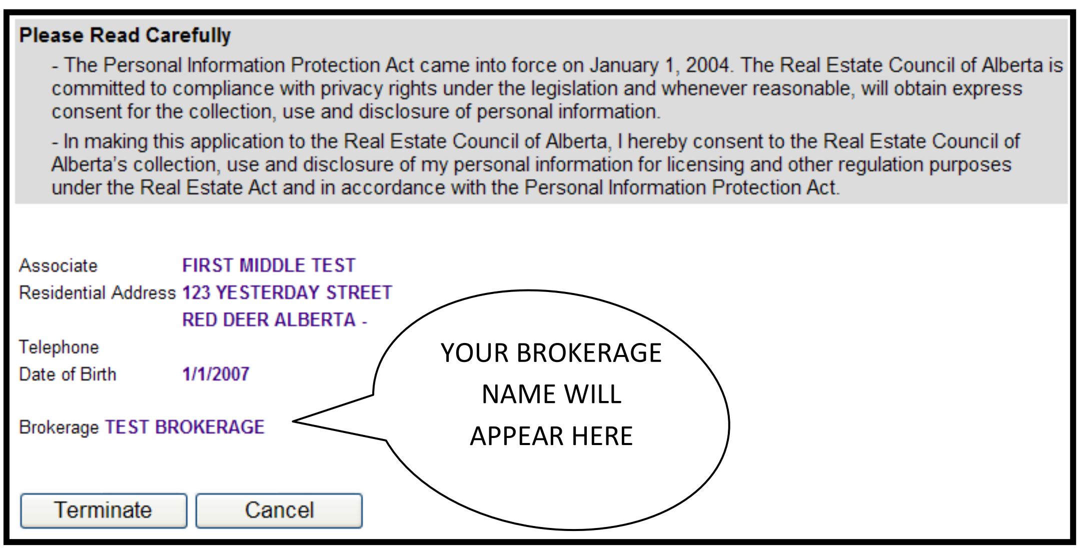
BEFORE PROCEEDING WITH A CANCELLATION PLEASE ENSURE THE FOLLOWING:

1. A paper copy of the **Registration Cancellation** form has been completed by the associate or the broker and has been sworn by affidavit.
2. When cancelling the authorization of an individual registered to another brokerage verify that the associate has fulfilled any outstanding to their previous brokerage as required by the *Real Estate Act*.
3. After processing, the form must be filed in the individual's personnel file.
4. The cancellation will take place the instant it is processed on the system, and cannot be post-dated or back-dated.

STEP 1: Under the **Associate Transactions** section locate the industry member you wish to terminate and click on **Terminate Licence** from the drop down menu under the action bar and click **GO**.



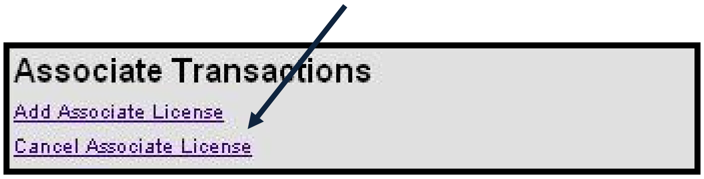
STEP 2: The message on the next screen will indicate that the industry member is about to be terminated. Click on **Terminate**.



STEP 3: On the next screen that appears, click on **Proceed With Termination**.

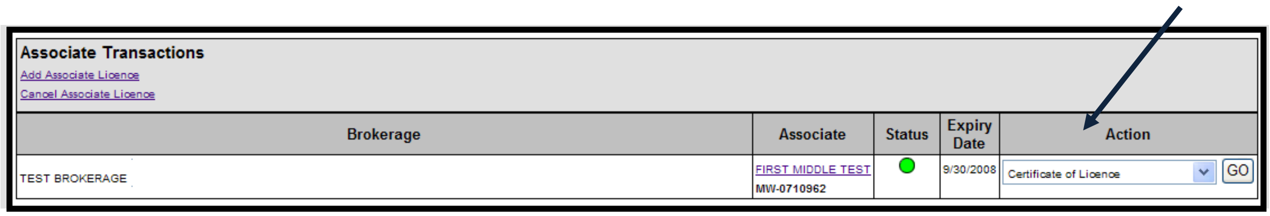
Once the transaction has been completed, the user will be redirected to the brokerage page.

Note: When cancelling/terminating an associate registered to another brokerage, the cancellation must be completed through the **Cancel Associate License** link under the **Associate Transactions**.



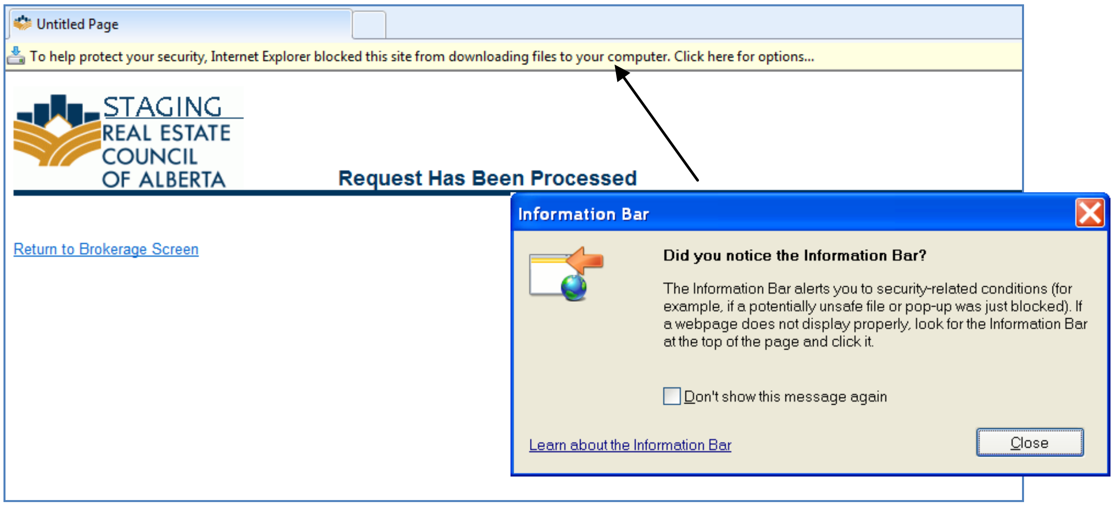
REPRINTING A CERTIFICATE OF LICENCE

STEP 1: In the appropriate **Transactions** box (Associate, Broker or Brokerage), select **Certificate of Licence** from the drop down menu under the action bar and click **GO**.



STEP 2: On the *RECA Transaction Fees* page click **Accept** (there is no charge to reprint a certificate of licence).

STEP 3: The industry member's registration certificate will be automatically generated. Depending on which browser is used, a system pop-up may appear referencing the Information Bar.

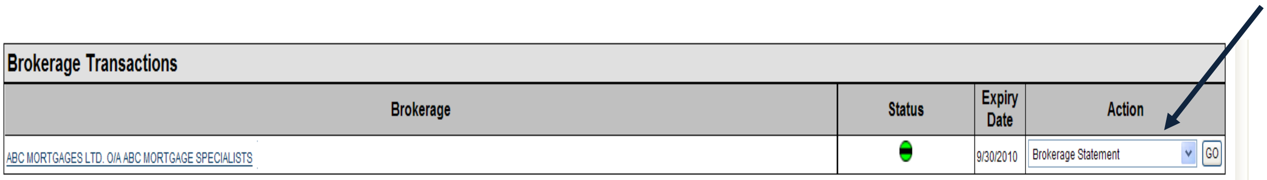


- Click on the yellow information bar located at the top of your screen
- Select **Download File.**
- Select **Open** at the prompt screen.
- Print or save the certificate using your computer's features.
- Close the attachment and return to the *Request Has Been Processed* screen.
- Select **Return to Brokerage Screen.**

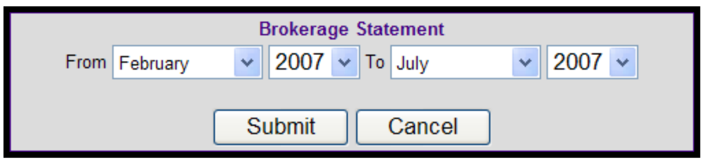
FINANCIAL STATEMENT

A financial statement is a record of all money received and all licensing transactions completed by a brokerage.

STEP 1: In the **Brokerage Transactions** box, select **Brokerage Statement** from the drop down menu under the action bar and click **GO**.



STEP 2: **Select the month/year for the desired time period and click on Submit.**

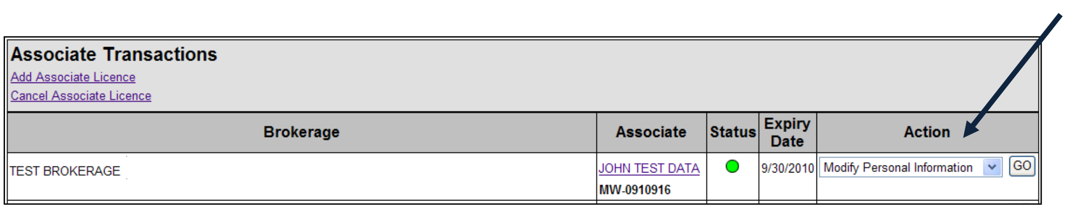


STEP 3: The financial statement will be automatically generated on the next screen. If you wish to print the statement, select File and Print in your internet browser's tool bar.

MODIFYING PERSONAL CONTACT INFORMATION

Brokers are required to ensure that the contact information in the RECA Online system is up to date for all industry members registered to the brokerage, including their own.

STEP 1: In the appropriate **Transactions** box (Associate or Broker), select **Modify Personal Information** from the drop down menu under the action bar and click **GO**.



STEP 2: On the RECA Transaction Fees page click **Accept** (there is no charge to modify personal contact information).

STEP 3: When the changes are complete, click **Update Personal Information** button at the bottom of the screen.

MODIFYING BROKERAGE TRUST ACCOUNT(S)

If the brokerage maintains a trust account, the broker is required to ensure that the trust account(s) for the brokerage is/are up to date in the RECA Online system.

STEP 1: In the **Brokerage Transactions** box select **Modify Brokerage Trust Accounts** from the drop down menu and click **GO**.

STEP 2: The next screen will display a list of existing trust accounts for the brokerage.

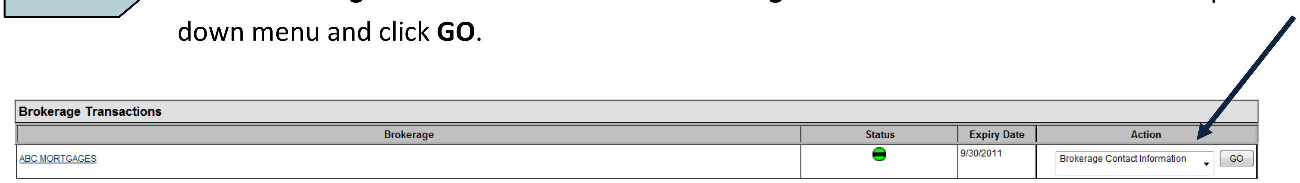
Option 1:
To add a new trust account, click on Add a New Trust Account. Enter the account number, financial institution, institution transit number, address (including city and province) of the institution, and the date opened for the new trust account and click on Create Account.
Option 2:
To modify an existing trust account, click on the “modify” icon under the action heading on the far left of the trust account table. Make modifications as needed and click on Save Changes.
Option 3:
To delete an existing trust account, click on the “delete” icon under the action heading on the far left of the trust account table. A new window will open showing the details of the trust account to be deleted. To proceed, click on Delete Account.

STEP 3: To return to the main brokerage details screen, click on Back to Brokerage Screen.

MODIFYING BROKERAGE CONTACT INFORMATION

Brokers are required to ensure that the email address, phone and fax number and mailing address for the brokerage is up to date in the RECA Online system.

STEP 1: In the **Brokerage Transactions** box select **Brokerage Contact Information** from the drop down menu and click **GO**.



STEP 2: On the next screen, click on **Edit**, make the necessary changes and click on **Return**.

EDUCATION COMPLETION REPORT

The **QUERY EDUCATION FOR BROKERAGE** report is not functional when no relicensing education program requirements exist.

RELICENSING EDUCATION PROGRAM

There are no relicensing education program requirements for mortgage industry members for the 2010-2011 licensing period.

ANNUAL REGISTRATION RENEWAL

Mortgage brokers are required to renew the brokerage, broker, and associates registered to their brokerage no later than September 30th of each year. In August, a renewal reminder is emailed to the email address on file with RECA to all mortgage brokerages. This email includes a link to the renewal information on RECA's website, which includes detailed instructions on how to pay for and process renewals online, updated registration application forms for the new licensing year, a fee schedule, and any other relevant information.

CONTACTING RECA

If you are experiencing difficulty using the RECA Online system please contact an Information Officer at RECA:

By Email: info@reca.ca
By Phone: (403) 228-2954 or toll free 1-888-425-2754

DECLARATION

Once you have read through the RECA Online User Manual, please sign the statement below and submit ONLY THIS PAGE to RECA.

I, ____, hereby acknowledge that I have read and understand to the best of my ability the procedures outlined in the RECA Online User Manual. I have printed a copy for my future reference, and have recorded my RECA ID and Password on Page 2. I understand that it is my responsibility to consult this manual first in attempting to resolve common procedural questions/concerns and will only contact RECA for assistance after such measures have been exhausted.

______________________________________ ______________________________________

Signature Date