



RECA ONLINE USER MANUAL FOR REAL ESTATE 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.

**** PLEASE NOTE ****

- Restricted Access -
Access Requires Authorization From The Real Estate Council of Alberta

RECA ID

Password

[Forgot Login Information?](#)

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, associate broker and associate licensing transactions
- search options
- reporting options

SMITH REAL ESTATE

Licensing Legend

- Unlicensed
- Licence is current
- Licence is due for renewal
- Authorization is currently suspended, cancelled or is a lifetime withdrawal

- Licence renewal is overdue
- Licence has special circumstance, contact RECA at 1-888-425-2754
- Licence has been terminated. Follow up with RECA required
- Also has an Alert Status

[Download the on-line manual](#)

Online Credit Card Payment

Brokerage Transactions					
Brokerage	Agency	Status	Expiry Date	Action	
SMITH REAL ESTATE	Common Law	●	9/30/2010	Brokerage Statement GC	

Broker Transactions					
Brokerage	Broker	Status	Authorization	Expiry Date	Action
SMITH REAL ESTATE	JOHN TEST SMITH RW-1010946	●	All Real Estate Activities	9/30/2010	Terminate Licence GC

Associate Broker Transactions

[Add Associate Broker Licence](#)
[Cancel Associate Broker Licence](#)

Brokerage	Associate Broker	Status	Expiry Date	Action

Associate Transactions

[Add Associate Licence](#)
[Cancel Associate Licence](#)

Brokerage	Associate	Status	Expiry Date	Action

Search Options

Number of Associates to Display: (maximum of 200)

Go to Page Containing Last Name:

Go to Page Containing RECA ID:

Reporting

Licenced Member Listing

Query Education for Brokerage:

Query RECA ID(s) By Last Name:

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/associate broker'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
<input type="text"/>	Brokerage Renewal (\$400.00)	<input type="text"/>
<input type="text"/>	Broker Renewal (\$625.00)	<input type="text"/>
<input type="text"/>	Associate Renewal (\$625.00)	<input type="text"/>
2	Associate - Never Licensed (\$725.00)	\$1,450.00
1	Associate - Previously Licensed/Returning (\$625.00)	\$625.00
1	Associate - Reinstate/Transfer (\$50.00)	\$50.00
Total Estimate		\$2,125.00
Less Monies on Account		(\$5,000.00)
Add Miscellaneous Monies		<input type="text"/>
Total Payment		<input type="text"/>
<input type="button" value="Recalculate"/>		
Method of Payment <input type="radio"/>  <input type="radio"/> 		
Credit Card Number <input type="text"/>		
Expiry Date <input type="text" value="01"/> / <input type="text" value="2011"/>		
Name on Card <input type="text"/>		
<input type="button" value="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.

- o 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.
 - o All industry members are required to provide an e-mail address to RECA.
 - o 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.
 - o 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.
 - o 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.
 - o 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.
 - o 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.
 - o 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.
 - o 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.
 - o 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.
 - o 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.
 - o 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.

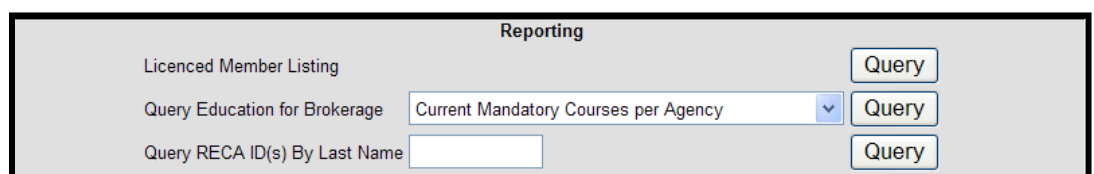
ADDING/REGISTERING AN ASSOCIATE/ASSOCIATE BROKER

STEP 1: Under the **Associate Transactions** (or **Associate Broker Transactions**) section, click on **Add Associate** (or **Associate Broker**) **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**.



Reporting	
Licenced Member Listing	Query
Query Education for Brokerage	Current Mandatory Courses per Agency Query
Query RECA ID(s) By Last Name	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:

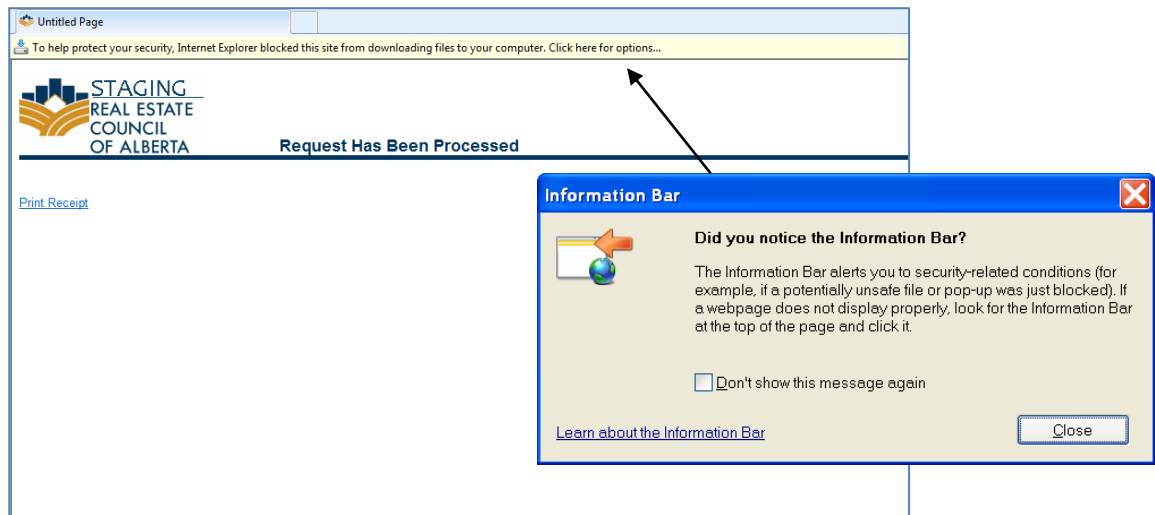
Complete the broker acknowledgement and click **Proceed**.

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/ASSOCIATE BROKER

BEFORE PROCEEDING WITH A CANCELLATION PLEASE ENSURE THE FOLLOWING:

1. A paper copy of the **Registration Cancellation** form has been completed by the associate/associate broker 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/associate broker has fulfilled any outstanding obligations 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** (or **Associate Broker Transactions**) 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**.

Associate Transactions				
Add Associate Licence Cancel Associate Licence				
Brokerage	Associate	Status	Expiry Date	Action
TEST BROKERAGE	FIRST MIDDLE TEST MW-0710962	●	9/30/2008	Terminate Licence <input type="button" value="GO"/>

STEP 2:

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

Please Read Carefully

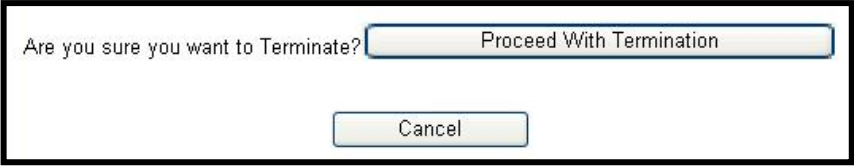
- The Personal Information Protection Act came into force on January 1, 2004. The Real Estate Council of Alberta is committed to compliance with privacy rights under the legislation and whenever reasonable, will obtain express consent for the collection, use and disclosure of personal information.

- In making this application to the Real Estate Council of Alberta, I hereby consent to the Real Estate Council of Alberta's collection, use and disclosure of my personal information for licensing and other regulation purposes under the Real Estate Act and in accordance with the Personal Information Protection Act.

Associate **FIRST MIDDLE TEST**
Residential Address **123 YESTERDAY STREET**
RED DEER ALBERTA -
Telephone
Date of Birth **1/1/2007**
Brokerage **TEST BROKERAGE**

YOUR BROKERAGE NAME WILL APPEAR HERE

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



Are you sure you want to Terminate?

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

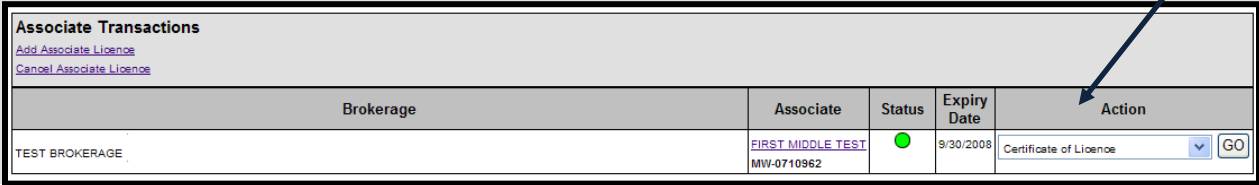
Note: When cancelling/terminating an associate registered to another brokerage, the cancellation must be completed through the **Cancel Associate License** (or **Associate Broker**) link under the **Associate Transactions** (or **Associate Broker Transactions**).



Associate Transactions
[Add Associate License](#)
[Cancel Associate License](#)

REPRINTING A CERTIFICATE OF LICENCE

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

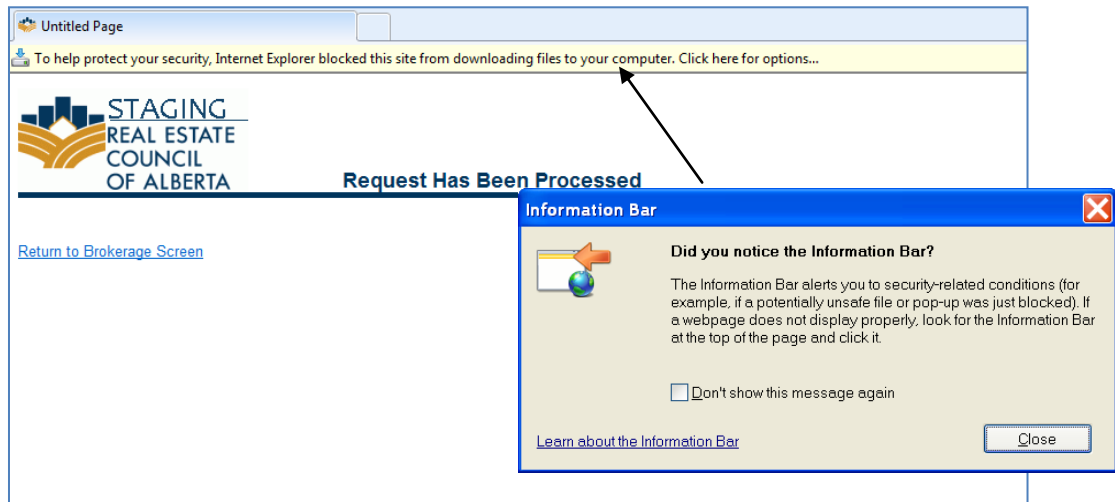


Associate Transactions				
Add Associate License Cancel Associate License				
Brokerage	Associate	Status	Expiry Date	Action
TEST BROKERAGE	FIRST MIDDLE TEST MW-0710962	●	9/30/2008	Certificate of Licence <input type="button" value="GO"/>

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 **Financial Statement** from the drop down menu under the action bar and click **GO**.

Brokerage Transactions				
Brokerage	Agency	Status	Expiry Date	Action
1140456 ALBERTA LTD. OIA REMAX ACCORD	Common Law		9/30/2010	Brokerage Statement <input type="button" value="GO"/>

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

Brokerage Statement

From To

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, Associate Broker, or Broker), select **Modify Personal Information** from the drop down menu under the action bar and click **GO**.

Associate Transactions				
Add Associate Licence Cancel Associate Licence				
Brokerage	Associate	Status	Expiry Date	Action
TEST BROKERAGE	JOHN TEST DATA MWV-0910916		9/30/2010	Modify Personal Information <input type="button" value="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**.

Brokerage Transactions				
Brokerage	Agency	Status	Expiry Date	Action
1234567 CORPORATION LTD. OIA REAL ESTATE BROKERAGE	Common Law		9/30/2011	Brokerage Contact Information <input type="button" value="GO"/>

STEP 2: On the next screen make the necessary changes and click on **Submit Changes**. Once completed, click on **Return** to go back to the main brokerage details screen.

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 real estate industry members for the 2010-2011 licensing period.

ANNUAL REGISTRATION RENEWAL

Real estate brokers are required to renew the brokerage, broker, associate brokers, 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 real estate 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