ACCÈS AGENCE portal

AGENCY LICENCE HOLDER

USER GUIDE

The Accès Agence portal is a secure platform reserved exclusively to the representatives of an existing agency and enterprises wishing to apply for an agency licence, make changes to their agency's file, pay the applicable fees or proceed with their annual declaration with the Bureau de la sécurité privée.

On the following pages, you will find a guide presenting the steps to follow with the help of images in order to facilitate your browsing experience and discover the features of the Accès Agence portal.

The Accès Agence portal can be accessed only by using a computer or a smart tablet.

The Bureau de la sécurité privée

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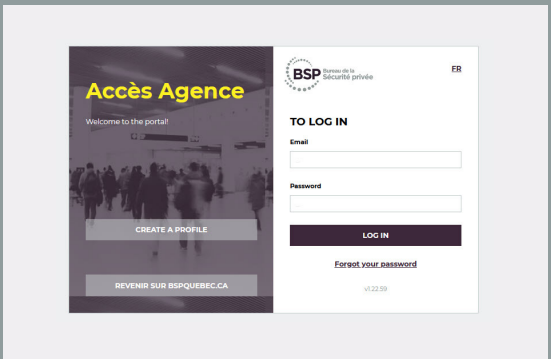
NAVIGATE THE PORTAL

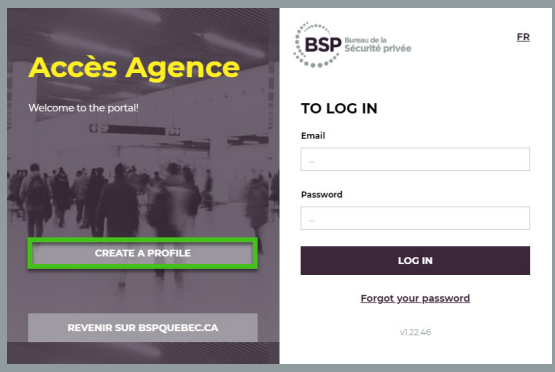
New user? Here are the steps to follow.
If you already have a user profile, go to step 4!

1



ACCESS THE ACCÈS AGENCE PORTAL

2

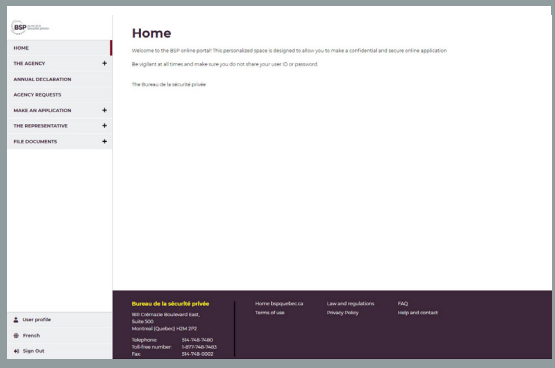


CREATE A PROFILE TO CONNECT

Before you can even access the Accès agence portal, you will need to create a user profile.

In various sections of this guide, you will find the steps to follow to complete the creation of your profile.

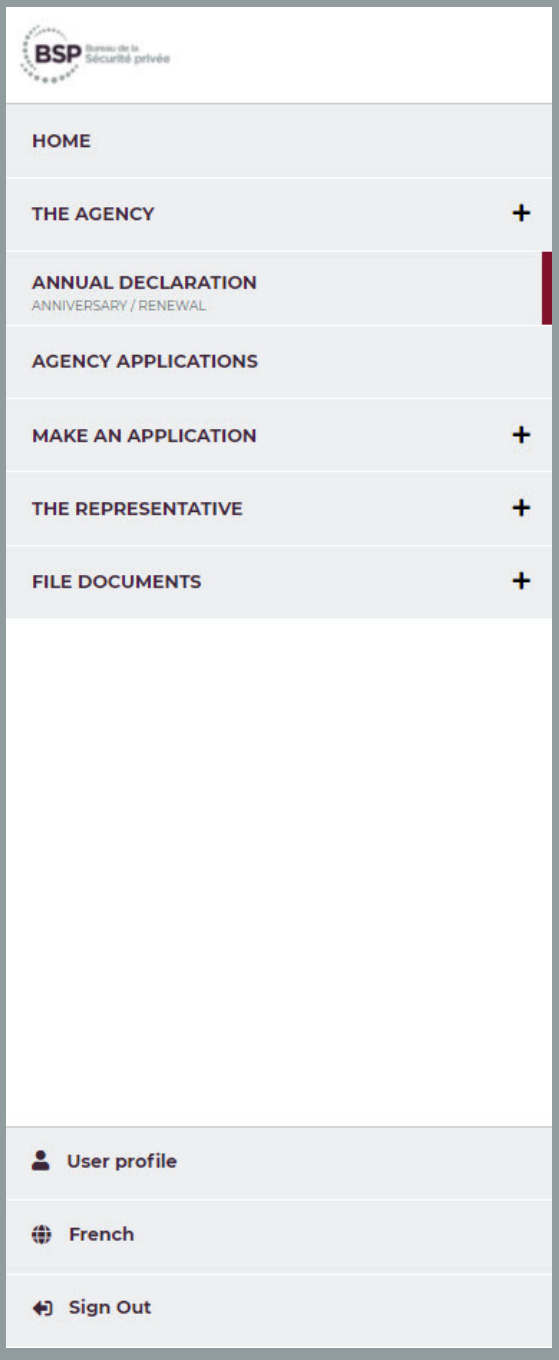
3



PORTAL FEATURES

Once logged in, you will be able to access all the features offered by the portal:

- Apply for a new licence
- Make changes to the agency's file
- Submit documents to the BSP (surety bond and certificate of insurance)
- Proceed with the annual declaration
- View the agency's file



VERTICAL MENU

A vertical menu on the left side of the screen allows you to access the different features of the portal :

- **AGENCY**
Allows you to view information about the agency's file held by the BSP. Any change request submitted must be analyzed by the BSP. Please consider a minimum amount of time before a change to the agency's file is reflected in this section (if applicable).

- **ANNUAL DECLARATION** (Anniversary / Renewal)
This section will only be made available when it is time to file your annual declaration. The representative will be able to proceed with the agency's annual declaration (annual declaration and payment of applicable fees as well as the renewal of the agency's private security licence).

- **AGENCY REQUEST**
Allows you to access a dashboard that tracks the history of current and completed requests from the portal.

- **MAKE AN APPLICATION**
Allows you to select the application, or change, you want to make to the agency's file. Please click on the desired request, complete the required fields and follow the instructions as you proceed with your application.

- **THE REPRESENTATIVE**
Allows you to view and update the agency representative's information.

- **FILE DOCUMENTS**
Allows you to file and update documents related to the surety bond and the agency's certificate of insurance.

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MAKE A CHANGE TO THE AGENCY'S FILE

New user? Here are the steps to follow.
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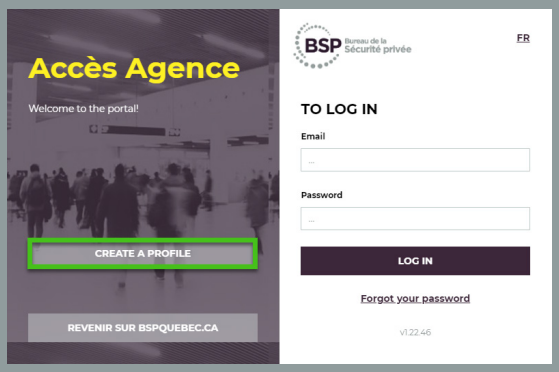


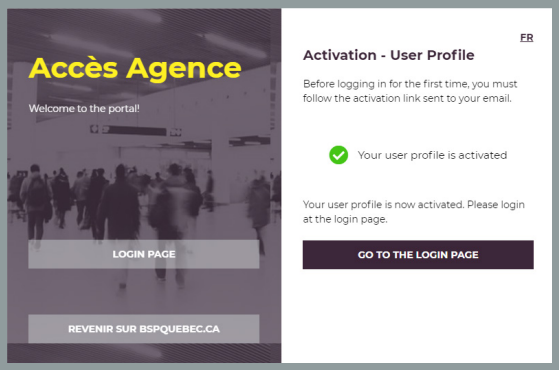
CREATE A PROFILE

Access the Accès Agence portal and select "**CREATE A PROFILE**". Enter the required information in the appropriate fields.

Please read the Terms of Use and Privacy Policy and check this box to complete the creation ofyour profile.

To complete the creation of your profile, please click on the "**CREATE**" button.

2

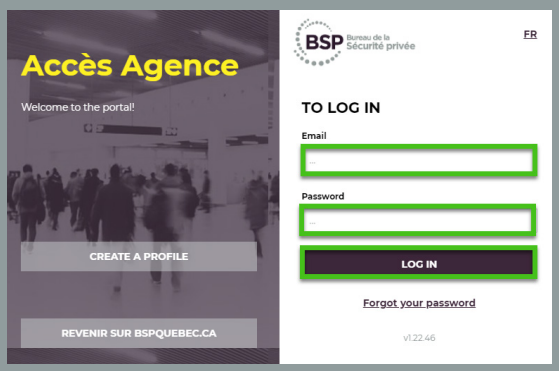


ACCESS THE PROFILE CONFIRMATION

An email will be sent to you asking you to confirm the activation of your profile.

If you do not receive it within a few minutes, please check your spam folder.

3



LOG IN TO THE PORTAL

Access the Accès Agence portal by inserting your login information in the required fields and press "**CONNECT**". You will then access the portal.

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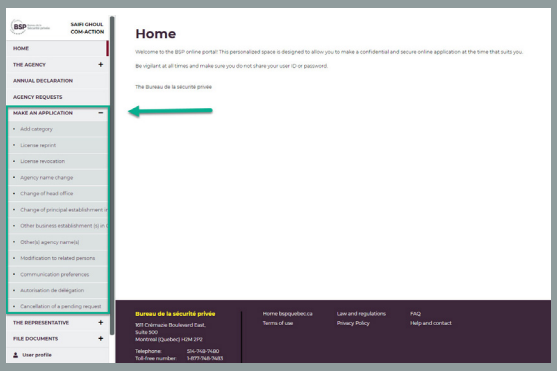
4



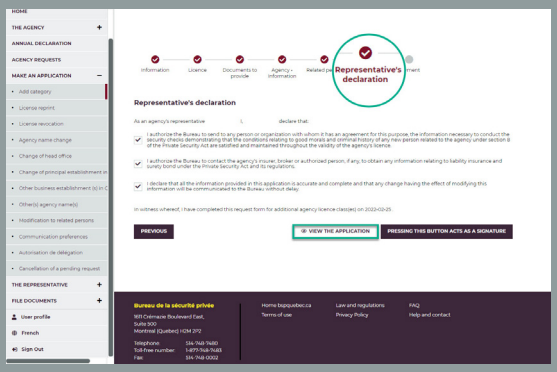
COMPLETING AN APPLICATION

On the vertical menu on the left side of the screen, click on the option "**MAKE AN APPLICATION**" to access the desired request. Simply complete the required fields.

When submitting an application on the portal, instructions are given for every step to simplify its completion. Therefore, if all the elements required in this step are not provided, you will be unable to access the next step until the missing fields are filled in.

In which case, an error message will tell you the missing information.

5

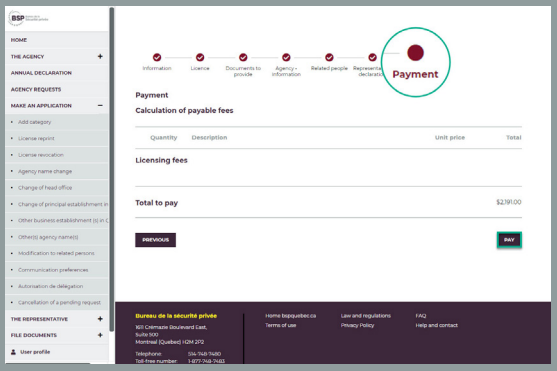


VIEW

At the very end of the application, you will be able to view it, i.e., the declared information that you are about to submit to the BSP before making the payment (if applicable).

You will be able to make any necessary corrections, if required, by returning to the various sections of the application.

6



PAYABLE FEES
(IF APPLICABLE)

The last step "**Payment**" will allow you to pay the applicable fees for which you are submitting an application to the BSP.

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PROCEED WITH THE ANNUAL DECLARATION

Please note that the filing of the agency's annual declaration must be submitted at least **60 days prior to the licence expiry.**

Beyond this delay, you will no longer be able to proceed with the agency's annual declaration and the representative will need to redo a new agency licence application with the BSP.

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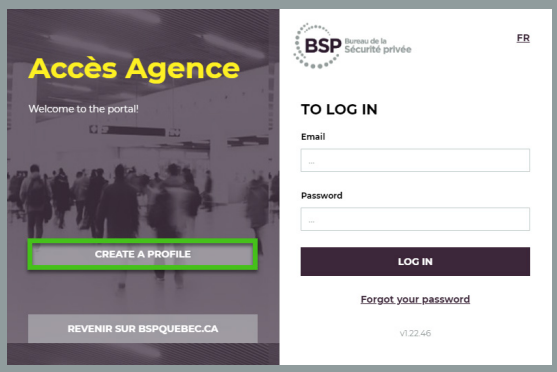

CREATE A PROFILE

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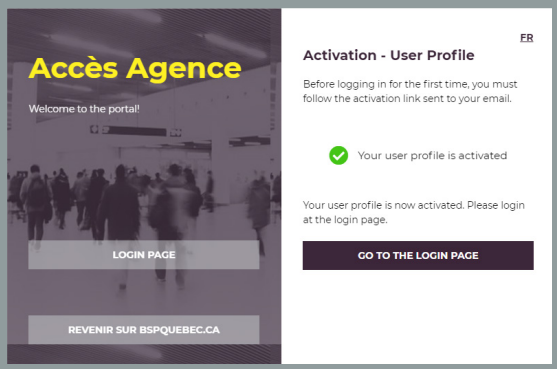

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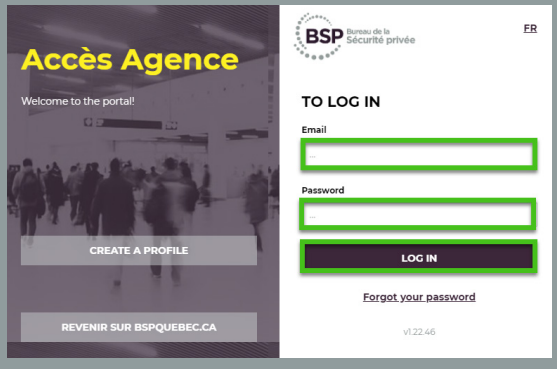

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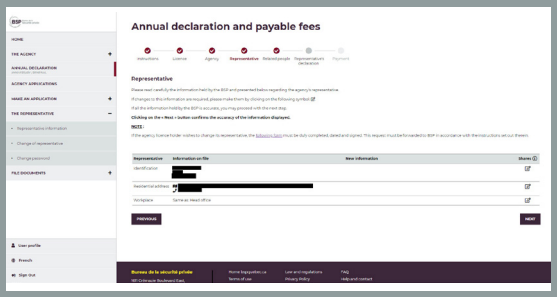

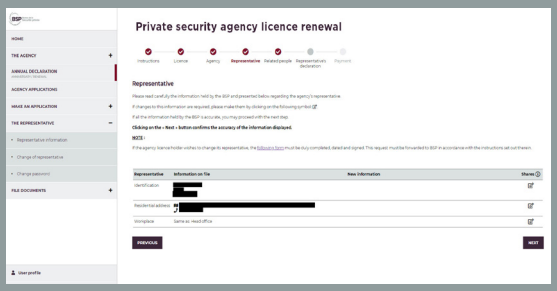

FILING AN ANNUAL DECLARATION

If you are in the considered period to file your annual declaration, you will see on the vertical menu on the left side of your screen the option **“ANNUAL DECLARATION** (Anniversary / Renewal)**”** which will become available.

After clicking on it, you will have to confirm or modify the various information by following the instructions given throughout the steps.

When filing an annual declaration on the portal, instructions are given for every step to simplify its completion. Therefore, if all the elements required in this step are not provided, you will be unable to access the next step until the missing fields are filled in.

In which case, an error message will tell you the missing information.

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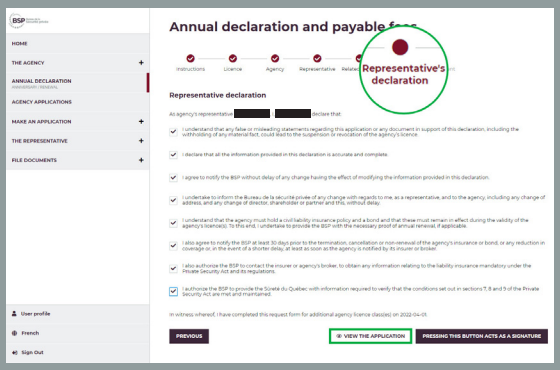

VIEW

At the very end of the “**Representative Declaration**” step, you will be able to view the application, i.e., the declared information that you are about to submit to the BSP before making the payment.

You will be able to make any necessary corrections, if required, by returning to the various sections of the application.