

FEDERAL PLASTICS REGISTRY

ORGANIZATION REGISTRATION & ROLE SETUP

USER GUIDE

2025



Environment and
Climate Change Canada

Environnement et
Changement climatique Canada

Canada 

Section 1: Registering an Organization

Section 2: Adding an Organization
Step-by-step instructions

Section 3: Support
Where to Locate Self-help Resources

REGISTERING AN ORGANIZATION

- Step-by-step guidance helps users move through the organization registration process.
 - Registering an organization is similar to user registration, with detailed steps to create an organizational profile.
 - Information is saved after each step, allowing users to return later if they can't complete registration in one session.
 - Once the organizational profile is set up, users who have registered their personal profile can link to the organization.
 - Multiple users can be linked to the same organization, each with different roles within the organizational profile setup.
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Section 1: Registering an Organization

Section 2: Adding an Organization
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Section 3: Support
Where to Locate Self-help Resources

PROCESS OVERVIEW – REGISTERING AN ORGANIZATION



- Each section of registering an organization is setup to collect a set of information
 - Each person's role within the organization is setup towards the end of the organization registration
 - The following slides will guide you through the step-by-step process of completing each section for registering an organization.
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REGISTERING AN ORGANIZATION: ORGANIZATION LEAD

1. From the dashboard, click on **Start New Registration**.
2. Select if you are the **Organization Lead** (see note below about how to complete as non-organization lead).
3. Fill in all the required fields in the registration form.
4. Click **Submit**

Regulatory Services Platform (RSP) > Dashboard

Dashboard

You have 1 new notification

Start New Registration

My Registered Organizations

Registration ID	Organization Name	Date Submitted	Status	Last Modified
ORIG-D3TEL2-2411610			Draft	2024-10-16

Organization Registration

Completing this multi-step form creates an organization profile in the Regulatory Services Platform (RSP) for data submission to Environment and Climate Change Canada.

All fields marked with an asterisk (*) are mandatory.

Getting Started

My Title

* Select the reporting program: (required)

Notice with Respect to Reporting for the Federal Plastics Registry

* Are you the Organization Lead? (required)

The Organization Lead is a registered user who has the authority and responsibility to perform the following tasks for a specific reporting entity:

1. Approve or Reject Access Requests: You will have the power to approve or reject access requests from Authorized Representatives who need to interact with the reporting entity's data.
2. Manage Tombstone Data: You will be responsible for managing the reporting entity's core information, known as tombstone data, ensuring it is accurate and up to date, and
3. Certify and Submit Data: You will submit data pursuant to the notice to Environment and Climate Change Canada data and certify that all submitted data is true, accurate and complete.

The Organization Lead can be assigned to one or more reporting entities and can only view data associated with the reporting entities to which they are assigned.

Note: If you are NOT the Organization Lead for this online portal for this organization but have been authorized to start the registration process, you may proceed. You will be guided through the registration process to invite the Organization Lead. An invitation must be sent to the Organization Lead User to complete the registration.

No Yes, I am the Organization Lead

By clicking "Submit," you confirm that the information you have just entered is accurate. Once submitted, you cannot return to this page.

Submit



Anyone can start the registration of an organization. However, each organization will need to choose their **Organization Lead**. The Organization Lead is the person who will be ultimately responsible for registering the organization with ECCC. If someone other than the Organization Lead begins to register the organization, the Organization Lead contact details must be entered [see slide 8](#).

CONFIRMING YOU ARE REGISTERING AN ORGANIZATION: ORGANIZATION LEAD

5. After selecting the role of **Organization Lead** or providing the information of who will be the Organization Lead, a confirmation notice will appear.
6. Click **I Confirm** to agree with continuing the organization registration process.

Note: After confirming, the next steps are associated with a unique registration number.

Welcome to the RSP!

Thank you for submitting your information.

Click "I Confirm" to continue to Step 1 of the Organization Registration form.

Note that once you click "I Confirm", you will no longer be able to return to the previous page to make changes.

Ensure that the information you provided on the previous page is accurate and complete before confirming. If not, click "Go Back" to make any necessary changes.

I Confirm

Go Back



If someone other than the Organization Lead begins to register the organization, the Organization Lead will receive an invite to complete the registration after Step 7 Review and **Submit**.

REGISTERING AN ORGANIZATION: NOT ORGANIZATION LEAD

1. From the dashboard, click on **Start New Registration**.
2. Select you are **not** the **Organization Lead**.
3. Fill in all the required fields in the registration form.
NOTE: The email used in the *Organization Lead Details* will receive a notification to accept or decline the role. If accepted, the **Organization Lead** will have to review the organization registration and confirm the registration for completion.
4. Click **Submit**

Regulatory Services System (RSS) > Dashboard

Dashboard

You have 1 new notification

Start New Registration 1

My Registered Organizations

Registration ID	Organization Name	Date Submitted	Status	Last Modified
ORIG-D3T8L2-241610			Draft	2024-10-16

Getting Started

Organization Account Setup

* **Select the reporting program: (required)**

Notice with respect to reporting for the Federal Plastics Registry

* **Are you the Organization Lead? (required)**

The Organization Lead for this online portal is a registered user with the authority and responsibility to perform critical tasks for a specific reporting entity. As an Organization Lead, you will:

- **Approve or Reject Access Requests:** You will have the power to approve or reject access requests from Authorized Representatives who need to interact with the reporting entity's data.
- **Manage Tombstone Data:** You will be responsible for managing the reporting entity's core information, known as tombstone data, ensuring it is accurate and up to date.
- **Certify and Submit Data:** You will submit data pursuant to the notice to Environment and Climate Change Canada and certify that all submitted data is true, accurate, and complete.

Note: If you are NOT the Organization Lead for this online portal for this organization but have been authorized to start the registration process, you may proceed. You will be guided through the registration process to invite the Organization Lead. An invitation must be sent to the Organization Lead to complete the registration.

No Yes, I am the Organization Lead

Organization Lead Details

* **First Name: (required)**

Training

* **Last Name: (required)**

Test Environment

* **Email: (required)**

test@enviornment.com

* **Phone: (required)**

5555555

By clicking "Submit," you confirm that the information you have just entered is accurate. Once submitted, you cannot return to this page.

Submit 4



As the person registering the organization on behalf of the **Organization Lead**, ensure you have the correct contact details prior to starting the registration process.

ADDING ORGANIZATION DETAILS

1. Enter all **(required)** Organization details.

Note: The Organization's Canada Revenue Agency (CRA) business number is required.

2. Click **Save and Continue**.



Throughout the registration process, the organization information will get more detailed.

1 Organization Details > 2 Organization Address > 3 Additional Details > 4 Role Identification > 5 Operations > 6 Invite Users > 7 Review

Organization Details

Organization Information

* **Organization Legal Name: (required)**

English Trade Name:

French Trade Name:

* **Business Number: ⓘ (required)**
Business Number is a nine-digit number assigned to the organization by the Canada Revenue Agency (CRA).

General Contact Information

* **Organization Email: (required)**

* **Organization Phone Number: (required)**

Organization Phone Extension:

Organization Website:

Save and Continue

Helpful Tips
[Link to Request Support](#)

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ADDING ORGANIZATION ADDRESS

3. Enter all **(required)** Address information.

4. Click **Save and Continue**.



The organization address is the civic (street) address. There is an option to provide a separate mailing address, if required.

A screenshot of a web form titled 'Organization Address'. At the top, there is a progress bar with seven steps: 1. Organization Details (checked), 2. Organization Address (highlighted in blue), 3. Additional Details, 4. Role Identification, 5. Operations, 6. Invite Users, and 7. Review. The main form area is titled 'Organization Address' and contains a section for 'Organization Civic Address'. This section includes several required fields: 'Address Line 1 (Street Address): (required)' with the value '4905 Dufferin St'; 'Address Line 2 (Suite Number, Building Name, P.O. Box Number, etc):' which is empty; 'City/Town/Municipality: (required)' with the value 'Toronto'; 'Country: (required)' with a dropdown menu showing 'Canada'; 'Province/Territory/State: (required)' with a dropdown menu showing 'Ontario'; and 'Postal Code/ZIP Code: (required)' with the value 'm3b5t4'. Below these fields is a question: 'Is your mailing address the same as your civic address?' with radio buttons for 'No' and 'Yes' (selected). At the bottom of the form, there are two buttons: 'Go Back' and 'Save and Continue', with the latter button highlighted by a red box. A red circle with the number '3' is placed to the left of the form, and another red circle with the number '4' is placed to the left of the 'Save and Continue' button.

ADDING ORGANIZATIONAL DETAILS

5. Select all **Organization operations** that apply **(required)**.
6. Select the primary North American Industry Classification System (NAICS) code that applies to the organization's main economic activity **(required)**.
Note: If your organization also uses or chooses to associate with additional NAICS codes, use the secondary and tertiary fields to select additional codes. Only one code per field.
7. Click **Save and Continue**.


The screenshot shows a multi-step process for adding organizational details. At the top, a progress bar indicates seven steps: 1. Organization Details (checked), 2. Organization Address (checked), 3. Additional Details (active), 4. Role Identification, 5. Operations, 6. Invite Users, and 7. Review. The main form area is titled 'Additional Details' and includes a 'Helpful Tips' section with a 'Link to Request Support'.

Callout 5 points to a dropdown menu labeled 'My Title1' with the instruction: '* Select all that apply to this organization's operations: (required)'. Below the dropdown is the text 'Select or search options'.

Callout 6 points to three input fields for NAICS codes. The first is labeled '* Primary NAICS Code: (required)' and includes a search icon. Below it are 'Secondary NAICS Code:' and 'Tertiary NAICS Code:' fields, each also with a search icon. A small text block explains: 'NAICS (North American Industry Classification System) Code is a six-digit numerical code used to categorize businesses based on their primary economic activities. See the link below to find NAICS code. [North American Industry Classification System \(NAICS\)](#)'.

Callout 7 points to the 'Save and Continue' button at the bottom of the form.



To search for a NAICS codes using key words, use *word* and click . Any NAICS codes with that key word will show up as options for selection.

ROLE IDENTIFICATION

8. There are several roles that can be identified in this section:

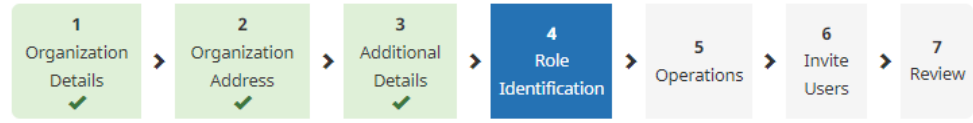
- a) The **main contact** can be the **Organization Lead** or someone else selected by the organization. Enter the **main contact (required)** information OR select the box indicating that the Organization Lead is the main contact.
- b) Adding authorized representatives. Additional people can be linked to the organization registration for the purpose of providing data when it comes time to submit to ECCC. These people provide information but are not responsible for submitting.
- c) **Legal Binder** is the authorized representative that will be the individual who has the authority to submit information to ECCC. Add their contact information **(required)**.

Note: the **Legal Binder** can be the **Organization Lead**.

9. Click **Save and Continue**.



Many users can be set-up by the organization and a user may also belong to more than one organization.



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Role Identification

Authorized Representative (Main Contact)

Provide the following information of the individual who is an authorized representative of the organization subject to the Notice and will act as the main contact.

The Organization Lead is the authorized representative who will act as the main contact.

* First Name: (required)

* Last Name: (required)

b

* Email Address: (required)

* Business Phone Number: (required)

Provide a telephone number

Art+ Auth
C

Authorized Representatives (Reporting)

Provide the following information of the individual who is an authorized representative subject to this notice and will be responsible for reporting.

Name	Email
There are no authorized representatives responsible for reporting.	

9

Authorized Representative (Legal Binder)

Provide the following information of the individual who has the authority to bind the organization subject to this notice to their report and is legally responsible for data submitted to the Minister for your organization.

The Organization Lead has the authority to bind the organization to its report and will be legally responsible for data submitted to the Minister.

* First Name: (required)

* Last Name: (required)

* Email Address: (required)

* Business Phone Number: (required)

Provide a telephone number

Helpful Tips

[Link to Request Support](#)

Go Back **Save and Continue**

ADDING OPERATIONS

10. Enter all **(required) Operations** information related to your organization.

11. Select a **Delegate Organization**, if needed, and enter all **(required)** information.

Note: This step is optional, but the information requested in the step is required.

12. Click **Save and Continue**.



To provide assistance, another organization, known as a **Delegate Organization (e.g., PROs)**, can participate and assist your organization with reporting to the Federal Plastics Registry.

1 Organization Details ✓

2 Organization Address ✓

3 Additional Details ✓

4 Role Identification ✓

5 Operations

6 Invite Users

7 Review

Operations

Plastic Product Producer, Resin Importer/Manufacturer, Waste Generator

* Select the provinces and territories in which this organization places plastic products or resins on the market, and generates waste, as applicable: **(required)**

Select or search options

* Select the provincial and territorial EPR programs in which this organization participates, if any: **(required)**

Select or search options

* Select the provincial and territorial stewardship programs in which this organization participates, if any: **(required)**

Select or search options

List Delegated Organization (e.g. PROs)

Add Delegated Organization

Delegated Organization Name	Province/Territory
There are no delegated organizations to display.	

Go Back Save and Continue

10

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12

Helpful Tips

[Link to Request Support](#)

Create

This site is private: Only specific people can view this site. [Learn more](#) Signed in as

10

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11

Delegated Organization Details

* Name of delegated organization: **(required)**

Select or search options

* Select the provinces and territories in which those PROs operate on behalf of this organization: **(required)**

Select or search options

Submit

INVITING USERS

13. To add additional users who can assist in entering data/information, click **Invite Authorized Representative**.
14. In the popup window, enter all **(required)** **Authorized Representative** details.
15. Click **Invite**.
16. Click **Save and Continue**.

1 Organization Details ✓

2 Organization Address ✓

3 Additional Details ✓

4 Role Identification ✓

5 Operations ✓

6 Invite Users

7 Review

13 Invite Authorized Representative

16 Save and Continue

14

15 Invite

Authorized Representative Invitation

Authorized Representative Details

- * **First Name (required)**
Training
- * **Last Name (required)**
Environment
- * **Email Address (required)**
madgduck@gmail.com
- * **Phone Number (required)**
555554433
- * **Invitation Type (required)**
Select

This site is private: Only specific people can view this site. [Learn more](#) Signed in as...

Helpful Tips
[Link to Request Support](#)

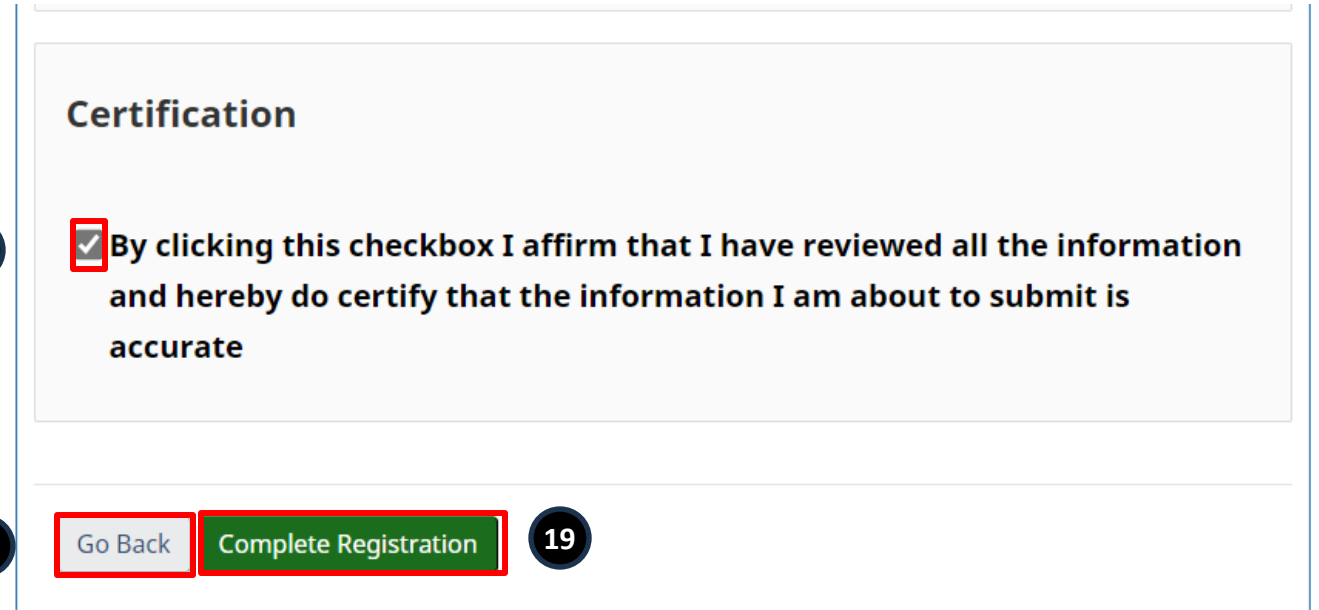
Create



In the popup window, additional users can be added as **Authorized Representative(s)** (e.g., additional organization internal employees, PROs/ODRs). This step is *optional*.

TO ADD AN ORGANIZATION TO THE FEDERAL PLASTICS REGISTRY

17. Review the organization registration and role information provided. If you need to edit, click **Go Back**.
18. After completing the review, click the **checkbox** to confirm that all information provided is correct.
19. Click **Complete Registration**.



The screenshot shows a web form with a section titled "Certification". Inside this section, there is a checked checkbox followed by the text: "By clicking this checkbox I affirm that I have reviewed all the information and hereby do certify that the information I am about to submit is accurate". Below the certification section, there are two buttons: "Go Back" and "Complete Registration". The "Go Back" button is highlighted with a red border, and the "Complete Registration" button is highlighted with a green border. Numbered callouts (17, 18, 19) are placed around the form to indicate the steps: 17 points to the "Go Back" button, 18 points to the checked checkbox, and 19 points to the "Complete Registration" button.

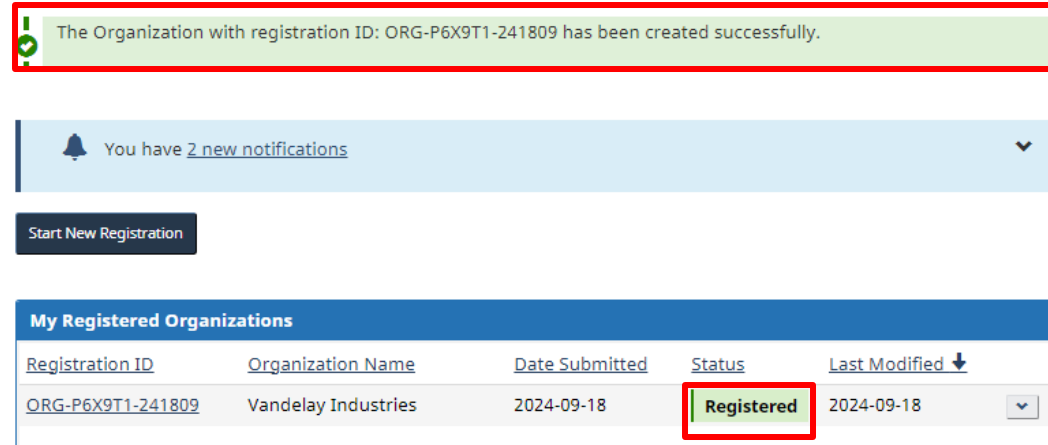


Note: The **checkbox** attestation includes any information provided for additional users invited within the Registering the Organization process.

REGISTERING AN ORGANIZATION – COMPLETE

- Upon selecting **Complete Registration**, the user will be redirected to the Dashboard.
- The **status** of the registration will show as *registered*.

Dashboard



The Organization with registration ID: ORG-P6X9T1-241809 has been created successfully.

You have [2 new notifications](#)

Start New Registration

My Registered Organizations

Registration ID	Organization Name	Date Submitted	Status	Last Modified ↓
ORG-P6X9T1-241809	Vandelay Industries	2024-09-18	Registered	2024-09-18



The green highlight box also indicates the registration status and registration ID. The registration ID can be used when sending support requests. Lastly, an email to the organization email as written in step 1 – *Organization Details* will receive a verification of successful registration.

Section 1: Registering an Organization

Section 2: Adding an Organization
Step-by-step instructions

Section 3: Support
Where to Locate Self-help Resources

SUPPORT

- Where can you find help?
- You can find helping using these tools:
 1. The step-by-step instructional user guides; or
 2. The Help & Support option on the RSP menu bar
 - a) Guided Support provides you with a list of frequently asked questions or encountered problems with guided resolutions and provides you the ability to submit a ticket for additional support.
 - b) Support Request History provides you with a list of requests to help you track.



Help & Support

The RSP team is here to address your inquiries about the platform, regulatory requirements, and beyond. Explore our support features below to get the help you need and streamline your experience. We are here to ensure your questions are answered and your needs are met promptly.

Guided Support

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Explore our Guided Help feature to streamline your support experience. Identify the type of assistance you need, whether technical or program-related. Select from our featured topics to quickly find the information you are interested in.

[Go to Guided Support](#)

Support Request History

b

The Support Request History page allows users to view and track all their previous and current support requests. You can check the status of ongoing issues, review past responses, or follow up on unresolved matters.

[Go to Support Request History](#)

SUPPORT

3. The **Guided Support** is a series of drop-down menu options that allow you to select the question you have and the resolution steps.
4. If **Guided Support** does not answer your question, you can click on *Contact Support* to access the support ticket form.

Guided Support

Explore our Guided Help tool below to streamline your support journey. By selecting your support and instrument type for RSP (Regulatory Services Platform) reporting, you will get a filtered list of featured topics for tailored assistance.

Select the type of support required :

3

If your topic is not listed or you have a specific question about the reporting program that hasn't been addressed, we're here to help. Please click on the [Contact Support](#) link to reach our team directly.

4



The **Guided Support** invites you to select the type of support required:
Program = answers questions about the reporting program for which you are registering; or
Technical Support = answers questions about the IT reporting solution.

SUPPORT

- 5) The **Contact Support** is an online form.
- Fill in all required fields to create a support ticket.
 - Click **Submit** when you complete your question or problem explanation. ECCC monitors support requests and will contact you directly.

5 **Contact Support**

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Program Type

*** Subject (required)**
Enter a brief title to your question or issue, such as "Report Submission Issue" or "Data Entry Question". Keep it concise to help us address your inquiry quickly.

*** Description (required)**
In your message, provide as much detail as possible about your question or issue, so we can assist you effectively. Include as much relevant information as possible and avoid including any sensitive personal information.

b

Submit



The **Contact Support** form automatically fills in the type of question you are inquiring about, *Program or Technical Support*. This provides ECCC with the ability to assess your question type and to route the question to the appropriate team for service.

SUPPORT PROCESS IN REVIEW

The support process follows an established guidance model.

- Users (you) have a systematic flow that will guide and assist.
- Users have options for support:
 - Step-by-step instructions
 - Guided support (to be iterative)
 - Support request forms that directly contacts ECCC
- ECCC has created specific guidance model service lines to address questions or provide assistance that is supported with case management.

