

FEDERAL PLASTICS REGISTRY REQUEST SUPPORT USER GUIDE 2025



Environment and
Climate Change Canada

Environnement et
Changement climatique Canada

Canada 

Section 1: How to access support before logging in

Section 2: How to access support after logging in

Section 3: How to manage support requests

**Section 4: Communication with Environment and
Climate Change Canada via support requests**

Section 5: Location of Support Resources at Anytime

HOW TO ACCESS SUPPORT BEFORE LOGGING IN

1. From the landing page, click on **Learn More.**

The screenshot shows the top of the Regulatory Services Platform (RSP) website. At the top left is the Government of Canada logo. To the right is a search bar labeled "Search RSP-PSR". Below the logo is a dark navigation bar with "Regulatory Services Platform (RSP)" and a "Sign in" button. A circular callout with the number "1" points to the "Learn More" link in the navigation bar. Below the navigation bar is a breadcrumb trail: "Canada.ca > Regulatory Services Platform (RSP)". The main heading is "Regulatory Services Platform (RSP)". The text below explains that the RSP is a secure reporting platform for mandatory and voluntary data. It lists two environmental instruments: Federal Plastics Registry (FPR) and Regulations Respecting the Reduction in the Release of Methane (Waste Sector). At the bottom, there are two buttons: "Sign-In to RSP >" and "Learn more about RSP >". A second circular callout with the number "1" points to the "Learn more about RSP >" button.

1

HOW TO ACCESS SUPPORT BEFORE LOGGING IN

2. Choose either **Program Support** or **IT/Technical Support** based on your needs.

3. By selecting a topic type, users can explore **Frequently Asked Questions** (FAQs) to find information relevant to your issue.

Note: This type of guidance also provides self-guided answers for some more specific questions, like how to report to the Federal Plastics Registry.

The screenshot shows the Regulatory Services Platform (RSP) website. At the top, there is a navigation bar with the Government of Canada logo, a search bar, and a 'Sign In' button. Below the navigation bar, there is a 'Learn More' section with a heading 'Learn More' and a sub-heading 'How to use the Learn More Page'. The main content area features a list of frequently asked questions (FAQs) under the heading 'Federal Plastics Registry (FPR)'. The list includes questions such as 'What is the Federal Plastics Registry?', 'Am I required to report to the Federal Plastics Registry?', and 'When is the reporting deadline?'. A red box highlights the 'Program Support' and 'IT/Technical Support' tabs, and another red box highlights the entire list of FAQs. A red circle with the number '2' is placed next to the tabs, and a red circle with the number '3' is placed next to the list of FAQs.

2

Program Support IT/Technical Support

3

Federal Plastics Registry (FPR)

- ▶ What is the Federal Plastics Registry?
- ▶ Am I required to report to the Federal Plastics Registry?
- ▶ When is the reporting deadline?
- ▶ What do I need to report to the Federal Plastics Registry?
- ▶ LFM - Topic 1
- ▶ How can I make changes to my organization information?
- ▶ Is there a limit to the number of people I can add to my account?
- ▶ Who is an Organization Lead?
- ▶ Who is an authorized representative?
- ▶ What if the Organization Lead does not have time to register our organization?
- ▶ What will be done with the data gathered through the Federal Plastics Registry?
- ▶ What data will be published?
- ▶ How do I ensure that confidential business information remains confidential?
- ▶ Is there guidance available on how to report?
- ▶ Where can I find more information about the Federal Plastics Registry?

Regulations Respecting the Reduction in the Release of Methane (Waste Sector)

HOW TO ACCESS SUPPORT BEFORE LOGGING IN

4. Click on the topic that seems most related to your question to explore more detailed information.

Note: Clicking on the arrow or the topic will open the window tab under the topic.

5. If you can't find the answer you need at the bottom of the page, click on the **Contact Support** to submit your inquiry for personalized assistance.

How to use to the Learn More Page

As you explore the platform, you may have program-related or technical questions. Please refer to the featured topics listed below for answers. If you can't find what you're looking for, feel free to submit your questions using the support request form, and our team will assist you promptly.

Join our community and stay connected. [Subscribe to our newsletter](#) for regular updates.

The screenshot shows a support page with two tabs: "Program Support" and "IT/Technical Support". The "IT/Technical Support" tab is active. Below the tabs is the heading "Federal Plastics Registry (FPR)". A dropdown menu is open, showing the selected topic "What is the Federal Plastics Registry ?" which is highlighted with a red box and a circled "4". Below the dropdown, the article ID "TPC-00011" is displayed. The main content of the article describes the Federal Plastics Registry as an information gathering tool used to collect data on plastics in Canada throughout its lifecycle. It mentions a "section 46 notice for the Federal Plastics Registry to create an inventory of data" published in the Canada Gazette, Part I, on April 20, 2024. The notice requires companies (including resin manufacturers and importers, producers of plastic products, generators of plastic waste, and service providers) to provide the Minister of the Environment with information about the lifecycle of plastics in Canada. A link is provided to a video: "Video about What is the Federal Plastics Registry?". At the bottom of the article, there is a note: "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." The "Contact Support" link is highlighted with a red box and a circled "5".

HOW TO ACCESS SUPPORT BEFORE LOGGING IN

6. Fill in all the fields (**required**) in the form.

7. Fill in the image code

8. Click **Submit**.



Providing a descriptive *Subject* line and full details in the *Description* box will provide ECCC with the information required to assist users.

Support Request

Welcome to the Support Request page

Remember:

- All fields marked with an asterisk (*) are mandatory.
- Second bullet text ready to be content-managed. Please use the RSP-ECCC application for
- Third bullet text ready to be content-managed. Please use the RSP-ECCC application for

Support Request Form

* First Name (required)

* Last Name (required)

* Email Address (required)

* Subject (required)

* Description (required)

FFFP6kj

[Generate a new image](#)
[Play the audio code](#)

Enter the code from the image

Submit

6

7

8

HOW TO ACCESS SUPPORT BEFORE LOGGING IN

9. Once your request is submitted, a confirmation ribbon will appear at the top of the page.
10. The *Contact Support* request will generate a reference numbers. The reference number will be part of the confirmation email sent to the email address provided in the **Support Request** form.

Learn More



Your ticket with reference: CAS-01470-Q9K5K has been created successfully. ×



Each *Contact Support* request is accompanied with a confirmation email sent to the email address provided in the form. The email will arrive shortly after submitting your request. If you cannot find it, check your spam folder, as it may have been filtered.

Section 1: How to access support before logging in

Section 2: How to access support after logging in

Section 3: How to manage support requests

**Section 4: Communication with Environment and
Climate Change Canada via support requests**

Section 5: Location of Support Resources at Anytime

HOW TO ACCESS SUPPORT AFTER LOGGING IN

1. Click **Help & Support**.
2. 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.
3. Support Request History provides you with a list of requests to help you track. This is covered in the next section of the course: [link here](#)

Government of Canada / Gouvernement du Canada

Search Search RSP

Regulatory Services Platform (RSP)

My Account Sign out

Dashboard Invitation **Help & Support** Notifications

Regulatory Services Platform (RSP) > Dashboard

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

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

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

HOW TO ACCESS SUPPORT AFTER LOGGING IN CHOOSING GUIDED SUPPORT

Similar to the help found before logging in, assistance is found under specific topics.

4. The **Guided Support** is a series of drop-down menu options that allow you to select the question you have and the resolution steps.
5. 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 :

4

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.

5



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.

HOW TO ACCESS SUPPORT AFTER LOGGING IN CHOOSING SUPPORT REQUEST HISTORY

When selecting **Support Request History**, a window will open where all the request tickets are saved and can be viewed for follow-up.

However, if additional assistance is required, there is an option to access the **Support Request Form** from this window.

6. Click on **Create New Support Request**.

Follow the instructions on slides 10 & 11: [link here](#)

The **Create New Support Request** will take you back to the guided help pages, and from there you need to select **Contact Support**.

Support Request History

Welcome to your Support Request History page. Here, you can view all your past and active support requests in one place. Each request includes the date submitted, the subject, and the current status. Click on any request to view detailed responses and updates from our support team. This page is designed to help you track the progress of your inquiries, ensuring that you always have access to the information you need. If you need further assistance or want to follow up on a specific request, simply click on the request for more options.

Create New Support Request

6

You will find a list of your submitted requests below.

Request Number	Subject	Status	Status Reason	Date Submitted ↓
There are no records to display.				



The **Contact Support** form is only available on the **Guided Support** page. The goal is to provide as much preemptive assistance as possible, and decrease the need to send **Support Requests** to ECCC.

HOW TO ACCESS SUPPORT AFTER LOGGING IN CHOOSING GUIDED SUPPORT

7. The **Contact Support** button brings you to 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.

7 **Contact Support**

a

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 lets assess your question type and to route the question to the appropriate team for service.

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HOW TO MANAGE SUPPORT REQUESTS

1. Click **Help & Support**.

The screenshot shows the top navigation bar of the Regulatory Services Platform (RSP) with a dark grey background. The 'Help & Support' menu item is highlighted with a red rectangular box. Below the navigation bar, the breadcrumb trail reads 'Regulatory Services Platform (RSP) > Dashboard'. A large black circle with the number '1' is positioned over the 'Help & Support' link. The main content area features a 'Dashboard' heading, a 'Start New Registration' button, and a section titled 'My Registered Organizations' with a table header containing 'Registration ID', 'Organization Name', 'Date Submitted', and 'Status'. A yellow warning box below the table states: 'No organization(s) are currently registered. Get started by clicking the "Start Registration'.

2. Click **Support Request History**.

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 Help

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 Help Page](#)

Support Request

Reach out to our support team directly by using our Request Support feature. Whether you have questions, encounter issues, or need guidance, simply submit your request, and we will respond promptly to address your needs.

[Go to Request Support Page](#)

2

HOW TO MANAGE SUPPORT REQUESTS

- Once your request is submitted, a confirmation message will appear at the top of the page with the reference number.
- The reference number can also be seen in the **Support Request History** table.
- 3. Click on the *Reference Number* or *View Request Details* to access the **Support Request** information.

Support Request History

✓ Your ticket with reference: CAS-01471-L2Y0F has been created successfully. ✕

Welcome to your Support Request History page. Here, you can view all your past and active support requests in one place. Each request includes the date submitted, the subject, and the current status. Click on any request to view detailed responses and updates from our support team. This page is designed to help you track the progress of your inquiries, ensuring that you always have access to the information you need. If you need further assistance or want to follow up on a specific request, simply click on the request for more options.

Create New Support Request

You will find a list of your submitted requests below.

Request Number	Subject	Status	Status Reason	Date Submitted
CAS-01471-L2Y0F	Testing Training Environment	Active	New	2024-10-17

[Cancel Request](#)
[Communication History](#)
[View Request Details](#)



You will also receive a confirmation email shortly after submitting your request which will contain all the **Support Request** details. If you cannot find it, check your spam folder, as it may have been filtered.

HOW MANAGE SUPPORT REQUESTS

VIEWING DETAILS

- The *View Details* window will pop up and provide the summary of the **Support Request**.
4. To close the *View Details* pop up, click on the x in the top right-hand corner.

View details

4



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

Signed in as

Details

Case Number

CAS-01471-LZY0F

*** Case Title (required)**

Testing Training Environment

Status Reason

New

Created On

2024-10-17

*** Description (required)**

I need assistance with testing the training environment.



If ECCC requires further information or communication on the **Support Request**, portal notifications will be used in the Support portal.

HOW TO MANAGE SUPPORT REQUESTS

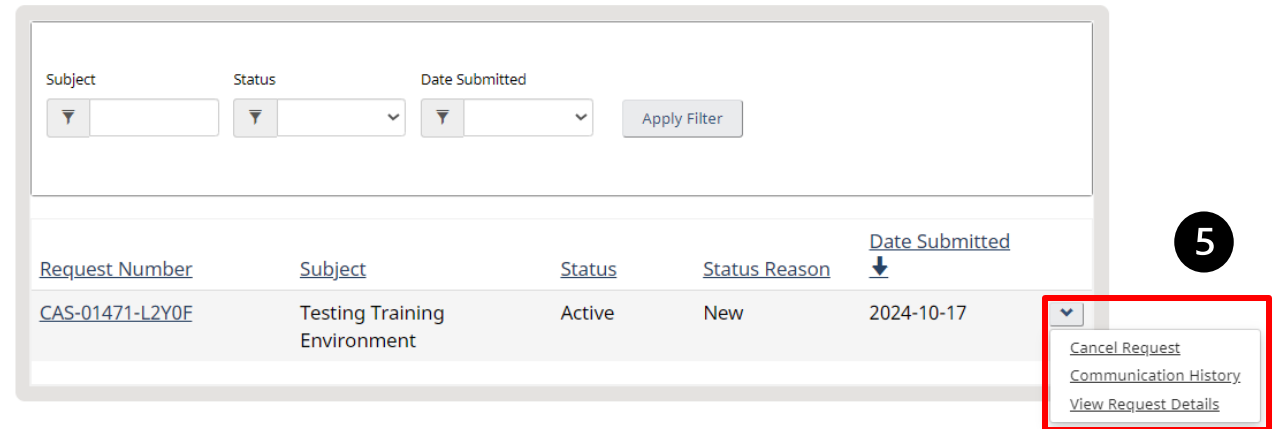
CANCELLING A REQUEST

5. Click on the down arrow next to your request and select **Cancel Request**

6. The Cancellation pop up window will open. From the *Cancellation Reason* dropdown menu, choose a reason for your cancellation.

7. Click **Submit**.

You will find a list of your submitted requests below.



The screenshot shows a table of submitted requests. The table has columns for Request Number, Subject, Status, Status Reason, and Date Submitted. A dropdown menu is open for the first request, showing options: Cancel Request, Communication History, and View Request Details. A circled number 5 is next to the dropdown menu.

Request Number	Subject	Status	Status Reason	Date Submitted
CAS-01471-L2Y0F	Testing Training Environment	Active	New	2024-10-17

- Cancel Request
- Communication History
- View Request Details

Cancellation

* Case Title (required)

Testing Training Environment

Case Number

CAS-01471-L2Y0F

Cancellation Reason

Request submitted in error

Submit

6

7

HOW TO MANAGE SUPPORT REQUESTS

CANCELLING A REQUEST

8. In the pop-up window, click **OK** to confirm your cancellation.

Note: If you have accidentally chosen the incorrect cancellation reason or no longer wish to cancel, click **Cancel**.

9. You will now see that the request status has been updated to **Cancelled**.

rsp-uat.powerappsportals.com says

Are you sure you want to cancel the case?

OK Cancel

8

You will find a list of your submitted requests below.

Request Number	Subject	Status	Status Reason	Date Submitted
CAS-01471-L2Y0F	Testing Training Environment	Cancelled	Cancelled	2024-10-17

9



All new and historical **Support Requests**, regardless of the status will be logged and can be accessed in the **Support Request History** window.

Section 1: How to access support before logging in

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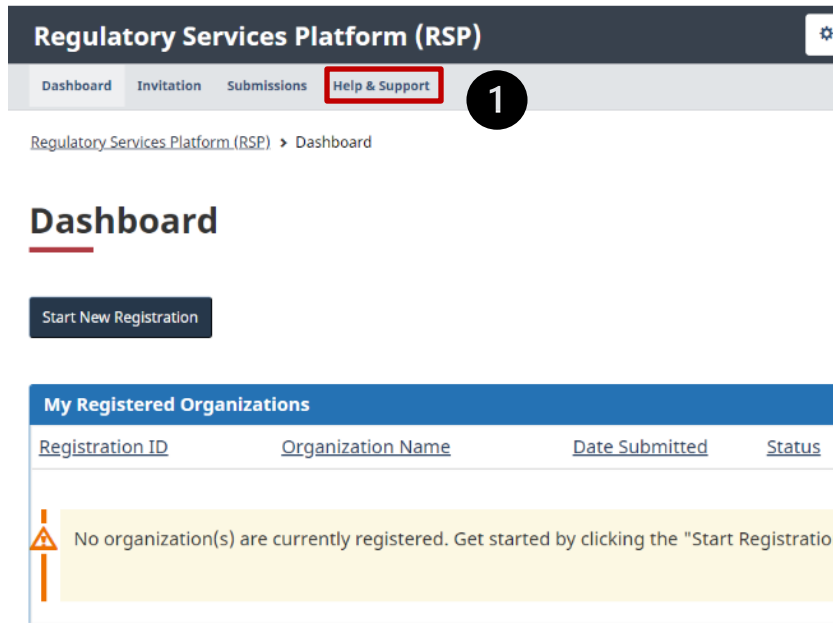
Section 3: How to manage support requests

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HOW TO RESPOND TO ECCC VIA SUPPORT REQUESTS

1. Click **Help & Support**.



2. Click **Support Request History**.

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 Help

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 Help Page](#)

Support Request

Reach out to our support team directly by using our Request Support feature. Whether you have questions, encounter issues, or need guidance, simply submit your request, and we will respond promptly to address your needs.

[Go to Request Support Page](#)

2

HOW TO RESPOND TO ECCC VIA SUPPORT REQUESTS

3. Click the down arrow next to your **Active Request** to reveal more options.

4. Select **Communication History**.

Service Request Form

You will find a list of your submitted requests below.

Request Title Status Created On

▼ ▼ ▼ Apply Filter

Request Number	Request Title	Status Reason	Status	Created On ↓	
CAS-01443-Y7J1G	Hello From Vulcan	New	Active	2024-10-03	▼
CAS-01442-J4N9C	test	Cancelled	Cancelled	2024-10-01	

Cancel Request
Communication History
View Request Details

The screenshot shows a 'Service Request Form' interface. At the top, there is a button labeled 'Service Request Form'. Below it, a message states 'You will find a list of your submitted requests below.' The main area contains a table with columns for 'Request Title', 'Status', and 'Created On'. There are three dropdown menus for filtering, each with a downward arrow, and an 'Apply Filter' button. The table lists two requests: 'CAS-01443-Y7J1G' (Hello From Vulcan, New, Active, 2024-10-03) and 'CAS-01442-J4N9C' (test, Cancelled, Cancelled, 2024-10-01). A red box highlights the dropdown arrow for the first request, which is also circled with a '3'. A second red box highlights the 'Communication History' option in the dropdown menu, which is also circled with a '4'.

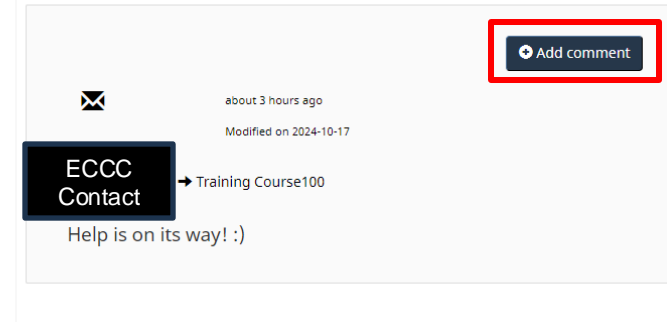
HOW TO RESPOND TO ECCC VIA SUPPORT REQUESTS

5. Click **Add Comment** to provide additional information or ask further questions about your request.
6. Add the communication required in the *Comment* box.
7. If you need to upload a file, click **Choose File** to select the file to upload.
8. When complete, click **Submit**.

View details

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

Time Line



about 3 hours ago
Modified on 2024-10-17

ECCC Contact → Training Course100
Help is on its way! :)

Add comment 5

Add a Comment

Comment 6

Attach a file No file chosen 7

8

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LOCATION OF SUPPORT RESOURCES

Support Resources can be found in two areas at any time.

1. Located on the navigation ribbon. Click on **Help & Support**

Regulatory Services Platform (RSP)

Dashboard Invitation Submissions **Help & Support**

Regulatory Services Platform (RSP) > Dashboard **1**

Dashboard

Start New Registration

My Registered Organizations

Registration ID	Organization Name	Date Submitted	Status
No organization(s) are currently registered. Get started by clicking the "Start Registration"			

2. Anytime during new user or organization registration.
 - a. Click on **Help and Support Page**;
or
 - b. Click on **Link to Request Support**

Organization Registration

Registration ID: ORG-J7D3B3-241710

Reporting Program: Notice with respect to reporting for the Federal Plastics Registry

Complete the registration process using this multi-step form to successfully submit data to Environment and Climate Change Canada (ECCC). All fields marked with an asterisk (*) are mandatory.

2

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

Organization Details

Organization Information

Helpful Tips

a

b

[Link to Request Support](#)

LOCATION OF SUPPORT RESOURCES

When you click on **Help and Support Page**, this navigates to the *Guided Support*

Help & Support

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[Go to Request Support Page](#)

When you click on **Link to Request Support**, this navigates the *Request Support Page*