

GRANTS AND CONTRIBUTIONS ONLINE SERVICES (GCOS)

GCOS ACCOUNT REGISTRATION

USER GUIDE

FEBRUARY 2016





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INTRODUCTION

A User Guide is available to guide you through each stage of your GCOS account, from Account Registration to Project Management Click here to access all [User Guides](#).

IMPORTANT THINGS TO REMEMBER ABOUT GCOS

- **The GCOS is compatible with the following Web browsers:**
 - Windows Internet Explorer 8
 - Mozilla Firefox
 - Google Chrome
 - Apple Safari
- **GCOS does not automatically save information.** It is important to remember to save often throughout each session, as GCOS has a timeout feature (outlined below).
- **Required Fields:** When you start completing a screen, you must complete all required fields on that screen before you can save. Required fields are identified throughout the system with “(required)” after the field name.
- **GCOS has a timeout feature.** After 15 minutes of account inactivity, the GCOS will prompt you with a warning that the session is about to expire. If the “OK” button is not clicked by the time indicated in the message, your GCOS account session will be terminated and you will need to log back into GCOS to continue.
- **Upload Restrictions:** Each document uploaded to the GCOS cannot exceed 15MB in size; however there is no limit to how many documents can be uploaded.

REGISTER FOR A GCOS ACCOUNT

- Follow this link to start the process of setting up your GCOS Account:
<http://www.servicecanada.gc.ca/eng/epb/gcos/login.shtml>
- There are two types of users within GCOS:
 - 1. Primary Officer (PO):**
 - will register the GCOS account for the organization
 - is fully authorized and accountable for the organizations account
 - must have the authority to act on behalf of the organization, including the authority to sign applications for funding, agreements and project management items;
 - required to validate their identity
 - 2. Representatives:**
 - required to choose a username and password and to create a profile
 - invited to join the GCOS account by the PO, or a representative with the right to invite users
 - assigned various access rights (create, submit, sign, etc)



IMPORTANT! Each individual using the GCOS account must have their own user name and password.

Key Registration Steps: The following are the key registration steps to set up a GCOS account. The steps will be outlined in detail in the subsequent sections.

1. Create Your Profiles

- a. **User Profile:** Each individual using GCOS requires a User Profile. The user that creates the Organization Profile will become the Primary Officer (PO). The PO must have the authority within their organizations to sign applications and agreements on behalf of their organization. They will also have to validate their identity.
- b. **Organization Profile:** An Organization Profile requires a business number, legal and operating name and address, as registered with the Canada Revenue Agency (CRA). Use your business payroll "RP" account number (using the following format #####RP####) to accelerate the validation process.

2. Validate Your Profiles

- a. The PO's identity must be validated and authenticated - online through the CRA or in-person at a Service Canada Centre. [Section 2](#) provides specific information about each of these activities.
- b. The Organization Profile will be validated with the information that CRA has about your organization.

3. Enter your Authorization Code

An authorization code will be mailed to the head of your organization (the letter is addressed to the Chief Executive Officer) once the Organization and PO have been validated. The head of your organization must provide the PO with the Authorization Code, so the PO can enter it to finalize the account registration. Once the authorization code is entered, additional user profiles can be linked to the organization by the PO, as necessary.

TIP! Be sure to set up your GCOS account well before any funding application deadlines, as it may take several business days to complete the one-time account registration.

1 CREATE YOUR PROFILES

1.1 CREATE YOUR USER PROFILE

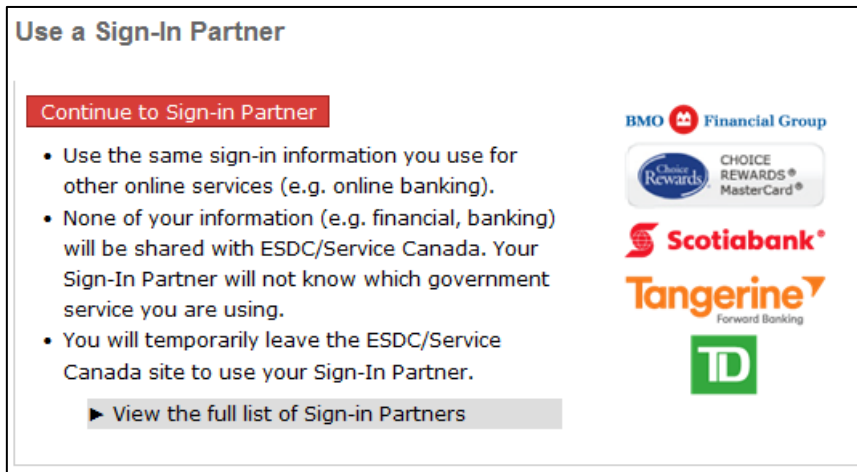
1.1.1 CREATE YOUR USERNAME AND PASSWORD

There are two options to create a secure username and password for GCOS:

ACCESS GCOS WITH GOVERNMENT OF CANADA SIGN-IN PARTNER

SecureKey Technologies Inc. is under contract with the Government of Canada to provide a Credential Broker Service called SecureKey Concierge. This service will allow you to access GCOS using your existing User ID and password or "credentials" that you may have with one of the sign-in partners. No personal information held by your financial institution will be provided to Service Canada during your login process. Similarly, Service Canada will not share with your financial institution any personal information about the government services you access. You can view the full list of sign-in partners at the following link: [View the list of participating Sign-In Partners](#)

Figure 1: Sign-In Partner Screen



CREATE A GCKEY

GCKKey will allow you to securely conduct online transactions with multiple Government of Canada programs and services. It is necessary to create a GCKKey specific to GCOS, however it is possible to use the same username and password of a previous GCKKey, if you have one.

When creating your username and password, features have been incorporated to enhance the level of security:

- Username
 - must have between 8 and 16 characters,
 - no special characters
 - no more than 7 digits
 - no spaces
- Passwords must meet the following requirements:
 - be at between 8-16 characters in length
 - contain at least 1 uppercase character (A-Z)
 - contain at least 1 lowercase character (a-z)
 - contain at least 1 numeric character (0-9)
- Three recovery questions: you will be required to answer three recovery questions:
 - A question of your choosing with the corresponding answer
 - a memorable person
 - a memorable date.You may also identify optional hints for the latter.



Figure 2: GCKey Registration Screens

Create Your Username

Your Username must contain between eight and sixteen characters, no special characters (for example: %, #, @) and may contain up to seven digits. When creating your Username, we recommend that you:

- make your Username easy for you to remember and hard for others to guess;
- avoid using personal information such as your name, Social Insurance Number (SIN), mailing address or email address;
- always keep your Username secure and do not share it with anyone.

Create Your Username: **(required)**

Please select **Continue** to proceed or click **Cancel** to end the Sign Up process.

Continue **Clear All** **Cancel**

Privacy

Please keep your Username secure. For more information on how your privacy is protected, please refer to our [Personal Information Collection Statement](#).

Username Checklist

- 8-16 Characters
- No Special Character(s)
- No more than 7 digits

Create Your Password

Your Password must be between eight and sixteen characters, contain at least one upper case letter, one lower case letter and one digit, and must not contain 3 or more consecutive characters from your Username.

Create Your Password: **(required)**

Confirm Your Password: **(required)**

Please select **Continue** to proceed or click **Cancel** to end the Sign Up process.

Continue **Clear All** **Cancel**

Privacy

Please keep your Password secure. For more information on how your privacy is protected, please refer to our [Personal Information Collection Statement](#).

Password Checklist

- 8-16 Characters
- Does not contain 3 consecutive characters from Username
- Valid characters
- Lower case letter(s)
- Upper case letter(s)
- Digit(s)
- Passwords match

Create Your Recovery Questions, Answers and Hints

Your Recovery Question, Answers and Hints are used to help you if you forget your Password. Please complete all the required fields below to continue the Sign Up process.

Select a Recovery Question: **(required)**

My Recovery Answer: **(required)**

My Memorable Person: **(required)**

My Memorable Person Hint:

My Memorable Date (YYYY-MM-DD): **(required)**

My Memorable Date Hint:

Please select **Continue** to proceed or click **Cancel** to end the Sign Up process.

Continue **Clear All** **Cancel**

Privacy

Please keep your Recovery Question, Answers and Hints secure. For more information on how your privacy is protected, please refer to our [Personal Information Collection Statement](#).

3

Your answers must contain at least three characters and contain no special characters (for example: %, #, @). Your hints must contain at least three characters and may contain letters, numbers and the following punctuation characters: apostrophe ('), comma (,), dash (-), period (.) and question mark (?).

A decorative header image showing silhouettes of various people, including a person in a wheelchair, a person with a cane, and a person with a stroller, representing a diverse group of users.

1.1.2 ENTER YOUR USER INFORMATION

Once you have successfully logged in with your chosen username and password, you will be asked to read and confirm whether you agree with the Notice to Applicants and Terms of Use for GCOS. If you do not agree, you will not be able to continue with the registration process for GCOS.

- If you agree, you will be brought to the “Create my Profile” screen.
 - As a new user, you will select the first option, “Register for Grants and Contributions Online Services”, to proceed with the creation of your profile.
 - If you are a returning user, two options are available to recover access to your existing profile – either by entering your User Reference Number (URN) and answering your security questions, or by providing a previous username and password via a sign-in partner. See [Section 1.1.5](#) for information about how to recover access to an existing account.

In order to create your GCOS profile, you will need to provide your professional information (ie. contact information) and to provide security questions and answers.

1.1.3 USER REFERENCE NUMBER

A User Reference Number (URN) is a unique identifier assigned to each GCOS user profile.

- Each GCOS user will have their own URN, assigned to their profile when it is created.
- Keep your URN in a secure location, as it will be required to confirm your identity as a GCOS user when undertaking specific transactions (i.e. requesting support over the phone or obtaining access to an existing organizational account).
- Upon completion of entering your user information, a confirmation screen will include your URN. Additionally, an e-mail confirming the creation of your profile will also contain your URN.

IMPORTANT! If you are going to be a Representative for your organization, provide your URN to your organization’s Primary Officer, as they will then be able to invite you to join the organization account. (See [Section 4.4](#) for details on becoming a Representative of a registered organization)

1.1.4 “WELCOME” SCREEN

The “Welcome” screen allows users to see:

- organization(s) registered to your account
- pending requests
- options to “Register a new organization”, “Replace the Primary Officer”, “Become the Representative of a Registered Organization”

IMPORTANT! If you are setting up your account for the first time and are to be the Primary Officer for your organization select “Register a New Organization”

Figure 3: Welcome Screen

My Account ▾ Help and Support ▾ Log out

Prénom Nom de famille

Welcome First Name (URN-###-###-###-###)

My Information

Register New Organization

Replace Primary Officer

My Organization(s)

In order to use Grants and Contributions Online Services (GCOS) to create and manage your Applications for Funding, you need to register for or join an account on behalf of your organization. If you have already done this, select the organization from the table below to continue. Otherwise, choose your desired action from the list below.

Show 10 entries Filter items

Organization Number	Organization Name	My Role	My Status
ORG-###-###-###-###	Organization Name	Representative	Pending User Acceptance

Showing 1 to 1 of 1 entries Previous Next

Options

- Register New Organization
Submit a new request to register the organization you represent for Grants and Contributions Online Services. Please ensure the organization is not already registered and that you are authorized to act as the account administrator (Primary Officer).
- Replace Primary Officer
Submit a request to become the new account administrator (primary officer) for an already registered organization. Before submitting a request, ensure you are authorized to replace the current primary officer.
- Become the Representative of a Registered Organization
To become a representative of a registered organization, you will need to provide your user reference number (URN) to the primary officer or authorized representative of that organization. Your URN is a unique alphanumeric code that can be found on top of this page. It will be used by the primary officer or the authorized representative to send you an invitation to join the organization.

1.1.5 RECOVER ACCESS TO AN EXISTING PROFILE

If you previously registered for a GCOS account but do not remember your username and password, it is possible to recover access to your existing profile by following these steps:

- Create a new GCKey
- Enter your User Reference Number (URN) (*Your URN would have been provided to you by email, when you initially registered for the GCOS account*)
- Respond to three of the five security questions created when you initially set up your account

You may also wish to select “Replace the Primary Officer of an Existing Organization” on the “Welcome Screen”. Replacing a Primary Officer is outlined in the Account Management User Guide. If you do not remember your URN and need to recover access to an existing profile, contact the Employer Contact Centre for support at 1-800-367-5693.

1.2 CREATE YOUR ORGANIZATION PROFILE

To set up your Organization Profile you must be (or intend to be) the Primary Officer (PO) for the organization. As the PO you must have the authority to sign applications for funding, agreements and project management items on behalf of your organization.

At any time, you can see the status of your registration, by selecting the organization from your "Welcome" screen. This will bring you to the "New Registration Summary" screen (Figure 4).

Figure 4: New Registration Summary Screen

Steps	Status	Details
Create the Organization Profile	Complete	Registration initiated on 16/05/2014
Validate the Organization	Incomplete	The organization has not yet been validated.
Validate and Authenticate your Identity	Complete	
Confirm your Authority to Act as the Primary Officer	Pending	In order to confirm your authority, the organization and your identity must first be validated.

For more information visit the [help guide](#).

Each of the steps are outlined below:

- "Create the Organization Profile" screen allows you to:
 - enter your organization name, your position title and the organizations' default mailing address
- "Validate the organization" screen will allow you to
 - enter the legal and common name of your organization, and the corresponding business number.
 - the information provided will be used to validate the organization profile with Canada Revenue Agency (CRA) information
- "Validate and Authenticate your Identity" screen provide two options:
 - link to the CRA My Account allows you to electronically validate your identity. (information about MyCRA Account is detailed in [Section 2.2.1](#))
 - if you do not have a My CRA account, information on how to validate your identity in person at a Service Canada Centre is provided. (information about in-person validation is detailed in [Section 2.2.2](#))
- "Confirm your Authority to Act as the Primary Officer" screen will allow you to:
 - after the business number and the identity of the PO have been validated, enter the Authorization Code that has been mailed to the head of the organization (see [Section 3](#) for Authorization Code information)

2 VALIDATE YOUR PROFILES

2.1. ORGANIZATION VALIDATION

The GCOS organization validation process enables ESDC to confirm the existence of organizations creating GCOS accounts based on the organization's business number. This information is used solely for the purpose of validating the existence of the organization.

- The information entered on the "Validate the Organization" screen (Figure 5) will be used to validate your organization – the CRA Business or Registration Number, Legal Name and Operating (or Common) Name and address are all required fields.
- To facilitate the validation process, the Payroll Program Account Business Number (RP program account extension) should be used if possible.
- If a business number with an extension that is not RP (ie. RR, RC, RT, etc) is submitted, it may be necessary to provide additional supporting documentation in order for the validation process to be completed successfully.

IMPORTANT! If using an RP account, consent will be required from a CRA Authorized Representative of your organization. Only once consent is received, can the organization information be validated with CRA data. Follow this link for information about [CRA Authorized Representatives](#).

Figure 5: Validate the Organization Screen

Grants and Contributions Online Services

Canada

My Account Grants and Contributions Online Services Help and Support Logout

User 1 Last Name

Validate the Organization

My Information
Register New Organization
Replace Primary Officer

For more information on how your privacy is protected, please refer to our [Personal Information Collection Statement](#).

In order to validate the existence of your organization, please enter its 15 digit Canada Revenue Agency (CRA) business number or, for registered charities and non-profit organizations, its registration number (e.g., 123456789 AB 1234).

This is the Business/Registration Number that was issued by CRA when the Organization Legal Name was registered. The Payroll Program Account Business Number (RP extension) should be used, if you have one. If not, another extension may be used. Note that supporting documentation may be requested to complete the validation process in these cases.

CRA Business Number: (required)

CRA Legal Name: (required)

CRA Operating Name (Common Name):

Use the organization's default address? (required)

Please select... ▾

Address Line 1: (required)

Address Line 2:

City: (required)

Province/State: (required for North American addresses)

Please select... ▾

Country: (required)

Please select... ▾

Postal/Zip Code: (required for North American addresses)

Note that the CRA Business Information will be validated and that a letter will be mailed to the business owner or chief executive officer to authorize creation of this account.

For more information visit the [help guide](#).

Save Skip For Now Cancel

2.1.1 CONSENT FROM A CRA AUTHORIZED REPRESENTATIVE – FOR RP ACCOUNTS ONLY

NOTE: If you did not use an RP business number, this section is not applicable to you – move to the next section “Validate the Primary Officers’ Identity”.

If you entered a Payroll Program Account Business Number (RP program account extension) consent will be required from a CRA Authorized Representative of your organization. Only once consent is received can the organization information be validated with CRA data. Follow this link for information about [CRA Authorized Representatives](#).

IMPORTANT! If you are not the CRA Authorized Representative, select “No” under Authorized Representative (Figure 6) and identify the correct person under Authorized Representative’s Information. An email will be sent to the identified Authorized Representative. They can provide consent without having to create a GCOS account. It may be prudent to send your CRA Authorized Representative an email outlining why they are receiving the notification from GCOS asking for their consent.

If you select “yes” indicating that you are the Authorized Representative, you will automatically be taken to the “Consent” Screen.

Figure 6: Authorized Representative Screen

Funding Jobs and Training Retirement Pensions Disability Seniors Child and Family Communities

Home > Authorized Representative

Authorized Representative

An Authorized Representative is someone who has been registered with the Canada Revenue Agency (CRA) as a representative for the organization and is authorized to provide consent on behalf of the organization. You are required to declare below that you are an Authorized Representative or if you are not an Authorized Representative, please provide the name and e-mail of the Authorized Representative for your organization.

I declare I am an authorized representative with the CRA for this organization? **(Required)**

No

Yes

Authorized Representative's Information

Given Name (Required)	<input type="text"/>
Surname (Required)	<input type="text"/>
E-mail (Required)	<input type="text"/>
Confirm E-mail (Required)	<input type="text"/>

Next

IMPORTANT! The request for consent from your CRA Authorized Representative expires within 7 days and will need to be re-initiated if not completed within this timeframe.

2.2 VALIDATE THE PRIMARY OFFICERS' IDENTITY

The identity of the Primary Officer of your organization is required to be validated. There are two options available to complete this step:

Figure 7: Validate and Authenticate Identity Screen

2.2.1 ONLINE THROUGH THE CANADA REVENUE AGENCY (OPTION 1)

a. Use your [Canada Revenue Agency \(CRA\) My Account](#) to validate your identity - within GCOS click on "Validate and Authenticate with CRA". CRA My Accounts are often set up when individuals submit their taxes online.

b. If you do not have a CRA My Account, you can [register here](#).
Note: It can take 5 to 10 business days to complete your CRA My Account registration.

IMPORTANT! The information shared by CRA:

- Will not be stored on your computer
- Will not be altered in any way
- Will not be retained if you close your browser
- Will be retained by Service Canada and validated against the information you provided when you established your profile for GCOS.

The screenshot shows the 'Validate and Authenticate your Identity' screen. At the top, there is a navigation bar with 'Government of Canada' and 'Gouvernement du Canada' logos, and links for 'Canada.gc.ca', 'Services', 'Departments', and 'Français'. Below this is a blue header with 'Gs&Cs Online Services' and the 'Canada' logo. A secondary navigation bar includes 'My Account', 'Gs&Cs Online Services', 'Help and Support', and 'Logout'. The main content area has a sidebar with 'First Name', 'My Information', 'Register New Organization', and 'Replace Primary Officer'. The main text area is titled 'Validate and Authenticate your Identity' and contains the following text: 'To complete the process, you must validate and authenticate your identity.' followed by 'Validate and Authenticate your Identity Online Through the Canada Revenue Agency'. It explains that users must have a valid CRA My Account and will be redirected to the CRA website. A list of privacy notes states: 'Please note, the information shared by the CRA: Will not be stored on your computer, Will not be altered in any way, Will not be retained if you close your browser, Will be retained by Service Canada and validated against your user profile'. Below this is a note: 'By selecting "Validate and Authenticate with CRA" you will be redirected to the CRA website.' and two buttons: 'Validate and Authenticate with CRA' and 'Skip for Now'. The second option is 'Validate and Authenticate your Identity in Person', which requires a visit to a Service Canada Centre with two pieces of identification, one with a photo. A 'Continue' button is at the bottom.

2.2.2 IN-PERSON AT A SERVICE CANADA CENTRE (OPTION 2)

Visit a [Service Canada Office](#) to validate your identity. Two pieces of identification are required (see list below) – one piece of identity must have a photo:

- Provincial Driver's Licence
- Canadian Passport
- Provincial Health Care Card
- Birth Certification (provincial)
- Permanent Resident Card
- Certificate of Canadian Citizenship
- Certificate of Indian Status Issued by the Government of Canada
- Record of Landing
- Provincial ID Card
- Foreign Passport

3 ENTER YOUR AUTHORIZATION CODE

This is the final step required to set up your GCOS account. Once the Organization and Primary Officer's (PO) identity have been validated, a letter will be mailed to the head of the organization (the letter is addressed to the Chief Executive Officer) – the letter will contain an **authorization code**. The head of your organization will be instructed to provide the PO with the authorization code to confirm agreement with the creation of the account and the authority to act as the PO.

To complete the registration process, login to GCOS and select the organization from your "Welcome" screen. Click on "Confirm your Authority to Act as Primary Officer on Behalf of the Organization" link and enter the code in the "Authorization Code" field. Once it is entered you have completed your GCOS account registration and are ready to use GCOS to apply for and manage your ESDC funding!

Figure 8: Confirm your Authority to Act as Primary Officer on Behalf of the Organization Screen

Confirm your Authority to Act as Primary Officer on Behalf of the Organization

For more information on how your privacy is protected, please refer to our [Personal Information Collection Statement](#).

Organization Name:

Authorization Code: (required)

The authorization code is a unique and alphanumeric code that only you can use to confirm your authority to represent this organization as the primary officer. The code along with your contact information and instructions for you to finalize this request were mailed to the business owner or Chief Executive Officer at the address on file.

For more information visit the [help guide](#).

4 ADDITIONAL ORGANIZATIONAL INFORMATION

4.1 ORGANIZATION IDENTIFICATION

When accessing GCOS for the first time, additional pieces of information are required. This information must be entered by the Primary Officer, or a representative of the organization with the required administrative rights.

Figure 9: Organization's Main Screen

My Account - Grants and Contributions Online Services - Help and Support - Logout

First Name [REDACTED] Organization Name (ORG-###-###-###-###)

My Information
Register New Organization
Replace Primary Officer
French Consent Sanity
Edit Organization Profile
My Role
Manage Addresses
Manage Representatives
Manage Contacts
Manage CRA Businesses

Grants and Contributions Online Services

- [Gs&Cs Online Services](#)

Options

- [My Role](#)
Use this option to view your role and user rights for this organization. You are not allowed to modify your own rights. If you wish to modify your rights you must contact an authorized representative or the primary officer for this organization.
- **Manage Organization**
 - [Edit Organization Profile](#)
 - [Manage Addresses](#)
 - [Manage Contacts](#)
 - [Manage CRA Businesses](#)
- [Manage Representatives](#)
Use this option to invite or terminate representatives' access from the organization's account or to modify other representatives' rights.

For more information visit the [help guide](#).

Screen Identifier: ORG-1101

This information only needs to be entered once. It can be edited by selecting "Organization Identification" from the "Gs&Cs Online Services" menu on the top navigation bar.

IMPORTANT!

Modifications to the information will not be applied to past applications and past projects. Should you need to update your organization information for an existing application or project, please contact your Service Canada / ESDC Program Officer.

Figure 10: Organization Information Screen

In order to add an application, the following mandatory fields must be completed.
 ESDC uses the information you provide in this section to establish your organization's identity.

Legal Name	<input type="text"/>	
Operating (Common) Name (if different from legal name)	<input type="text"/>	
Business or Registration Number	<input type="text"/>	
Organization Type <i>(Required)</i>	<input type="text" value="Select"/>	▶ Help
Year Established	<input type="text"/>	▶ Help
E-mail Address	<input type="text"/>	
Telephone Number	Area Code <i>(Required)</i>	<input type="text"/>
	Telephone Number <i>(Required)</i>	<input type="text"/>
	Extension	<input type="text"/>
Organization's Mandate <i>(Required)</i>	<input type="text"/>	

Signatories

How many signatures are required to submit an Application for Funding to ESDC? <i>(Required)</i>	<input type="text" value="Select"/>
How many signatures are required to submit a Claim to ESDC? <i>(Required)</i>	<input type="text" value="Select"/>
How many signatures are required to submit a Forecast of Project Expenditures to ESDC? <i>(Required)</i>	<input type="text" value="Select"/>
How many signatures are required to submit an Activity Report to ESDC? <i>(Required)</i>	<input type="text" value="Select"/>
How many signatures are required to submit an Agreement to ESDC? <i>(Required)</i>	<input type="text" value="Select"/>

4.2 SIGNATORIES

The "Signatories" section of the "Organization Identification" screen (Figure 10) is used to identify the number of signatories required to submit each item available within the GCOS. It can be edited through the "Grants and Contributions Online Services" menu in the top navigation bar.

Once the number of signatories is indicated, GCOS will not finalize an action (such as submitting an application) until the correct number of signatories is reached. Therefore it is very important that enough GCOS users for the organizations are granted "submit" rights, ie. if three signatories are required on an application to be submitted, there must be at least three GCOS users with the rights to "submit" an application.

4.3 REPLACE THE PRIMARY OFFICER OF AN EXISTING ORGANIZATION

In order to replace the Primary Officer, it is necessary to have first set up a User Profile. Once the User Profile is set up, select "Replace the Primary Officer of an Existing Organization" from the "Welcome" screen. When using this function, the original Primary Officer will no longer have access to the account. He can still be invited as a representative of the organization if necessary.

The following steps are required to replace the Primary Officer of an existing organization:

- Create a User Profile
- Identify the Organization
- Validate and Authenticate your Identity
- Confirm your Authority to Act as Primary Officer on Behalf of the Organization

IDENTIFY THE ORGANIZATION

Selecting "Get Started" will bring you to the "Identify the Organization" screen (Figure 11) where you will be required to enter your Position Title and either of the following two:

- CRA Business Number OR
- 15 digit GCOS Organization Number

The Primary Officer you will be replacing can provide the GCOS Organization Number – it is located on the "Welcome" screen.

Figure 11: Identify the Organization Screen

Identify the Organization

For more information on how your privacy is protected, please refer to our [Personal Information Collection Statement](#).

To identify the registered organization, you must enter the 15-digit Canada Revenue Agency (CRA) Business Number associated with the organization (e.g., 123456789 AB 1234) or, provide the organization number (e.g., ORG-123-456-789-123).

Your Position Title: **(required)**

Please enter one of the following

CRA Business Number:

or

Organization Number:

For more information visit the [help guide](#).

VALIDATE AND AUTHENTICATE YOUR IDENTITY

If you have not already validated your identity in GCOS (i.e. you are not or have not been a Primary Officer for an organization in the past), you will be required to do so in order to proceed with this action. See the [section "Validate the Primary Officers' Identity"](#) for information on this process.

Confirm your Authority to Act as Primary Officer on Behalf of the Organization

Once the new PO's identity has been validated, it is necessary to enter the Authorization Code that has been mailed to the head of the organization (see [Section 3](#) for Authorization Code information)

At anytime during the process, you can see the status of your request to replace the Primary Officer, by selecting the organization from the "Welcome" screen.

5 ACCESSING TECHNICAL SUPPORT

• Account Registration Support:

GCOS users can call the **Employer Contact Centre (ECC), 1-800-367-5693** for support in registering their GCOS account. The ECC manages enquiries related to GCOS Account Registration and Account Management only and therefore can respond to questions such as:

- Setting up a User Profile
- Adding & Edit Representatives & Representative Rights
- Adding an Organization

Within GCOS, as users are setting up their GCOS account they can access the Employer Contact Centre (ECC) phone number, under the 'Contact Us' heading at the bottom of the page.

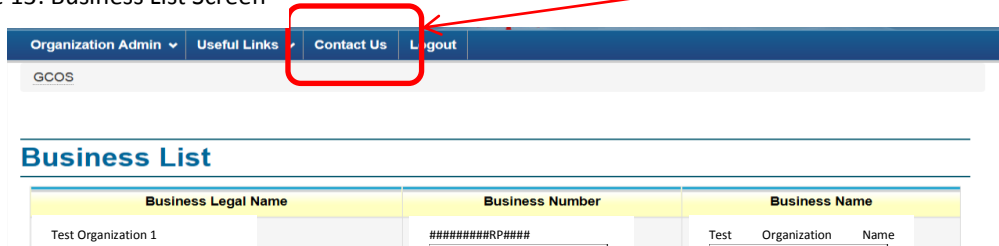
Figure 12: Welcome Screen

The screenshot displays the 'Welcome Organization A' page. At the top, there are navigation links: 'My Account', 'Help and Support', and 'Log out'. A sidebar on the left contains 'Organization A', 'My Information', 'Register New Organization', and 'Replace Primary Officer'. The main content area is titled 'Welcome Organization A' and includes a sub-header 'ORG-###-###-###-###'. Below this is a section 'My Organization(s)' with instructions on how to register or join an account. A table with columns 'Organization Number', 'Organization Name', 'My Role', and 'My Status' is present. Underneath is an 'Options' section with three links: 'Register New Organization', 'Replace Primary Officer', and 'Become the Representative of a Registered Organization'. At the bottom of the page, there are four columns of links: 'About us', 'Contact us', 'News', and 'Stay connected'. The 'Contact us' link is highlighted with a red box, and a red arrow points to it from the left margin.

- **Support for users with a registered GCOS account:**

Within GCOS there is a "Contact Us" feature that can be accessed once the user reaches the 'business list' screen – it is available at the top of the page. The 'business list' screen is only available to users that have successfully registered their GCOS account.

Figure 13: Business List Screen



Once selecting 'Contact Us' users will be required to indicate the type of support they require, as this will direct their enquiry appropriately:

Figure 14: Contact Us Screen

