



CPSO

LOGIN GUIDE

College of Physicians and
Surgeons of Ontario
80 College Street,
Toronto, Ontario

Contact **Physician Advisory Services**
Monday- Friday 8 a.m. to 5 p.m.
1-800-268-7096 ext. 617
+ (416) 967-2617

Table of Contents

CONTENTS

Introduction.....	3
Intended Audience	3
Browser Compatibility.....	3
Contents of this Guide.....	3
Create your Account.....	4
Forgotten Email	7
Account Lock	8
Password Reset	9
Password Change	12
Sign Out	14

INTRODUCTION

CPSO is excited to welcome you to the new Member Portal — the access point for all your applicant and membership service options. Members can request membership services, complete their annual renewal, make payments online, manage their profiles and access new member orientation materials. In addition, new applicants can complete the self-screening questionnaire to access the appropriate applications. Please follow the steps below to complete your new Member Portal registration.

Intended Audience

This guide provides instructions for accessing the new Member Portal for new users and current or former members who didn't receive a registration link.

Browser Compatibility

Please ensure you use Chrome, Firefox, Edge or Safari internet browsers to access the new portal and not Internet Explorer as it's not supported. More information about supported browsers on desktop and mobile is available on the CPSO website: <https://www.cpso.on.ca/About/Privacy%2c-Accessibility-Human-Rights-Codes/Technical-Information>

Contents of this Guide

This document will cover the following account creation and account management processes.

- [Create your account](#)
- [Forgotten Email](#)
- [Account Lock](#)
- [Password Reset](#)
- [Password Change](#)
- [Sign Out](#)

Creating your new Member Portal Account

CREATE YOUR ACCOUNT

To create your account, follow these steps.

1. Click the **Sign-Up** link in the top-right corner of the CPSO website to create your account.



2. Enter the email address you want to use to register with CPSO in the **Email Address** field.
3. Click **Send verification code**.

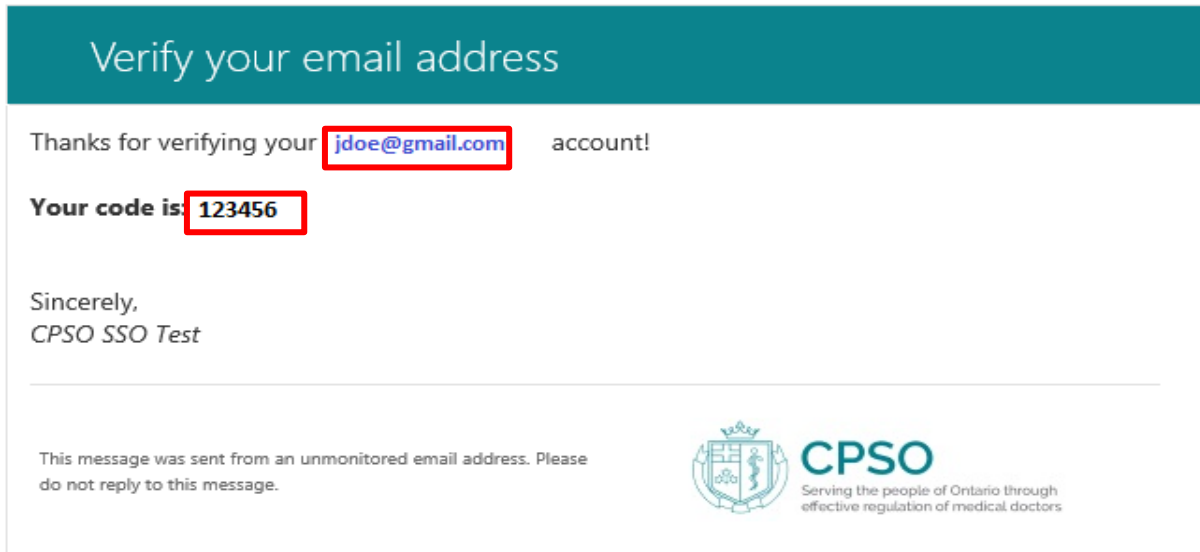
Important: Do not close this window.

A screenshot of the 'CREATE ACCOUNT' registration form on the CPSO website. The form is white with a teal header. It includes a welcome message, 'Password Requirements' section, and three input fields: 'Email Address' (containing 'jdoe@gmail.com'), 'New Password', and 'Confirm New Password'. A red 'Send verification code' button is located below the email address field.

4. Check the email account with which you registered for a **Verification code** email from CPSO.

Creating your new Member Portal Account

5. Copy the **Verification code** and paste it into the **Verification Code** field on the Registration page.



NOTE: The Verification code will expire in 5 minutes.

6. Click **Verify code**. Once the code is verified, continue with your registration. If the code fails, click the **Send new code** link and repeat steps 4 to 6.

The screenshot shows the "CREATE ACCOUNT" page on the CPSO portal. It includes a welcome message, "Password Requirements" (8-64 characters, uppercase, lowercase, numeric, and special character), and a note that the verification code has been sent to the inbox. The form fields are: "Email Address" (filled with "jdoo@gmail.com"), "Verification code" (filled with "123456"), "New Password", and "Confirm New Password". There are two buttons below the verification code field: "Verify code" and "send new code".

Creating your new Member Portal Account

7. Type the password you want to use in the ***New Password*** field.



NOTE: Your Password must follow these 5 rules:

- ✓ Your password must contain a minimum of 8 characters
- ✓ Your password must contain at least one uppercase letter (A-Z)
- ✓ Your password must contain at least one lowercase letter (a-z)
- ✓ Your password must contain at least one numerical digit (0,1,2,3,...)
- ✓ Your password must have at least one special character (\$, #, @, %, ^, &, *)

8. Retype the password in the ***Confirm New Password*** field.

9. Click ***Create***.

This completes your registration process. You may now login to your new Member Portal account.

FORGOTTEN EMAIL

If you forget the email associated with your CPSO account, you will not be able to login. To regain access, you must contact the Inquiries team for assistance.

Please call us, weekdays from 8 a.m. to 5 p.m., at one of the following numbers:

Toronto-local: 416-967-2617

Outside Toronto: 1-800-268-7096 ext. 617

ACCOUNT LOCK

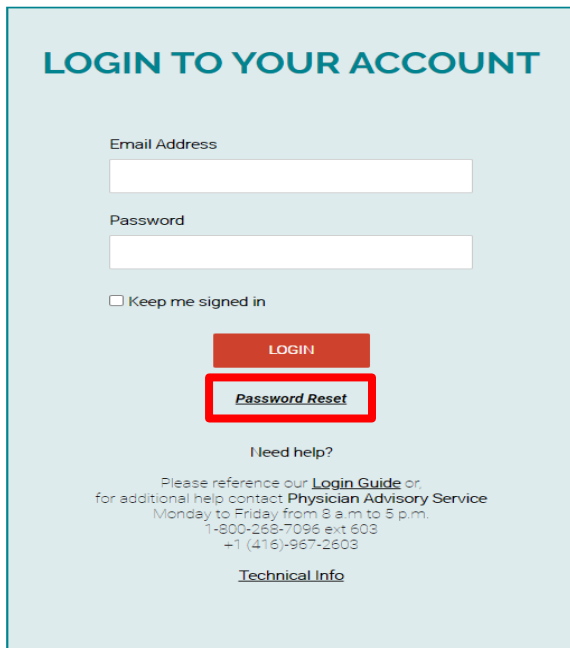
If you try logging in with the wrong password multiple times, you may experience a brief lockout period. After 10 unsuccessful login attempts, you will be locked out and unable to try again for one minute. After the login screen unlocks, each subsequent unsuccessful login attempt will result in a one-minute lockout. After 20 unsuccessful login attempts, the lockouts become longer and will increase in length after each increment of 10 up to a maximum of five hours. The lockout counter resets to zero when you login successfully.

If you cannot remember your password, we recommend you use the “Reset Password” link to avoid being locked out. Instructions for resetting your password are on [page 9](#).

PASSWORD RESET

If you forget your password, follow these steps to create a new password and regain access to your account.

1. Go to the CPSO Member Portal Login page.
2. Click the **Password Reset** link



LOGIN TO YOUR ACCOUNT

Email Address

Password

Keep me signed in

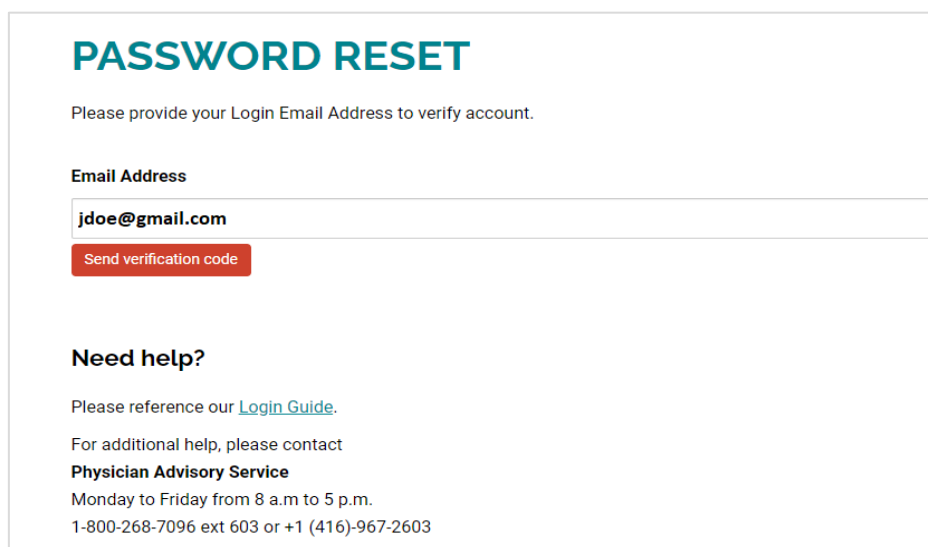
LOGIN

Password Reset

I need help?
Please reference our [Login Guide](#) or, for additional help contact **Physician Advisory Service**
Monday to Friday from 8 a.m to 5 p.m.
1-800-268-7096 ext 603
+1 (416)-967-2603

[Technical Info](#)

3. Enter the email address associated with your Member Portal account in the **Email Address** field. This is the same email address used for your CPSO registration and to which we send you communications.



PASSWORD RESET

Please provide your Login Email Address to verify account.

Email Address

Send verification code

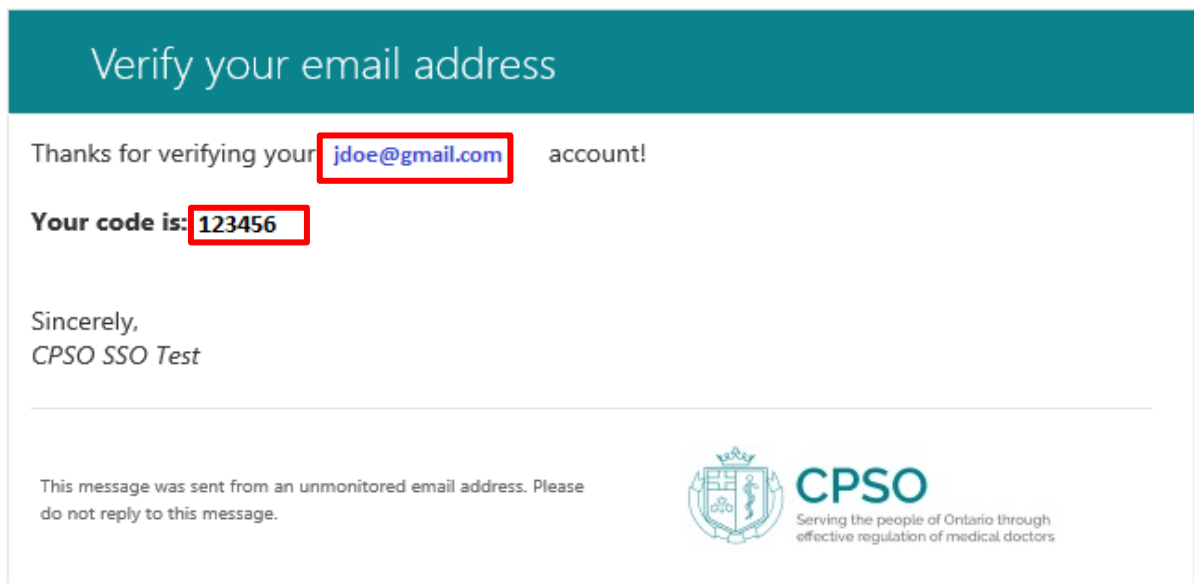
Need help?
Please reference our [Login Guide](#).
For additional help, please contact
Physician Advisory Service
Monday to Friday from 8 a.m to 5 p.m.
1-800-268-7096 ext 603 or +1 (416)-967-2603

4. Click Send **Verification code**.

Important: Do not close this window.

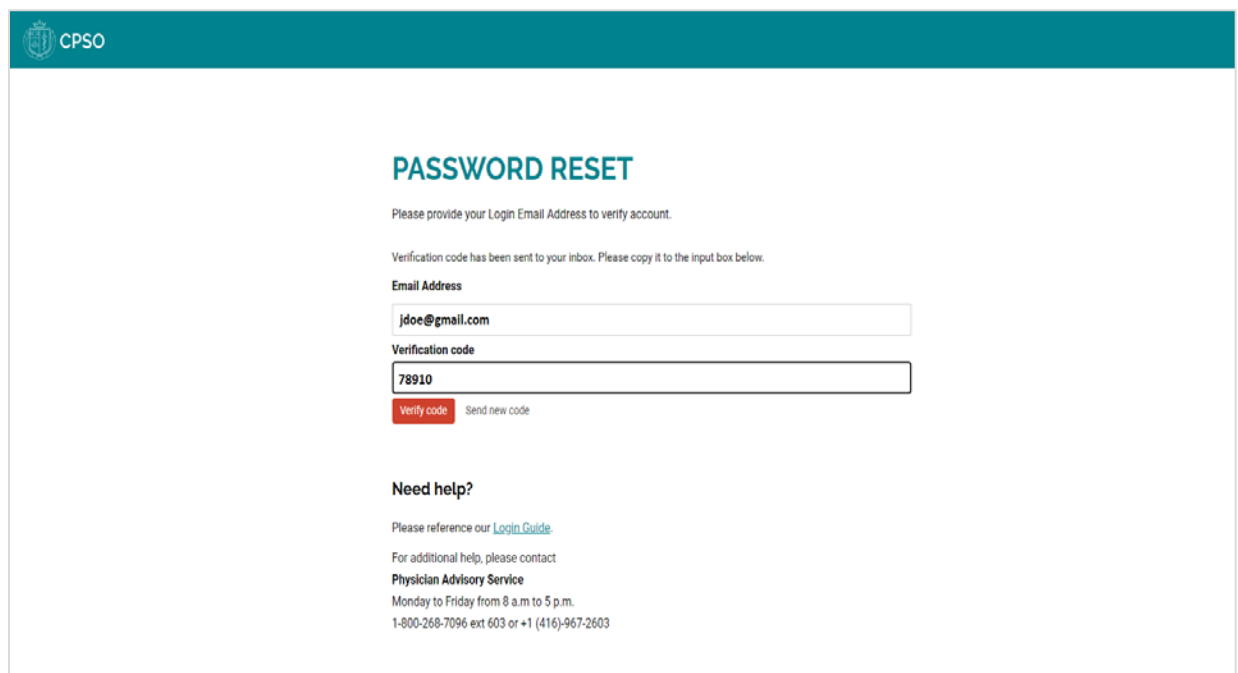
Password Reset

5. Check the email account you entered for a **Verification code** email from CPSO.

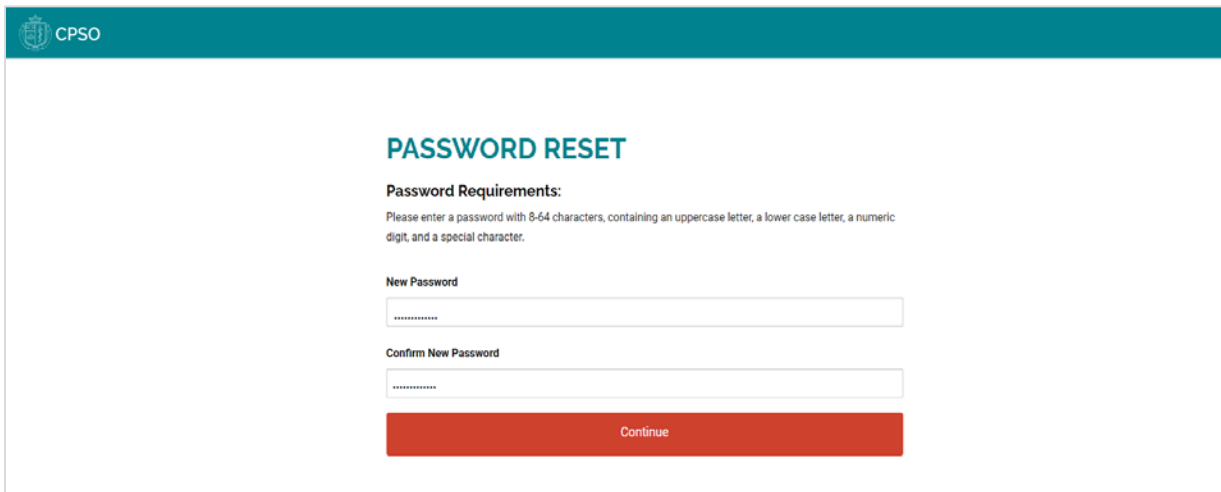


NOTE: The Verification code will expire in 5 minutes.

6. Copy the **verification code** and paste it into the **Verification Code** field on the Reset Password page.
7. Click **Verify code**. Once the code is verified, you may create a new password. If the code fails, click the **Send new code** link and repeat steps 5 to 7.



8. Type the password you want to use in the ***New Password field***.



The screenshot shows the CPSO Password Reset page. At the top left is the CPSO logo. The main heading is "PASSWORD RESET". Below this is the "Password Requirements:" section, which states: "Please enter a password with 8-64 characters, containing an uppercase letter, a lower case letter, a numeric digit, and a special character." There are two input fields: "New Password" and "Confirm New Password", both with masked characters (dots). A red "Continue" button is located at the bottom of the form.



NOTE: Your Password must follow these 5 rules:

- ✓ Your password must contain a minimum of 8 characters
- ✓ Your password must contain at least one uppercase letter (A-Z)
- ✓ Your password must contain at least one lowercase letter (a-z)
- ✓ Your password must contain at least one numerical digit (0,1,2,3,...)
- ✓ Your password must have at least one special character (\$, #, @, %, ^, &, *)

9. Retype the password in the ***Confirm New Password*** field.

10. Click ***Continue***.

This completes your password reset. You may now login to your Member Portal account.

PASSWORD CHANGE

1. Go to the CPSO Member Portal login page.
2. Enter your email address and password.
3. Click Login to access your Member Portal account.

LOGIN TO YOUR ACCOUNT

Email Address

Password

Keep me signed in

LOGIN

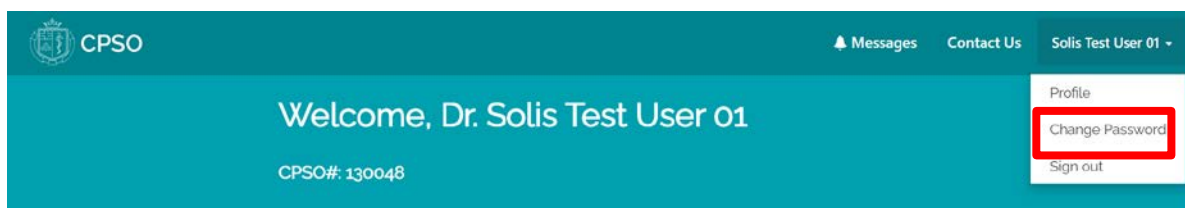
[Password Reset](#)

Need help?

Please reference our [Login Guide](#) or,
for additional help contact **Physician Advisory Service**
Monday to Friday from 8 a.m to 5 p.m.
1-800-268-7096 ext 603
+1 (416)-967-2603

[Technical Info](#)

4. Click on your name in the menu bar in the top-right corner.
5. Select **Change Password** from the dropdown menu.



6. Type the password you want to use in the **New Password** field.

ENTER NEW PASSWORD

Password Requirements:
Please enter a password with 8-64 characters, containing an uppercase letter, a lower case letter, a numeric digit, and a special character.

New Password

Confirm New Password



NOTE: Your Password must follow these 5 rules:

- ✓ Your password must contain a minimum of 8 characters
- ✓ Your password must contain at least one uppercase letter (A-Z)
- ✓ Your password must contain at least one lowercase letter (a-z)
- ✓ Your password must contain at least one numerical digit (0,1,2,3,...)
- ✓ Your password must have at least one special character (\$, #, @, %, ^, &, *)

7. Retype the password in the **Confirm New Password** field.
8. Click **Continue**. You have successfully changed your password.

SIGN OUT

It's best practice to sign out of the Member Portal when you complete your session. Please follow these steps to sign out.

1. Click on your name in the menu bar at the top-right corner of the Member Portal.
2. Select **Sign-out** from the dropdown menu to end your session.

