

# IENCAP Portal User Guide

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Last Updated: February 25, 2019

This guide is designed to facilitate your use of the IENCAP applicant portal. Please read prior to attempting registration.

For enquiries contact: [exams@tsin.ca](mailto:exams@tsin.ca)

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# IENCAP Portal Supported Browsers

## PC Users

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- **Google Chrome** – recommended for best user experience
- Internet Explorer version 10 and above
- Firefox

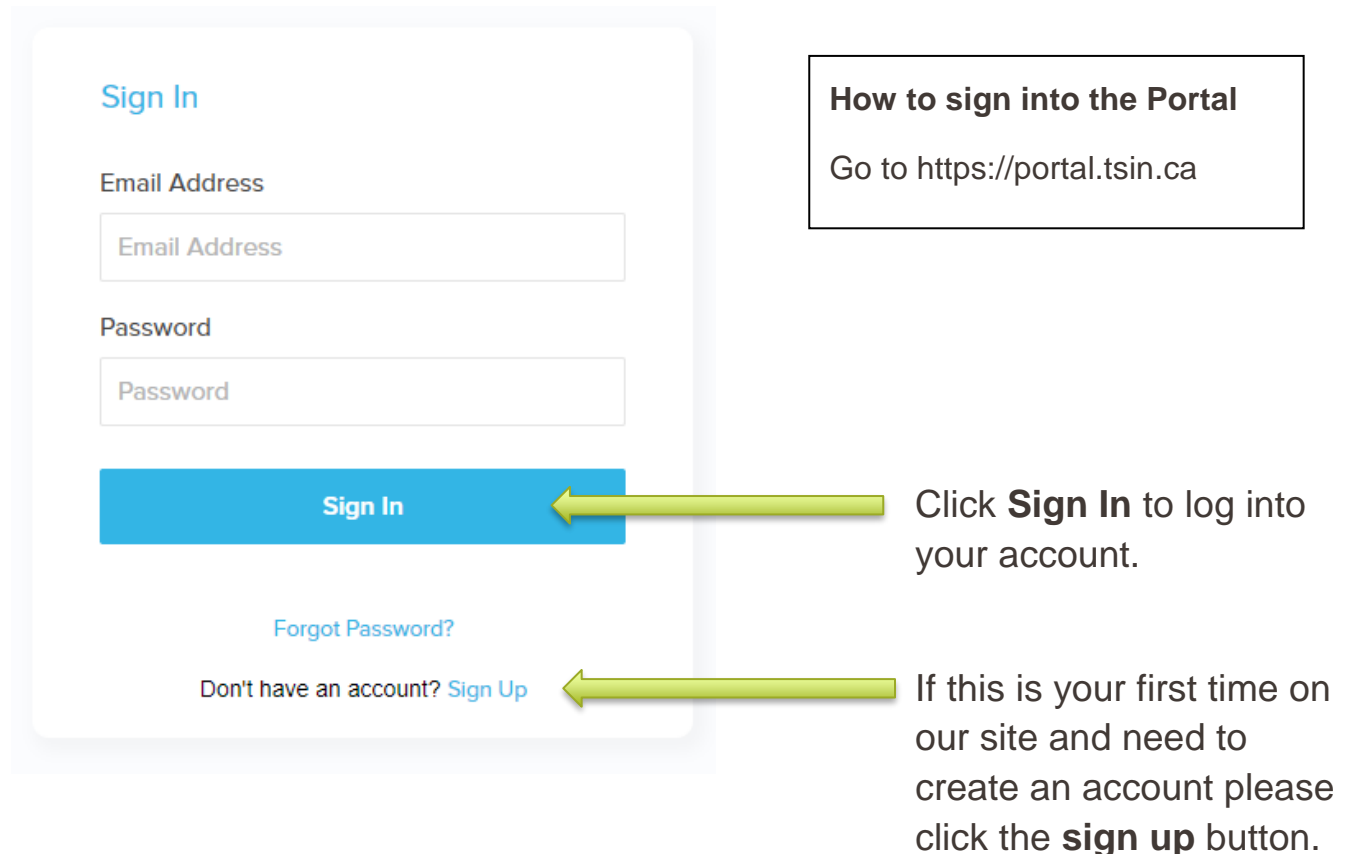
## MAC Users

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- **Google Chrome** – recommended for best user experience

## Portal Sign In and Sign Up Instructions

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The image shows a screenshot of the IENCAP Portal's sign-in and sign-up interface. On the left, there is a white box with a light blue border containing the following elements: a blue "Sign In" header, an "Email Address" label above a text input field, a "Password" label above another text input field, a blue "Sign In" button, a blue "Forgot Password?" link, and a "Don't have an account? Sign Up" link. On the right, a black-bordered box contains the text "How to sign into the Portal" and "Go to https://portal.tsin.ca". Two green arrows point from the text on the right to the "Sign In" button and the "Sign Up" link in the screenshot.

**How to sign into the Portal**  
Go to <https://portal.tsin.ca>

Click **Sign In** to log into your account.

If this is your first time on our site and need to create an account please click the **sign up** button.



Fill in the following Information:

Sign Up

Name

Enter your full name

Email Address

contact@abc.com

Captcha



Enter the text you see in the image above

Sign Up

Already have an account? [Sign In](#)

**Full Name** (First, middle and last names)

**Email Address**

**Word Verification** (type in the text exactly how you see it – it is case sensitive. If you cannot read the text click refresh for new text)

Click Sign Up

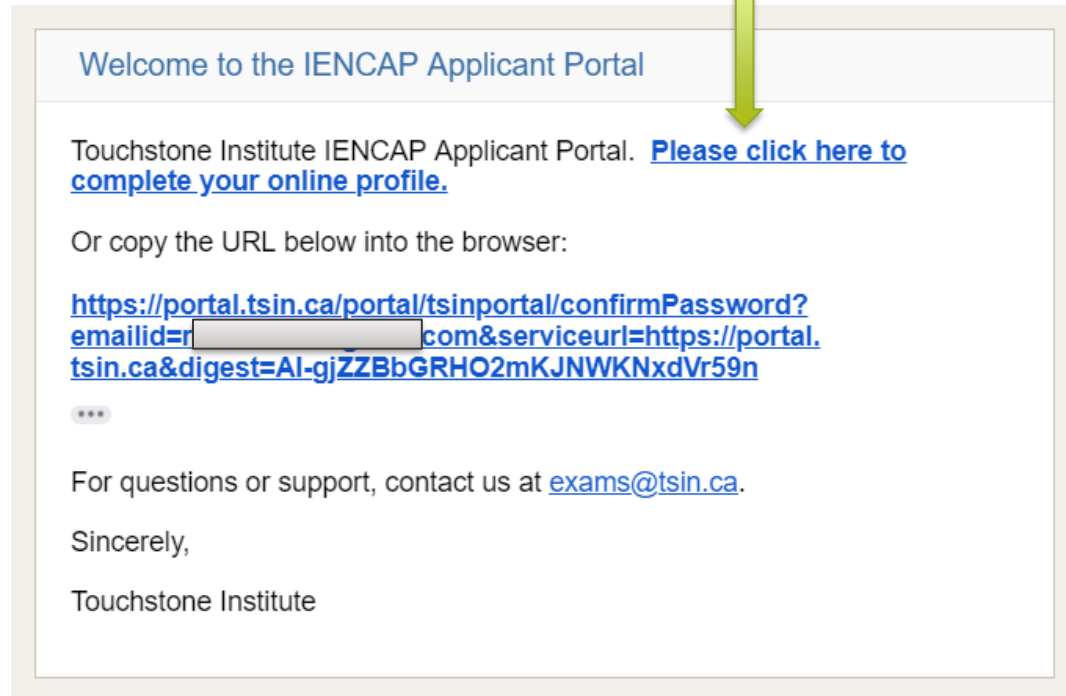
Once you have completed the sign up correctly you will see the following message:



A verification email will be sent to the email address that you indicated when you signed up.

**Please note that this email may take up to one hour to receive, especially if you are using a web based email provider such as; gmail, yahoo or hotmail.**

Once you receive your verification email you can follow the link to complete the sign up process.



The link you receive in the verification email will bring you to the page to create your password.

Create Password

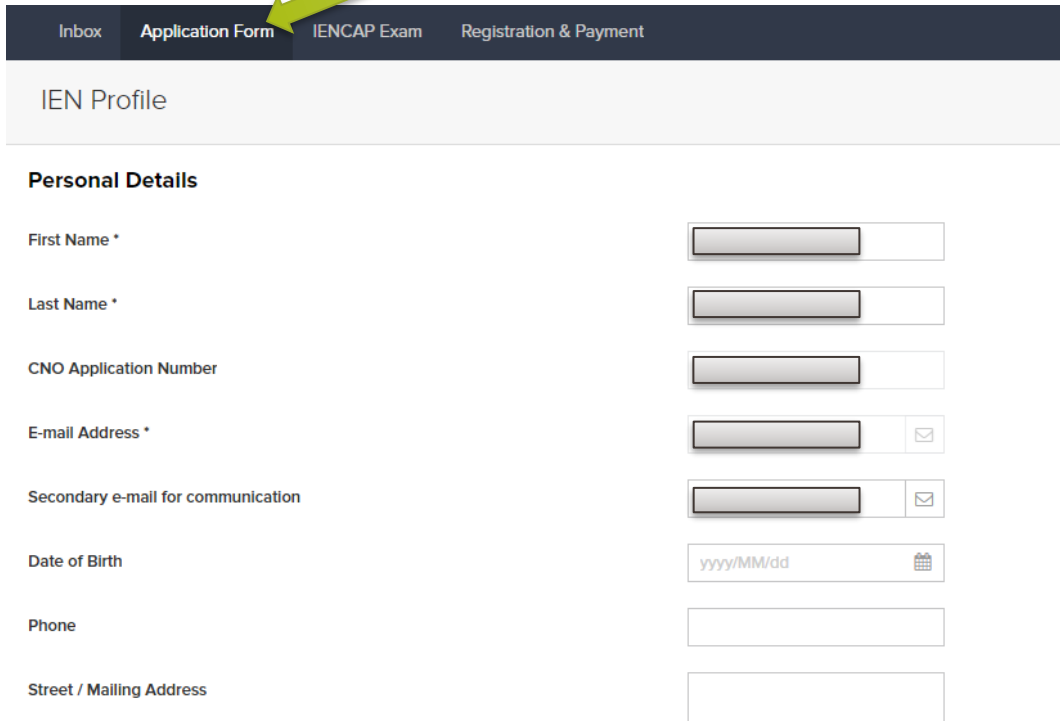
Password

Confirm Password

Create

When creating a password please ensure that it is at least 8 characters in length, contains one upper case letter, one lower case letter and a numeric digit.

Once you sign up is complete, you will be able to sign in and see your personal IENCAP account information. You will need to firstly go to the **Application Form** tab to complete your IEN Profile.



Inbox **Application Form** IENCAP Exam Registration & Payment


IEN Profile


**Personal Details**


First Name \*

Last Name \*

CNO Application Number

E-mail Address \*  

Secondary e-mail for communication  

Date of Birth  

Phone

Street / Mailing Address

**Update**

**Remember** to complete ALL mandatory fields and click **UPDATE** at the bottom of the form to ensure your entry has been saved correctly.

## Photo Upload Instructions

**Please use these guidelines to assist you when choosing an appropriate identification photo to upload. Candidates must upload a current head shot.**

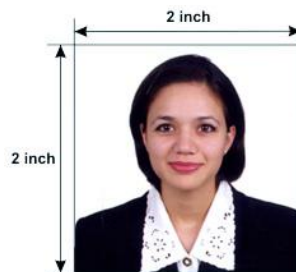
Please use these guidelines to assist you when choosing an appropriate identification photo to upload. Contact [info@tsin.ca](mailto:info@tsin.ca) if you experience problems.

**Your photos must be:**

- Clear, sharp and in focus
- May be in colour or in black and white
- Taken with a neutral facial expression
- Taken with uniform lighting and not show shadows, glare or flash reflections
- Taken straight on, with face centered and squared to the camera
- Reflect your current appearance
- Maximum of 1 MB in size

**Examples of appropriate photos include:**

- Passport pictures (scanned from current passport accepted)
- Government Identification pictures (scanned from original)
- CLEAR head shot taken with a phone, tablet or computer



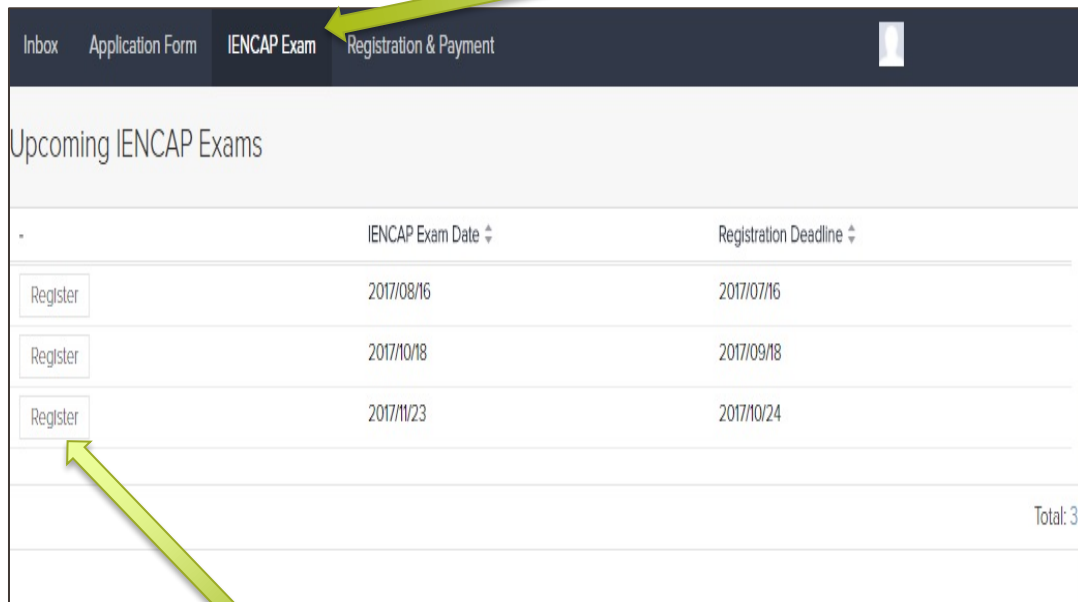
**Photos that are not accepted include but are not limited to:**

- Family photos
- Photos that do not reflect your current appearance
- Photos that are out of focus or where the subject cannot be identified because the image is too small



## Registering for an IENCAP Assessment

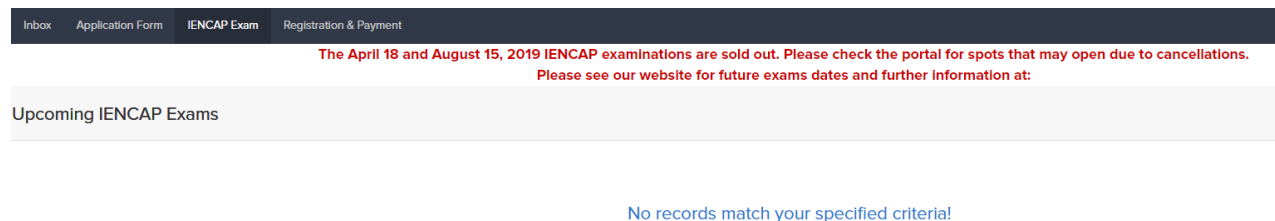
When registration is open for and IENCAP assessment you will be able to see the session date and registration deadline as well as a **REGISTER** button. To view the exams that are open for registration you will have to click on the **IENCAP Exam** tab.



	IENCAP Exam Date ↕	Registration Deadline ↕
<a href="#">Register</a>	2017/08/16	2017/07/16
<a href="#">Register</a>	2017/10/18	2017/09/18
<a href="#">Register</a>	2017/11/23	2017/10/24
		Total: 3

**Do not** click on the **REGISTER** button unless you are absolutely certain that you will be prepared to take the assessment on the date that you have selected.

**If there are no exams available for registration you will see a message in the portal stating that the examinations are sold out and to check our website for updates. Please see the example below:**



Inbox Application Form **IENCAP Exam** Registration & Payment

**The April 18 and August 15, 2019 IENCAP examinations are sold out. Please check the portal for spots that may open due to cancellations. Please see our website for future exams dates and further information at:**

Upcoming IENCAP Exams

No records match your specified criteria!

## Cancellation and Refund Policy

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- All cancellations made up to 30 days before your scheduled assessment date will be subject to a cancellation fee.
- No refund will be issued on a cancellation that occurs less than 30 days before your scheduled assessment date.
- Failure to appear for your scheduled assessment date is considered a cancellation and no refund will be issued.
- We do not offer date changes from one assessment date to another. If you wish to change your assessment date, you must cancel and re-register for the next available date.
- Cancellations will be managed by the candidate through the registration portal. Cancellations by phone, email or fax will not be accepted.
- Refunds can only be charged back to the credit card used at the time of registration. Refund cheques will not be issued.
- Requests for cancellation and full refund due to Exceptional Circumstances must be made by completing an Exceptional Circumstance Exemption Request Form as soon as possible prior to or after the scheduled test date.

Please find below all the necessary information that will assist you to cancel the exam:

1. Go to <https://portal.tsin.ca> and sign in with your email and password.
2. Click the IENCAP Exam Tab and click on the Cancel Button.
3. Candidates who are entitled to a partial refund will receive a confirmation email directly from PayPal. The subject line of the email from PayPal will read "Refund from Touchstone Institute"
4. If you are having issues with cancelling your exam please email [exams@tsin.ca](mailto:exams@tsin.ca). This will ensure that we can respond in a timely manner. PLEASE DO NOT CALL OUR OFFICE.