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## Version History

<table>
<thead>
<tr>
<th>Version</th>
<th>Changes</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>Initial release</td>
<td>21/03/2014</td>
</tr>
</tbody>
</table>
1.0 Introduction

The RRS Portal application (referred to as RRS or the RRS application from this point) provides access for Federally Regulated Financial Institutions (FRFIs) and Federally Regulated Private Pension Plans to submit regulatory return information. With RRS you can complete and submit returns, request a return submission, view documents and manage your user details.

To access RRS you will need a Bank of Canada Secure Site User account.

The first time you access RRS, you will set up your account, which involves setting your password and preferred language.

This guide details how to use RRS to complete and submit financial returns. To complete and submit corporate returns refer to the Manage Corporate Returns User Guide.

1.1 Using this Document

This document uses the following conventions to increase clarity:

- **Bold text** indicates a selection or data field to be filled in.
- **Italics** indicate a reference to a section within this document or a page within the Secure Site.

In addition, there are three types of sidebars, each identified by an icon:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Information" /></td>
<td><strong>Information</strong> – These sidebars contain extra detail, or describe optional steps.</td>
</tr>
<tr>
<td><img src="image" alt="Caution" /></td>
<td><strong>Caution</strong> – These sidebars point out a possibility that may cause unexpected behaviour and tell you how to correct the issue, if you encounter it.</td>
</tr>
<tr>
<td><img src="image" alt="Warning" /></td>
<td><strong>Warning</strong> – These sidebars alert you to something important that can affect your ability to use RRS.</td>
</tr>
</tbody>
</table>

1.2 Technical Requirements

For best performance, the following technical requirements are recommended:

- Microsoft Internet Explorer version 8
- Adobe Flash Player version 9 or higher
- Cookies enabled
- JavaScript enabled,
• Microsoft Excel 2003 or higher (to download information into Excel format)

Note that the Secure Site and RRS application have been tested and certified with the specified web browser.

1.3 Support

If you encounter an issue or problem with the RRS application that isn’t covered by this Guide, you can:

• Contact your organization’s LRA
• Contact the Bank of Canada at 1-855-865-8636
• Contact the Returns Administration group at OSFI at (613) 991-0609 for issues related to corporate returns
2.0 **Logging into RRS**

To log into RRS, you need to be logged into the Bank of Canada’s Secure Site. Once logged into the Secure Site the RRS login page displays.

- If you are logging into RRS for the first time, see 2.2: *Logging in for the First Time*.
- If you have forgotten your RRS password, see 2.3: *Resetting Your RRS Password*.

Refer to the Bank of Canada Secure Site User Guide for information on logging into the Bank of Canada’s Secure Site.

2.1 **Log into RRS**

To log into RRS:

Begin at the RRS Login page.
1. In the **Username** field, enter your RRS Username.

2. In the **Password** field, enter your RRS Password.

3. Click **Login** to continue.

---

**Incorrect Login Attempts:**

After five incorrect login attempts, your account will be locked out. If this happens, you can click the Forgotten Password link to reset your account. See 2.3: *Resetting Your RRS Password* for more information.
Organization Selection:

You can be associated with more than one organization in RRS. Follow the steps below to select the organization that you would like to work on.

If you have permission to access more than one organization:

1. Follow the steps above to log in.

The Select organization page displays.

2. Click the drop-down menu.

3. Select the name of the organization you want to access.

4. Click Login.

The Welcome page displays with the word “Change” beside your username indicating that you belong to more than one organization.

To change the organization selection:

1. Click the Change link at the end of your username.
2.2 **Logging in for the First Time**

The first time you log into RRS, you’ll be asked to update your temporary password. This process involves entering a new password and setting your language preference.

**To log into RRS for the first time:**

Begin at the RRS Login page.
1. In the **Username** field, enter your RRS Username.

2. In the **Password** field, enter the temporary RRS Password given to you in an email entitled “New Portal User Account”.

3. Click **Login**.
4. In the **Current password** field, enter your temporary RRS Password.

5. In the **New password** field, enter a new RRS Password.

### Passwords:

Ensure your new password meets the following valid password criteria: passwords must be between 8 and 30 characters and contain 1 uppercase letter, 1 lowercase letter, 1 number and one special character.

6. In the **Confirm new password** field, re-enter your new RRS Password.

7. Click **Save** to set your RRS Password.
   
The My User Details page displays. From here you can set your preferred language.
8. Click the drop-down menu in the **Language of preference** field.
9. Select your preferred language.
10. Click **Update**.
Your preferred language is now set. Each time you log in RRS will display in your preferred language.
Although your preferred language is set, you can change the language during a session by clicking the drop-down menu on the language field below the Logout link on the top right of each page in the application. The language reverts back to the original setting when you logout.

2.3 Resetting Your RRS Password

The RRS Password reset functionality allows you to reset your forgotten password.

To reset your password:

Begin at the Login page.

![Login Page](image)

Figure 2-7: Login Page
1. From the Login page, click the **Forgotten Password** link.

![Forgotten Password Page](image)

**Figure 2-8: Forgotten Password Page**

2. In the **Email address** field, enter your email address registered in RRS.

3. Click **Submit**. The Forgotten Password page informs you that a temporary password has been emailed to you.

4. Navigate to your email and search for an email entitled "Account Reactivation".

5. Copy the new password and navigate back to RRS.

6. Click the **Home** menu item.
7. Enter your username.

8. Enter your temporary password.

9. Click **Login**.
10. Enter your temporary password in the **Current password** field.

11. Enter your new password in the **New password** field. Ensure your new password meets the following valid password criteria: passwords must be between 8 and 30 characters and contain 1 uppercase letter, 1 lowercase letter, 1 number and one special character.

12. Re-enter your new password in the **Confirm new password** field.

13. Click **Save**.

14. If necessary, you can update your telephone number or language of preference.

15. Click **Update**.
3.0 Managing Financial Returns

RRS provides functionality to complete and submit financial returns to the Bank of Canada (BoC), the Office of the Superintendent of Financial Institutions (OSFI) and/or the Canada Deposit Insurance Corporation (CDIC). This section covers how to complete and submit returns, how to view returns, and how to view and correct errors in a return.

Returns can be either conventional or unstructured in type, and this information determines how they are entered in RRS. Sections 3.1 and 3.2 detail how conventional returns are entered. Section 3.6 details how unstructured returns are entered. For information on specific return types, view the List of Returns for your sector on the RRS Training page.

There are two ways to complete and submit a return in RRS. One way is to upload a data file which is detailed in 3.1: Complete and Submit a Return via Data Upload. The other way is to enter data manually into the system which is detailed in 3.2: Complete and Submit a Return Manually.

Rules and Errors

Whether you are entering information manually into a return or uploading data, the data is validated against rules that are set up within each return. Two separate sets of rules are used to validate returns: structural and validation. **Structural rules** validate the format and structure of the data being reported, such as entering numeric versus textual information as appropriate. **Validation rules** validate the accuracy of the data being reported, such as a set of data points summing to a total correctly. Depending on how a return is completed in the application, structural validation occurs when the Validate and Save button is clicked or when a file is uploaded. When you attempt to submit a return, validation rules are applied. If a return fails validation you are presented with an error message. Returns with errors, display with a white exclamation mark in a red circle on the Draft Returns page. In the event of an error, you will need to correct the information to continue.

Validation rules can be applied to specific sections of a return, but if any section fails validation, the return cannot be processed as the entire return needs to be valid before it can be submitted. Validation rules are documented in the Return Rules report specific to each return type. Return Rules reports can be found in the RRS Documents menu item.
Draft Return Key Icons

The Draft Return page displays icons that are used to depict specific return information. The key icons are described as follows:

<table>
<thead>
<tr>
<th>KEY</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Form Set</td>
<td>a double set of folders represents an entire return which could consist of one or many forms, also known as sections.</td>
</tr>
<tr>
<td>Folder</td>
<td>a single folder represents a structural grouping of forms, also known as sections.</td>
</tr>
<tr>
<td>Repeatable Folder</td>
<td>a single folder with blue arrows indicates a folder that has repeatable sections.</td>
</tr>
<tr>
<td>Form</td>
<td>a page symbol indicates a section within a return.</td>
</tr>
<tr>
<td>Add Section</td>
<td>a page with a green plus sign allows forms, also known as sections, to be added to a return where applicable.</td>
</tr>
<tr>
<td>Ready to Submit</td>
<td>the white check mark in a green circle symbol indicates the return has been validated, meaning that it has passed structural rules and is ready to submit.</td>
</tr>
<tr>
<td>In Draft</td>
<td>the pencil symbol indicates this return has been saved as a draft and not yet validated</td>
</tr>
<tr>
<td>No Data – Mandatory</td>
<td>the red star symbol indicates there is no data in this return and that mandatory fields exist.</td>
</tr>
</tbody>
</table>

Note: the absence of a red star on a return or return section indicates there are no mandatory fields.

3.1 Completing and Submitting a Conventional Return via Data Upload

Conventional returns can be completed and submitted using the Upload Data feature in RRS.

File Formats

The acceptable file formats for uploading data to conventional returns in RRS include: .xml and .osfi.
To upload a conventional return:

Begin at the Welcome page.

**Welcome to Regulatory Reporting System (RRS) Portal**

You have successfully logged in. You can now use RRS Portal to complete and submit all required returns online.

You should regularly check that your organization profile is up to date by clicking on "Organization Profile" on the menu above. If any details on your profile are out of date, you should contact your regulator.

Draft returns that are ready for completion can be found by clicking on "Draft returns" on the menu above.

When your returns have been completed, you must use the "Submission" functionality to finally submit them.

With RRS Portal, you are also able to:

- Print submitted returns where signed hard-copies are required.
- View and print previous submissions.
- Partially complete returns and return to them at a later date.
- Request a resubmission of returns where you become aware of mistakes.

For further information on how to use RRS Portal, click on the help link in the top right-hand corner of your screen.

**Notifications**

<table>
<thead>
<tr>
<th>Dismiss</th>
<th>Received</th>
<th>Subject</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>21/11/2013 11:37:20 AM</td>
<td>Insurance Annual Return (10475271) is available for completion via Draft Returns</td>
</tr>
</tbody>
</table>

**Figure 3-2: Welcome Page**
1. Click the **Draft Returns** menu item.

![Draft Returns Page](image-url)

**Draft Returns**

The returns listed below are in draft and can be completed prior to submission to your Regulator.

To create new returns, please use the "Create Return" functionality.

<table>
<thead>
<tr>
<th>Return name</th>
<th>Reference</th>
<th>Revision</th>
<th>Status</th>
<th>Return end date</th>
<th>Due date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insurance Annual Return</td>
<td>10475271</td>
<td>0.1</td>
<td>No Data</td>
<td>31/03/2014</td>
<td>30/04/2014</td>
</tr>
</tbody>
</table>

*Figure 3-3: Draft Returns Page*
The revision column of the Draft Returns page displays the current revision number of the return. Draft returns are displayed at 0.1 for the first draft and each subsequent revision increases by a whole number such as 1.1, 2.1, etc.

The revision column of the Submission History page displays the current revision number of the return. Submitted returns display on the Submission History page as revision 1.0 for the first submission and each subsequent submission increases by a whole number such as 2.0, 3.0, etc.

2. Click the return name to be completed.
3. Click the **Upload Data** link.

![Upload Data Page](image)

**Figure 3-5: Upload Data Page**
4. Click **Browse** to navigate to where your return data file is stored, and select the file.

![Figure 3-6: Windows Explorer Upload File Page](image)

5. Click **Open**.

**Incorrect File Format**

Using an incorrect file format for uploading data will cause an error in RRS. Be sure to use the acceptable file formats as listed above.
6. Hover your mouse over the **Submission** menu item.

![Submission Menu Drop-Down Page](image)

**Figure 3-7: Submission Menu Drop-Down Page**

7. Click the **Submit Return** sub-menu item. The Submit Return page displays a list of returns that are ready to be submitted.
Figure 3-8: Submit Return Page

8. In the Action column, click the **Submit** link of the return to be submitted.
9. Click **Submit**.

<table>
<thead>
<tr>
<th>If a virus is detected during upload:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uploaded files are scanned for viruses. If a virus is detected the file will not be uploaded.</td>
</tr>
</tbody>
</table>
If an error occurred:

If your return has errors, they will be displayed on-screen and in the Notifications section on the Welcome page.

3.2 Completing and Submitting a Conventional Return Manually

To manually enter a conventional return:

Begin at the RRS Welcome page.

```
Figure 3-10: Welcome Page
```

1. Click the Draft Returns menu item.
Draft Returns

The returns listed below are in draft and can be completed prior to submission to your Regulator.

To create new returns, please use the "Create Return" functionality.

<table>
<thead>
<tr>
<th>Return name</th>
<th>Reference</th>
<th>Revision</th>
<th>Status</th>
<th>Return end date</th>
<th>Due date</th>
</tr>
</thead>
<tbody>
<tr>
<td>OSF180</td>
<td>OSF180175276</td>
<td>0.1</td>
<td>No Data</td>
<td>31/03/2014</td>
<td>31/03/2014</td>
</tr>
</tbody>
</table>

Figure 3-11: Draft Returns Page

2. Click the return name to be completed.
3. Click the **Edit** link next to the section to be completed.
Enter data in the appropriate fields of the web form.

5. Scroll to the bottom right of the return.
At this point the return can be either saved as a draft or validated and saved. Saving a return as a draft leaves it on the Draft Returns page with a status of In Draft meaning it has not been validated. Validating and saving the return indicates that the return is complete and ready for attempted submission.

6. Click the **Validate & Save** button.
If your return fails structural rules:

A message would have been displayed on-screen informing you that there was an issue with the return that would need to be corrected prior to submission. See Section 3.6 for more information on errors.

7. Hover your mouse over the Submission menu item.

8. Click the Submit Return sub-menu item.
The Submit Return page displays a list of returns that are ready to be submitted.

![Submit Return page]

9. In the Action column, click the **Submit** link of the return to be submitted.
10. Click **Submit**.

**If your return fails validation rules:**

A message would have been displayed on-screen informing you that there was an issue with the return that would need to be corrected before it could be processed further. See Section 3.6 for more information on errors.
3.3 Viewing a Return

Returns can be viewed prior to and after being submitted. Use the Draft Returns menu item to view returns that have not been submitted and use the Submission History sub-menu item to view returns that have been submitted. These menu items can also be used to view the Audit Log of a return which is a record of each revision of a completed or in-draft return.

To view a draft return:

Begin at the Welcome page.

![Welcome Page Screenshot](Figure 3-18: Welcome Page)

1. Click the Draft Returns menu item.
Draft Returns

The returns listed below are in draft and can be completed prior to submission to your Regulator.

To create new returns, please use the "Create Return" functionality.

<table>
<thead>
<tr>
<th>Return name</th>
<th>Reference</th>
<th>Revision</th>
<th>Status</th>
<th>Return end date</th>
<th>Due date</th>
</tr>
</thead>
<tbody>
<tr>
<td>OSEI 5.0</td>
<td>OSEI50175276</td>
<td>0.1</td>
<td>No Data</td>
<td>31/03/2014</td>
<td>31/03/2014</td>
</tr>
</tbody>
</table>

Figure 3-19: Draft Returns Page

2. Click the name of the return to be viewed.
3. Click the View link to view the return, or, if there is more than one return section, click the View link for each section to be viewed.
Figure 3-21: Display of Return Page

4. Using the scroll bars, view the draft return.
To view the audit log of a draft return:

Begin at the Draft Returns page.

**Draft Returns**

The returns listed below are in draft and can be completed prior to submission to your Regulator.

To create new returns, please use the "Create Return" functionality.

<table>
<thead>
<tr>
<th>Return name</th>
<th>Reference</th>
<th>Revision</th>
<th>Status</th>
<th>Return end date</th>
<th>Due date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insurance Annual Return</td>
<td>10475271</td>
<td>0.1</td>
<td>No Data</td>
<td>31/03/2014</td>
<td>30/04/2014</td>
</tr>
</tbody>
</table>

**Figure 3-22: Draft Returns Page**

5. Click the revision number of the return. The View Audit Log page opens displaying information such as what action was taken, who performed the action and when it was done.
Figure 3-23: View Audit Log Draft Page
To view a submitted return:

Begin at the Welcome page.

Welcome to Regulatory Reporting System (RRS) Portal

You have successfully logged in. You can now use RRS Portal to complete and submit all required returns online.

You should regularly check that your organization profile is up to date by clicking on “Organization Profile” on the menu above. If any details on your profile are out of date, you should contact your regulator.

Draft returns that are ready for completion can be found by clicking on “Draft returns” on the menu above.

When your returns have been completed, you must use the “Submission” functionality to finally submit them.

With RRS Portal, you are also able to:

- Print submitted returns where signed hard-copies are required.
- View and print previous submissions.
- Partially complete returns and return to them at a later date.
- Request a resubmission of returns where you become aware of mistakes.

For further information on how to use RRS Portal, click on the help link in the top right-hand corner of your screen.

Notifications

<table>
<thead>
<tr>
<th>Dismiss</th>
<th>Received</th>
<th>Subject</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>21/11/2013 11:37:29 AM</td>
<td>OSF150 (CSF608475276) is available for completion via Draft Returns</td>
</tr>
</tbody>
</table>

Figure 3-24: Welcome Page

1. Hover your mouse over the Submission menu item.
2. Click the Submission History sub-menu item.
The revision column of the Submission History page displays the current revision number of the return. Submitted returns display on this page as revision 1.0 for the first submission and each subsequent submission increases by a whole number such as 2.0, 3.0, etc.

3. Click the name of the return to be viewed.
4. Click the **View** link to view the return, or, if there is more than one return section, click the **View** link for each section to be viewed.

5. Using the scroll bars, view the submitted return.
To view the audit log of a submitted return:

Begin at the Submission History page.

1. Click the revision number of the return. The Audit Log page opens displaying information such as what action was taken, who performed the action and when it was done.

![View Audit Log Submit Page](image_url)

Figure 3-27: View Audit Log Submit Page
3.4 Viewing Errors

To view errors:

Begin at the Welcome page.

1. Click the Draft Returns menu item.

2. Locate a return with an error icon next to the status (red circle with an exclamation mark).

3. Click the error icon or the status to open the Validation Issues page.
View the error message.

### 3.5 Correcting Validation Errors on a Return

If a return does not pass validation, you will be informed via an error message that displays on-screen. The error message specifies the rule, or rules, that have failed. You will need to correct the data in order to submit the return.
To re-validate a return entered via data upload:

**Errors in the data:**

To complete and re-validate a return entered via a data file upload, the data file must be corrected prior to being re-loaded in RRS.

Begin at the Draft Returns page.

**Draft Returns**

The returns listed below are in draft and can be completed prior to submission to your Regulator.

To create new returns, please use the "Create Return" functionality.

<table>
<thead>
<tr>
<th>Return name</th>
<th>Reference</th>
<th>Revision</th>
<th>Status</th>
<th>Return end date</th>
<th>Due date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insurance Annual Return</td>
<td>10475271</td>
<td>0.1</td>
<td>Ready to Submit 1</td>
<td>31/03/2014</td>
<td>30/04/2014</td>
</tr>
</tbody>
</table>

*Figure 3-30: Draft Returns Page*
1. Click the return name to open the return.

![Draft Return Page](image)

*Figure 3-31: Draft Return Page*

2. Click the **Upload Data** link.
3. Click **Browse** to navigate to the appropriate corrected file.
Figure 3-33: Windows Explorer Upload File Page

4. Select the appropriate corrected file.

5. Click **Open**. The file is uploaded.

**Manual Correction:**

You could also make the correction manually in the web form.
To re-validate a return entered manually:

Begin at the Draft Returns page.

**Figure 3-34: Draft Returns Page**
1. Click the return name to open the return.

2. Click the Edit link next to the section to be corrected.
Figure 3-36: Display of Return Page

3. Correct the appropriate data in the web form.

4. Click **Validate & Save**. The return is updated.
3.6 Revising an Accepted Return

Revisions to returns that have been submitted and accepted by RRS can be made using the request resubmission feature. The first step in making a revision is to request a resubmission of the affected return.

Begin at the Welcome page.

1. Hover over the Submission menu and click the Request Resubmission sub-menu.

The Request Resubmission page opens.

2. Click the Request Resubmission link in the Action column for the return.
Resubmission Requests:

Resubmission requests are automatically granted in RRS.

3. Enter a brief explanation for requesting the resubmission in the **Reasons for resubmission** text entry box.

4. Click the **Send Request** button.
5. Click the **Confirm** button on the confirmation page.
The return is now ready to be corrected and re-submitted.

Upon a resubmission request, RRS places the return back in the draft folder. The return remains there until it is resubmitted or you can contact RRS Support for deletion if the resubmission was requested in error.

6. Click the Draft Returns menu item to open the Draft Returns page and follow the same process as shown in Section 3.5 to correct the data and re-submit the return.
Resubmitting an Uploaded File

If you are resubmitting a return using the **Upload Data** button, the following pop-up window displays:

![Delete Data Pop-up Window]

Do you want to delete all existing data before uploading a new file?

Click the **Yes** button to confirm the deletion of the data and to allow the revised file to be selected.

3.7 Completing and Submitting an Unstructured Return

**File Formats**


To complete and submit an unstructured return:

**Begin at the Welcome page.**
Welcome to Regulatory Reporting System (RRS) Portal

You have successfully logged in. You can now use RRS Portal to complete and submit all required returns on-line.

You should regularly check that your organization profile is up to date by clicking on "Organization Profile" on the menu above. Please fill the appropriate corporate return to submit an update.

Draft returns that are ready for completion can be found by clicking on "Draft returns" on the menu above.

When your returns have been completed, you must use the "Submission" functionality to finally submit them.

With RRS Portal, you are also able to:

- Print submitted returns where signed hard-copies are required.
- View and print previous submissions.
- Partially complete returns and return to them at a later date.
- Request a resubmission of returns where you become aware of mistakes.

For further information on how to use RRS Portal, click on the help link in the top right-hand corner of your screen.

Notifications

<table>
<thead>
<tr>
<th>Dismiss</th>
<th>Received</th>
<th>Subject</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>11/02/2014 3:02:14 PM</td>
<td>Appointed Actuary's Report (8054704741) is available for completion via 'Draft Returns'</td>
</tr>
</tbody>
</table>

Figure 3-39: Welcome Page

1. Click the **Draft Returns** menu item.
Figure 3-40: Draft Returns Page

2. Click the return name to open the return.
3. Click the Edit link.
The return opens for editing.

4. Click the **Browse** button in the File Upload: section.
Windows Explorer opens allowing you to select the appropriate file.

5. Select the file to be uploaded and click the Open button.
Figure 3-44: Appointed Actuary’s Report Return Page

The file displays in the File Upload: section.

6. Click the **Validate & Save** button.

To submit unstructured returns, follow steps 6 to 9 in Section 3.1.
4.0 **Viewing Documents**

The Documents menu item provides the ability to view reference documents in the Portal Documents folder.

To view documents:

Begin at the RRS Welcome page.

![Welcome Page](image)

**Figure 4-1: Welcome Page**

1. Click the **Documents** menu item.
2. Double-click the Documents folder.

3. Double-click the Portal Documents folder.

4. Double-click the specific folder to be viewed.

5. Select the document to be viewed.

6. Click the green down arrow. A message displays prompting you to open or save the document.

7. Click the Open button. The document opens for viewing.
5.0 Organization Profile

The Organization Profile menu item can only be used to view the profile of your organization in RRS. This profile consists of information such as your organization's general contact information, its preferred language, general details of the organization, all required roles and their contact information, etc. This section provides instruction on how to view your organization's profile.

<table>
<thead>
<tr>
<th>Organization profile information:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Updating organization profile information is accomplished via updating corporate returns. For information on how to work with corporate returns, refer to the RRS Portal Manage Corporate Returns User Guide.</td>
</tr>
</tbody>
</table>

To view your organization’s profile:

Begin at the RRS Welcome page.
Welcome to Regulatory Reporting System (RRS) Portal

You have successfully logged in. You can now use RRS Portal to complete and submit all required returns online.

You should regularly check that your organization profile is up to date by clicking on "Organization Profile" on the menu above. If any details on your profile are out of date, you should contact your regulator.

Draft returns that are ready for completion can be found by clicking on "Draft returns" on the menu above.

When your returns have been completed, you must use the "Submission" functionality to finally submit them.

With RRS Portal, you are also able to:

- Print submitted returns where signed hard-copies are required.
- View and print previous submissions.
- Partially complete returns and return them at a later date.
- Request a resubmission of returns where you become aware of mistakes.

For further information on how to use RRS Portal, click on the help link in the top right-hand corner of your screen.

Notifications

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Subject</th>
</tr>
</thead>
<tbody>
<tr>
<td>21/11/2013</td>
<td>11:37 AM</td>
<td>Insurance Annual Return (10475271) is available for completion via Draft Returns</td>
</tr>
</tbody>
</table>

Figure 5-2: Welcome Page

1. Click the Organization Profile menu item.
2. Select a section of the organization profile to view.
3. Review the listed information.
6.0 Managing Your Details

From the My Details menu item you can view and/or edit your user details and change your password. Although you have the ability to change your personal information *it is strongly recommended that changes to your first and last name and email address be changed by your Local Registration Authority (LRA) to ensure that these user details are updated in both RRS and the Secure Site.*

Information that can be edited includes your first and last name, email address, telephone number and your language of preference. Information that can be viewed is your assigned permissions. Information that you can edit directly includes your telephone number and your language of preference.

To edit your user details:

1. Hover your mouse over the My Details menu item.
2. Click the View/Edit My Details sub-menu item.
If your first and/or last name or email address need to be updated:

It is strongly recommended to contact your LRA to update your first and/or last name.

3. Enter your new telephone number in the **Telephone number** field.

4. Click the drop-down arrow on the **Language of preference** field to change your language. This will set the language that displays when you log into RRS.
**Note:** you can change your language within a session by selecting the language dropdown from the top right of the application.

5. Click the **Update** button.

To view assigned permissions:

1. Click the name of a role in the **Roles** column within the **Assigned permissions** section.

2. Click each tab to view information about the permissions assigned to your role.

![My Details Tabs Page](image)
To change your password:

1. Hover your mouse over the My Details menu item.

2. Click the Update My Password sub-menu item.

3. In the Current password field, enter your current password.

4. In the New password field, enter a new password.
<table>
<thead>
<tr>
<th>Valid passwords:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure your new password meets the following valid password criteria: passwords must be between 8 and 30 characters and contain 1 uppercase letter, 1 lowercase letter, 1 number and one special character.</td>
</tr>
</tbody>
</table>

5. In the **Confirm new password** field, re-enter your new password.

6. Click **Save**.
7.0 Managing Notifications

Notifications provide information such as when a return is available to be completed in the draft folder as well as when a return contains an error. Notifications can be viewed and deleted from the Welcome page accessed through the Home menu item.

To view a notification:

1. Click the Home menu item. The notifications display.

   1. Click the **Home** menu item. The notifications display.

   2. In the **Subject** column, view the notification information.

Figure 7-1: Help Page
To delete a notification:

1. In the **Dismiss** column, click the check box associated with the notification to be deleted. The notification is deleted.
8.0 **Accessing Help**

Help text is available on all topics within RRS.

To access RRS Help:

1. Click the **Help** link located on the top right of the application. The Help text displays.

![Help Page](image)

*Figure 8-1: Help Page*
### Other help options:

1. The Documents menu item provides additional reference and training documents.

2. To receive more help with RRS you can contact your organization’s LRA or contact the Bank of Canada at 1-855-865-8636.

3. For questions on specific returns contact the Returns Administration group at OSFI at (613) 991-0609.
9.0 **Logout**

RRS provides the ability to logout of your current session.

**To logout of RRS:**

1. Click the **Logout** link located on the top right of the application. A window displays asking if you are sure you want to logout.

2. Click **OK**. The login page displays.

9.1 **Inactivity Logout**

Each RRS session is set to logout automatically after two hours of inactivity.

<table>
<thead>
<tr>
<th>If you are logged out due to inactivity:</th>
</tr>
</thead>
<tbody>
<tr>
<td>RRS does not automatically save your work. It also does not return you to what you were working on when the forced logout occurred. It is important to save your work often.</td>
</tr>
</tbody>
</table>
10.0 **Tips, Tricks and Troubleshooting**

10.1 **Saving Your Work**

It is important to remember to save your work often. As stated in Section 11.1 *Inactivity Logout*, each RRS session is set to logout automatically after two hours of inactivity. If you are logged out due to inactivity, RRS does not return you to what you were working on prior to the forced logout.

10.2 **Microsoft Excel**

You can save a return in Microsoft Excel format by using the Excel button on the Draft Return page. This button enables a return to be saved to a specified area outside of RRS.

10.3 **Two Users Working on the Same Return**

It is possible to have more than one user working on the same return within RRS. Note that RRS does not inform you when another user is working on the same return. Two separate scenarios are described below; both scenarios involve two users, User 1 and User 2, accessing the same return at the same time.

**Scenario 1 – Validate & Save:** User 1 clicks the Validate & Save button on the return and the data is saved at version 1.1. Then User 2 clicks the Validate & Save button and also saves the return, overwriting the data saved by User 1 and updating the revision of the return to 2.1. In this circumstance, the data in the return saved last is the return data RRS displays as the most current.

**Scenario 2 - Submit:** User 1 successfully submits the return. User 2 attempts to submit the return but receives an access denied message as this return has already been submitted by User 1.

<table>
<thead>
<tr>
<th><strong>View Audit Log:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>To determine who worked on a specific revision of a return, use the View Audit Log feature as described in Section 3.3 <em>Viewing a Return.</em></td>
</tr>
</tbody>
</table>

10.4 **Printing Returns**

To print a return, use the Excel icon on the Draft Return page to open the return in Microsoft Excel format then use the print feature in Microsoft Excel.
### Glossary

<table>
<thead>
<tr>
<th>Term/Acronym</th>
<th>Definition/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BoC</td>
<td>Bank of Canada</td>
</tr>
<tr>
<td>CDIC</td>
<td>Canada Deposit Insurance Corporation</td>
</tr>
<tr>
<td>Conventional return</td>
<td>A return in which data is organized by one category with a specified data point address for each item reported.</td>
</tr>
<tr>
<td>CY</td>
<td>Calendar Year</td>
</tr>
<tr>
<td>Enhanced Authentication</td>
<td>A security requirement that applies to accessing RRS through the BoC’s Secure Site</td>
</tr>
<tr>
<td>Filer</td>
<td>A user associated with a financial institution who files returns.</td>
</tr>
<tr>
<td>FI</td>
<td>Financial Institution</td>
</tr>
<tr>
<td>FRFI</td>
<td>Federally Regulated Financial Institution</td>
</tr>
<tr>
<td>FY</td>
<td>Fiscal Year</td>
</tr>
<tr>
<td>FYE</td>
<td>Fiscal Year End</td>
</tr>
<tr>
<td>LRA</td>
<td>Local Registration Authority</td>
</tr>
<tr>
<td>Organization</td>
<td>An element describing financial institutions, private pension plans or partner agencies.</td>
</tr>
<tr>
<td>Organization Profile</td>
<td>A listing of an organization’s corporate information. Also referred to as ‘corporate profile’.</td>
</tr>
<tr>
<td>OSFI</td>
<td>Office of the Superintendent of Financial Institutions</td>
</tr>
<tr>
<td>PDF</td>
<td>Portable Document Format</td>
</tr>
<tr>
<td>Portal</td>
<td>See RRS Portal</td>
</tr>
<tr>
<td>QE</td>
<td>Quarter End</td>
</tr>
<tr>
<td>Return</td>
<td>A collection of information Filers or their representatives are required to submit to one or more Tri-agency partners</td>
</tr>
<tr>
<td>Return schedule</td>
<td>The calendar of return submissions which can or must be filed, specifying the filing periods and frequency of submissions.</td>
</tr>
<tr>
<td>Return type</td>
<td>Identifies whether a return is a single dimensional (conventional) return, multi-dimensional return, or geographical return (dimensional).</td>
</tr>
<tr>
<td>RRS</td>
<td>Regulatory Reporting System</td>
</tr>
<tr>
<td>RRS Portal</td>
<td>A web application used to submit and view returns</td>
</tr>
<tr>
<td>RRS Supervision Centre</td>
<td>A web application used to create and manage returns, users, organizations and reports for Tri-Agency only.</td>
</tr>
<tr>
<td>Status</td>
<td>Indicates the state a return is in, e.g., “In Draft”</td>
</tr>
<tr>
<td>Structural rule</td>
<td>The formatting and layout of a return submission</td>
</tr>
<tr>
<td>Supervision Centre</td>
<td>See RRS Supervision Centre</td>
</tr>
<tr>
<td>Tri-Agency</td>
<td>A group made up of the Bank of Canada, the Office of the Superintendent of Financial Institutions and the Canada</td>
</tr>
</tbody>
</table>

---

*CDIC SADC*  
*BANK OF CANADA  
BANQUE DU CANADA*
<table>
<thead>
<tr>
<th>Term/Acronym</th>
<th>Definition/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deposit Insurance Corporation</td>
<td></td>
</tr>
<tr>
<td>Unstructured Return</td>
<td>Data that is submitted in a format that is not defined by data points as part of a return definition and is typically contained in an attached document.</td>
</tr>
<tr>
<td>User</td>
<td>Any person who uses RRS with any level of privileges</td>
</tr>
<tr>
<td>User role</td>
<td>Gives a user access to specific features and functions.</td>
</tr>
<tr>
<td>Validation error</td>
<td>A message that displays the error that caused the validation process to fail. Users must correct the error to continue.</td>
</tr>
<tr>
<td>Validation rule</td>
<td>A rule used during the validation process, expressed as an equation.</td>
</tr>
<tr>
<td>Web form</td>
<td>An on-screen or online display of a return.</td>
</tr>
<tr>
<td>Workstation</td>
<td>A computer used to access the BoC’s Secure Site and the RRS application.</td>
</tr>
<tr>
<td>YE</td>
<td>Year End</td>
</tr>
</tbody>
</table>