Safe Places – Youth Certification
Online Portal Manual - Account Activation & Recertification

What is the Safe Places Online Portal?

The Safe Places online portal is a platform that individuals use to apply to become Safe Places – Youth Certified. To find out what the requirements are for Safe Places – Youth Certification visit www.safeplaces.ca

Before you can apply for Safe Places Certification you must first create / or activate your online Portal Account.

How do I register for an Account?

You are considered one of the following applicants:

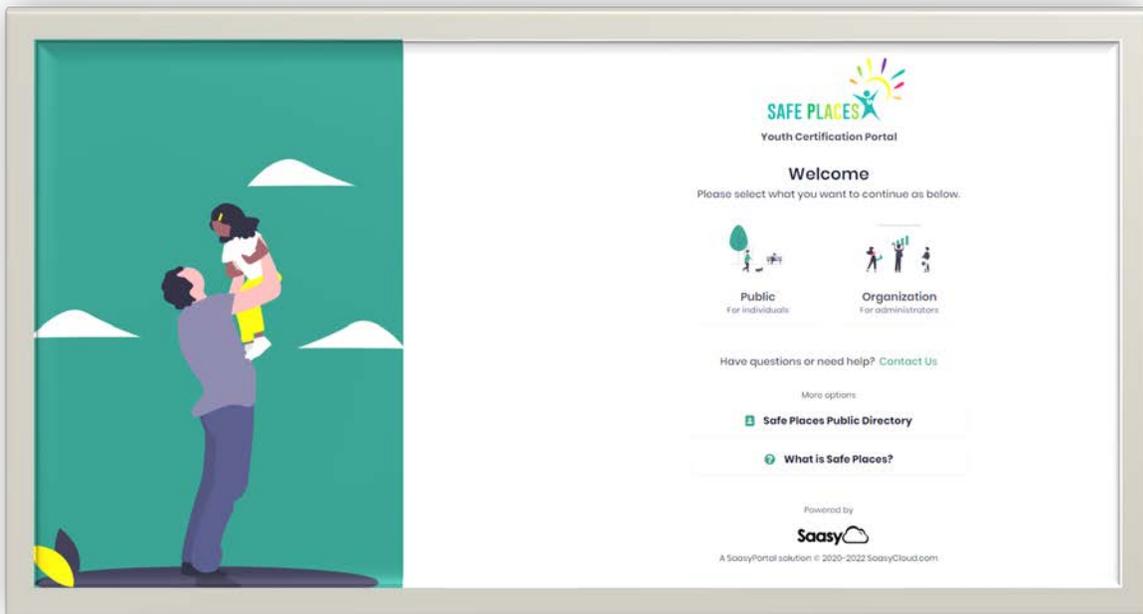**1. New User - Never had a Safe Places Certification before**
    - Details on how to do this are contained in the User Manual for First Time Applicants

2. Certified New User – Have been Safe Places Youth Certified before / currently
    - Details on how to do this are contained in this manual.

To Access the Online Portal, you can visit: https://safeplaces.saasycloud.com/

Account Set Up FOR CERTIFIED New Users

If you have previously been Safe Places- Youth Certified, you do not need to create a new account. Safe Places has already set one up for you – You simply need to **ACTIVATE** the account by verifying your email.
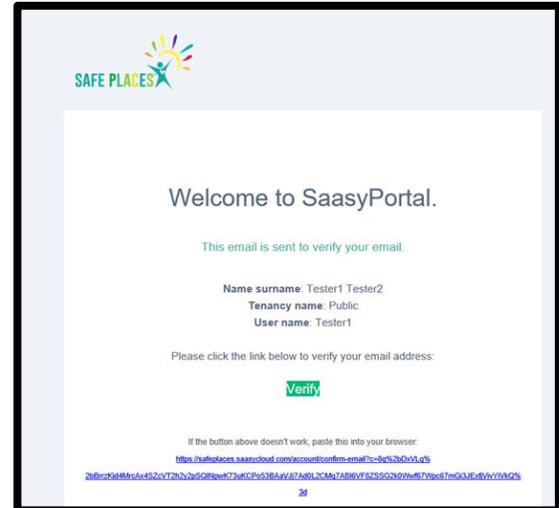
Verify Your Email

You will be sent an email verification notice from **safeplaces@saasycloud.com** - This notice will be sent to whichever account you last registered with Safe Places.

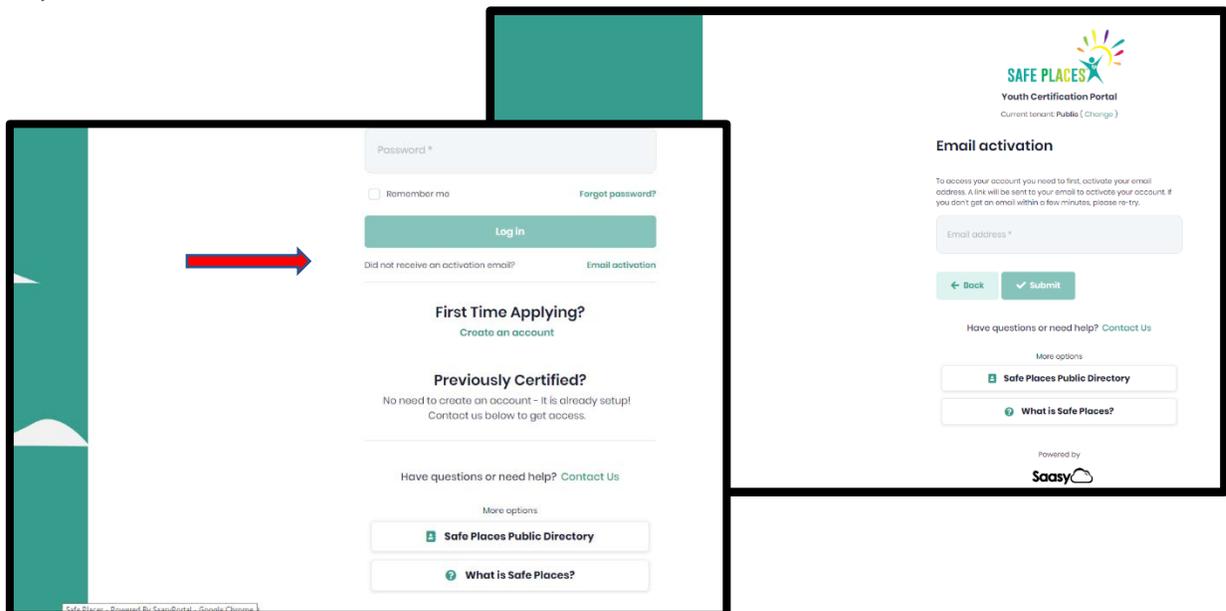**The email will outline your username and a 3- letter provisional password**

Click on **VERIFY** and you will be asked to input the username and temporary password to login and then asked to set a new password

If you have not received an activation email from Safe Places please contact us or review the FAQ's as to why here
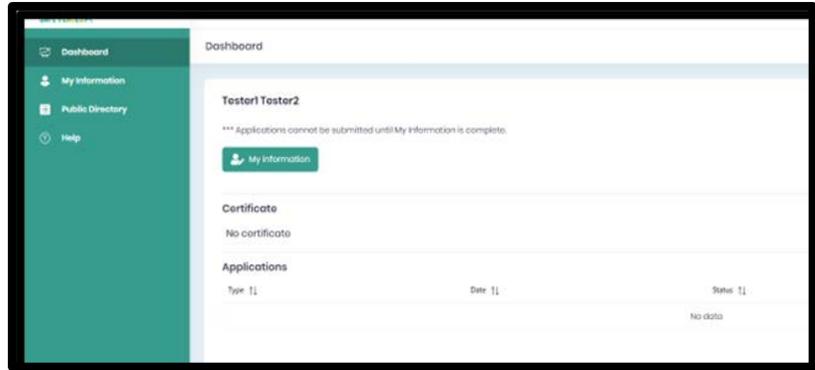
You will be given access to your account after confirming your new password and can follow the steps below to complete your account information and access your dashboard to apply / recertify.

You may also Access the portal and request an Email Activation if you have not received your verification email yet.
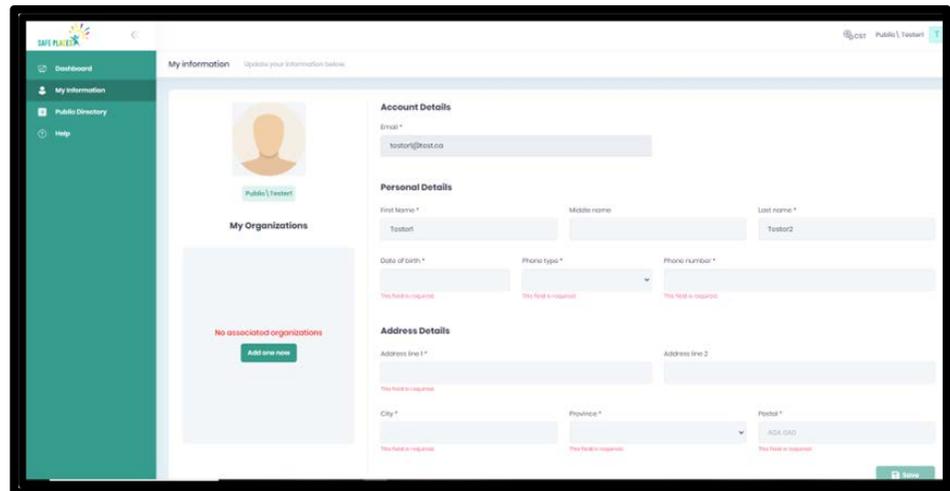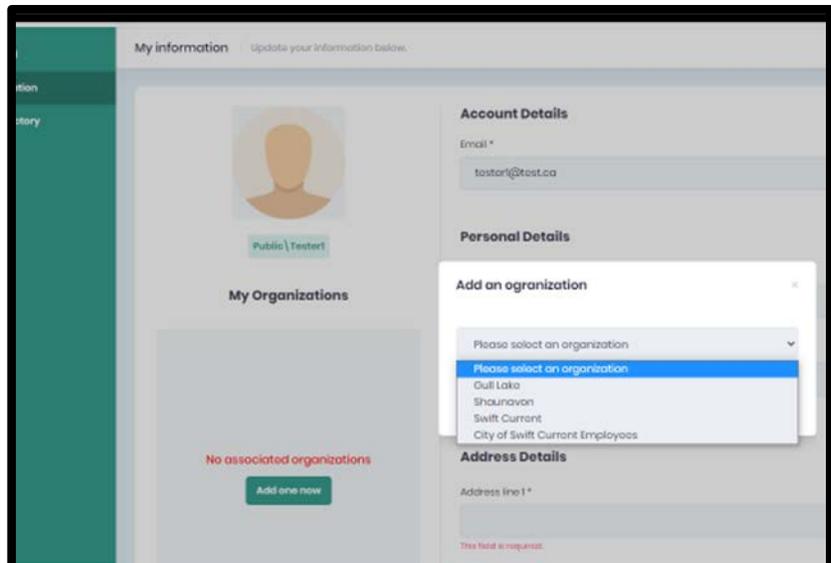
Complete My Information

Ensure that you complete every section and then press SAVE
If you can not save the information, it may mean that a box is not completed correctly

You must select an **organization** to be affiliated to – you may select all that apply to you.
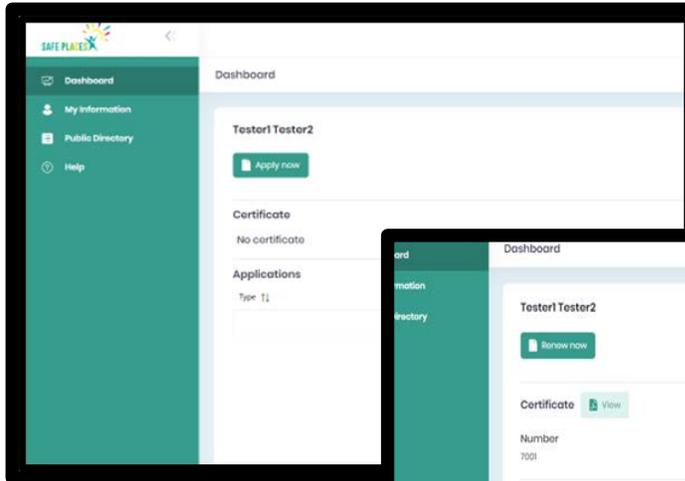Your Account is Ready, and you can now apply for Safe Places – Youth Certification from your DASHBOARD

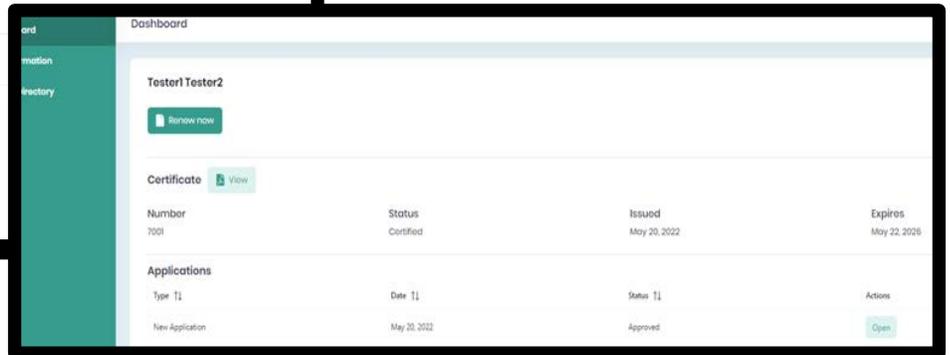# Safe Places – Youth Certification
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Apply / Renew Your Safe Places Certification Online

Once you have completed the section '**My Information'** you will see that on your dashboard there is the option to **Apply now** (if you have expired already) or **Renew Now** if your time for renewal is approaching. If you are renewing your previous applications will still appear on your dashboard.
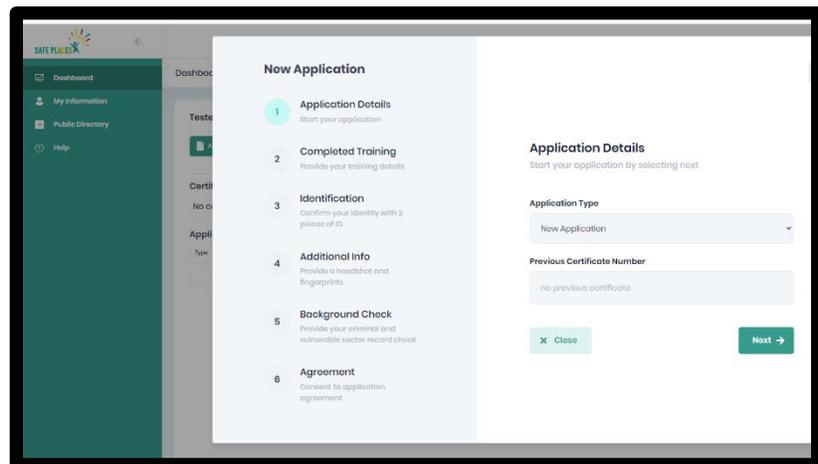
Ensure that you have all the documents ready to upload as part of your application. The documents required can be found in the Help Section of the Portal or HERE
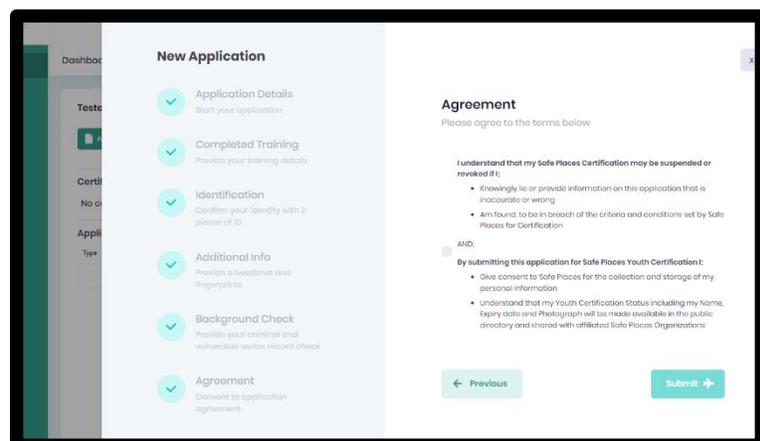
Complete each section with the relevant information and upload the required documentation at each step.

Note that if you applied before with fingerprints – you do not need to provide a copy of these again
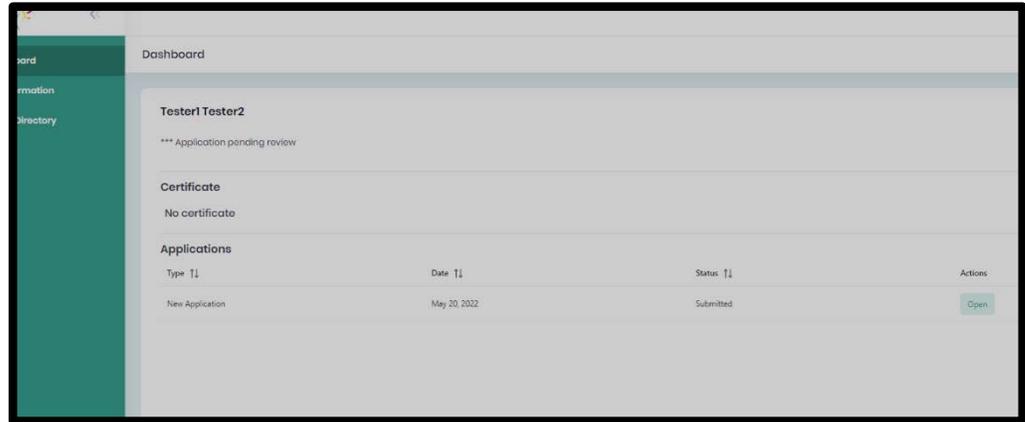
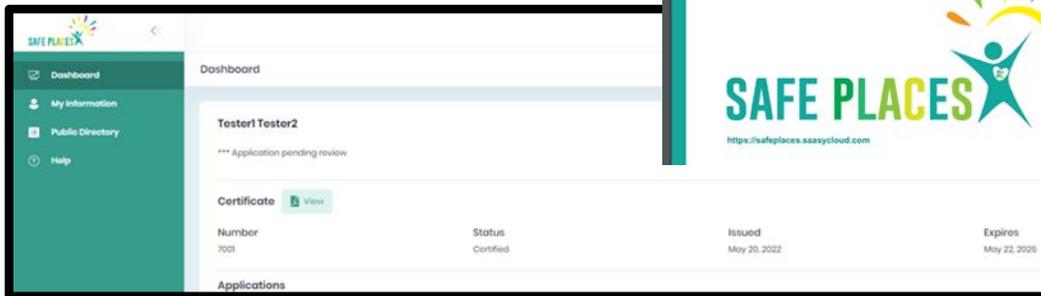Click **SUBMIT** when you are finished

You will notice on your Dashboard that your application STATUS will say **SUBMITTED**
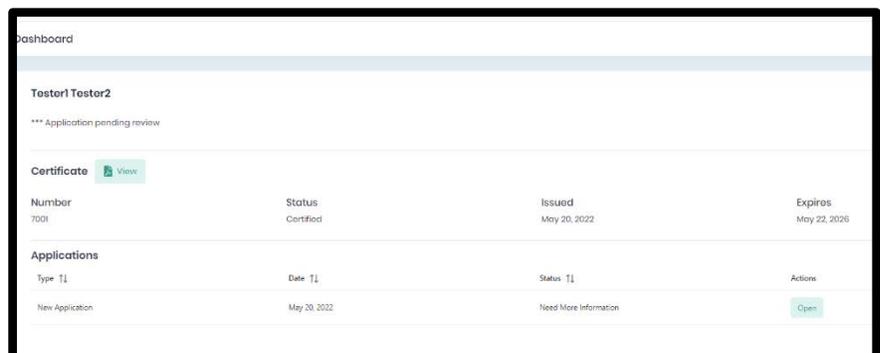
If your application is approved, you will receive a copy of your Safe Places certificate via email, and it will always be available in your Dashboard.
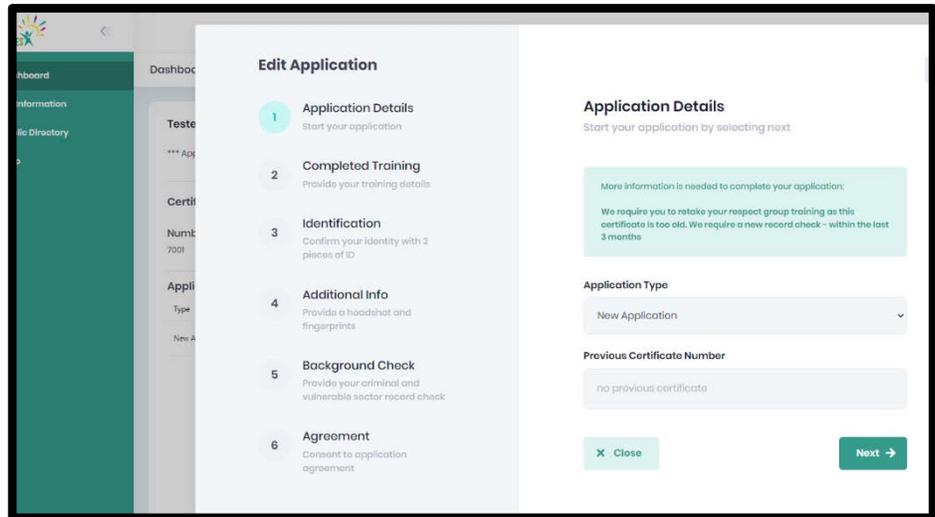
Incomplete Application

If your application is missing some information required for approval – you will receive a notification and a request to provide that information. The status of application will change from Submitted to

'Need More Information'

You will be able to open and edit your application, review the information that is required for approval and upload / provide missing information and **SUBMIT AGAIN.**
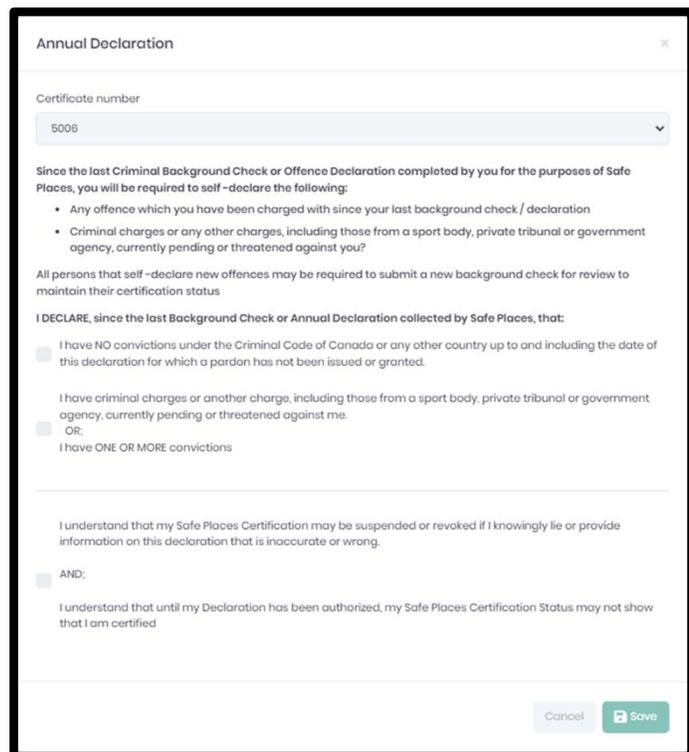

Once **Approved** you will appear in the **PUBLIC DIRECTORY AS YOUTH CERTIFIED** and must **recertify and reapply in 4 years.**

ANNUAL DECLARATION

To maintain your Youth certification, you must complete an annual declaration each year until it is time to recertify and reapply.

Individuals will receive notification that their annual declaration is available to complete on their dashboard.

Anyone that does not complete the annual declaration within 2 weeks after the anniversary date **will no longer appear in the public directory as Certified**
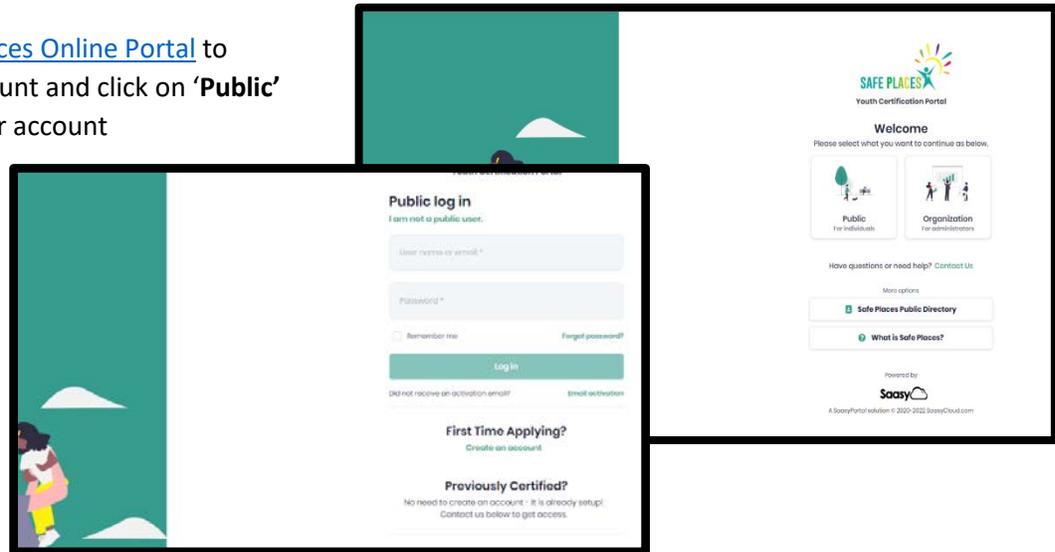

DECLINED APPLICATION – Your status will show **DECLINED** if your application has not been approved. If you would like to appeal this process or need more information please contact Safe Places.

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Account Access

Visit the Safe Places Online Portal to access your Account and click on '**Public**' and **Login** to your account
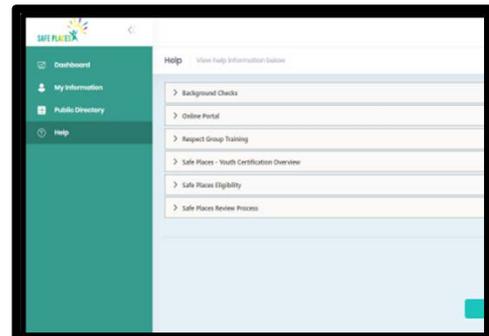
My Dashboard

- You can apply for Safe Places Certification
- You can manage and see the progress/status of your application
- You can re-apply for Safe Places Certification
- You can complete your Annual Declaration
- You can access your Safe Places Certificate once approved

Help Documents

You can access more information related to Safe Places – Youth Certification and the Online Portal

Public Directory

You can check to see who Youth Certified is by accessing the Public Directory
Search first name or last name **(not both)** and part of a name