

IRIS GUIDEBOOK

Version 1.0



REGISTERED INSURANCE BROKERS OF ONTARIO

JANUARY 31, 2024

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Table of Contents

Introducing IRIS	3
Feature Summary	4
For Individual Brokers	4
For Principal Brokers and Deputy Principal Brokers.....	4
Accessing IRIS for the first time.....	6
Your first time in IRIS	8
Setting your primary address	8
Confirming your data	9
Emailing your license to yourself.....	10
Creating a new contact record	11
Getting Help	11
Providing Feedback.....	11
Frequently Asked Questions	12

Introducing IRIS

As part of our ongoing efforts to modernize our systems and enhance the services we provide our licensees, RIBO launched a new Registry Management System called IRIS in February 2024.

IRIS is a tool used by both licensees and RIBO staff to manage all aspects of a licensee's status and history. Replacing our existing system, IRIS includes self-service capabilities for brokers to renew and manage their licenses and for Principal Brokers to manage their firms.

IRIS is a custom-built, registry system that leverages the Microsoft Power Platform to improve licensees' experience when interacting with RIBO. This will afford us the ability to continue our modernization efforts unimpeded by off-the-shelf system restrictions or vendor constraints. This new system also positions RIBO to take advantage of Microsoft's current and future capabilities in terms of Automation, AI and Machine Learning, enabling RIBO to make updates, streamline processes, and ensure RIBO licensees have the most secure and stable platform available, now and in the future.

IRIS features a new look and updated navigation and, while we appreciate that, as with any new system, there may be a learning curve, the long-term benefits in terms of reliability, flexibility and increased capabilities will far outweigh any initial growing pains.

This documentation is designed to support new users access and use the system.

Feature Summary

IRIS will continue to grow and improve over time. In this first release of IRIS the following features are available:

For Individual Brokers

- Download a copy of your license
- View your licence status, license number, and employment information (note only your primary firm will display at this time)
- Update your contact details
- Renew your license (available in Aug)
- Quick access to request a [Certificate of Authority](#)

We encourage you visit our [IRIS webpage](#) and watch the [Individual Broker Video Tour](#), for an overview of the system.

For Principal Brokers and Deputy Principal Brokers

- Search for employees at your firm
- Download a full list of employees at your firm (Principal Brokers and Deputy Principal Brokers will be noted in this list)
- Download your firm license
- View your firm information
- Update firm address information
- Renew your firm license (available Aug – Sept)
- Submit renewal bulk payments (opens Aug - Sept)
- Quick access to the Principal Broker Menu

Principal Brokers will continue to use the [Principal Broker Menu](#) to:

- Register employee changes
- Register Principal Broker, Deputy Principal Broker and Supervising Principal Broker changes
- Submit Form 1 Position Reports
- Submit proof of E&O and Fidelity insurance
- Apply for firm amalgamations
- Register new firms
- Request a Certificate of Authority
- Securely upload files to RIBO

In this initial release, Principal Brokers will not be able to view:

- Previously submitted documents such as Form 1s or E&O certificates
- Information on branches

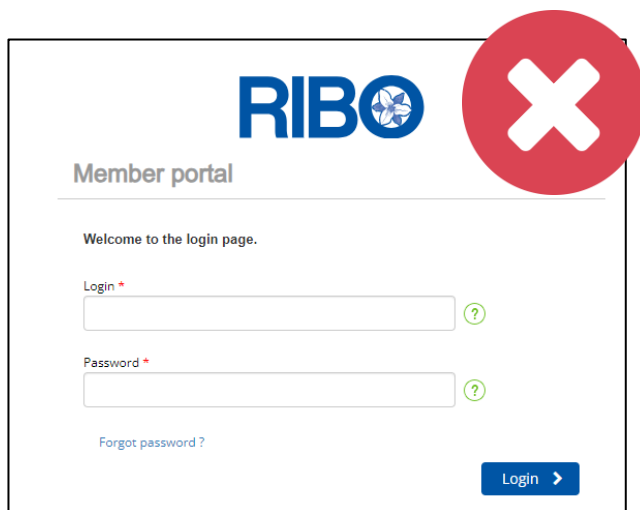
Note: Principal Brokers and Deputy Principal Brokers will have a single IRIS log-in to manage both their individual account and their firm account(s) information. Where an individual is a Principal Broker at more than one firm, a single IRIS log-in is all that is required. You will be prompted to select the firm you wish to manage.

We encourage you visit our [IRIS webpage](#) and watch the Designated Individuals Video Tour, for an overview of the system.

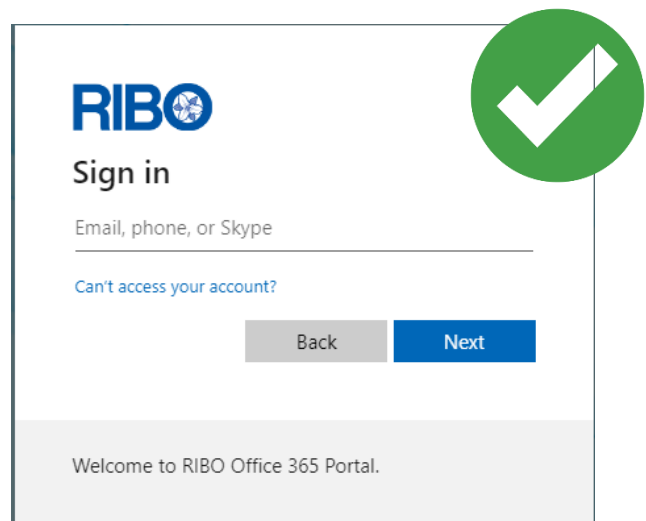
Accessing IRIS for the first time

TIPS

- Logging into IRIS requires a different link than our previous portal. If you bookmarked the login page to the old portal, it will not work.
 - Your password for the previous portal system is not your password for the new system.
 - Make use of the 'Can't access your account?' link for support as needed
-



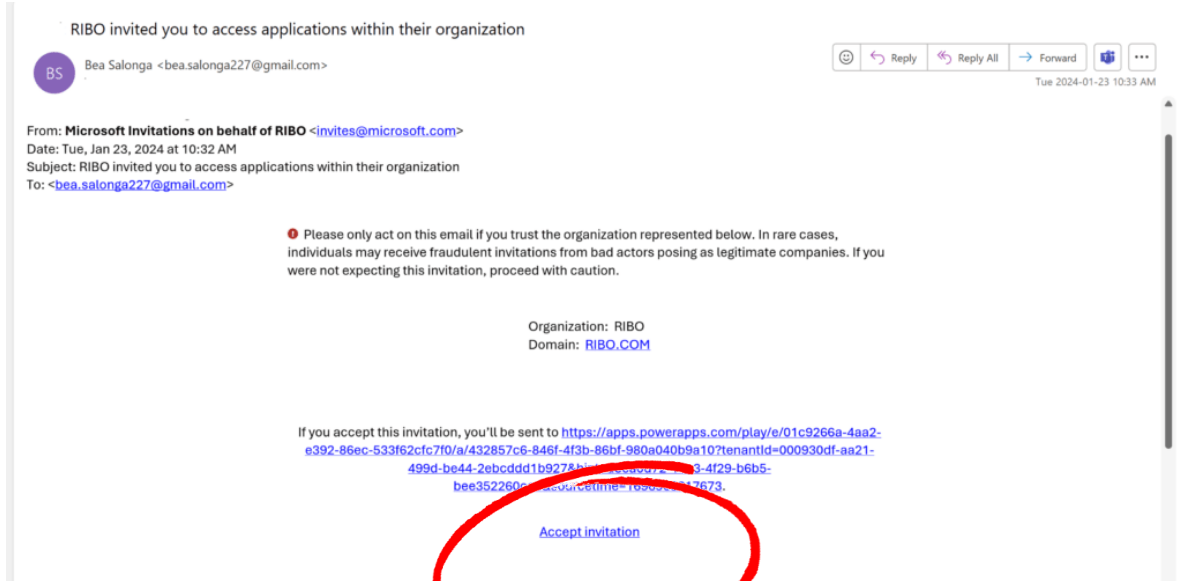
Old – incorrect login screen (will not work)



NEW IRIS Login Screen

To access IRIS you will need an invitation email. This email will be sent from invites@microsoft.com with the subject line *RIBO invited you to access applications within their organization.*

Click Accept Invitation and follow the prompts to set up your account.



We encourage you visit our [IRIS webpage](#) and watch the [Accessing IRIS for the first time](#) video for an overview of accessing the system.

You may bookmark the page, or retain your invitation email to access IRIS again in the future.

Your first time in IRIS

There are three things we are asking all brokers to do in IRIS by the end of February 2024. Detailed instructions on each of these items are found in the sections below.

1. **Set your current home address** – for some brokers we have multiple addresses on file. If this applies to you, we'd ask that you locate your current home address in the list and tick off the "Current home address" check box. If your address is not displayed, you can enter it in IRIS.
2. **Verify your data** - this is an opportune time to confirm that your data is correct and make any updates if necessary. We have set up a Data Confirmation page to aid in this process.
3. **Download a copy of your license** – Note that your current home address must be set before you can complete this action. Your license will be sent to your email and be in the [new license format](#)
4. **For (Deputy) Principal Brokers only** – Ensure at least one contact appears and is selected as primary in the *Head Office Contact Information* tab. You may add a new contact by opening the tab, clicking the plus icon and completing the information.

Setting your primary address

Some brokers have multiple addresses on file. If this applies to you, we'd ask that you identify which address is your current home address. If the address on file is out of date, you can add a new address and set it as current. Past addresses will remain on the list for record keeping purposes and as such cannot be modified.

To set your primary address:

1. Login to IRIS
2. Select the Broker tile
3. Select the Address tab on the Left hand side of the screen
4. Click on the address you want to set to primary
5. Check the Current Home Address box
6. Click on the save (floppy disk) icon

If your current home address is not listed, you may add a new address (see instructions below)

Confirming your data

We would appreciate confirmation that your profile information is displayed correctly. To aid in this process we have set up a Data Confirmation form.

TIPS: If you work for more than one brokerage, your primary brokerage will be displayed as your employer. Your other employment(s) remain on file with RIBO and will appear on your Principal Broker's Employee List view, but are not visible to you in this release of IRIS.

You may find that both your first and middle names appear in the first name field. There is no need to contact RIBO to make a correction for this situation.

To confirm your data, click the *Data Confirmation* button in the lower left to launch this form.

IRIS Data Validation

Please review the data below. You can notify us of corrections or updates by clicking "No" when asked "Information shown above is correct".

Please confirm if the information below is correct *(Required)*

Information shown below is correct

Yes No

- If any information is not correct, select No
- For each type of information that is not correct / out of date select it in the menu at the bottom of the screen and instructions will be provided on how the information can be correct.
- Some information can be corrected by you in IRIS, other information requires documentation that must be submitted and reviewed by RIBO.

Emailing your license to yourself

You may email yourself a copy of your license any time from with IRIS. This should be done when you change addresses or change firms, or after you renew your license.

TIP: If the 'Email License' button is greyed out, check to see if all criteria are met in the list below

Before you can email your license to yourself, there are certain criteria that must be met.

1. You must have an email address set as primary. This should already be in place if you were able to login to the system. If not, please contact support@ribo.com. In the case of emailing a brokerage license, a Head Office Contact Information entry must be made and set as *Primary*.
2. You must have a current home address set. See instructions above on how to set this.
3. You must be an active broker, currently employed at a valid brokerage.

If the Email License button is blue the above criteria are met and you are able to email yourself a copy of your license.

The email will be sent to your Primary Contact email

Creating a new contact record

If you have multiple email addresses you wish to have on file with RIBO, you are able to create additional contact record as follows:

- Click the Contact Information tab.
- Click the plus icon to create a new record.



- Complete the fields.
- Note that when creating a new contact record, you must include both an email and a phone number. If necessary, you can repeat an existing phone/email that is already included in another contact record.
- Click on the save (floppy disk) icon.

Getting Help

We are committed to helping all brokers obtain access and make use of IRIS.

Before contacting us we ask that you watch the Video Tours which may answer your questions. Also feel free to give the system features a try. Chances are you'll get it right – if not we can always reverse the entry to correct it.

Further help can be obtained by emailing support@ribo.com or by using the Support Tile in IRIS

Providing Feedback

Your feedback is important to us. We have many more ideas for additions for future releases, and would love to hear your ideas as well. Please use the online [feedback form](https://ribo.com/iris-feedback/) to make your suggestions. (ribo.com/iris-feedback/)

Frequently Asked Questions

What is IRIS.....	14
What is IRIS?	14
What is PowerApps?	14
Do I have to download PowerApps?	14
Logging into IRIS.....	14
I didn't get an email invitation. Where is it?	14
What is my primary email address?.....	15
What is my password?.....	15
What if I no longer have access to email that RIBO is using for my primary email address?	15
License / Left Side Panel.....	15
How do I download my license?	15
I sent my license, but I have not received it. Where is it?.....	16
I need to update my brokerage as I no longer work there. How do I do it?	16
My first/middle/last name is incorrect. How do I update it?	16
What does the "Request a COA" button do?	16
I am employed by two brokerages. Why can I only see one brokerage in my profile?.....	16
Contact Information.....	17
Why can't I change my primary contact information?	17
How do I update my primary contact information?	17
How do I add secondary contact information?	17
I do not have a secondary mobile number. How can I add secondary contact information?	17
I am experiencing issues with entering new contact information. Who do I contact?	17

Addresses.....	17
How do I set my address as my Current Home Address?.....	17
What if my home address is not in Ontario?.....	18
My address is wrong. How do I fix it?	18
I have moved. How can I update the address on my license?.....	18
Why am I seeing old addresses? Can they be removed?	18
I do not live in Canada / U.S.A. How do I enter my home address in IRIS?	19
Brokerage Tile	19
A brokerage that I am a Principal Broker of is missing from the list. What happened?	19
How do I download my employee list?.....	19
How can I search the employee list?.....	19
What if I see employees that are no longer employed by the brokerage?.....	19
There are employees missing from the employee list. Where are they?	20
Why do I see multiple of the same employees in the employee list?	20
I see the same address multiple times. What do I do?	20
How do I enter branch information? Where is branch information?	20
Future Releases.....	20
Will there be future IRIS Updates?	20

What is IRIS

What is IRIS?

IRIS is a tool used by both licensees and RIBO staff to manage all aspects of a licensee's status and history. Replacing our existing system, IRIS includes self-service capabilities for brokers to renew and manage their licenses and for Principal Brokers to manage their firms.

Brokers will be able to sign into IRIS to renew and download copies of their license and update personal information. Future releases may include the capability to report and track progress against continuing education requirements.

Principal Brokers will be able to manage their firm information, view their employee lists, and renew firm licenses.

RIBO staff will interact with the system to process new applications, reinstatements, log and track complaints through their lifecycle, and register spot check information. Automated aspects will improve efficiencies while internal reporting will allow staff to better understand data and trends across licensees.

RIBO is built on the Microsoft PowerApps platform.

What is PowerApps?

PowerApps is a suite of apps, services, and connectors, as well as a data platform, developed by Microsoft, that provides a rapid development environment to build custom apps.

We chose this platform for IRIS because of its flexibility, built-in functionality, and

Do I have to download PowerApps?

No. While you may be presented with an option to download, we recommend you use the web-based interface to ensure that you are always using the latest version.

Logging into IRIS

I didn't get an email invitation. Where is it?

If you have multiple email addresses, please check each of them for the invitation. Please also check your email's spam/junk folders.

If you have not received an email invitation by February 10, 2024, you need to email support@ribo.com for an invitation.

What is my primary email address?

Your primary email address is the address you previously provided to RIBO as your main contact. This email address will be used to log into IRIS. While you are able to update most of your own information in IRIS, you cannot change your primary email address as it is connected to your account login. If you wish to change your primary email address, please contact, support@ribo.com

What is my password?

When logging into IRIS, you will connect to a Microsoft account registered with your primary email address.

The system may ask for a password or a code. If you don't know your password, click **Forgot my password** and follow the instructions.

A code may be sent to your email or, if you previously registered it, a text message may be sent to your cell phone.

What if I no longer have access to email that RIBO is using for my primary email address?

We recommend that all brokers use their personal email address as their primary email address so that you can retain access to your email even if you change employment. If you wish to change your primary email address, please contact support@ribo.com

If you are not able to access your personal email account, you may be able to reset your password with your provider. Unfortunately support for this aspect is beyond RIBO's scope.

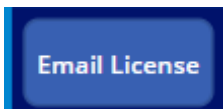
Password reset instructions for common email providers

- [Gmail](#)
- [Microsoft Outlook/Hotmail](#)
- [Apple ID/iCloud](#)
- [Yahoo](#)

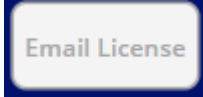
License / Left Side Panel

How do I download my license?

Click on the **Email License** button at the bottom left side of the page.



My button is greyed out!



If your button is greyed out it means you do not have a current home address set in the system. Once you set your current home address, the button will turn blue and be enabled. Please see the Address FAQ section on how to add / set a current home address.

I sent my license, but I have not received it. Where is it?

The license is emailed to your primary email address we have on file. You can confirm what your primary email address is by checking which email is bolded in the Contact Information tab.

I need to update my brokerage as I no longer work there. How do I do it?

Your new employer needs to submit an [employment change request](#) to RIBO using the online form.

My first/middle/last name is incorrect. How do I update it?

If your middle name appears together with your first name in the First Name field there is no need to contact us. This is an acceptable and common configuration.

For other name change requests (your name is incorrect or has changed due to marriage, divorce or any other reason), please email licensing@ribo.com if your name is incorrect or has changed due to marriage, divorce or any other reason. Please include proof of your name change, government issued ID with your previous name (e.g., driver's license or passport), and government issued ID with your current name.

What does the "Request a COA" button do?

The button will bring you to a webpage to request a Certificate of Authority. These certificates are sometimes requested by other regulators when applying for licensing or employers.

I am employed by two brokerages. Why can I only see one brokerage in my profile?

If you work for more than one brokerage, your primary brokerage will be displayed as your employer. Your other employment(s) remain on file with RIBO and will appear on your Principal Broker's Employee List view, but are not visible to you in this release of IRIS. A list of secondary employments is intended for a future release.

Contact Information

Why can't I change my primary contact information?

RIBO has restricted the ability for users to change their primary contact information as it used for your login details.

How do I update my primary contact information?

You may request that the primary contact information be changed by emailing support@ribo.com. In your request, please provide your intended primary email address and phone numbers.

In all cases, RIBO strongly recommends setting your personal email address as the primary email address.

How do I add secondary contact information?

If you have alternative ways in which you can be reached, you may enter as many additional contact records as necessary.

Within the Broker Tile

1. Navigate to the Contact Information Tab
2. Click on the Plus (+) icon
3. Enter the required information
4. Click the save icon (the computer disk beside the red X in the circle).

I do not have a secondary mobile number. How can I add secondary contact information?

You may enter in the same number as the Mobile number.

I am experiencing issues with entering new contact information. Who do I contact?

Please email support@ribo.com explaining the issue and if possible, please include screenshots.

Addresses

How do I set my address as my Current Home Address?

You must set one address as your current home address. You will know that your address is set to you Current Home Address if it is bold.

To set your address your current home address:

1. Navigate to the Address Tab
2. Select the address you wish to set as your Current Home Address
3. Check the Current Home Address box
4. Click the save icon (the computer disk beside the red X in the circle).

What if my home address is not in Ontario?

All brokers are required to have an Ontario address on file with RIBO at which they can receive registered mail. If you live outside of Ontario, please ensure you have both your Home Address and your Ontario Address listed in the Address section.

To add an address, within the Broker Tile:

1. Navigate to the Address Tab
2. Click on the Plus (+) icon.
3. Enter the required information.
4. Click the save icon (the image beside the red X in the circle).

My address is wrong. How do I fix it?

If there is an issue with your address you can update by adding a new address. You can add the correct address by following the below steps:

1. Navigate to the Address Tab
2. Click on the Plus (+) icon.
3. Enter the required information.
4. Click the save icon (the image beside the red X in the circle).

I have moved. How can I update the address on my license?

If you have moved to a new address, you can update your records by adding it to your profile. After you log in:

1. Navigate to the Address Tab
2. Click on the Plus (+) icon.
3. Enter the required information.
4. Click the save icon (the image beside the red X in the circle).

Why am I seeing old addresses? Can they be removed?

RIBO keeps records for historical purposes so you may see data that is repeated in some cases. You do not need to contact RIBO if you see multiple or old addresses.

I do not live in Canada / U.S.A. How do I enter my home address in IRIS?

Please email your residential address to licensing@ribo.com if you live outside of Canada/U.S.A.

You must have an Ontario mailing address which is used to receive registered mail. In most cases, your employer will provide you with this information.

Brokerage Tile

A brokerage that I am a Principal Broker of is missing from the list. What happened?

If you are a Principal Broker and a brokerage is missing from the list, please email licensing@ribo.com

Please include your license number and the name and license number of the brokerage that is missing.

How do I download my employee list?

You can download a list of the brokerage's licensed employees by navigating to the Employee tab and clicking on "Send to Email (YourEmail@yourdomain)".

All employees that appear on the list are active employees of your brokerage.

How can I search the employee list?

You can search for specific employees in the employee list in IRIS by typing in their name in the "Search Name" field.

If you sent the employee list to your email, you can search for employees by utilizing the search features in Microsoft Excel.

What if I see employees that are no longer employed by the brokerage?

If you discover that are employees in the list that are no longer employed by the brokerage, and you believe employee change requests have already been made to remove them, please email the names of the employees that should be removed to support@ribo.com.

If you an employee change request form has not been completed, you may complete one here: <https://www.ribo.com/employment-changes/>

There are employees missing from the employee list. Where are they?

If there is an employee missing from the employee list, you must submit an employee change request to add them to the brokerage. You can submit the request here:

<https://www.ribo.com/employment-changes/>

If they are concurrently employed at two or more brokerages, then RIBO requires confirmation that you wish to have certain employees provide services for another brokerage. Please confirm which firm should be the primary firm or “employing firm” for each individual’s license, and further confirm that this arrangement is covered under each brokerage’s E & O.

Why do I see multiple of the same employees in the employee list?

We have identified that, in isolated cases, some broker names appear multiple times in an employee list. We are working on cleaning this data. If you wish, you may send us an email at support@ribo.com to support our efforts.

I see the same address multiple times. What do I do?

RIBO keeps records for historical purposes so you may see data that is repeated in some cases. You do not need to contact RIBO if you see multiple addresses.

How do I enter branch information? Where is branch information?

RIBO will be releasing a Branch tab for brokerages as part of a future IRIS release. You will be asked to update the new tab when it is released, so please stay tuned!

Future Releases

Will there be future IRIS Updates?

Absolutely. We have many more ideas for additions for future releases, but we would love to hear your ideas as well. Please use the [feedback form](#) to make your suggestions.