



Renew your registration online

Answers to your questions

Renewing your registration has never been easier. Below are some answers to questions you may have about this new service.

1. How do I renew my registration online?

A. It's easy. Log in to MyWeb and click on the *Online Registration Renewal* icon. The screen will prompt you with easy-to-follow instructions.

2. What is MyWeb?

A. MyWeb is an exclusive web portal for all registrants. It is free and easy to use. If you don't already have a MyWeb account you may create one by visiting <https://myweb.reco.on.ca>.

3. Does the renewal take effect immediately?

A. Renewing your registration online speeds up the application process. You won't have to rely on office staff, faxes or mail to get your renewal to RECO. As soon as you submit your application, a record is created in our database. Your application is then verified by your broker of record and completed by RECO before your registration is officially renewed.

4. If my broker of record is late in verifying my application, how is my registration affected?

A. As long as you have submitted your application for registration renewal on or before your registration expiry date, your registration is "deemed to continue" under Section 14 (8) of the REBBA 2002 and you may continue to trade in real estate.

5. What happens if my broker of record declines my application for registration renewal?

A. Should your broker of record or branch manager require clarification of the information on your application they will initially decline the application, at which point you will be notified by RECO to contact your brokerage regarding your application for renewal.

6. I have consulted my broker of record and clarified the reason for decline. I need to make a change to my application, how do I do this?

A. Your application is saved under the registration tab on MyWeb. You can access it by clicking the *Online Registration Renewal* icon. You may then make any necessary changes to your application and then resubmit. If you have clarified the concerns with your broker and no change is necessary, you merely have to resubmit your application.

7. How much does it cost to renew my registration online?

A. You do not have to pay extra for the convenience of renewing your registration online. Whether you decide to renew your registration online or to continue to use the paper application process, the fee is the same.

8. How do I pay for my registration renewal fee?

A. You can pay your registration renewal fee online using your Visa or MasterCard.

9. I've just submitted my online application for registration renewal, how do I know if it "worked"?

A. A confirmation message will appear on your screen to indicate that you've completed the application successfully. In addition, you will receive an e-mail notification that confirms the renewal as been received. Only online registration offers you an instant confirmation that RECO has received your application.

10. Is this service available 24 hours a day, seven days a week?

A. Yes. You can submit your application when it is convenient for you: anytime, any day.

11. I tried to complete my online application for registration renewal and I received an error message indicating that I was not able to renew my registration at this time. Why?

A. On the rare occasion that you receive an error message, indicating that you are not able to renew your registration at this time, it could be due to one of the following reasons:

- You may be renewing your registration too early. You may only renew your registration as early as 60 days prior to your registration expiry date. To check your registration expiry date, log in to MyWeb and click on the profile tab located in the menu on the left side of the screen.
- You may have an outstanding insurance amount. Please pay it before renewing your registration.
- Brokerages and branches cannot renew their registration online at this time. Please complete the paper application – **Application for Renewal: Business/Branch/Sole Proprietor** – and submit to RECO via mail or fax.
- You may have already submitted your registration renewal. If you have already submitted your application for registration renewal, you won't be able to access the online application until 60 days prior to your next registration expiry date.

12. If I experience technical difficulties, who can I contact?

A. If you experience technical difficulties, e-mail MyWeb@reco.on.ca or phone (416) 207-4800 during regular business hours and someone will be happy to assist you.

13. Is the system secure?

A. Renewing your registration online is completely safe. It uses the same security measures as most banks.

14. Are there any special browser requirements?

- A. No. The online registration renewal has been specially designed to work with most browser types. If you experience difficulties processing the online registration renewal application, please contact MyWeb@reco.on.ca.

15. Can I still renew my registration through the mail?

- A. If you do not want to take advantage of the online registration renewal process, RECO will continue to accept paper applications submitted via mail, fax or delivered in person. You will continue to receive a paper copy of the registration renewal application in the mail 60 days prior to your registration expiry date. When you renew your registration online for the first time, you will be able to choose if you want to continue to receive the paper application form in the mail or an electronic notice through your e-mail.