



## MyWeb Frequently Asked Questions

July 1, 2021

### What is MyWeb?

MyWeb is an exclusive online portal that is available to all registrants. It's free to sign up and it's easy to use. You may download a copy of your insurance invoice on your MyWeb dashboard.

Using MyWeb you can renew your registration, access the continuing education program, pay your insurance fees, update your email address and contact information and view important industry information.

### Want to check if your payment was successful?

You can check the status of any outstanding registration and insurance fees. MyWeb also allows you to quickly verify other information about your registration including important registration dates, and information about the status of your renewal application. Brokers of record can log in to MyWeb to view employee lists and check the registration and insurance payment status of their employees.

### Why must you pay your insurance on MyWeb?

MyWeb is the safest, most convenient way to pay your insurance, using a secure network that is accessible 24-hours a day, seven days a week. You can make your payment at a time that is most convenient for you. Plus, MyWeb is where you may download your invoice, and allows you to download a copy of your insurance certificate and receipt for income tax within 10 business days after your payment has been made.

### How do I set up a MyWeb account?

Create a MyWeb account by visiting <https://myweb.reco.on.ca>. It's free and easy to use.

1. Click on the "Sign Up" button of the main login page.
2. You will need to enter the following information:
  - your first and last name
  - your RECO registration or file reference number
  - the e-mail address on file with RECO (your email address must match the email address provided on your registration application)



- a password that you create (your password must contain at least 8 characters, and must have a combination of uppercase and lowercase letters, numbers and a special character like ! or @)
- your date of birth

3. Click on the "Sign Up" button.

Your email address or your registration number will become your MyWeb login ID.

RECO will automatically e-mail you a confirmation notice with an account activation link. Click on the link and you will be returned to the MyWeb sign in page where you can enter your login information and start using MyWeb.

Check your junk, spam or trash folders if you haven't received it yet. It may take up to 30 minutes to be received.

**Note: your e-mail address must be unique to you; sharing an e-mail address with another registrant is not permitted for security reasons.**

### **I signed up for MyWeb, but did not receive a confirmation e-mail from RECO. How do I contact RECO for assistance?**

Please check to see if the e-mail is in your trash, junk, or bulk mail folders first. If you still haven't received an e-mail, you may click "Resend Activation Email" under "Forgot Password?" on the main login page.

Check your junk, spam or trash folders if you haven't received it yet. It may take up to 30 minutes to be received.

### **I forgot my MyWeb password. How do I regain access to MyWeb?**

If you can't remember your password, click on the "Forgot Password?" link on the MyWeb login page. You will need to provide the email address on file with RECO. Upon receipt of this information you will be sent a link where you can reset your password. Check your junk, spam or trash folders if you haven't received it yet. It may take up to 30 minutes to be received.

Note: Your password reset link will be sent to the email address on file with RECO. If you have changed your email address, please contact [CS@reco.on.ca](mailto:CS@reco.on.ca) to have your email address and password updated.