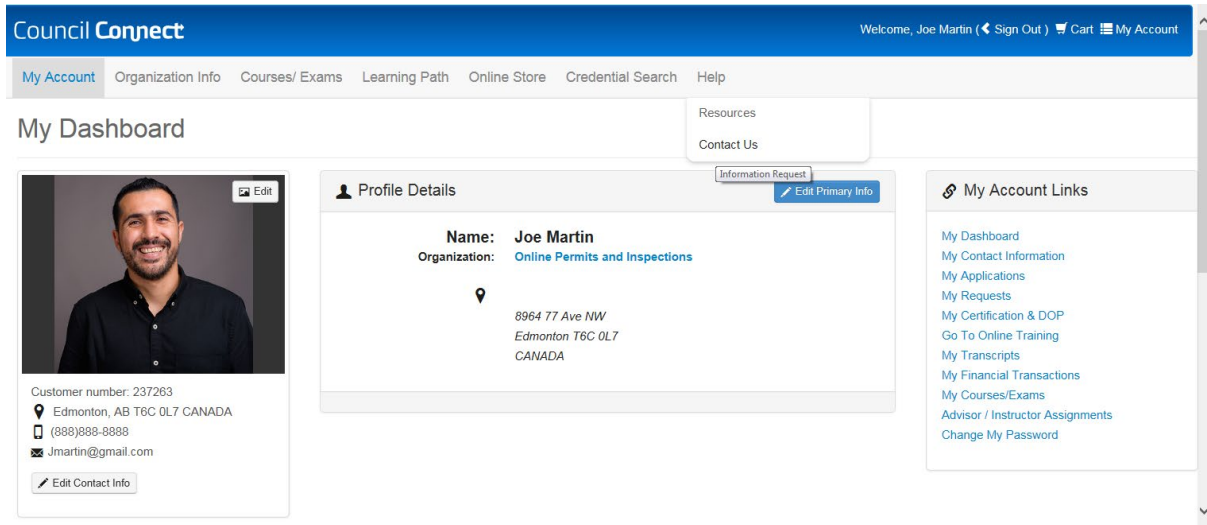


## Request a Replacement Card or Certificate

This tutorial walks you through the steps to request a master electrician (ME) or Safety Codes Officer (SCO) including a Designation of Powers (DOP) replacement card or certificate. There is no charge for replacement cards and certificates.

### Log a Request



Log in to Council Connect. Once logged in, you will see the **My Dashboard** page. Follow the instructions below to request the card or certificate from the Council through the online request form.

1. From the **My Dashboard** page:
  - a. Hover over **Help**
  - b. Select **Contact Us**

### Individual Information Request | Your Information

Name: Ms. Cheryl The SCO

Customer Number: 228006

On Behalf of Organization:

### Explain Your Request

Activity:

*Required: Please choose an area of interest that best describes your inquiry.*

Reason:   
  
 Accounting Enquiry  
 Certification Maintenance Enquiry  
 Certification Error  
 Renewal Enquiry  
 Other Enquiry  
 Course Equivalency Enquiry  
 Application Enquiry

2. From the **Individual Request Information** form:
  - a. Click the **arrow** beside **Activity** and select **Certification Enquiries**
  - b. Click the **arrow** beside **Reason** and select **Replacement Card/Replacement Certificate Enquiry**
  - c. Enter a summary regarding your request in the **Summary** section (maximum 50 characters)

Detail:

Feel free to add more specific details in the "Comments" area.

Upload File: Please don't use special character '&' in the file name 

Only if required (Accepted formats PDF,DOCX,DOC,XSL,XSLX,PNG)

Email confirmation?

Cancel

Submit

2. From the **Individual Request Information** form:
  - d. If required, enter additional information regarding your request in the **Detail** section
  - e. Uncheck the **Email Confirmation** box if you do not wish to receive an email confirmation
  - f. Click **Submit** to send the request