

Frequently Asked Questions – Technical Difficulties

Q: Is my web browser supported by the OSC's electronic filing portal?

A: We currently support the following web browsers:

- Internet Explorer 8
- Firefox 3.6
- Safari 4 (Mac OS X / iPad)

If you are not using any of these web browsers, the forms may be supported in your browser's 'compatibility view'. See, for example, <http://windows.microsoft.com/en-CA/internet-explorer/use-compatibility-view>, or consult the Help tab of your web browser for further information on how to resolve compatibility issues.

Q: How do I save a partially completed e-form?

A: At this time, you can only save electronic versions of Form 45-106F1 and Form 45-401 (Reports of Exempt Distributions). We suggest that, if you are unable to complete a form in one sitting, you print the partially completed form on paper or to a PDF file (if your system has that capability) and save this document to use when you are able to complete and submit the e-form in one sitting.

Q: Some of my attachments are not uploading.

A: Please ensure that you are uploading and attaching the document in the correct format. For example, certain filings will only allow documents in PDF form or Word format, depending on the type of filing that is being made. Also ensure that any files that you are attempting to upload are not greater than 18MB. If the entire file submission is larger than 18 MB, we suggest either rescanning or resaving the document(s) in a lower resolution to reduce the file size(s).

Q: How do I disable pop-up blockers that are preventing me from accessing the filing portal?

A: This procedure varies and will depend on the type of web browser you are using. For further information consult the Help tab of your web browser on how to disable pop-up blockers.

Q: I receive a "javascript:void(0)" message when using the filing portal. What can I do?

A: To use the filing portal, JavaScript should be enabled in your web browser. If you receive this error, you or your IT department may need to adjust your security settings for the filing portal. See, for example, <http://windows.microsoft.com/en-ca/internet-explorer/ie-security-privacy-settings>.

Q: The electronic payment website is currently not working and will not allow me to make a fee payment electronically.

A: Please send a cheque to the OSC for the amount payable referencing the submission ID that was provided to you upon submission of your filing to the following address:

Ontario Securities Commission
Attention: Finance
20 Queen Street West, 22nd Floor
Toronto, Ontario
M5H 3S8

If you continue to have technical difficulties please contact the OSC's Inquires and Contact Centre on any business day between the hours of 8:30 a.m. and 5:00 p.m. Eastern Time.

Local (Toronto)	416-593-8314
Toll-free (North America)	1-877-785-1555
TTY	1-866-827-1295
Fax	416-593-8122 (Questions and Complaints)
E-mail	inquiries@osc.gov.on.ca