How to Start and Join Your Virtual Instructor-Led Training Session

Access and Accounts · https://www.pshsa.ca/help-centre/how-to-start-and-join-your-virtual-instructor-led-training-session/

Overview

This guide explains how to start and join your virtual instructor-led training session.

Important: PSHSA does not send Zoom links by email. To join your virtual instructor-led training session, you must log in to the PSHSA Portal and select **Access Session**.

Before You Begin

- You must have a PSHSA Portal account.
- You must be registered for a course or assigned a course by your employer.
- Use a laptop or desktop with a camera (phones and tablets are not recommended).
- Ensure Zoom is installed on your device.

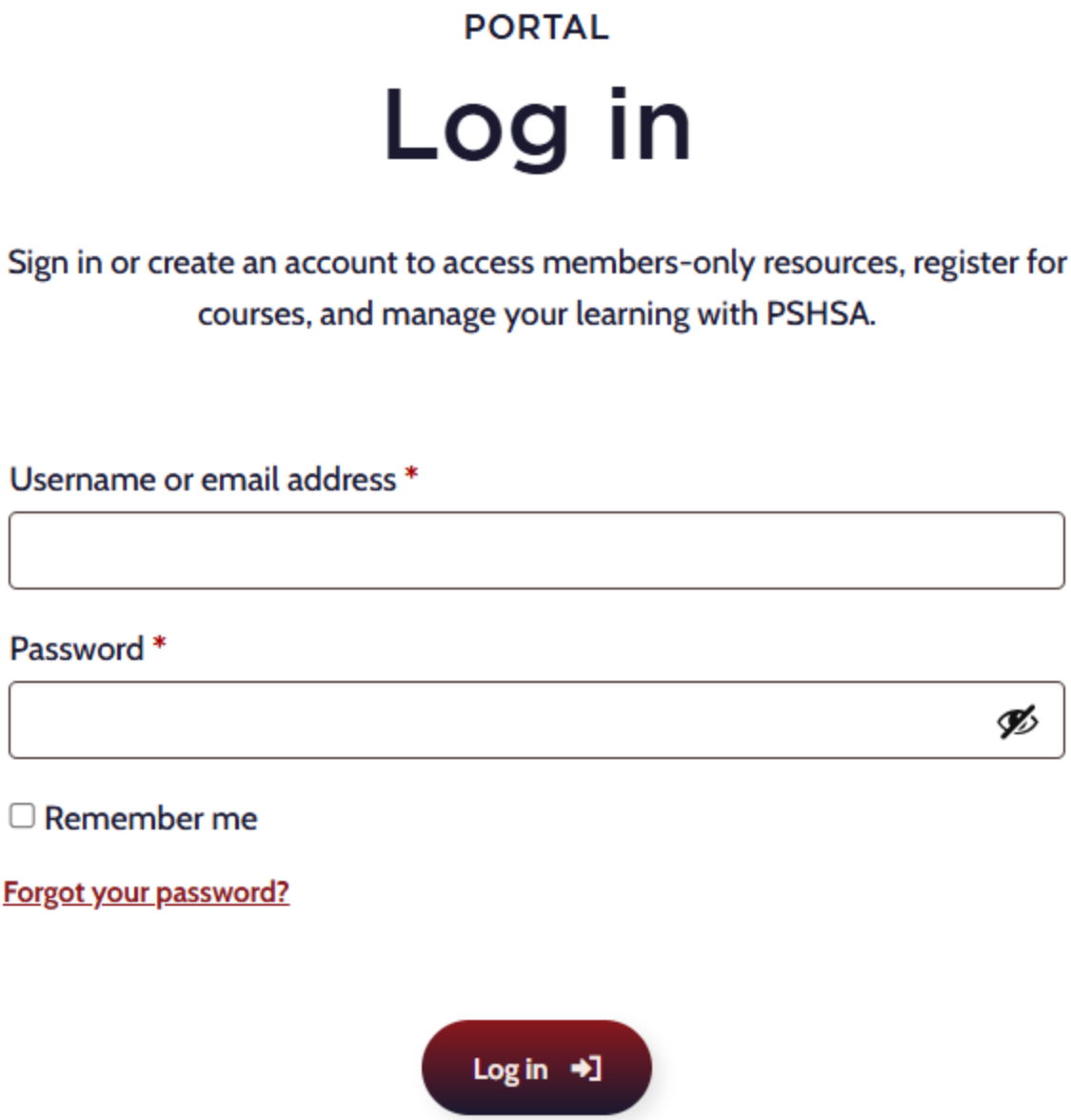
Video Walkthrough

Watch this short video for a quick walkthrough of the steps.

Embedded media: https://www.pshsa.ca/wp-content/uploads/2026/05/How-to-Start-and-Join-Your-Virtual-Instructor-Led-Training

Steps

1. Go to pshsa.ca/portal.
2. Log in using your email address (username) and password.



3. If this is your first time logging in, complete your profile and onboarding details when prompted.

PORTAL

Onboarding

We require more information to setup your account.

Account Information

Email *

Password *

At least 8 characters, including one uppercase letter, one number, and one special character.

Personal Information

This information is being collected for Ministry certification.

First Name *

Last Name *

Year of Birth *

Enter the year only (e.g. 1991)

Phone Number *

Enter a 10-digit Canadian phone number.

Street Number *

Street Name *

City *

Postal Code *

Postal code must be in the format A1B 2C3 or A1B2C3.

Which of the following best describes you? *

Select...

Please select the sector you primarily work in: *

Select...

MLITSD Consent Agreement

As an approved training provider, PSHSA is required to collect and provide the Ministry of Labour, Immigration, Training and Skills Development (MLITSD) with information to create and maintain a record of your successful completion of an approved training program. This only applies to Joint Health and Safety Committee (JHSC) and Working at Heights training.

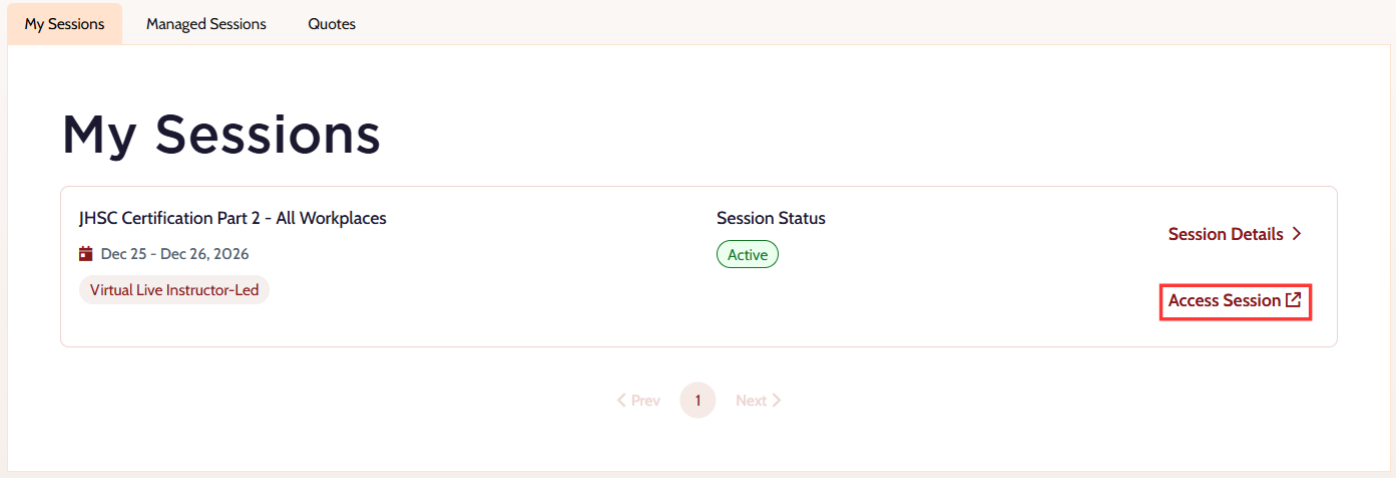
By proceeding, you grant consent to PSHSA to collect and provide this information for the purpose of creating and maintaining a learner record of your successful completion. This information will not be used for any other purpose unless expressly required by law.

I have read and agree to the MLITSD consent agreement above. *

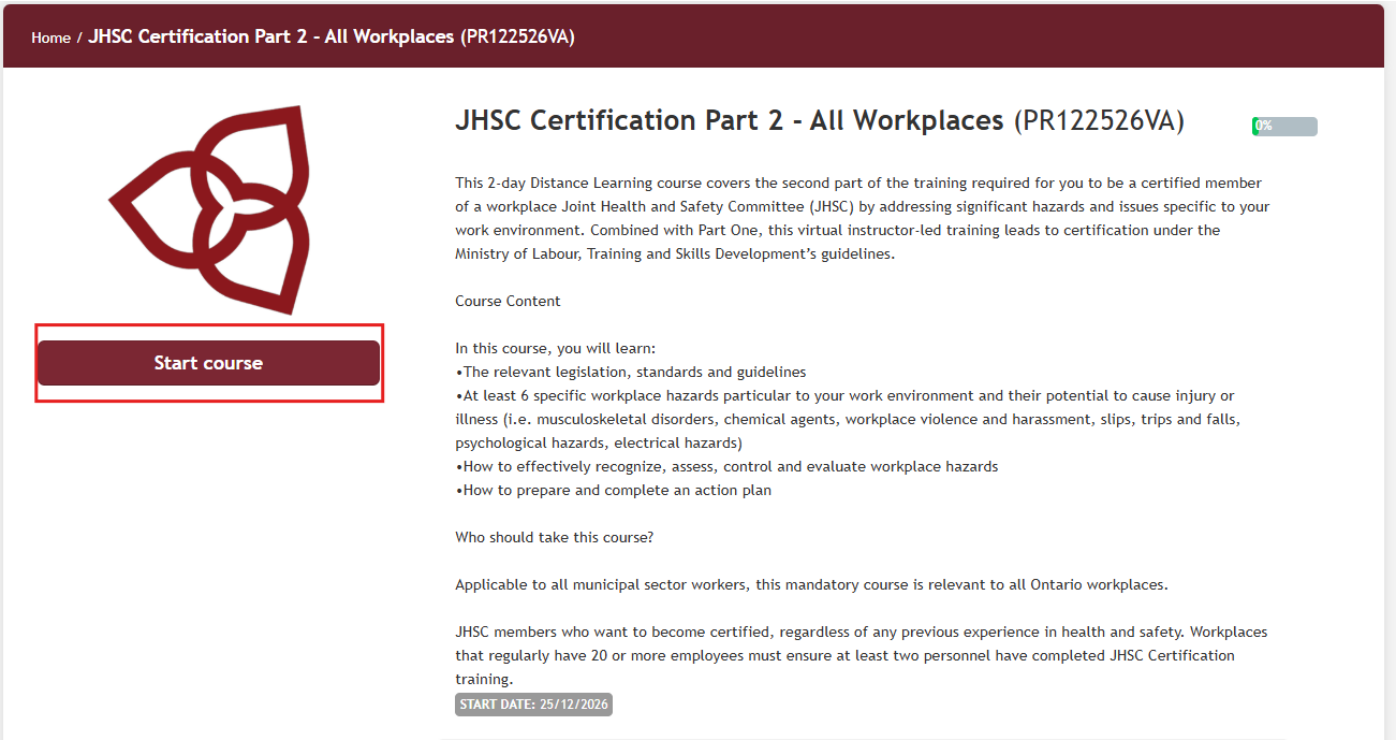
Update Account

4. ○ **My Sessions** if you are accessing training assigned to you.
   ○ **Managed Sessions** if you booked the training or are managing the session for others.

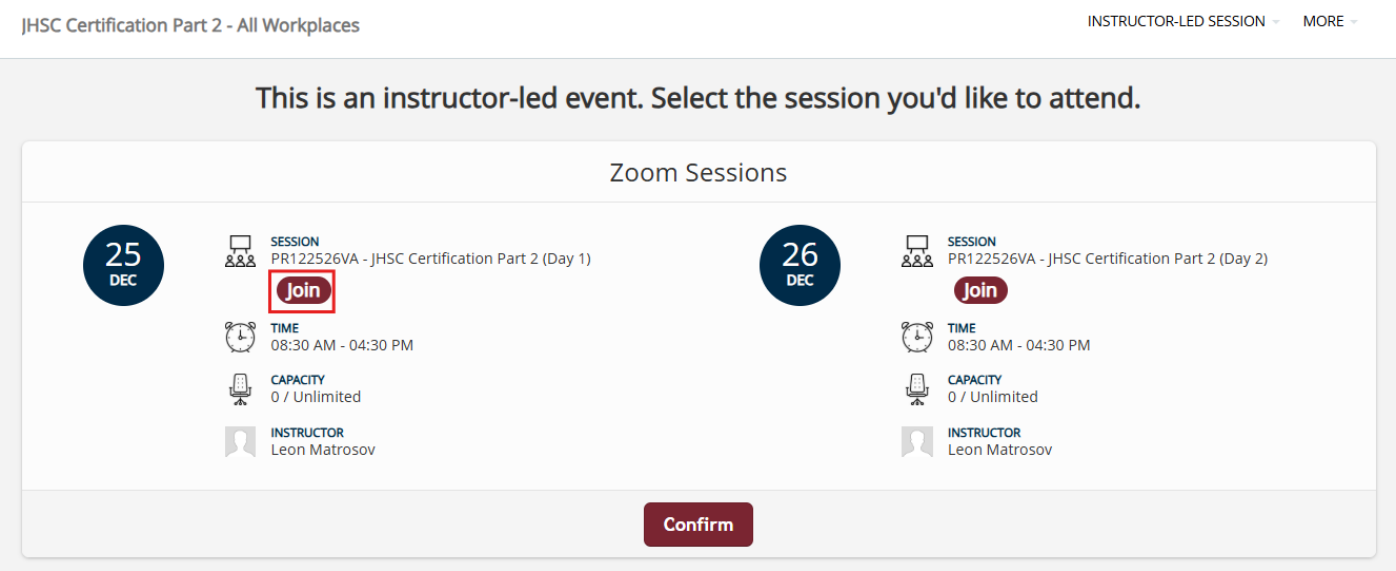
   Select the correct tab:



5. Verify the session start time and select **Access Session**.
6. Select **Start Course** when the new tab opens.



7. Select **Join** to launch and enter the Zoom session. The Join button becomes available 15 minutes before the session start time.



Troubleshooting

- **I did not receive a Zoom link**

  PSHSA does not send Zoom links by email. To join your session, log in to the PSHSA Portal and select **Access Session**.

- **I do not see the Join button**

  The Join button becomes available 15 minutes before the session start time. Refresh your browser page and verify you are viewing the correct session.

- **The Zoom session is not opening**

  Ensure Zoom is installed on your device. You may also need to allow pop-ups in your browser or select "Open Zoom Meetings" when prompted.

- **I cannot access my course or session**

  Confirm you are logged in using the same email address used for course registration or assignment. Check your email for a message with the subject line "You Have Been Registered" to verify the email address associated with your registration.

- **I forgot my password**

  Use the "Forgot Password" option on the PSHSA Portal login page to reset your password.

- **I am using a phone or tablet**

  For the best experience, use a laptop or desktop computer with a camera and microphone.

Need Help?

If you have trouble accessing the portal or joining your session, contact the Client Experience Team:

- Email: clientexperience@pshsa.ca
- Click the Live Chat button at the bottom right corner of the page.