



# Ask OMAFRA Bees Portal User Guide

Including steps to renew your registration online, apply for permits or review program information supplied by the Ministry.

## Table of Contents

Introduction .....	3
Purpose of the Guide .....	3
What is the Ask OMAFRA Bees Portal and why should I use it?.....	3
Understanding the Process.....	3
Step 1: Accessing the Ask OMAFRA Portal.....	4
ONE-key Enrolment and Login .....	4
Navigating the Ask OMAFRA Portal Landing Page.....	4
Navigating to the “Bees Portal” .....	4
Step 2: Navigating the Bees Portal.....	6
Bees Home Page .....	6
Renew My Registration.....	6
More Information on: Reviewing and Updating Bee yard Information:.....	6
More Information on: how to add a new bee yard; .....	7
More Information on: Submitting your registration renewal:.....	7
Apply For A New Permit.....	8
To apply for a new permit;.....	8
Downloading Your Permits: .....	8
Manage My Applications .....	10
To resume a draft application;.....	10
Manage My Profile.....	11
Requesting a Profile Change or Information Change .....	11
View My Inspections .....	12
Reviewing Order Information: .....	12
View Existing Reports.....	13
View FAQs .....	14
Contact Us.....	14

## Introduction

### Purpose of the Guide

The **Ask OMAFRA Bees Portal User Guide** provides step-by-step instructions on how to:

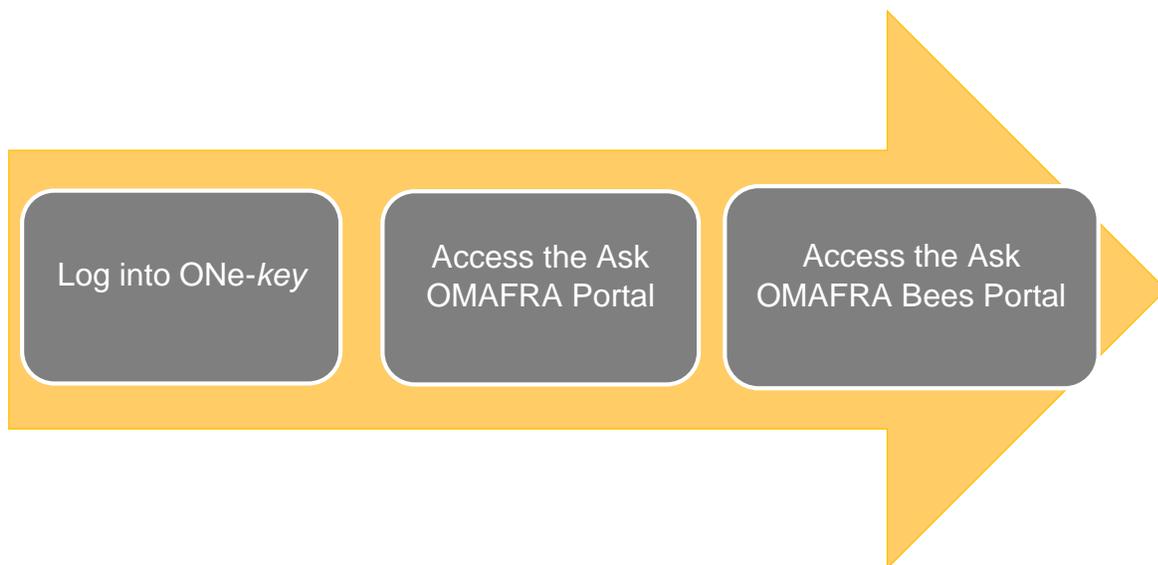
1. View and access the Ask OMAFRA Portal.
2. Navigate the Ask OMAFRA Portal landing page.
3. Access the Bees Portal section of Ask OMAFRA Portal.
4. Navigate the sections within the Bees Portal.

### What is the Ask OMAFRA Bees Portal and why should I use it?

The Ask OMAFRA Bees Portal provides you with 24/7 access to information pertaining to your interactions with the Ministry as it relates to the Apiary Program. Once you log into the Bees Portal you will be able to renew your registration, apply for permits or review information supplied to you by the Ministry.

### Understanding the Process

The following are the steps you'll take to navigate the Ask OMAFRA Portal.



## Step 1: Accessing the Ask OMAFRA Portal

### ONe-key Enrolment and Login

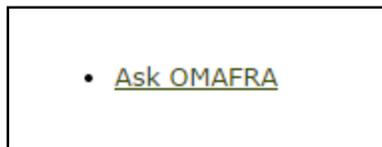
To access the Ask OMAFRA Portal, you will first need to log into your ONe-key account. For steps to enrol or log into your ONe-key account, please refer to the “Ask OMAFRA ONe-key Enrolment Guide”.

Website for ONe-key and the Ask OMAFRA Portal: <https://www.one-key.gov.on.ca/>

### Navigating the Ask OMAFRA Portal Landing Page

Once you are logged into ONe-key you will see a list of the Ontario Government services you have access to. To navigate to the Ask OMAFRA Portal follow these steps;

1. Click the “Ask OMAFRA” link



If this is your first time accessing the portal, you will be required to enter your personal access code (PAC) and personal identification number (PIN). If this is not your first time, you will be required to enter your PIN only. For more information on the ONe-key account process, please see the “Ask OMAFRA ONe-key Enrolment Guide”.

Once you have entered your credentials, you will be navigated to the Ask OMAFRA landing page. You will see any Regulatory programs you are assigned to. For the purposes of this guide, we will discuss the navigation and access relating to the Bees Program.

### Navigating to the “Bees Portal”

To navigate to the “Bees Portal” please follow these steps;

1. In the “Regulatory Programs” section, press the down arrow to expand your program options



2. Click on the “Bees” link. This will navigate you to the Bees section of the Ask OMAFRA portal.



## Step 2: Navigating the Bees Portal

### Bees Home Page

The Bees home page will provide you with a welcome message and quick links to help you navigate to key interactive sections of the Ask OMAFRA Portal.

### Renew My Registration

In accordance with the Ontario *Bees Act*, beekeepers are required to have a certificate of registration for all beekeeping operation/s. With the Ask OMAFRA portal, you can now complete your annual renewal of registration online. A current and accurate certificate is important as it will ensure access to continued inspection services by OMAFRA, including, for example:

- issuance of permits (i.e. import and queen and nuc),
- providing monitoring and response to current and emerging diseases, pest outbreaks, and bee health issues,
- documentation and submission of wildlife damage claims, and
- advisory and technical assistance from apiary inspectors.

To renew your registration;

1. Click on the “Renew My Registration” link on the left-hand navigation bar.
2. If your account is eligible for registration renewal, the “Renew My Registration” button will be highlighted blue.
3. Click the “Renew My Registration” button to begin a new registration.
4. You will now be navigated to the interactive form. Read through the instructions carefully, then press the “Begin” button when you are ready.
5. Each screen will provide you with a subset of questions similar to what you see on the paper version of the registration form. Complete the registration by providing the required information.
  - a. Mandatory fields are highlighted with a red asterisk.
  - b. Fields that are grey in colour are not editable. If you require an adjustment to some of this data, please contact us via one of the methods outlined in the “Contact Us” screen.
6. Press the “Next” button to move onto the next screen. If you are missing required information, or have filled in a section with non-viable information, you will be prompted to correct it before moving onto the next screen.
7. Note: If you have a draft registration started, you can resume your registration renewal by clicking the “Resume Registration Draft” button

[More Information on: Reviewing and Updating Bee yard Information:](#)

In a later section of the form, you are required to review, update and add new bee yards, if applicable.

To review your bee yard's information;

1. Click on the bee yard's title.
2. Review the information. If it requires changes, update the appropriate information. If you are unable to update a portion of information, please contact us via one of the methods outlined in the "Contact Us" screen.
3. Click the "Review Bee yard" button below the yard's title to confirm you have reviewed it.
4. If any required information is missing, you will be prompted to enter it at this time and re-click the "Review Bee yard" button.
5. Once all yards have been added, reviewed and confirmed, click the "Next" button. For more information on adding new bee yards, please see below.

More Information on: [how to add a new bee yard](#);

1. Press the "Add Bee yard" button.
2. Enter the information for the bee yard.



The screenshot shows a form titled "Beeyard" with the following fields:

Street Address *	Address Line 2	Township	Town/City *	County
<input type="text"/>				
Concession	Postal Code *	Province/State *	Closest Community	
<input type="text"/>	<input type="text"/>	ON ▼	<input type="text"/>	
Emergency/911#				

3. Press the "Review Bee yard" button when you have entered all the information.

More Information on: [Submitting your registration renewal](#):

Once you have entered all of the information and have been navigated to the submission screen, check the confirmation checkbox by clicking in the box, then click the submit button.

## Apply For A New Permit

Beekeepers with an active registration or a submitted registration renewal are eligible to apply for two types of permits through the Ask OMAFRA portal; an Import permit or a Queen and Nuc permit. Beekeepers can apply for a Queen and Nuc permit once per season and an Import permit multiple times per season.

To apply for a new permit;

1. Click on the “Apply For A New Permit” on the left-hand navigation bar.
2. From the options provided, choose the type of permit you wish to apply for by clicking on the permit type.

Permit Type	Application Type
<input checked="" type="checkbox"/> Queen and Nuc Permit	Application
Import Permit	Application

3. Click the “Begin Application Process” button.
4. You will now be navigated to the interactive form. Read through the instructions carefully, then press the “Begin” button when you are ready.
5. Each screen will provide you a subset of questions similar to what you see on the paper form you’ve filled out in the past. Complete the questions.
  - a. Mandatory fields are highlighted with a red asterisk.
  - b. Fields that are grey in colour are not editable. If you require an adjustment to any of this data, please contact us via one of the methods outlined in the “Contact Us” screen.
6. Fill in the appropriate information, then press the “Next” button.
7. Repeat this until you reach the submission screen.
8. Once you have entered all of the information and have been navigated to the submission screen, check the confirmation checkbox by clicking in the box, then click the submit button.

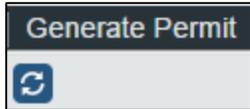
## Downloading Your Permits:

Once a permit is approved by the program, you can access the permit in the “Apply for a New Permit” screen.

All permits assigned to your account with a status of “Active” can be printed from this screen.

To download a copy of your permit, please follow these steps;

1. Click the “Generate Permit” icon.



2. Click "OK" on the information dialog box.
3. When the report is ready to be opened, you will be navigated to the "View Existing Reports" screen.
4. Click the report name to open the report (*you will require a PDF viewer to open the report*).

## Manage My Applications

Any applications you have submitted or are in a draft status can be found in your “Manage My Applications” section. You will be able to monitor the status of an application or continue working on a draft application. To view your applications, please follow these steps;

1. Click on the “Manage My Applications” link on the left-hand navigation bar.

You will be navigated to a screen that lists all applications linked to your account. In the list, you will see basic information regarding the type, status and dates associated with the application. To view more information regarding the application, follow these steps;

1. Click on the “view” icon.



2. Details of your application can be viewed in the screen, including status, type and associated business.

[To resume a draft application;](#)

There are two ways to resume a draft application.

1. Click the “Continue” icon on an application with a status of “Portal – Draft”.
2. Click the “View” icon on an application with a status of “Portal – Draft”, then click the “Resume Application” button.

For steps on completing an online application please see the “Renew My Registration” or the “Apply For A Permit” section above.

## Manage My Profile

Your profile information is located in the “Manage My Profile” section of the Ask OMAFRA Portal. To navigate to your profile information, follow these steps;

1. Click on the “Manage My Profile” link on the left-hand navigation bar.

On your profile page you will see basic information about yourself;

- Business information including; name, email, addresses and phone number.
- Account information including; your beekeeper account information and bee yards associated with you.

## Requesting a Profile Change or Information Change

Please follow these steps if you require a change to any of your profile information;

1. Click the “Modify my Profile Details” button below your business information.
2. You will be automatically navigated to the request form. Enter in the details of the changes you require.

For example; please change my cell phone number to: 555-555-5555.

Fill in the subject and provide the details of your request in the description field.

**\*\*Requests will be reviewed by OMAFRA staff within 2 business days of submission.**

Subject .

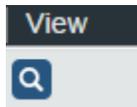
Description .

3. Once you’ve entered all the information required, press the “Submit” button at the bottom of your screen.
  - a. Your request is now in queue to be reviewed by an OMAFRA employee.
  - b. You can also opt out of submitting a request by clicking the “Cancel” button.

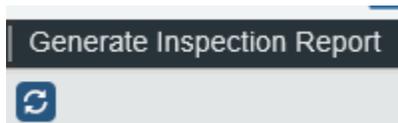
## View My Inspections

To view completed inspections relating to your bee yards, follow these steps;

1. Click the “View My Inspections” link on the left-hand navigation bar. You will be navigated to a screen that list all completed inspections relating to your bee yards.
2. Click the “Audit/Inspection Number link to view additional details about a particular inspection.



3. You will be navigated to an inspection details screen.
4. To see full details of the inspection, click the “Generate Report” button. (Note: you can only generate inspection reports that were conducted in the current year)



After a few moments, you will be navigated to the report section of the Ask OMAFRA portal.

5. Click the “Report Name” hyperlink of the report you just ran to see the details



6. Press “Open”. The report will open in a PDF viewer where you can save or close it.

### Reviewing Order Information:

If an order was created based on an inspection against your yard, you will be able to view some details of this order in the inspection details.

To see the orders section, click on the “View” icon for any of the specific inspections.

Basic order information will appear at the bottom of the screen. To see more details, click the “View” icon on the order record.

## View Existing Reports

In this section, you will be able to see any reports you have downloaded in the last 7 business days. *Please note, you will need to have a PDF reader installed on your computer to view reports.* To re-open a report, follow these steps;

1. Click the “View Existing Reports” link on the left-hand navigation bar.
2. Click on the “Report Name” hyperlink.



3. Press the “Save” button to open the report. The report will open in a PDF viewer where you can save or close it.

## [View FAQs](#)

In this section, you will see a list of frequently asked questions related to the bees program. To see a list of frequently asked questions, click the “View FAQs” link on the left-hand navigation bar. You will be able to expand questions to see the answer by clicking on the question.

If you have a question that is not listed here, please go to the “Contact Us” section for options of ways to contact us.

 **Q: I don't have a business. What information should I provide under “Business Address” and “Business Telephone Number(s)”?**

 **Q: I don't have a business. What information should I provide under “Business Address” and “Business Telephone Number(s)”?**

 **A:** If you do not have a business associated with your beekeeping operation then you can instead provide your personal mailing and contact information in these fields. OMAFRA will use this information to send you mail or contact you if we ever need to get in touch.

## [Contact Us](#)

The “Contact Us” section will list the appropriate Ministry information for contacting help desk staff with relation to the bees program. Should you need assistance, please press the “Contact Us” link on the left-hand navigation bar to find information on how to contact the Ministry.

Helpdesk staff are available Monday to Friday from 8am to 5pm. If you require assistance outside these timeframes, please email [ask.omafra.portal@ontario.ca](mailto:ask.omafra.portal@ontario.ca) and someone will respond to you during business hours.