Ministry of Training, Colleges and Universities	**Ministère de la Formation et des Collèges et Universités**	
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MEMORANDUM TO: Literacy and Basic Skills (LBS) Service Providers

FROM: Ministry of Training, Colleges and Universities

DATE: November 18, 2015

SUBJECT: Ontario Adult Literacy Curriculum Framework (OALCF) Milestone Portal Access

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OBJECTIVE:

The purpose of this bulletin is to inform you of a new process, effective immediately, for LBS practitioners to obtain secure access to the OALCF Milestone and Culminating Task portal site maintained by Contact North. LBS service providers will now be required to submit requests for changes to user access to the portal directly to Contact North through their SPRA (Service Provider Registration Authority) for EOIS-CaMS.

The SPRA will be responsible for ensuring that the user list for their respective service provider is kept current with Contact North (i.e., submit requests to add, remove or edit user access as needed). Contact North, in turn, will authenticate requests by verifying if the SPRA is on a ministry-approved SPRA list that will be provided by MTCU. Service providers are still expected to ensure they comply with any EOIS-CaMS policies about SPRAs.

LBS service provider SPRA's role:
SPRAs must notify Contact North of any change requests including the addition or deletion of users requiring access to the secure portal. An email including the names and email addresses of service provider staff requiring OALCF accounts should be directed to e-channel@contactnorth.ca.

MTCU's role:
At regular intervals, MTCU will provide an updated list of SPRAs to Contact North to use as an authentication tool.

Service providers must always inform their MTCU contact if there is a change in staffing resulting in their SPRA needing to be removed from the SPRA contact information maintained in EOIS-CaMS.

Contact North's role:

Contact North will action any requests to add, remove or edit user access to the milestone portal if the request is received from an individual on the SPRA list provided by MTCU.

Should your organization have questions, please contact your ministry consultant.