



**CIRO • OCRI**

Canadian Investment  
Regulatory  
Organization

Organisme canadien  
de réglementation  
des investissements

**DCMFLEX™**

**USER ORDERING GUIDE**

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## Self-Registration

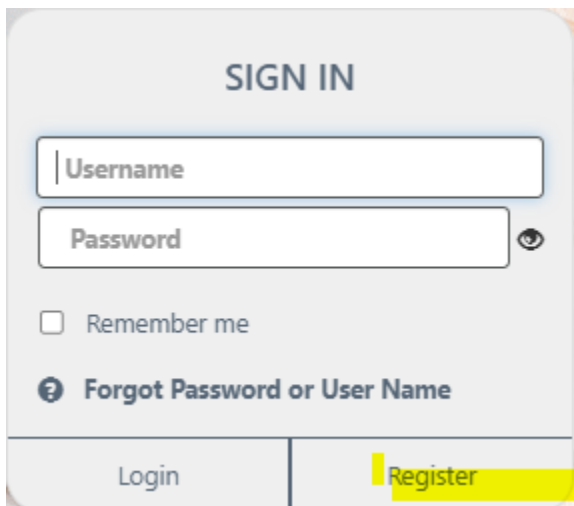
If this is your first time using the site, you will need to self-register to create a user log in and password.

### Step 1:

Go to <https://dol.datacm.com>

### Step 2:

Click on **Register**



The image shows a 'SIGN IN' form with two input fields: 'Username' and 'Password'. Below the fields are a 'Remember me' checkbox and a link for 'Forgot Password or User Name'. At the bottom, there are two buttons: 'Login' and 'Register'. The 'Register' button is highlighted with a yellow background.

### Step 3:

Enter your email address and the key # **RT240623183533377**, then click **Submit**.

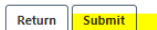
### Register

Note: \* denotes mandatory field.



The image shows the 'Register' form with two input fields: 'Email' and 'Key'. The 'Email' field contains 'test10@datacm.com' and the 'Key' field contains 'RT240623183533377'. Both fields are highlighted with a yellow background.

If you have been provided with a registration key, please enter it in the box above.



Return Submit

**Step 4:**

Fill in all your information and then click **Submit** at the bottom of the page:

**Registration**

**Login Information**

Note: \* denotes mandatory field.

Username

Password   Password set

Password Confirmation \*

**Personal Information**

Note: \* denotes mandatory field.

First Name \*

Last Name \*

Designation

Title 1

Title 2

Email Address \*

Language \*

**Address Information**

Note: \* denotes mandatory field.

Address (line #1) \*

Address (line #2)

City \*

Country \*

Province \*

Postal Code \*

Phone Number \*

Extension

Phone Number 2

Cell Number

Fax Number

Toll Free

Region Division

Region Division

**Additional Information**

Note: \* denotes mandatory field.

Additional information

After hitting Submit, you will now be registered to order on the site.

## Ordering on the site.

Once you've completed your self-registration, you will now be able to order on the site.

### Step 1:

Go to <https://dol.datacm.com>, and enter your Username and Password and click **Login**.



You will now be taken to the landing page.



My Apps Catalogue My Orders Cassandra Hubbard



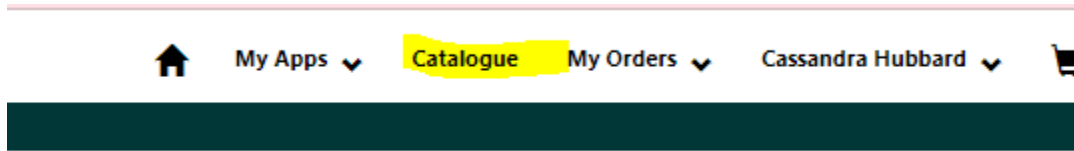
Cassandra Hubbard,  
You have successfully logged into the print services portal for CIRO.

**TO GET STARTED, CLICK ON ONE OF THE MENU OPTIONS ABOVE.**

Have a question? Click **Help** (H) at the top of the page.  
Need more help? Click **Contact Us** below to contact your DCM customer service representative.

**Step 2:**

To start an order, click on **Catalogue** in the top right-hand screen.



**Step 3:**

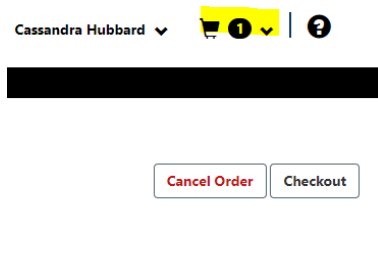
To add items to your shopping cart, simply enter the **quantity** you require of the item and select **Add to Cart**

Search Text... Containing All Items Q Display All Advanced

Display 12

<p><b>CIRORB001</b> How CIRO Protects Investors (English) \$0.00 In Stock: N/A 100 / PK 1 <input type="text"/> <a href="#">Add To Cart</a></p>	<p><b>CIRORB002</b> How CIRO Protects Investors (French) \$0.00 In Stock: N/A 100 / PK 1 <input type="text"/> <a href="#">Add To Cart</a></p>	<p><b>CIRORB003</b> OPENING AN INVESTMENT ACCOUNT (...) \$0.00 In Stock: N/A 100 / PK 1 <input type="text"/> <a href="#">Add To Cart</a></p>	<p><b>CIRORB004</b> OPENING AN INVESTMENT ACCOUNT (F...) \$0.00 In Stock: N/A 100 / PK 1 <input type="text"/> <a href="#">Add To Cart</a></p>	<p><b>CIRORB005</b> CIRORB005 \$0.00 In Stock: N/A 100 / PK 1 <input type="text"/> <a href="#">Add To Cart</a></p>	<p><b>CIRORB006</b> CIRORB006 \$0.00 In Stock: N/A 100 / PK 1 <input type="text"/> <a href="#">Add To Cart</a></p>
<p><b>CIRORB009</b> MAKING A COMPLAINT GUIDE - (ENG) \$0.00 In Stock: N/A 100 / PK 1 <input type="text"/> <a href="#">Add To Cart</a></p>	<p><b>CIRORB010</b> MAKING A COMPLAINT GUIDE - FR \$0.00 In Stock: N/A 100 / PK 1 <input type="text"/> <a href="#">Add To Cart</a></p>				

You will now see an item in your shopping cart.



If you wish to continue shopping, simply continue adding items to your cart.

**Step 4:**

If your order is complete, select **Checkout** in the top right-hand corner.

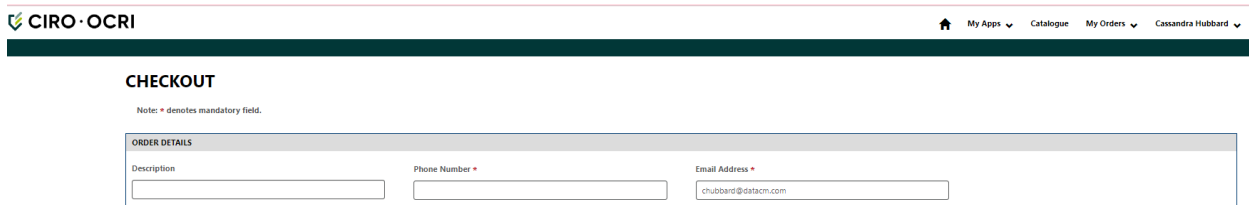


**Step 5:**

You will now be taking to the check-out page.

**Description:** This can be used to save details about your order for future reference. As an example, you can use this to indicate an order for a specific location. You can reference this back in your order history later.

**Phone number:** We always recommend adding a phone # here so that we have it on file for courier requirements.



Shipping information:

Ship to: Select the ship to that corresponds to the province you are shipping to. To do this. Click On **Change Shipping Location**.

**SHIPPING INFORMATION**

Ship To \* Location Name \*

Attention Name

Address 1 \* Address 2

City \* Country \*

Postal Code \* Province \*

**ORDERING INSTRUCTION**

\*Please Select the ship to that corresponds to your province and enter in your shipping address\*

To select the ship to – click on the checkbox under **Action**:

**Search Ship To Location**

Code

Personal address book only

To select multiple shipping locations, check the box under the Add column and click the Save button.

Display

CODE ▲	NAME	ADDRESS	TYPE	ADD	ACTION
AB Ship to	AB Ship to	ENTER YOUR ADDRESS HERE CALGARY, AB, CA T2E 6W5	<input type="checkbox"/>	<input type="checkbox"/>	
BC Ship to	BC Ship to	ENTER YOUR ADDRESS HERE RICHMOND, BC, CA V7B 0A4	<input type="checkbox"/>	<input type="checkbox"/>	
MB Ship to	MB Ship to	ENTER YOUR ADDRESS HERE WINNIPEG, MB, CA R3H 1C2	<input type="checkbox"/>	<input type="checkbox"/>	
NB Ship to	NB Ship to	ENTER YOUR ADDRESS HERE SAINT JOHN, NB, CA E2N 1L7	<input type="checkbox"/>	<input type="checkbox"/>	
NFLD Ship to	NFLD Ship to	ENTER YOUR ADDRESS HERE ST. JOHN'S, NL, CA A1A 0H6	<input type="checkbox"/>	<input type="checkbox"/>	
NS Ship to	NS Ship to	ENTER YOUR ADDRESS HERE ENFIELD, NS, CA B2T 1K2	<input type="checkbox"/>	<input type="checkbox"/>	
NU Ship to	NU Ship to	ENTER YOUR ADDRESS HERE QUALUIT, NU, CA X0A 0H0	<input type="checkbox"/>	<input type="checkbox"/>	
NWTP Ship to	NWTP Ship to	ENTER YOUR ADDRESS HERE, ON, CA ... ..	<input type="checkbox"/>	<input type="checkbox"/>	

You will then be redirected back to the check-out page.



**Step 6:**

Fill in all your address information:

<b>Ship To *</b> <input type="text" value="AB Ship to"/>		<b>Location Name *</b> <input type="text" value="AB Ship to"/>	
<b>Attention Name</b> <input type="text" value=""/>			
<b>Address 1 *</b> <input type="text" value="ENTER YOUR ADDRESS HERE"/>		<b>Address 2</b> <input type="text" value=""/>	
<b>City *</b> <input type="text" value="CALGARY"/>		<b>Country *</b> <input type="text" value="Canada"/>	
<b>Postal Code *</b> <input type="text" value="T2E 6W5"/>		<b>Province *</b> <input type="text" value="Alberta"/>	
<input type="button" value="Change Shipping Location"/>		<input type="button" value="Add to Address Book"/>	

**ORDERING INSTRUCTION**

**"Please Select the ship to that corresponds to your province and enter in your shipping address"**

**Step 7:**

Once all your address information has been entered, review your ordering details, and confirm all looks correct.

ITEM NUMBER / DESCRIPTION	UNIT COST	UOD	QUANTITY	ESTIMATED AMOUNT	TOTAL QTY	ACTION
<input type="checkbox"/> <b>CIROARB002</b> How CIRO Protects Investors (French)/	\$0.00	100 / PK	<input type="text" value="1"/>	\$0.00	100	
Est. Shipping Date *: 7/16/2024 In Stock: N/A						
<b>Auto Charge-2</b> Auto Charge-2/	\$2.75	1 / EA	<input type="text" value="1"/>	\$2.75	1	
Est. Shipping Date *: 7/16/2024						
<b>Total Price (CAD):</b>			2	\$2.75	101	
<input type="button" value="Update Order"/> <input type="button" value="Delete Selected Lines"/> <input type="button" value="Edit Selected Lines"/>						

**Step 8:**

Select Next Step

ITEM NUMBER / DESCRIPTION	UNIT COST	UOD	QUANTITY	ESTIMATED AMOUNT	TOTAL QTY	ACTION
<input type="checkbox"/> <b>CIROARB002</b> How CIRO Protects Investors (French)/	\$0.00	100 / PK	<input type="text" value="1"/>	\$0.00	100	
Est. Shipping Date *: 7/16/2024 In Stock: N/A						
<b>Auto Charge-2</b> Auto Charge-2/	\$2.75	1 / EA	<input type="text" value="1"/>	\$2.75	1	
Est. Shipping Date *: 7/16/2024						
<b>Total Price (CAD):</b>			2	\$2.75	101	
<input type="button" value="Update Order"/> <input type="button" value="Delete Selected Lines"/> <input type="button" value="Edit Selected Lines"/>						
* The shipping date may change once your order is placed.						
Item Number(s) appearing in <b>RED</b> on this page are currently out of stock						
<input type="button" value="Back to Catalogue"/> <input type="button" value="Cancel Order"/> <input type="button" value="Next Step"/>						

You will then be directed to enter your credit card information.

## PAYMENT

Note: \* denotes mandatory field.

### Payment Details

Order #: 12459339

Shipping Location: SHIP TO ALBERTA

#### Shipping Information

SHIP TO ALBERTA

ENTER YOUR ALBERTA ADDRESS

CALGARY, Alberta, CA, T3N0A1

Billing Code:

Amount: \$9.50

Enter a new credit card

Card Number

Expiry Date

Submit

Cancel Order

Back to Shipping Page

Once this information is completed, the system will perform a pre-authorization and you will be directed back to the previous page confirming the order has been placed. You will receive a confirmation email of the order.

Once your order has been shipped, you will receive another email with tracking information along with the total amount charged to your card. This can be considered the receipt for the purchase and can be used for reconciliation.

If you have any questions regarding your order or the site, please contact your DCM CIRO Customer Service team.

## Contact Us

### Customer Support:

✉ [spereira@datacm.com](mailto:spereira@datacm.com)

### Technical support:


☎ 1-800-205-4589

✉ [ecommerce@datacm.com](mailto:ecommerce@datacm.com)

Office Hours: Monday to Friday, 7:00 am to 3:30 pm PST.

Closed weekends and holidays

This information is located on the Contact US page on the site.



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[Contact Us](#)

English ▾

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