



# MyAccessstoHousingTO

## Applicant Guide

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## 1. Introduction

This guide provides information about how to use the MyAccesstoHousingTO online applicant portal including how to:

- Apply for rent-geared-to-income housing online
- Register your account and set up a new username and password
- Log in and out of the applicant portal
- Keep your application up to date

You can find more information about the Centralized Waiting List and the MyAccesstoHousingTO application portal on the City of Toronto Access to Housing website, [www.toronto.ca/accesstohousing](http://www.toronto.ca/accesstohousing).

You can also contact the **Application Support Centre** (416-338-8888) or a Housing Help Centre. A list of Housing Help Centres can be found at <https://www.toronto.ca/community-people/housing-shelter/homeless-help/#housing>

### 1.1 General Information

Prior to creating your account, please ensure you have a valid email address.

If you do not have an email address, please create a free email address account. Click on any of the links below to create a free email address:

[Create a Gmail account](#)

[Create a Yahoo account](#)

[Create an Outlook account](#)

### 1.2 Information you will need to submit an application

To submit an application on MyAccesstoHousingTO, you will need the following documents:

- Status in Canada documents (See section 4 "How to Start a New Application")
- Most recent Notice of Assessment from the Canada Revenue Agency (this will be required in order to accept a housing offer, though you can submit an application without it)
- Supporting documents for priority applications, or requests for modified unit/additional bedroom.

## 2. Registering your account

You are required to register an account on the MyAccesstoHousingTO system. If you do not currently have an application on the Centralized Waiting List, please follow the steps outlined in section 2.1. If you are currently on the waiting list, please follow the steps in section 2.2.

1. Go to [www.toronto.ca/accesstohousing](http://www.toronto.ca/accesstohousing)
2. In the "**MyAccesstoHousingTO**" tab, click on the portal link
3. In the new window, click on "Click here to register"

## 2.1 New applicants to the Centralized Waiting List

If you are a new applicant and do not currently have an application on the Centralized Waiting List, select "**I do not have an application**". You will be prompted to create an account, then you can start a new application.

## 2.2 Existing Waiting List Applicants - How to register your account

If you have an existing application on the Centralized Waiting List, you will receive a registration code from Access to Housing by mail. This will link your existing application information to your new MyAccesstoHousingTO account.

If you do not have a registration code, you can contact a Housing Help Centre, your housing worker, or call the Application Support Centre at 416-338-8888.

Select "**I have an application**" to move forward.

In addition to the registration code, you will need to provide:

- First and last name. If you have a middle name on file with Access to Housing, enter it along with your first name, in the "First Name" field.
- Date of birth
- Phone number (Enter the same phone number you provided on your application).

## 2.3 Setting up your account

The **Create Account** page will open.

To set up an account:

- Enter your first and last name
- Enter your **Email** address, this is your username  
Enter a password in the **Password** field

**Password** must be a minimum of 10 characters long and must contain all of the following:

- Upper case letter
- One number

- One Symbol

**NOTE:** Your email address you registered with will be your MyAccesstoHousingTO user ID. Please use an email address you have reliable access to. Do not use work email addresses or any other email address that might change.

A window will open where you can read the terms and conditions and accept. Review the terms and click "**Accept**" to create your account.

Select "**Continue**" to view your application. You must go through each section of the application to confirm the information is correct.

## 4. How to start a new application

Anyone may apply for RGI housing if they meet the following criteria:

- At least one member of the household is 16 years or older;
- At least one member of the household can live independently, with or without support services.

Each member of the household can prove status in Canada as one of the following:

- a Canadian citizen;
- a permanent resident of Canada;
- has applied for Canadian permanent resident status; or
- is a refugee claimant or Convention refugee

Click on the link below for a full list of acceptable documents:

[Acceptable ID – City of Toronto](#)

Read the RGI eligibility criteria and then confirm that you meet the criteria and you are eligible to apply by selecting "**Yes**".

## 5 Application Steps

### 5.1.1 Household Information

As the primary applicant, you will be asked to fill in information about your household. On this screen there are five tabs you will need to fill in for your application. Information entered in each tab will not be saved by the system until you complete and save the "**Others Questions**" tab. After filling out the details in each tab, you must click "**Next**".

### 5.1.2 Address

You will be asked for your mailing address. If you do not have a fixed address you may list a temporary address such as a shelter. You will also be asked if you currently live in a rent-geared-to-income unit.

### 5.1.3 Contact Information

You will be asked to provide your contact information. The system will automatically fill in the email address you used to register your account. Your email will be used to send you updates and reminders about your application.

**Note:** All applicants are encouraged to agree to receive emails so that you can receive important information and updates about your application.

By selecting "**No**", you will not receive an email when there is a message regarding your application in MyAccesstoHousingTO. This may impact your application, and/or housing offers. To ensure you do not miss any important notices, it is your responsibility to check MyAccesstoHousingTO on a regular basis.

### 5.1.4 Other Contacts

You can authorize an alternate contact to speak to Access to Housing on your behalf. This can be a family member, friend, or agency you are working with.

### 5.1.5 Additional Questions

In this section, you will be asked an additional question about Indigenous identity. You have the option to select "Prefer Not to Answer". This question will not affect RGI eligibility. This question will only be displayed for applicants who indicated that they are Canadian Citizens.

## 5.2 Co-applicant Information

You will be required to fill out information for any household members 16 years of age and older. If you do not have a co-applicant, you can skip this section by clicking "**Next**". A co-applicant can include a spouse, partner, family member, caregiver who lives with you permanently, or a friend.

### Co- Applicants

For your co-applicants, you will be required to provide the following information:

- Name
- Status in Canada (including supporting documents)
- Date of birth

- Relationship to applicant
- Student status

Once you have saved your co-applicants details, the screen will refresh. Your co-applicant will now be listed on your application. You can return to this screen anytime you would like to update this information. If you would like to edit the details for your co-applicant, select "**Edit**". If you would like to remove a co-applicant from your application, select "**Delete**".

### 5.3 Dependents

Enter information on all your dependents. A dependent is anyone under the age of 16 living in your household.

If a member of the household has full custody of the child, select "**Yes**". If a member of the household has shared custody or access rights for a child that for at least 78 nights per year where they are allowed or required to provide overnight accommodation for the child, then indicate "**Shared**" custody, otherwise select "**No**."

For your dependents, you will be required to submit the following details:

- Name
- Status in Canada
- Date of birth
- Relationship to applicant
- Custody status
- Student status

If you do not have any dependents, click "**Next**" to move on to the next section of the application.

### 5.4 Income

In this section, you will be prompted to submit a Notice of Assessment for each household member 16 years of age or older. You will be required to have copies of the most recent Notice of Assessment (NOA) from the Canada Revenue Agency so you can enter line 23600 (income before taxes).

To accept an offer of housing, applicants will also need to submit the most recent tax year's Notice of Assessment for all household members 16 years of age and older. Exceptions may apply to the following applicants:

- newcomers who have been in Canada for less than one year
- individuals identified as part of the disadvantaged priority group, including those experiencing homelessness, separated families or youth who were 16 or 17 years old when they applied to the Centralized Waiting List



- special priority applicants

If you need support to file your taxes, you can use the [Tax Clinic Search](#) tool to find a free tax clinic to assist you. Many clinics offer multi-lingual supports.

When entering income information, a popup window will open where you can select the name of each household member 16 years of age or older. Enter the amount of income and select "Annual" in the drop-down menu for "**How often is this income paid?**" Click "**Save**" to save the information.

The Notice of Assessment screen will now display your information. You can now edit or delete as necessary. To continue to the next screen click "**Save**".

You will then be required to indicate if you have a Registered Disability Savings Plan or other sources of income. Select "**Yes**" on the ones that apply to you, if any, or "**No**" if they do not apply.

#### 5.4.1 Registered Disability Savings Plan

If you have a Registered Disability Savings Plan, click "**Add Registered Disability Savings Plan**".

A popup screen will open for you to enter the details. Click "**Save**" to continue.

The Registered Disability Savings Plan will now display your information. You can now edit or delete as necessary. To continue to the next screen click "**Save**".

#### 5.4.2 Other Income

You will be prompted to document any other income in this section, for each household member 16 years of age or older.

If you have other sources of income, select "**Add Other Income**". A popup screen will open for you to enter the details. Click "**Save**" to continue.

- Canada Pension Plan
- Canada Pension Plan Disability
- Child Support
- Child Tax Benefit
- Employment
- Employment Insurance
- Guaranteed Income Supplement
- Old Age Security
- Ontario Disability Support Program
- Ontario Student Assistance Program
- Ontario Works

- Personal Needs Allowance
- Workplace Safety & Insurance Board

A popup screen will open for you to enter details about other sources of income. Click "**Save**" to continue.

The **Other Income Information** will now display your information. You can now edit or delete as necessary. To continue to the next screen click "**Save**".

## 5.5. Priority Access

Applicants for Rent-Geared-to-Income housing in Toronto who have experienced domestic abuse/human trafficking, homelessness, or are terminally ill can apply for priority status. You will be required to submit supporting documents through MyAccesstoHousingTO.

### 5.5.1 Domestic Abuse/ Human Trafficking

**Special priority status** is for applicants eligible for RGI housing who are victims of domestic abuse or human trafficking. More information about this priority status is available through the following link. [Special Priority Program](#).

If you are eligible to apply, select if you are applying as a survivor of human trafficking or domestic abuse by using the corresponding check box. Click "**Next**".

### 5.5.2 Applicants Experiencing Homelessness

If you are experiencing homelessness and staying in a shelter or other emergency overnight service or on the street, you may be eligible for the Disadvantaged Local Access Priority. If you are experiencing homelessness, you can indicate this in this section of the application and click "**Next**" to continue.

## 5.6. Terminally Ill Applicants

If you have a confirmed diagnosis of terminal illness (less than two years to live), you may be eligible for the Terminally Ill priority. In order to qualify under this category, you must submit and sign the Medical Request - Terminally Ill application, completed by a physician. More information about this priority status is available through the following link. [Terminally Ill Applicants](#).

Indicate whether you are applying for the Terminally Ill priority, by selecting "**Yes**" or "**No**". Click "**Next**" to continue.

## 5.7 Accessibility

If you or members of your household use a mobility device on a full or part time basis or have mobility issues, you can request a fully or partially modified unit.

By indicating your accessibility needs on the Medical Request for Modified Unit form, you may be eligible for a modified unit, however, you may accept an offer for a non-modified unit and discuss needed accessibility modifications with your housing provider.

Households can also request an additional bedroom for medical reasons. You may be eligible for an additional bedroom if you require a room for an overnight caregiver or for storing medical equipment, you and your physician must complete a separate form, and include caregiver verification if applicable.

These forms are available on the [www.toronto.ca/accesstohousing](http://www.toronto.ca/accesstohousing), in the "How to Apply" section.

## 5.8 Documents

You will be required to upload supporting documents for your application. This includes:

- Status in Canada documents (See Section 4 for approved documents)
- Most recent Notice of Assessment from Canada Revenue Agency (required to accept a housing offer)
- Supporting documents for Special Priority Access, Terminally Ill priority, or requests for additional bedrooms or modified units, if applicable.

You are required upload a good quality photo or scanned copy of your documents.

MyAccesstoHousingTO has a 30MB limit on file size for your documents. Supported file formats include:

- Doc, docx
- jpg
- png
- tif, tiff
- PDF

The MyAccesstoHousingTO system will generate a list of documents you must upload based on the information you provided in the application. Select "**Upload**" to upload each document. After the document is uploaded, you can view the file by clicking the "**View**" button to verify that your details are clear and legible. If you need to delete a file, click on the "**Delete**" button.

## 5.9 Sign and Submit

Once you have uploaded your documents, you will be required to electronically sign and submit your application for the primary applicant and co-applicant(s).

A screen will open, and you will be asked to provide your signature and your initials. You can use your mouse or finger to create your signature, or select a signature from scripts provided.

Once you have saved your digital signature, you will be asked to read the Disclosures and Consent and acknowledge that you accept. If you disagree, Access to Housing will not be able to review your application for eligibility.

Your application is complete once each household member over 16 years of age has signed the Consent and Declaration. You are required to close the document to move to the next screen.

## 5.10 Application Status

Once you have completed the steps to submit your application, you will see **the Application Status** screen. Please make note of your application number.

Once your application has been assessed by Access to Housing, your status will change to "**Eligible**" if you meet the criteria for RGI. You will receive a notification by email, and will be able to view the notice of decision under the "**Review Mail**" section of the application.

## 5.11 Service Request

MyAccesstoHousingTO allows you to make most changes and updates to your application directly on your account. Once eligible, you can initiate a service request for any of the following reasons, if necessary:

- Inactivate your application for a medical emergency. For this request you will be asked to upload a medical report as proof of your medical emergency to approve your inactivation request.
- Inactivate your application for special priority reconciliation
- Reactivate your application
- Request a decision review
- Split an RGI application into two separate application on the waiting list

To add a Service Request, select "**Add Service Request**".

A popup window will open. Select the service request reason from the drop down menu. You will be prompted to document the details of your request. Please provide enough relevant information for Access to Housing to understand your request. Click "**Save**" to save your request.

## 5.12 Building Complexes

You can select and update your preferred building complexes only if the status of your application is "Eligible". Login to my MyAccesstoHousingTO and verify your application is "**Eligible**" on the **Application Status** menu.

Based on the information you have provided in your application, you will see a list of all available building complexes that you are eligible for, under the "All Available Building Complexes" tab. You can select as many or as few as you like. Click "**Next**" to save your selections and continue. Once you have finished making your selections, they will appear under the "**My Building Selections**" tab.

### 5.13 Review Mail

In the "**Review Mail**" section, you will be able to review all communications sent to you by Access to Housing.

## 6 Keeping your application up-to-date

You are required to update your application information on a regular basis. This includes changes to your contact information or household members, and uploading your most recent Notice of Assessment. It is your responsibility to keep your application up-to-date.

## 7 How to change your account settings

You can update your account settings (e.g. e-mail) by going to "**My Account**", and selecting "**My Profile**". You can subscribe and unsubscribe to email notifications, change your password, or change your email.

### 7.1 Changing your password

To change your password, you will be required to enter your current password. If you forget your password click on the "**Forgot Password**" feature on the login screen.

### 7.2 Updating your email address

Keeping your email address up-to-date is important as you will be notified by email of communications from Access to Housing through your MyAccessstoHousingTO account. If you need to change the email address listed on your application, first login with your existing email. Select "**Update Email Address**" in your "**My Account**" settings to make the change.

## 8 How to Log Out

You should always make sure to log out of your account, especially if you are using a public computer (e.g. at a Housing Help Centre, a Toronto Public Library location or community agency).

Please keep your new username and password information safe. Do not share your password with others.

To log out, click on the upper right-hand corner of the screen by your name. A drop-down menu will appear.

For more information, visit [www.toronto.ca/accesstohousing](http://www.toronto.ca/accesstohousing)