

# REGISTERING FOR THE ONLINE SUBSIDIZED HOUSING PORTAL:

## A guide for existing applicants



York Region has launched an online portal for subsidized housing applicants that lets you easily check the status of your application, change building selections and update information. The online portal is a faster, more convenient way to manage your subsidized housing application. In the future, York Region will use the online portal to offer available units.

All applicants currently on the subsidized housing wait list will receive a letter from Housing Access with a registration code to access their application online. Letters are being sent in phases, starting with individuals with the oldest application dates.

This document provides additional resources to help you register your online account and link it to your application.

# Step 1. Registering your online account and linking to your existing application

Go to [www.york.ca/applyforhousing](http://www.york.ca/applyforhousing) and scroll down to select "Register to Access Your Online Application".

**I have already applied and want to access the online portal**

**Access my application online for the first time**

All applicants currently on the subsidized housing wait list will receive a letter from Housing Access with a registration code to access their applications online. Letters are being sent in phases starting with applicants with the oldest application dates.

If you have received your registration code, you can access your existing application through our online portal.

**To create an online portal account and link to your existing application, you need:**

- Your registration code
- Your registration code is your client number. It is found on all communications from the Housing Access Unit in the form "p123456"
- If you do not have your registration code/client number, please call Housing Access at 1-877-464-9675
- First Name
- Last Name
- Date of Birth
- An email address
  - You must use the email address that is on file with Housing Access to set-up your online account
  - If you have never provided your email address, you use a different email address, or you aren't sure which email address is on file, please contact Housing Access at 1-877-464-9675 to update your information before you register

For more information on how to register, please refer to [our guide for existing applicants](#).

Once you have registered and created a user name and password, you will use the online portal to update your information, keep your building choices up to date and learn more about subsidized housing programs in York Region.

As an existing applicant, it is important that you do not create a new application. Having more than one application may create delays in processing your information.

[Register to Access Your Online Application](#)

Click the button and a new web page will open. You will be taken to [York Region's online housing application portal](#)

As an existing applicant for subsidized housing in York Region, select "I have a registration code."

If you do not have the letter with your registration code handy, you can contact Access York at 1-877-464-9675 to request it.

**York Region**

**CREATE AN ACCOUNT**

**DON'T HAVE AN ACCOUNT YET?**

**Create your account today, and Apply Online!**

- ⚠ Have an application but not an online account?
  - Contact your Waitlist Manager for a Registration Code
- 🔑 Submit your application
- ✅ Check out the status of your application

Enter your registration code and the following information:

- First name
- Last name
- Date of birth, using the format DD/MM/YYYY
- An email address

**The email address used to register for the online portal must match the one on file in your application.** If the email field in your registration letter is blank or you no longer use that email address, or you have not received your letter and are not sure which email address is on file, please contact Access York at 1-877-464-9675 to update your information before you register.

**You must also read and accept the Terms and Conditions.**

Your email address will be your login ID. You will also need to create a password for your account:

- Passwords must be at least 10 characters
- Passwords must contain 1 uppercase letter, 1 lowercase letter, 1 number and 1 symbol

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## CREATE AN ACCOUNT

\* Denotes a required field

### PERSONAL DETAILS

Registration Code*	<input type="text"/>
First Name*	<input type="text"/>
Last Name*	<input type="text"/>
Date of Birth*	<input type="text"/>




### ACCOUNT INFORMATION

Email Address* (Your email address is your user name)	<input type="text"/>
Password*	<input type="password"/>
Confirm Password*	<input type="password"/>

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

### DON'T HAVE AN ACCOUNT YET?

**Create your account today, and Apply Online!**

-  Have an application but not an online account?
  - Contact your Waitlist Manager for a Registration Code
-  Submit your application
-  Check out the status of your application

### ALREADY HAVE AN ACCOUNT? LOGIN NOW!

Email	<input type="text"/>
Password	<input type="password"/>

[Forgot password?](#)

## Step 2. Reviewing your information

Your information will already be in the online system. The first time you log in, you will need to click through each screen. Please review your contact information and make changes if needed.

After the first time you log in, you will be able to navigate to different sections by clicking on the heading to the left of the screen.

**MY APPLICATION**

Application Progress **100%**

Applications | Resources | Hi, York

**Review Mail (23)** **Upload Documents**

**WE ARE ABOUT TO START GATHERING INFORMATION ABOUT THE MEMBERS OF YOUR HOUSEHOLD.**

First, tell us about the Primary Applicant. This person will be the primary contact for the application.

Personal | Address | Contact | Other Contacts | **Current Housing**

**Primary Applicant Details**

Salutation  
Ms.

First Name \*  
York

Middle Name

Last Name \*  
Test

Maiden/Alternate Name

This is the last name that you had before you were married.

## Step 3. Choosing your building preferences

You may have already made building selections. You can update your building choices at any time using the Building Complexes screen.

You will see two tabs:

- All Available Building Complexes: this tab shows all building complexes in all service areas that use the Social Housing Online portal, including areas outside of York Region
- Building Complexes You Have Been Submitted To: this tab shows the buildings you have chosen

In the York Region service area, you can see information about each building, including available unit sizes. You can learn more about York Region buildings by visiting [york.ca](http://york.ca).

To add a building to your selections, click the white check box. It will turn grey and show a check mark. To remove a building selection, click one of the filled in check boxes to remove the check mark. You must save any changes to your building selections by clicking the blue "Save" button.

York Region will review your building selections and approve them if you are eligible.

### MY APPLICATION

- Applicant
- Co-Applicants
- Other Members
- Special Priority
- Income
  - Social Assistance Income
  - Earned Income
  - Income from Pensions
  - Income From Investments & Assets
  - Other Income
- Assets
- Housing Preferences
- Building Complexes
- Service Area Map
- Building Complex Selection
- Documents
- Errors
- Sign and Submit
- Application Status
- Expression of Interest

Application Progress  100%

● Applications | ● Resources | HI, York ▾

Review Mail (23) Upload Documents

#### SELECT BUILDING COMPLEXES

Building Complexes are grouped by Municipality and Area. Please click on the Municipality to see a detailed list of available Building Complexes.

Only applicants 60 years old and over are eligible for seniors communities. The unit size you are eligible for is based on occupancy standards that apply to your household's size. Housing Access will confirm the size of unit you are eligible for.

Map View

Available Building Complexes Building Complexes You Have Been Submitted To

Save Unselect All

Municipality Area	Building Complex	Program Type	Community Type	Bedrooms	Non-smoking	Select or Unselect
Aurora   Aurora	Charles Darrow Co-op	Co-op	Non-Senior	2,3,4 Accessible		<input checked="" type="checkbox"/>
Aurora   Aurora	Machells Corners Co-op	Co-op	Non-Senior	2,3,4 Accessible		<input checked="" type="checkbox"/>
Georgina   Keswick	Bethany Co-op	Co-op	Both	1,2,3,4 Accessible		<input checked="" type="checkbox"/>
Georgina   Sutton	East Court	LHC	Non-Senior	2,3,4	Yes	<input type="checkbox"/>
Markham   Markham	Robinson Street Non-Profit	Non-Profit	Both	1,2,3 Accessible	Yes	<input type="checkbox"/>
Markham   Markham	Tony Wong Place	Non-Profit	Both	1,2,3,4 Accessible		<input type="checkbox"/>

## Step 4. Signing and submitting your online registration

When you register for the online portal, each household member over the age of 16 must electronically sign the Release, Consent and Declaration for the application.

Signing and submitting the Release, Consent and Declaration form is required to successfully complete the registration process and access the online portal.

You must follow these steps to add an electronic signature for each household member over 16:

- Select "Click here to sign". A summary of your application will open. It may take a minute for the document to pop up.

Scroll to the bottom of the document, click on the sign button, and then submit.

The screenshot displays the 'MY APPLICATION' interface. On the left is a navigation menu with items like 'Applicant', 'Co-Applicants', 'Other Members', 'Special Priority', 'Income', 'Social Assistance Income', 'Earned Income', 'Income from Pensions', 'Income From Investments & Assets', 'Other Income', 'Assets', 'Housing Preferences', 'Building Complexes', 'Documents', 'Errors', 'Sign and Submit', and 'Application Status'. A green arrow points to the 'Sign and Submit' option. At the top right, there are buttons for 'Review Mail (23)' and 'Upload Documents'. The main content area features a progress bar at 100% and a disclaimer: 'PLEASE SIGN THE DOCUMENTS BELOW. BY SIGNING THIS DOCUMENT, YOU ARE AGREEING THAT YOU HAVE ENTERED ALL INFORMATION AND IT IS READY TO BE REVIEWED.' Below this is a table of documents to be signed:

Document	View	Sign
Documents for Applicant <b>York Test</b> to Sign	<a href="#">View Document (Signed)</a>	Signing Complete
Documents for Co-Applicant <b>Bob Robot</b> to Sign	<a href="#">View Document (Unsigned)</a>	<a href="#">Click here to Sign</a>
Documents for Co-Applicant <b>Vanessa Hudgens</b> to Sign	<a href="#">View Document (Unsigned)</a>	<a href="#">Click here to Sign</a>
Documents for Member <b>Mariam Robot</b> to Sign	<a href="#">View Document (Unsigned)</a>	<a href="#">Click here to Sign</a>
Documents for Member <b>Rose Robot</b> to Sign	<a href="#">View Document (Unsigned)</a>	<a href="#">Click here to Sign</a>

A green arrow points to the 'Click here to Sign' button for Bob Robot. At the bottom of the table, it says 'Showing 1 to 5 of 5 entries' and there is a 'Back' button.

b. You will be asked to read a consent form to use your electronic signature. When you are ready to sign, click "Agree and Continue."

The screenshot shows a web interface with a dark navigation bar at the top containing the words "TERMS", "SIGN", and "DOCUMENT" with right-pointing chevrons. Below the navigation bar is a light gray area containing several sections of text:

- Acknowledgment of Option to Use or Not Use Electronic Signature Functionality**  
I understand that I am not required to sign the lease or any renewals or extensions or receive any notices under the lease electronically. If I prefer to sign with my physical signature, I understand that I may obtain a physical copy of the executable documents from the property owner or manager, complete it, physically sign it and return it to the property owner or manager at the property of interest, or from whom I am renting at the address identified by the property owner or manager.
- Ability to Withdraw Consent to the Use of My Electronic Signature**  
I understand that, prior to my execution of the documents, I may withdraw my consent to use the electronic signature functionality and/or my consent to provide notices under the lease to me in electronic form or to receipt of any notice in electronic form by contacting the property owner or manager. I further understand that, after my execution of the lease and prior to any renewals or extensions of the lease or receipt of any notice in electronic form, I may withdraw my consent provided above to use my electronic signature instead of a physical signature or my consent to be provided notices under the lease to me in electronic form or to receipt of any notice in electronic form by providing written notice to the property owner or manager from whom I am renting.
- Physical Signatures May Delay the Signing Process**  
I acknowledge and understand that executing the lease by a physical signature may result in, among other things, a delay in the leasing process, and the potential for the lease not to be approved by the property manager due to delays.
- System Requirements to Utilize the Electronic Signature Functionality**  
To utilize the Electronic Signature functionality, a web browser that supports the HTTPS protocol, HTML, and cookies (e.g., including but not limited to, current versions of Chrome, Firefox, Internet Explorer, or Safari) will be needed. Viewing PDF documents requires Adobe Acrobat/Reader or similar software.
- Instructions to Change Consent and/or Update Contact Information**  
I understand that I should contact the property owner or manager directly to request paper copies of documents, withdraw consent to conduct business electronically, and/or update my contact information.
- Save My Signature Consent and Disclosure**  
By clicking "Save & Continue" at the next screen, I agree and consent to the use of my electronic signature, inclusive of my chosen signature and initials, instead of a physical signature to execute all documents chosen including legally binding contracts, and agree to be bound by the terms thereof as if I had signed each document with my physical signature.

At the bottom of the form are two buttons: "DISAGREE" on the left and "AGREE & CONTINUE" on the right. A yellow arrow points from the right side of the page towards the "AGREE & CONTINUE" button.

c. Create your electronic signature

The screenshot shows a form titled "Create Your Signature". Below the title is the instruction: "Use your mouse or finger to create your signature. You can [choose a script signature](#) instead." There are two input fields:

- Your Signature**: A large white text box with a blue "Clear Signature" link below it. A yellow arrow points to this box from the right.
- Your Initials**: A smaller white text box with a blue "Clear Initials" link below it.

You create your signature by:

1. Using your mouse or finger to write your signature and initials in the text boxes
2. Clicking "choose a script signature," which will allow you to choose a font for your name and initials

Click "Save and Continue" to save your signature.

Each household member over the age of 16 must complete this process.

- d. Add your signature to the Release, Consent and Declaration by clicking the yellow "Sign" button next to the name of the applicant. Click the "Date" button to add the date



**Release, Consent and Declaration**

All members of the household 16 and older must sign this form.

A. I agree that York Region may collect, use, and share personal information provided by me for the purpose of:

- I. determining if I am eligible to receive housing benefits or other benefits offered by York Region for which I apply or may become eligible for or housing benefits offered by York Region on behalf of a government agency or ministry; or for
- II. evaluating the quality of housing services or other services offered by York Region or offered by York Region on behalf of a government agency or ministry to determine if the services can be improved.

B. For the purpose of the Housing Services Act, 2011, I understand that my personal information can be shared, in accordance with law, for the purpose of determining my eligibility for benefits under the Ontario Works Act, 1997, the Ontario Disability Support Program Act, 1997, and the Child Care and Early Years Act, 2014, as applicable with York Region's Community and Health Services Department and government agencies/ministries responsible for overseeing programs under these laws.

C. For the purposes of the Housing Services Act, 2011, I agree that my information can be shared, in accordance with law, to a provincial or federal government agency, as applicable, that administers, enforces, or conducts research relating to the Taxation Act, 2007, the Income Tax Act, the Income Tax Act (Canada) or the Immigration and Refugee Protection Act (Canada)

D. I understand that the laws that permit York Region to collect and share my personal information include the Municipal Freedom of Information and Protection of Privacy Act, the Housing Services Act, 2011, and the Ontario Works Act, 1997.

E. I understand that there may be other instances when the Region may be required to share my information, as required by law.

F. I understand that if I have any questions about York Region's collection, use, and sharing of my personal information I can speak to the following person to get answers

The Regional Municipality of York Housing  
Access Unit  
17150 Yonge Street, 5th Floor Newmarket,  
ON L3Y 8V3  
1-877-464-9675 ext. 72470  
Program Manager, Housing Access

G. I have been provided a copy of and understand the requirements of applying for subsidized housing.

H. I know the information I have provided on this form will be used by York Region to determine if I am eligible to receive housing benefits or other benefits for which I apply or may become eligible.

I. I confirm that all of the information on this form is true and I have not left any important information out.

J. I understand and agree that if York Region determines that the information on this form is not true, York Region can cancel my application and/or stop my benefits and services and can make me pay York Region back.

K. The Region will from time to time, audit applicant files to check the accuracy of the information included in this form

Name of household member	Signature	Date (dd/mm/yyyy)
York Test	<input type="button" value="Sign"/>	<input type="button" value="Date"/>
Bob Robot		
York Test		



Name of household member	Signature	Date (dd/mm/yyyy)
York Test	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Bob Robot		
York Test		

← Once you have added an electronic signature, you will see two green check marks next to the name of that household member.

When all household members over the age of 16 have signed the document, click "Next" to complete your online registration and see a summary of your application. **Your account is now registered!**

**Contact ACCESS YORK for assistance**  
 1-877-464-9675  
 accessyork@york.ca  
 Hours of operation: Monday to Friday from 8:30 a.m. to 4:30 p.m.