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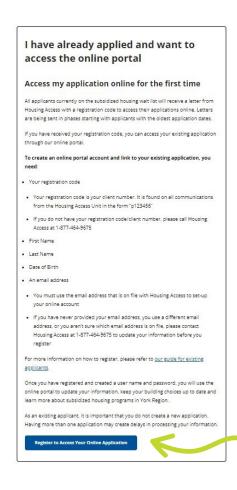
All applicants currently on the subsidized housing wait list will receive a letter from Housing Access with a registration code to access their application online. Letters are being sent in phases, starting with individuals with the oldest application dates.

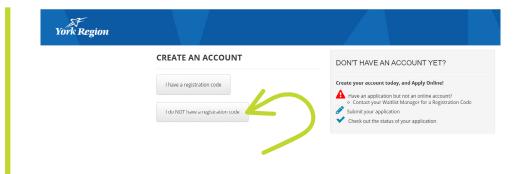This document provides additional resources to help you register your online account and link it to your application.

York Region

Go to 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

I have a registration code

I do NOT have a registration code

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

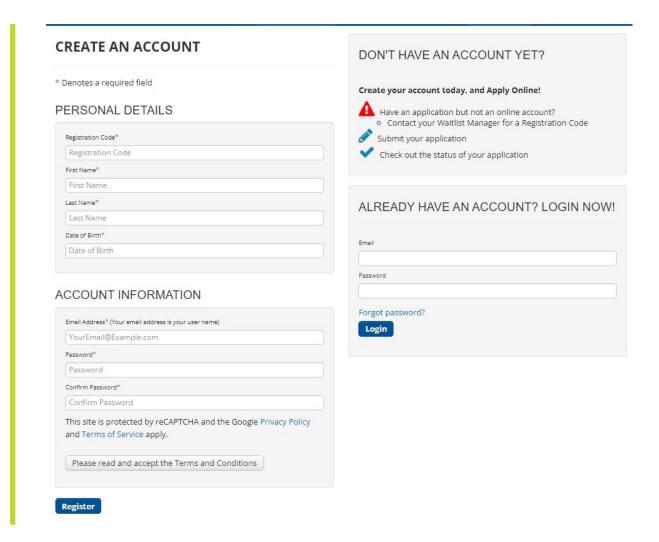Enter your registration code and the following information:

- 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

CREATE AN ACCOUNT

* Denotes a required field

PERSONAL DETAILS

Registration Code*

[Registration Code]

First Name*

[First Name]

Last Name*

[Last Name]

Date of Birth*

[Date of Birth]

ACCOUNT INFORMATION

Email Address* (Your email address is your user name)

[YourEmail@Example.com]

Password*

[Password]

Confirm Password*

[Confirm Password]

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

[Please read and accept the Terms and Conditions]

Register

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

[ ]

Password

[ ]

Forgot password?

Login

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.

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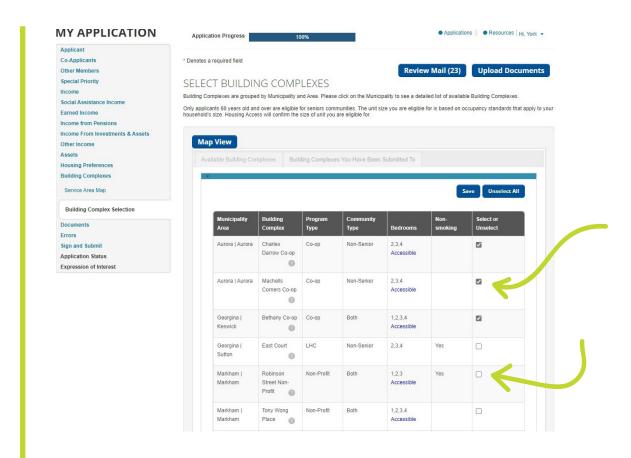
You will see two tabs:

- 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.

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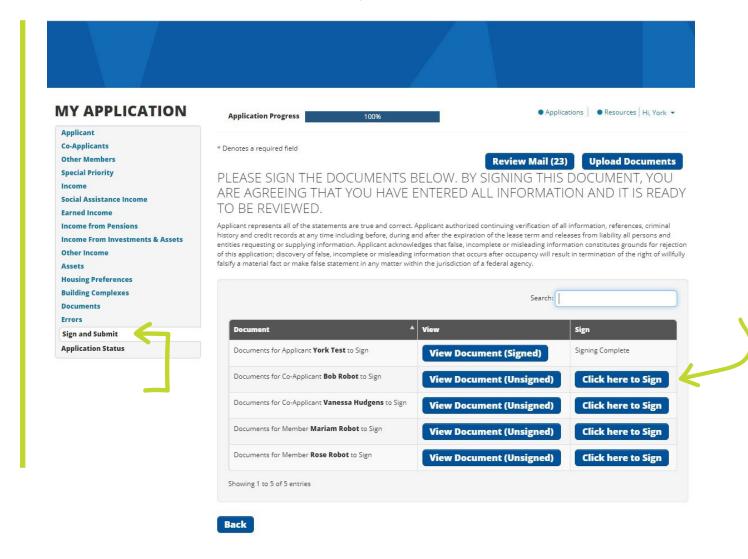
When you register for the online portal, each household member over the age of 16 must electronically sign the Release, Consent and Declaration for the application.

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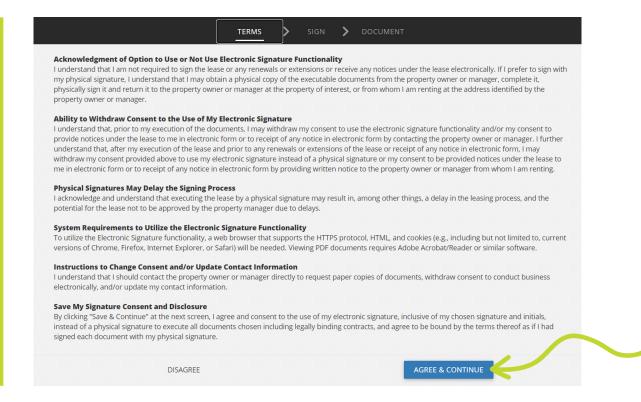
a. Select "Click here to sign". A summary of your application will open. It may take a minute for the document to pop up.

Scroll to the bottom of the document, click on the sign button, and then submit.
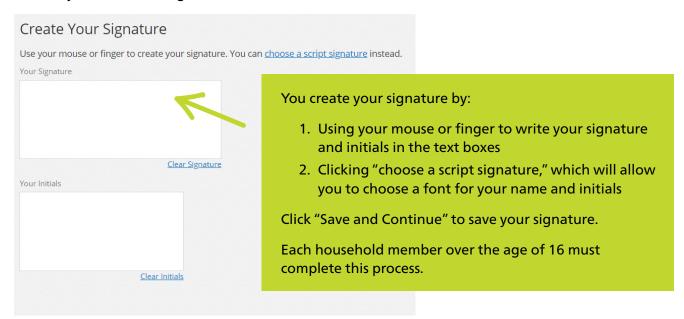
b. You will be asked to read a consent form to use your electronic signature. When you are ready to sign, click "Agree and Continue."
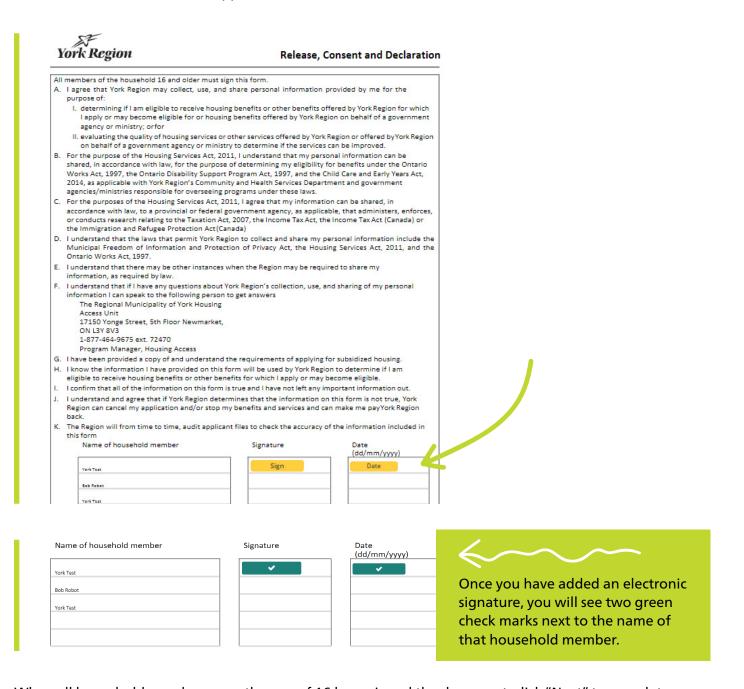

c. Create your electronic signature

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

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!**