

MyAccessstoHousingTo

Frequently asked questions from Community Partners

November 15, 2021

1. My client has a Cancelled file. How can they return to the Waitlist? If an application has been cancelled more than 30 days they will see a **REAPPLY** button when they log into the MyAccessstoHousingTO client portal

- When the applicant clicks the **REAPPLY** button, a message will pop up – are you sure you would like to reapply? – applicant clicks **OK**
- When the applicant clicks the **REAPPLY** button they will be brought into their application.
- To ensure the file is up to date the applicant is required to go through each section of the application to ensure the information is correct. If there are no changes, they can click **NEXT** to advance to the next section of the application.
- The applicant will be required to upload any required documents and sign the consent and declaration form. Once this is done it will trigger the service ticket for Access to Housing to review. Access to Housing will determine the eligibility date the reapplied application will be entitled to.

If an application has been cancelled less than 30 days the applicant will have the option to click **REQUEST REACTIVATION**.

- A free form text box will appear, the applicant can state why their application should be reactivated.
- Once completed the applicant clicks **SAVE**
- **NOTE:** the free form area will be updated to provide the applicants with instructions
- The request will be sent to the Access to Housing for review to determine if approved and confirm the eligibility date.

Applicants will be able to view the decision on the mail tab through the portal.

2. My client was previously approved for SPP but when they log into the client portal they do not know if it still applies? To ensure that all applicants have information about their status on the waitlist SPP eligible applicants will now be able to see confirmation of their SPP status on the Application STATUS tab in

MyAccessstoHousingTO and view an SPP eligibility Confirmation letter on the Mail tab. They are not required to submit a new application for Special Priority and retain their original position on the waitlist. You can view your current status under the Application Status section.

My Application

Application Progress 100%

Applications | My Account

* Required field

Review Mail (30) Review Changes Review Requests Upload Documents

Application Status

Your application has been submitted. Here is your application status.

Eligible	Cancel Application		
Date Applied	01/11/1995	Date of Last Annual Update	24/02/2020
Special Priority	Yes	SPP Date	17/02/2021
Eligible Number of Bedrooms	1, 2, 3		
Accessible Unit	No	Modified Unit	No

Back Next

3. My client has an application on the Central Waiting List and wants to know when they will receive an offer. All applicants should be encouraged to register on the MyAccessToHousingTO. Provide them with their Pcode and assist with the registration process. They must register using their Name, DOB, Phone Number and Email as it currently appears on their application.

Applicants who do not have a preferred email can create a free gmail or hotmail account for this purpose. The email acts as both the username for login and supports notification about benefits, programs and updates.

Hint - When entering the applicants DOB on the registration be sure to format with the slashes between MM/DD/YYYY. If the slashes are not included they may experience difficulty submitting the form.

Note – If the applicant did not have a phone number, Access to Housing has entered 000-000-0000 to allow applicants to register.

4. My client can't make any changes to their application because it is On Offer? – Changes cannot be made to an application when it is ON OFFER. If the client has not followed up with the Provider they should be encouraged to make a decision to accept or refuse. If the client has communicated their decision and their file is still on offer an email should be sent to housingprovider@toronto.ca be sure to include the clients name and pcode. This email should not be shared with clients.

5. My client would like to make a service request, add or remove a member, change the minimum unit size on their file or update their contact information. How can I help them? Community Partners should make every effort to direct clients to use their MyAccessToHousingTO Client Portal when making service requests, changes to their application or uploading documents. Not only does this build competence it also ensures the correct service tickets are generated and can be actioned by access to Housing Staff.

6. Minimum Unit Size listed on file – As we move forward with Choice-Based, clients will be able to select the preferred unit size they would like to express interest on. If they are eligible for 1 or 2 bedroom units but prefer the larger size they will only express interest on vacancies which meet that requirement.

7. Community Partners are advised to review the Partner guide and ensure they are completing all steps included on the New Application Checklist and SPP Service Checklist. If you do not complete all the steps a service ticket will not be generated which will result in delays or your client never being added to the waitlist.

- The Checklist will be marked as “Unreviewed”. In the dropdown "Status" menu you must select “In-Progress “. The system automatically generates the description that partner staff created the application on behalf of the applicant. Click Save to save the changes
- Click on the Tasks tab to see a list of tasks required to complete the application.
- You must work through each part of the application before submitting.
- Be sure you have all required documents to be uploaded before you start.
- Ensure all tasks are completed have a check mark beside them. Then click Save to save the changes.

8. Updating Building Choices a thing of the past - There will no longer be a requirement for applicants to Add Building Choices to their file. It is encouraged that new RGI applicants or SPP approved applicants review the housing listings to become familiar with the developments in their preferred

neighbourhood. They will simply express interest on vacancies which meet their household needs during each posted cycle until they are the successful household and receive an offer of housing.

9. Did you forget you PASSWORD again? From the RENT CAFÉ log in page you can select *Forgot Password?* This will allow you to quickly reset your password. Make sure to record the new password somewhere safe or use the remember me feature.

Password Retrieval

Enter your email:

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

Submit

[Click here to login](#)