

Updating your Transfer Payment Ontario email

Introduction

As of April 17, 2023, the Government of Ontario is changing the way the public access online government services. We will be switching over from ONE-key/GO Secure ID to My Ontario Account. The My Ontario Account allows for increased security and authentication, while providing an improved experience to external clients.

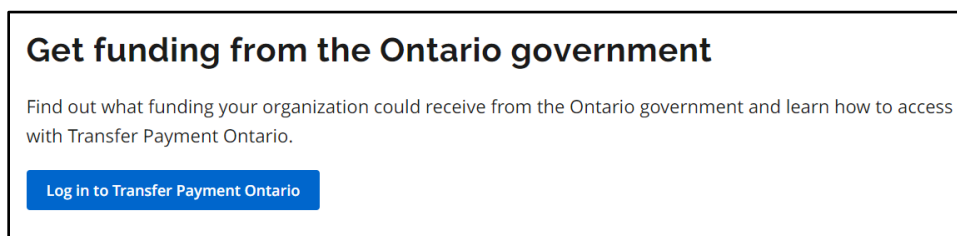
You can continue to access Transfer Payment Ontario with your ONE-key or GO Secure ID until then.

In preparation for this change, please ensure that you know the email address that is associated with your Transfer Payment Ontario account. This reference guide outlines how to check what your current email address is. It also outlines how to update your email address if required.

How can I check my existing TP Ontario Account email address?

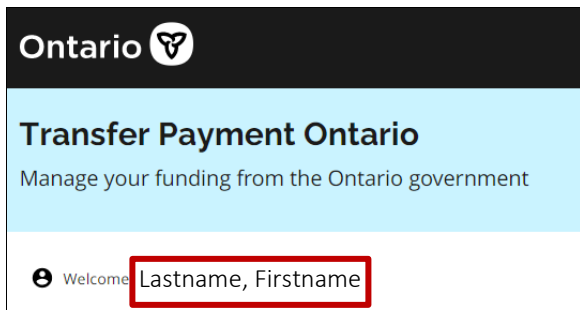
To view your existing Transfer Payment Ontario email address:

1. In your browser, enter or click [Ontario.ca/getfunding](https://ontario.ca/getfunding). The **Get funding from the Ontario Government** page appears.



1 Get Funding Home Page

2. Select **Log in to Transfer Payment Ontario**.
3. Log in. The home page appears.


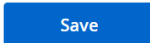


2 Home page showing location of the profile name

4. On the home page, select your profile name located near the top of the page. A page appears displaying your existing Transfer Payment Ontario user account information.

3 User account information page

To update your email address:

1. Select **Edit** .
2. Make the change.
3. Select **Save** .

Note: Your Transfer Payment Ontario account email should be unique to you (e.g., your individual work email, as opposed to your organization's generic or shared email) to keep your contact information up to date.

Getting Assistance

If you need assistance, contact Transfer Payment Ontario Client Care Monday to Friday from 8:30 a.m. to 5:00 p.m. Eastern Standard Time.

Email: TPONCC@ontario.ca

Telephone: 416-325-6691

Toll-free: 1-855-216-3090

TTY/Teletypewriter (for the hearing impaired):

416-325-3408 / Toll free: 1-800-268-7095