

Catch Up Payments – My Ontario Frequently Asked Questions

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If your questions do not appear in any of the charts below or if you need more information, please call toll-free 1-833-703-2331/TTY: 1-800-268-7095, 416-325-3408.

Registration – general questions

How do I register for Catch Up Payments using My Ontario Account?

- Navigate to Ontario.ca/CatchUpPayments.
- Click on 'Access Catch Up Payments'.
- Scroll down and click on 'Create Account'.
- Enter email address (it can be any email address you have access to).
- Create password.
- Agree to Public Secure Terms and Conditions of Use.
- Verification email will be sent to you.
- Click 'Activate Account' in the verification email within 60 minutes.
- Enter email and password.
- Agree to the Catch Up Payments Terms of Use.
- Click 'Sign In'.
- Process completed.

How do I register for Catch Up Payments using Government Sign-In by Verified.me or Sign-In Partners?

- Navigate to Ontario.ca/CatchUpPayments and click on 'Access Catch Up Payments'.
- Click on the Verified.Me or Sign-In Partners button.
- Select preferred language.
- Select banking institution.
- Enter banking username and banking password.
- Accept Government Sign-in by Verified.me or Interac Sign-In Partners terms of use.
- Add email address (you may add any e-mail address that you have access to).

- A one-time 6-digit pin verification code will be sent via email. Note that the code will expire 5 minutes after you log on to your Public Secure account. If the code expires, please request another one.
- Enter the code when prompted and accept Public Secure terms of use and click "Continue".
- From the confirmation page, click "Continue".
- Accept the Catch Up Payments terms of use.
- Click "Sign in".
- Process completed.

I am trying to register, but when I try to create a My Ontario Account Login, I get an error saying "Email already in use".

If you receive this error message and have previously created a My Ontario Account for another government program or service, you are also able to use your existing My Ontario Account for Catch Up Payments.

In this case, you should click back on the browser, then try to sign in using the email and password previously created instead of clicking on "create account".

If you are unable to sign in with the email and password, or have forgotten your password, try to recover your password by clicking on "need help signing in" then "forgot password".

If issue persists, please call toll-free 1-833-703-2331/TTY: 1-800-268-7095, 416-325-3408.

I am trying to register using Government Sign-In by Verified.Me or Sign-In Partners, but when I try to confirm my email address, I get an error saying "Email already in use".

If you had a Catch Up Payments account before and are re-registering (e.g. recently requested an account reset), you may want to wait another day and try to register again later or contact 1-833-703-2331/TTY: 1-800-268-7095, 416-325-3408 to confirm that a full account reset was completed, including resetting the Public Secure account.

Alternatively, if you have a different email address, you can also enter that email address in the field.

When I enter my email in the email field, I keep getting an error saying "This value is not a valid email address".

Please check to make sure your email is in a valid format (e.g. username@example.com). It must contain an @ sign and a domain.

I think my account may have been hacked

Please call toll-free 1-833-703-2331/TTY: 1-800-268-7095, 416-325-3408 at your earliest convenience for additional assistance.

Registration – Public Secure Email verification

I didn't get the email to verify my email address for My Ontario Account. How do I continue?

If you cannot find the email to verify your email address in your inbox, check your junk, trash, or spam folder for the email address account you provided, and search for "Activate My Ontario Account / Activer compte My Ontario"

If you still cannot find the email, try to register again by going back to Ontario.ca/CatchUpPayments and clicking on "Access Catch Up Payments" then clicking on "Create an Account".

Note: the verification link in the email is only valid for **60 minutes**. If this time passes, you will need to start the registration process over again.

I received a 'verification' link in my email to "Activate Account" but I don't know what to do next?

The email you received is part of the registration process for your Catch Up Payments account. Simply click on the verification link in the email to continue the process of setting up your account. Once you click on it, you will go back into Catch Up Payments to complete the next steps to register.

The My Ontario verification link is valid for 60 minutes. If your link has expired, you can request another one by returning to Ontario.ca/CatchUpPayments to restart the process.

The Government (using banking info) verification PIN is only valid for five minutes. This is a one-time verification. If verification is not completed within five minutes, you must request another verification PIN to be sent.

The account activation link is not working.

If you can sign in with your email/username and password, you have already verified your account and do not need to use the link in the email.

If you are unable to sign in, click on "Need help signing in" and then "Expired code?" and follow the instructions to get a new code.

I am getting a "404 Invalid Token" error message.

(Typically received if My Ontario link is not verified/activated within 60 minutes or Government sign-in (banking PIN) is not verified within five minutes)

Attempt to reset password by clicking the link on the 404 page.

If you cannot find your activation link/email, return to the main sign in page (<https://signin.ontario.ca>).

From the sign in page, select “Need Help Signing in?”, and select “Expired code.”

This will provide on-screen instructions on how to re-activate your account.

From here, you should receive a reset password link, which will serve to “activate” your account.

Go to your inbox and locate an email from noreply@signin.ontario.ca requesting account activation by clicking the “Activate Account” button.

If you do not receive the reset password email, it is likely you registered with the wrong email address and will have to re-register for a My Ontario account.

Login problems

I am having trouble logging in (e.g. forgot password)?

If you forget your password, select "Need help signing in" then “Forgot password” and then follow the steps to reset the password. This link is valid for 60 minutes.

The link is located below the Government Sign-in by Verified.Me or Sign-In Partners button.

What do I do if my account is locked?

If your account is locked, use the “Unlock Account?” process within the “Need help signing in?” section of the My Ontario sign-in page.

Clicking “Unlock Account?” will initiate the password reset flow, through which you will unlock your account once successfully completed. The password reset flow link is valid for 60 minutes.

Once complete, the account will be unlocked and you should be free to sign in without any issues, provided you enter valid sign in credentials.

What is the difference between the login options?

You can pick 1 of 2 options to login when registering:

1. My Ontario Account Login: to use your email and a password that you create. You may want to pick this option if you:
 - Want to use a login that is only for Ontario government services
 - Prefer not to login to Catch Up Payments with your online banking username and password

- Do not bank online
- Bank or credit union isn't supported by Government Sign-In by Verified.Me or Sign-In Partners
- Change banks often
- Only have a joint bank account

2. Government Sign-In by Verified.Me Or Sign-In Partners: to use your online banking username and password.

You may want to login with Government Sign-In by Verified.Me or Sign-In Partners if you prefer to login with your existing online banking information so you don't have to create and remember another username and password.

Bank login related questions

What is Government Sign-In or Sign-In Partners?

Why do I see this when I try to register for my online account?

Why do you want my online banking username and password?

Government Sign-In or Sign-In Partners lets you quickly and securely sign into government services using the same username and password that you already use with your bank. This makes it faster and easier for you to sign in with a username and password you already know, instead of creating a new one that you'll have to remember.

When you enter your online banking username and password, the bank confirms that the information you entered is valid, but never shares any personal or financial information with the service you're accessing.

If your bank or credit union is not supported by Government Sign-In or Sign-In Partners, you can use the other sign-in option, My Ontario Account Login, which allows you to sign in using your email (as your username) and a password that you create.

I am having trouble signing in with my online banking username and password. What should I do?

Have you tried to bank online in the past? If you have had issues banking online in the past, it is likely that it will not work for Catch Up Payments either. You may wish to use the other sign-in option My Ontario Account Login instead.

If you are having trouble signing in, please contact your bank for assistance. They should be able to help you with problems like:

- Password doesn't work
- Forgot your password
- Lost your bank card
- Don't know answers to the security questions

What if I change the user ID and password for my Sign-In Partner?

If you change your sign in information, then you must use this new sign in information to access Catch Up Payments when you use Government Sign-In or Sign-In Partners.

I recently replaced my bank card and can't seem to sign in using my new card. I was able to sign in to Catch Up Payments before with my old bank card.

Please call toll-free 1-833-703-2331/TTY: 1-800-268-7095, 416-325-3408 at your earliest convenience to do an account reset so that you can re-register.

I have recently changed banks. Can I sign-in with my new bank login? Do I have to re-register?

To sign in with a different bank, you can use the Government Sign-In or Sign-In Partner "Switch My Sign-In Partner" service. To use this service, you must still have access to the username and password you previously used to sign-in.

If you don't have access to the username and password you previously used to sign-in, call toll-free 1-833-703-2331/TTY: 1-800-268-7095, 416-325-3408 to do an account reset. Once your account has been reset you will need to create a new account.

I want to switch from using Government Sign-In or Sign-In Partners to My Ontario Login? How do I do that?

Go to Ontario.ca/CatchUpPayments and click on 'Access Catch Up Payments.'

Click on the 'Need help signing in?' option under the Verified.Me or Sign-in Partners button and select 'Forgot password?'

Enter the email you used when you set up your login and click 'Reset via email.'

Check your email and follow the steps to create a new password.

Now you can access Catch Up Payments using the My Ontario Account login by entering your email address and newly created password.