Businesses: Get help with COVID-19 costs

Decorative portraits of people wearing masks appear on the title page, Ontario.ca/covidsupport, and a short musical introduction plays.

Businesses: Get help with COVID-19 costs. How to apply for funding.

The speaker icon is shown in a system tray image.

For an optimal learning experience and best performance, turn your audio on.

For this 9 minute video, there is a text-only version to meet AODA standards, however, if it is not suitable to meet your needs, do not hesitate to contact our call centres.

In Toronto at 416-325-6691,

Toll-free: 1-855-216-3090,

Using TTY: 416-325-3408, and

Toll-free TTY: 1-800-268-7095.

Please note the application may look slightly different, but the instructions are still valid.

The background is a decorative compass.

In this video, you will learn how to apply for the:

Ontario Small Business Support Grant

the Main Street Relief Grant for Personal Protective Equipment (PPE),

the Property Tax Rebate Grant, and

the Energy Cost Rebate Grant.

A browser window shows the URL, with the Ontario logo, Français, COVID-19 Business Support Grants and a Menu icon, which all pages in this application

resemble, then the title Businesses: Get help with COVID-19 costs. That is followed by Find out if your business is eligible to recover costs for personal protective equipment (PPE) or for rebates to help with fixed costs, such as property tax and energy bills.

A button called Apply for funding.

There is a table of contents followed by much text.

Ontario provides a one-window portal, to help cover decreased revenue. Grants help with personal protective equipment, property tax and energy bills, and extra supports. First you enter the URL into your browser.

Ontario.ca/covidsupport.

We suggest Google Chrome. Select your language from the top right corner. Scroll down for instructions, eligibility and contact information. When ready, select "Apply for Funding".

The hand selects it.

The page's title is Get COVID-19 relief funding for your business. that is followed by Ontario is helping businesses recover costs for personal protective equipment and providing extra support for businesses required to close or significantly restrict services as a result of provincial public health measures. there are two buttons entitled I am a new applicant, Apply for Funding, and I am a returning applicant, Resume application, with a large overview of funding below that.

Before you get started, get the documents you need.

The hand scrolls down.

Business information, including your business number, and your banking information, these are needed for all applications. And each program requires proof of costs. For the Main Street Relief Grant, these are receipts for the PPE purchased since March 17, 2020. For the Property Tax Rebate, a property tax bill, and for the

Energy Cost Rebate Grant, electricity and natural gas bills, each pertaining to the periods of modified Stage 2, Control, Lockdown or Provincewide Shutdown. Save electronic or scanned bills to be uploaded during the application. Also, get help from the menu whenever you need it.

The hand opens the menu and indicates "Get Help".

And don't worry. If you can't finish in one session, I'll show you how to save and return to it later. In fact, you can return to make additional claims, or apply for other programs.

The hand points to "I am a returning applicant".

Now, let's Apply for Funding.

The hand selects it.

This page is titled Find out if you're eligible to apply. A section contains three options: You are evaluated for all funding programs by default. De-select a program if you don't want to apply.

Ontario Small Business Support Grant

Main Street Relief Grant for Personal Protective Equipment (PPE)

Property Tax Rebate Grant

Energy Cost Rebate Grant

followed by the button Check Eligibility.

First, select the funding program or programs that you want to apply to, and see if you might be eligible, then select "Check Eligibility".

The hand selects it.

This page entitled Complete the eligibility checklist contains eligibility related questions.

Answer each of the questions.

The hand indicates each one.

Then select "Next".

The hand selects it.

This page for Eligibility results indicates in this case, eligibility exists for all four grants.

If you may be eligible for any of the programs, select "Start Application". If you made a wrong selection, choose "Back to home", then start again.

The hand selects "Start Application".

A navigation menu appears across the top with the names of the pages that will follow. This page is called Provide your business information. There are several fields asking for information, with instructions and advice near some.

Here, enter your business information. Make sure the Legal Name of Business and the CRA Business Number match exactly with how they are registered with Canada Revenue Agency, including any commas, periods and symbols.

The hand indicates each one.

Check your documentation, to be sure.

The hand points to advice for locating the business name and number.

The hand scrolls down.

This section is titled Head office address and contains fields for entry.

Enter your Head office address, note that some fields are required, then select "Next".

The hand indicates each one, "Business' primary corporate/business office location", then selects Next.

This page is titled Provide your contact information.

Now enter your contact information, and make sure you read each note.

The hand indicates each one.

Be sure to enter your own email address in case you need to return to the application later. For example, if you select "Save Draft", you can pause.

The hand selects it.

"Draft successfully saved" appears

Return to the website later, and continue.

Select "Apply for funding", then "Resume application".

The hand selects them.

Two fields are displayed with the button Resume Application and the link "Can't find your authorization number?".

You enter the "Authorization number" sent by email, and your business number, then select "Resume Application". A window pops up saying Enter your token to resume your application.

We send you a six-digit token number by email.

A token email is shown.

As part of providing a secure application process, the token is valid for only 5 minutes, so enter it and select "Resume".

The hand points to that advice in the application, then selects Resume.

You may then continue from whichever section you like. However, when some people save, they get this message.

Message appears: There is a problem. A validation error has occurred. Please Correct and Try again. Detail: CRA #123456789 already exists in the system.

If it looks like the CRA business number is already used on an application, that can happen if you forgot to choose, "Resume application". Choose "Resume application" to finish an application, or to make additional claims, or even apply for other programs." This page is called Provide your business information. There are several fields, options and check boxes, and they appear depending on selections made.

When applying for the Ontario Small Business Support Grant, enter those details next. Choose the options and read the instructions carefully. The questions appear based on the entries you make. A guide is available which explains everything.

The hand indicates it.

When you're finished, select "Next".

The hand selects it.

This page is called Provide your PPE information. An explanation is provided and several fields and buttons follow that. There is a section that asks Upload storefront photo of your business, followed by This will help us to identify the Applicant's business. Maximum file size is 3 MB. Allowed file types: JPG, PNG or PDF. There is a Choose File button followed by the text No file chosen.

When applying for the grant for PPE, those details come next.

The hand indicates each one.

Here, you are asked to upload some files. Select "Choose File", locate it in your computer, and double-click it.

The hand selects Choose File, file manager opens, hand double clicks a file.

Each "Choose File" button allows just one attachment. If you pick the wrong file, select "Choose File" again and pick the right one.

The hand scrolls down.

When attaching the expense bills, you may include bills from the same seller in one file, entering their name and HST number. To upload another file, select "Add Attachment",

The hand indicates it.

...and when you're finished, select "Next".

The hand selects it.

This page is titled Provide your business locations.

When applying for Property tax or energy bill rebates, describe your business locations first. Select "Add new location" for each location you are applying for.

The hand selects it.

The hand scrolls down.

Enter the information, and when completed, select "Next".

The hand selects it.

This page is called Provide your property information. A narrow section contains the name of the location accompanied by a dropdown arrow.

You can apply for the Property Tax Rebate Grant for the business locations you've added. Select the location's dropdown arrow.

The hand selects it, and scrolls down.

Complete each required field. Read the tips that explain each question, especially the information link for the "Property assessment roll number".

The hand selects it.

The questions asked here depend on the answers you gave in the earlier section. If a location is missing, or these aren't the right questions, select "Business Locations" and correct your entries.

The hand indicates them.

When these fields are complete, select "Next".

The hand selects it.

This is the page called Provide your energy cost information. As before, a narrow section allows access to the location's fields for this topic.

If you're applying for an energy cost rebate, enter that information here, for each location. Be sure to read the explanations first. Then, select the location's dropdown arrow,

The hand selects it, and scrolls down.

and complete each required field.

At the bottom, attach an e-bill or scanned copy, and select "Add new bill" as needed.

The hand indicates it.

Again, the questions asked here, depend on the answers you gave, when adding the location. If a location is missing, or these aren't the right questions, select "Business Locations", and correct your entries. When these fields are complete, select "Next".

The hand selects it.

This is the Review before you submit page. It contains sections of fields for each page and the answers that were entered. Some answers have bold exclamation marks next to them.

Now, you review the information you entered. For each section, any missing required fields are shown. Select the correct section to go back and fix or enter your information.

The hand indicates the section names.

When everything is ready, select "Next".

The hand selects it.

This page first warns to Review application before entering your banking details. Then the title appears: Provide your bank information. There is a narrow section called Sample Cheque with a dropdown arrow, then several fields for entry.

In the last section, you provide your bank details.

"The account holder name should match legal name or operating name of the business."

The sample cheque can help.

The hand indicates it.

When everything is completed, then select "Submit".

The hand selects it.

A window pops open called Terms and Conditions and has a long vertical scroll. At the bottom are two paragraphs each with a check box, followed by a button called Agree and Submit.

Read the Terms and Conditions, then answer the two questions at the bottom.

The hand indicates them.

If you agree, select "Agree and Submit".

The hand selects it.

This page says Thank you for your submission.

Once you have submitted your application, you'll receive an email confirmation. Remember, select "Get Help" when you need it.

The hand selects "Menu" then "Get Help".

This page is entitled COVID-19 Business Support Grants Frequently Asked Questions (FAQs) and contains much text. Contact Us Service Ontario appears, followed by:

Tel: 416-325-6691

Toll-free: 1-855-216-3090

TTY: 416-325-3408

Toll-free TTY: 1-800-268-7095

Then followed by many questions.

Find contact info, and help for your application before and after you have submitted it.

The hand indicates them, then the image fades.

The decorative compass appears.

In this video, you learned how to apply for the:

Ontario Small Business Support Grant

the Main Street Relief Grant for Personal Protective Equipment,

the Property Tax Rebate Grant, and

the Energy Cost Rebate Grant.

Thank you for watching.

Decorative portraits of people wearing masks, and Ontario.ca/covidsupport appear.