

Creating a My Ontario Account

Note: Effective April 2023, Transfer Payment Ontario will stop using the ONE-key or GO Secure authentication (login) services. All new and existing users must create a My Ontario Account to access the system.

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Document summary

This document outlines how to create your **My Ontario Account** to access Transfer Payment Ontario. The instructions are slightly different if you are a new user or if you already access Transfer Payment Ontario using ONE-key or GO Secure. Be sure to follow the correct instructions.

Introduction

The Government of Ontario is changing the way users access secure government services. Services that previously used ONE-key or GO Secure credentials are switching to the new My Ontario Account service. My Ontario Account allows for increased security and authentication, while providing an improved experience to users.

Note: If you have already created a My Ontario Account for a different Government of Ontario service, you do not need to create one for Transfer Payment Ontario.

New Transfer Payment Ontario users will log in using their My Ontario Account then create their Transfer Payment Ontario profile. Existing Transfer Payment Ontario users will see their data automatically.

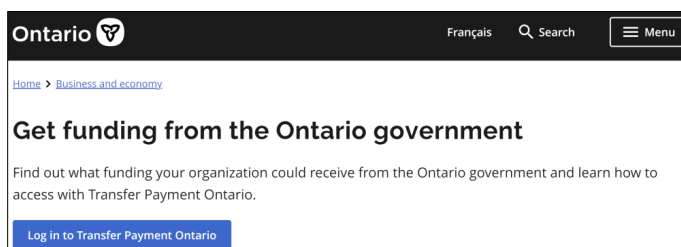
New users to the Transfer Payment Ontario system start by creating a My Ontario Account. After the account is created and authenticated, new users complete a Transfer Payment Ontario profile. This is a one-time process. For detailed instructions see [Creating a My Ontario Account \(for new Transfer Payment Ontario users\)](#).

Transfer Payment Ontario users who have an existing account using ONE-key or GO Secure credentials create a My Ontario Account using the same email address that is registered to their Transfer Payment Ontario profile. After the My Ontario Account is created, the user data is migrated over automatically. This is a one-time process. For detailed instructions see [Creating a My Ontario Account \(for existing Transfer Payment Ontario users\)](#).

Creating a My Ontario Account (for new Transfer Payment Ontario users)

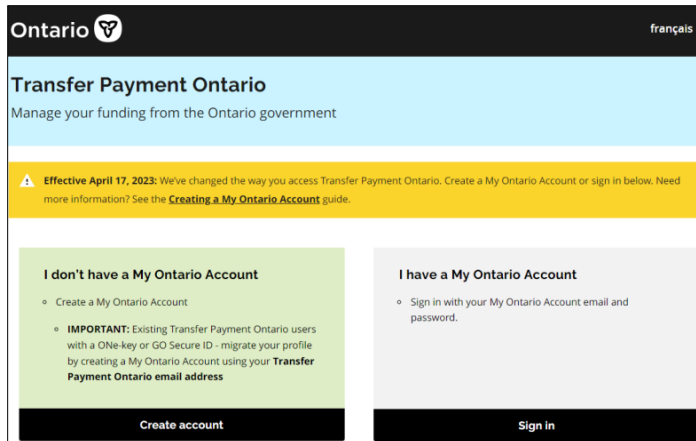
This section describes how to create a My Ontario Account for a user that has never registered in Transfer Payment Ontario; the user does not have a ONE-key login or GO Secure credentials. If you already have Transfer Payment Ontario profile, see [Creating a My Ontario Account \(Existing Transfer Payment Ontario User\)](#).

1. Open Google Chrome.
2. Enter [Ontario.ca/getfunding](https://ontario.ca/getfunding). The **Get funding from the Ontario government** page appears.



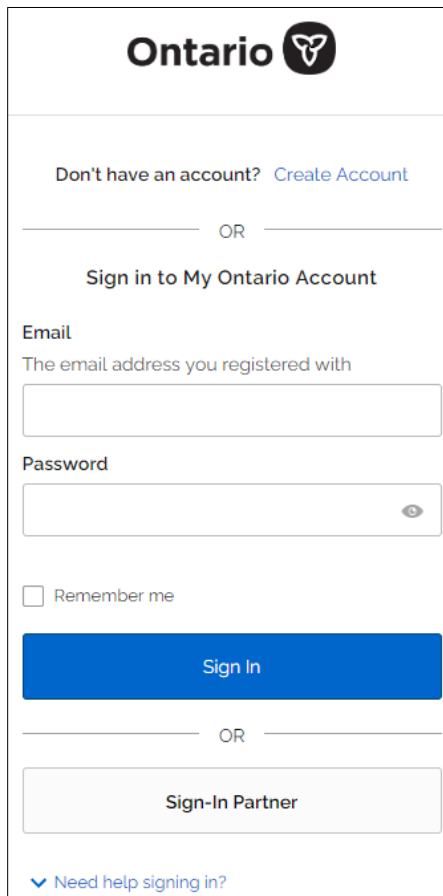
1 Get funding from the Ontario government page

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



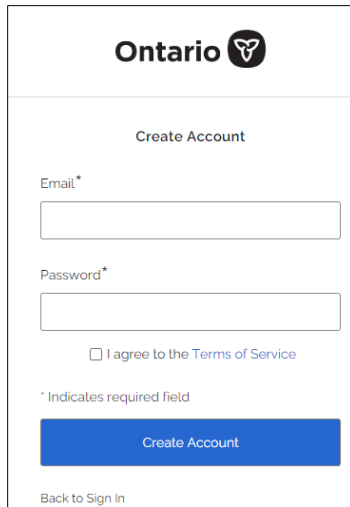
2 Transfer Payment Ontario page

4. Select **Create account** (located in the “I don’t have a My Ontario Account” section). The following page appears.



3 Create Account / Sign in page

5. Select the blue **Create Account** link. The **Create Account** page appears.



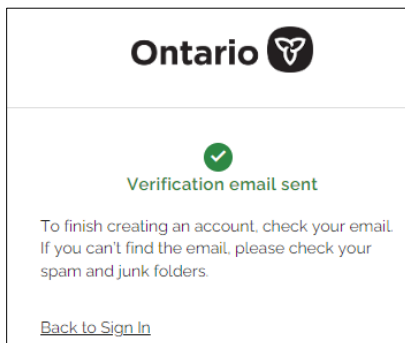
4 Create Account page

6. Enter your email address.
7. Create a My Ontario Account password.

Password rules:

- ✓ At least 8 characters
- ✓ At least 1 number
- ✓ At least 1 symbol
- ✓ At least 1 lowercase letter
- ✓ At least 1 UPPERCASE letter
- ✓ Do not use any part of your username

8. Select the checkbox to agree to the **Terms of Service**.
9. Select the **Create Account** button.
 - A notice appears.



5 Notification of email sent

- An email is sent to the email address you entered.

10. Locate the email in your inbox with the subject "Activate My Ontario Account".

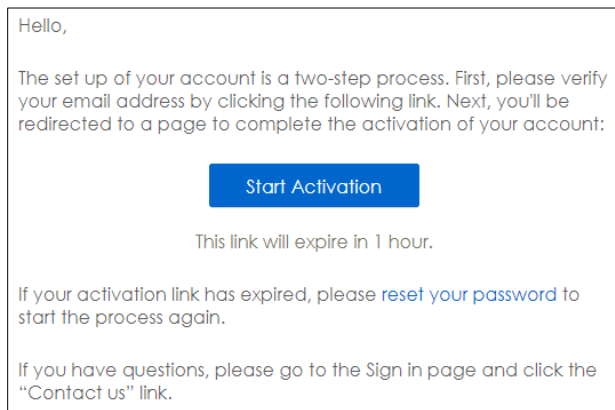
STG No Reply [My Ontario Account | Compte My Ontario]

Activate My Ontario Account / Activer le compte My Ontario

1:11 PM

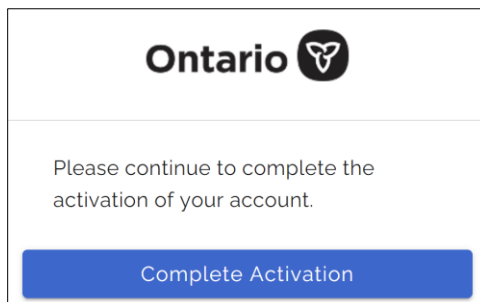
6 Inbox showing the subject "Activate My Ontario Account"

11. Open the email. (If the email is not there, check your spam and junk mail folders.) The email contains a link that expires in one hour.



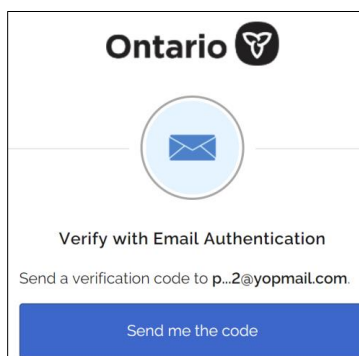
7 Sample email showing the Start Activation button.

12. Select the **Start Activation** link. The following page appears.



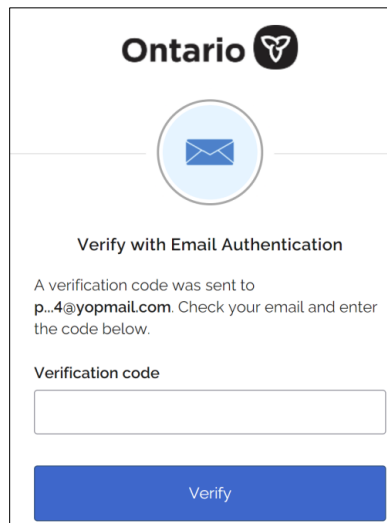
8 Page showing the Complete Activation button

13. Select **Complete Activation**. A verification page appears.



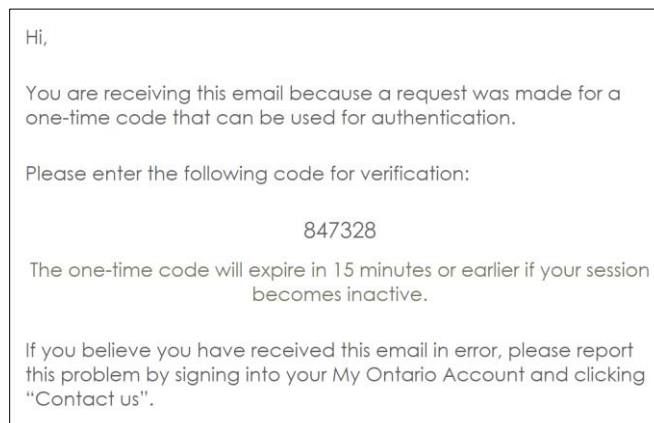
9 Page showing the Send me the code button

14. Select **Send me the code**. The following page appears.



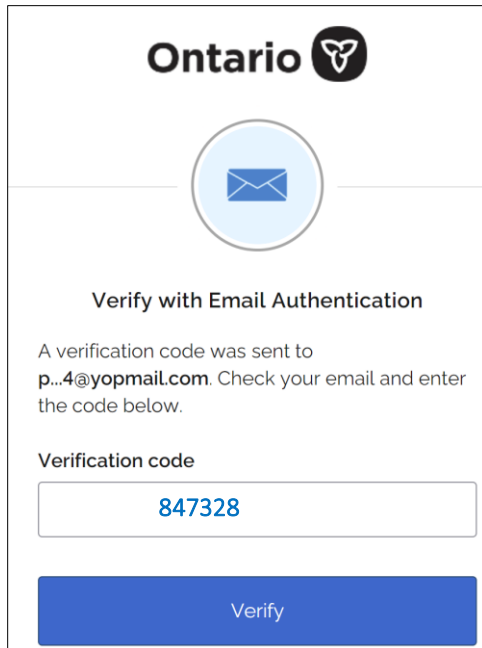
10 Verify with Email Authentication page


15. Open the email and make note of the code.




11 Sample Email showing the verification code

16. Return to the **Verify with Email Authentication** page.



Ontario 



Verify with Email Authentication

A verification code was sent to **p..4@yopmail.com**. Check your email and enter the code below.

Verification code

Verify

12 *Verify with Email Authentication page*

17. Enter the verification code.

18. Select **Verify**. The **Transfer Payment Account** page appears.



Transfer Payment Account

To create your Transfer Payment Account, provide the information required and click the 'Submit' button.

i Transfer Payment Accounts:

- should be specific to the individual accessing the account (e.g., John Smith)
- should not have an organization/entity name (e.g., Office of Finance, or City of XX, or Administrator)
- should not be shared between individuals.

Note: Accounts that are shared or have an organization/entity name will have limited administrative privileges.

If another individual from the same organization requires access, they should create their own account.

First Name (required)

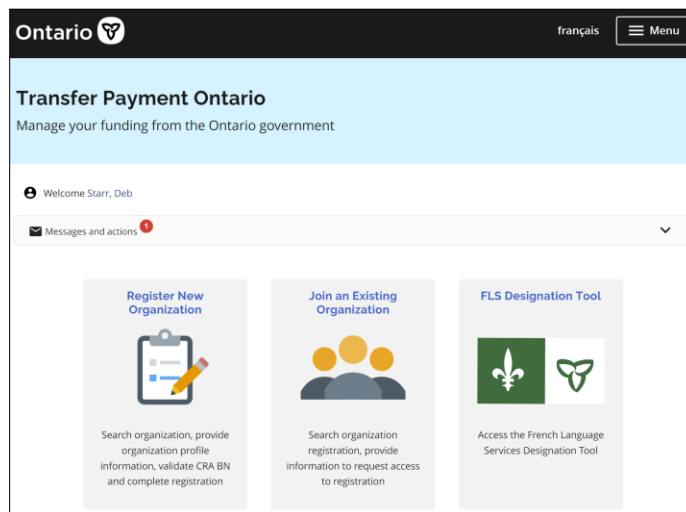
Middle Name/Initial (optional)
Last Name (required)
Email Address (required)
Invitation Number (optional) ⓘ

[Submit](#) [Clear](#)

[Cancel Registration](#)

13 Transfer Payment Account Page

19. Complete all the required fields.
20. Select **Submit**. The **Transfer Payment Ontario** page appears.



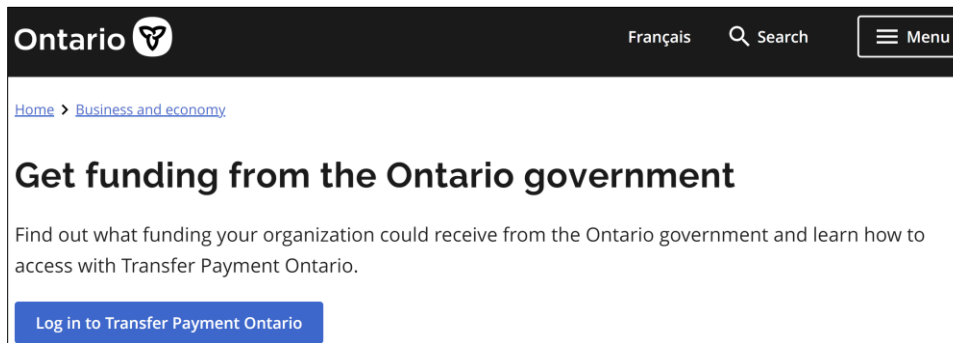
14 Transfer Payment Ontario page

You have completed the process of creating your My Ontario Account. Once your access to Transfer Payment Ontario has been granted, you will be able to register or join your organization.

Creating a My Ontario Account (for existing Transfer Payment Ontario users)

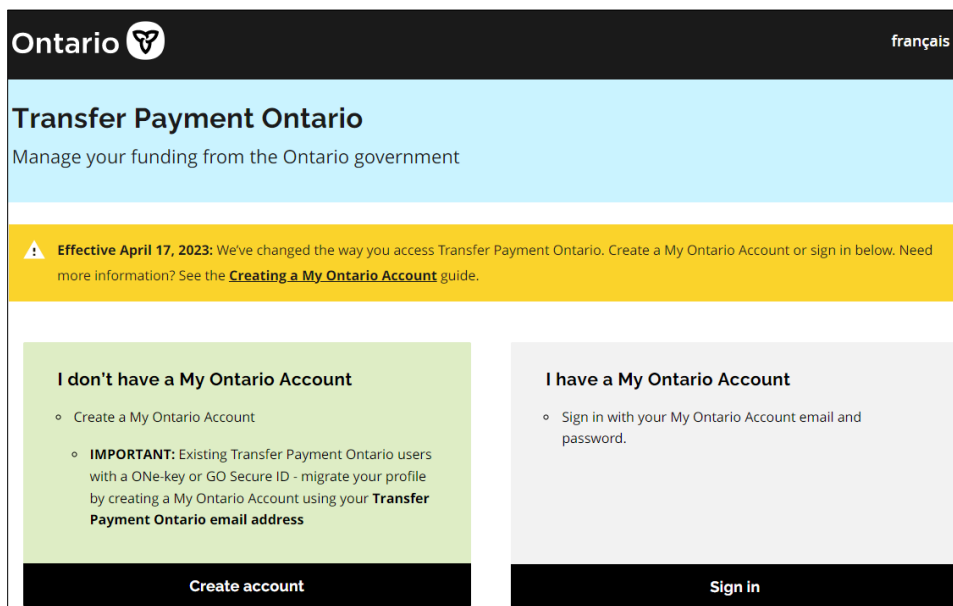
This section describes how an **existing** Transfer Payment Ontario user creates a My Ontario Account. If you do not already have a Transfer Payment Ontario account, see [Creating a My Ontario Account \(New Transfer Payment Ontario User\)](#).

1. Open Google Chrome.
2. Enter Ontario.ca/getfunding. The **Get funding from the Ontario government** page appears.




15 Get funding from the Ontario government

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



16 Transfer Payment Ontario page

4. Select **Create account** (located in the “I don’t have a My Ontario Account” section). The following page appears.

Ontario 

Don't have an account? [Create Account](#)

OR

Sign in to My Ontario Account

Email
The email address you registered with

Password

Remember me

Sign In


OR

Sign-In Partner

[Need help signing in?](#)

17 Create Account / Sign in page

5. Select the blue [Create Account](#) link. The **Create Account** page appears.

Ontario 

Create Account

Email*

Password*

I agree to the [Terms of Service](#)

* Indicates required field

Create Account

[Back to Sign In](#)

18 Create Account page

6. Enter your email address.

Note: Ensure that the email address entered is the same one associated to your existing Transfer Payment Ontario account.

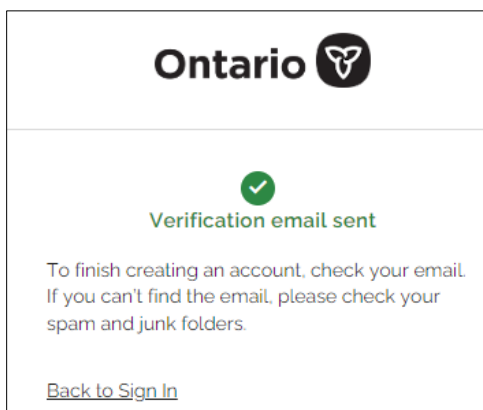
7. Create your My Ontario Account password.

Password rules:

- ✓ At least 8 characters
- ✓ At least 1 number
- ✓ At least 1 symbol
- ✓ At least 1 lowercase letter
- ✓ At least 1 uppercase letter
- ✓ Do not use any part of your username

8. Select the checkbox to agree to the **Terms of Service**.

9. Select the **Create Account** button. A notice appears.



19 Notification of email sent

➤ An email is sent to the email address you entered.

10. Locate the email in your inbox with the subject "Activate My Ontario Account". (If the email is not there, check your spam and junk mail folders.)

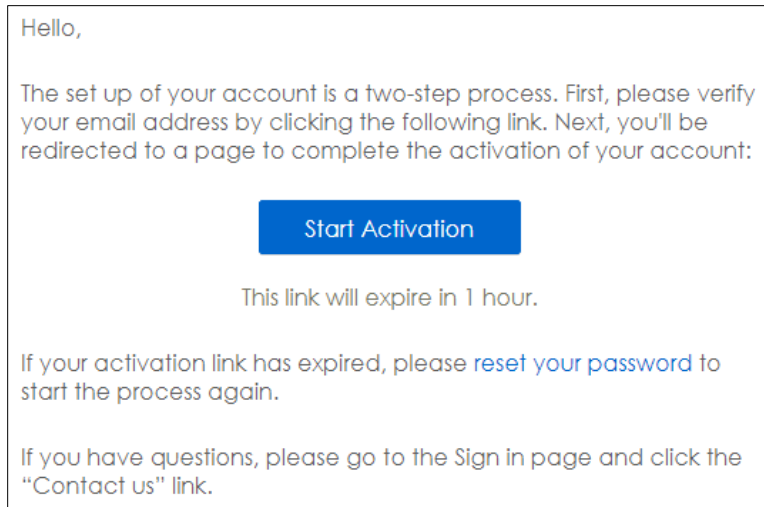
STG No Reply [My Ontario Account | Compte My Ontario]

Activate My Ontario Account / Activer le compte My Ontario

1:11 PM

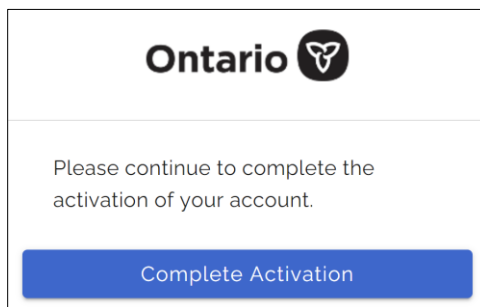
20 Inbox showing the subject "Activate My Ontario Account"

11. Open the email. The email contains a link that expires in one hour.



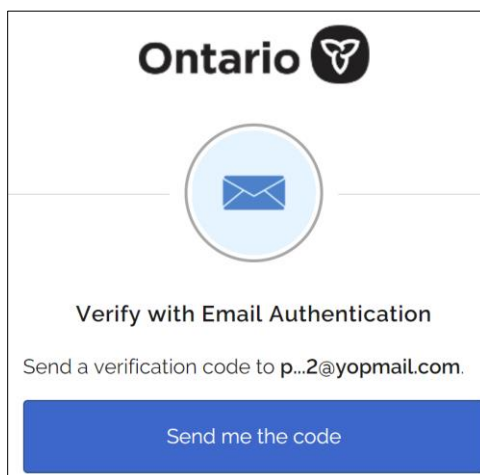
21 Sample email

12. Select the **Start Activation** link. The following page appears.



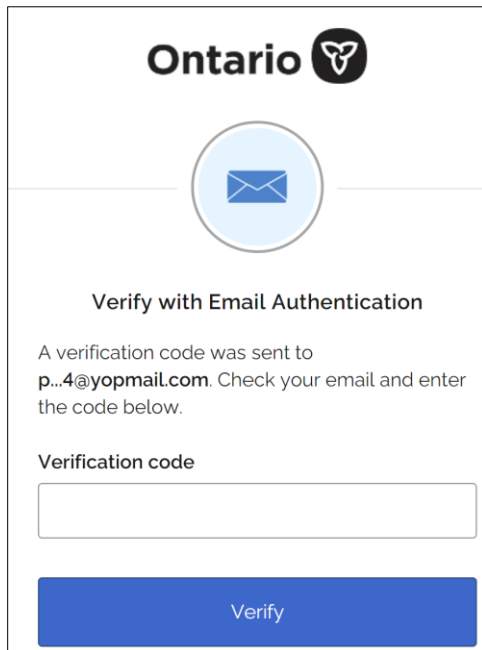
22 Page showing the Complete Activation button


13. Select **Complete Activation**. A verification page appears.




23 Page showing the Send me the code button

14. Select **Send me the code**. The following page appears:



Ontario 



Verify with Email Authentication

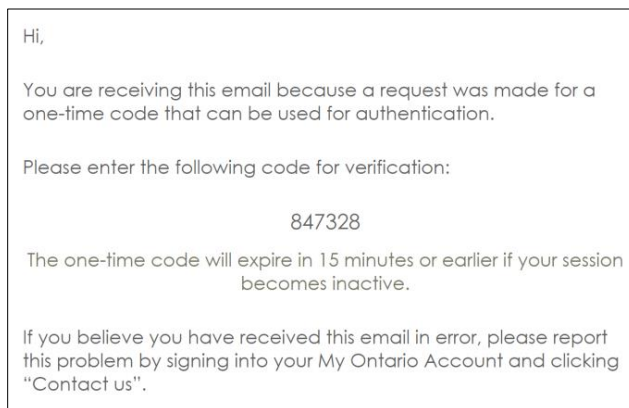
A verification code was sent to **p..4@yopmail.com**. Check your email and enter the code below.

Verification code

Verify

24 Verify with Email Authentication page

15. Open the email and make note of the code.



Hi,

You are receiving this email because a request was made for a one-time code that can be used for authentication.

Please enter the following code for verification:

847328

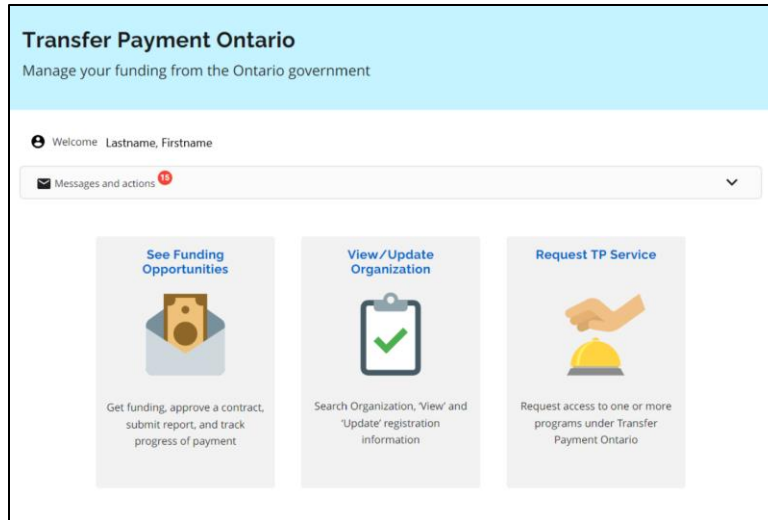
The one-time code will expire in 15 minutes or earlier if your session becomes inactive.

If you believe you have received this email in error, please report this problem by signing into your My Ontario Account and clicking "Contact us".

25 Sample Email showing the verification code

16. Return to the **Verify with Email Authentication** page and enter the verification code.

17. Select **Verify**. The **Transfer Payment Ontario** home page appears.



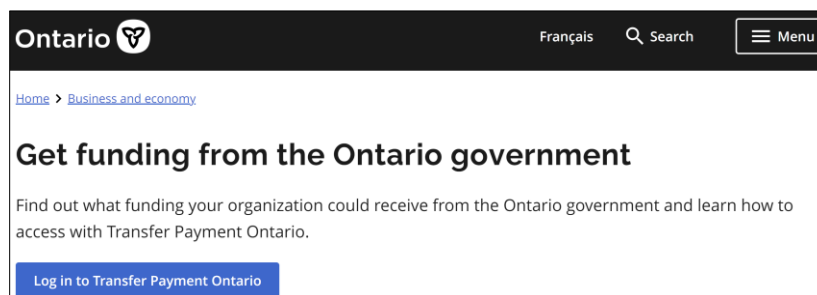
26 Transfer Payment Ontario page

You have completed the process of creating your My Ontario Account.

Signing in to Transfer Payment Ontario

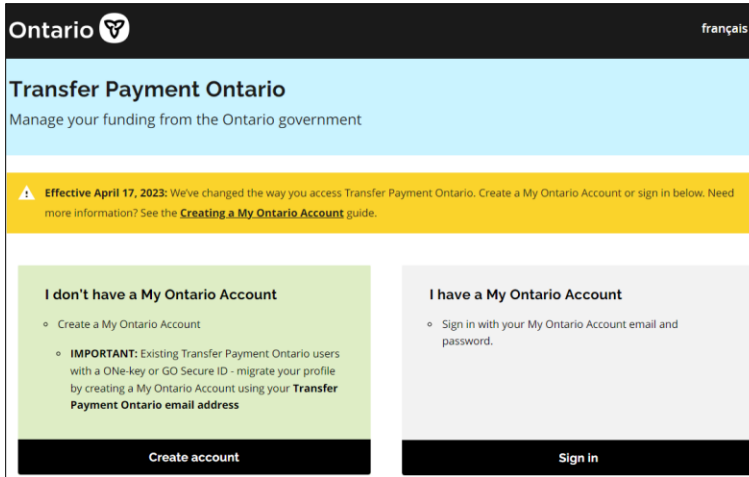
Once you have your My Ontario Account, the following sign-in process will be the one you'll use going forward.

1. Open Google Chrome.
2. Enter Ontario.ca/getfunding. The **Get funding from the Ontario government** page appears.



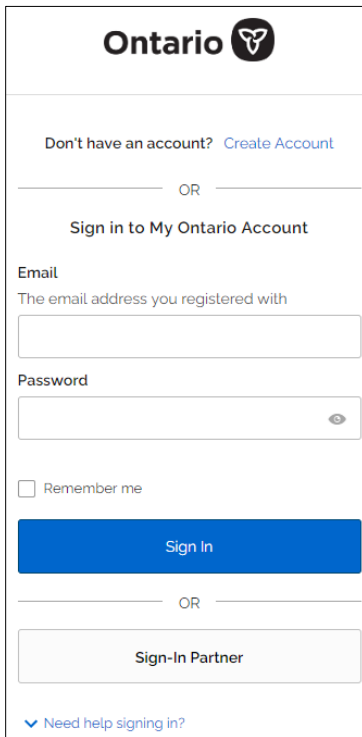
27 Get funding from the Ontario government page

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



28 Transfer Payment Ontario page

- 4. Select **Sign in**. The following **Create Account / Sign in** page appears.



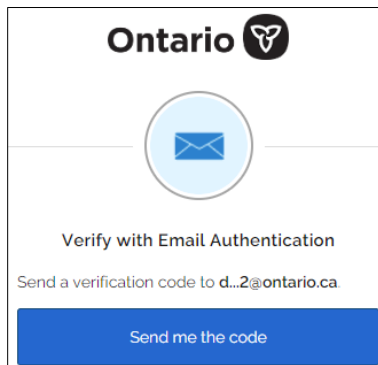
29 Create Account / Sign In page

Note: The **Sign-in Partner** link allows you to sign in to Transfer Payment Ontario using your online banking credentials. This is not recommended as it takes longer to sign in. Note that using this sign in method does not associate your bank with your Transfer Payment Ontario profile.



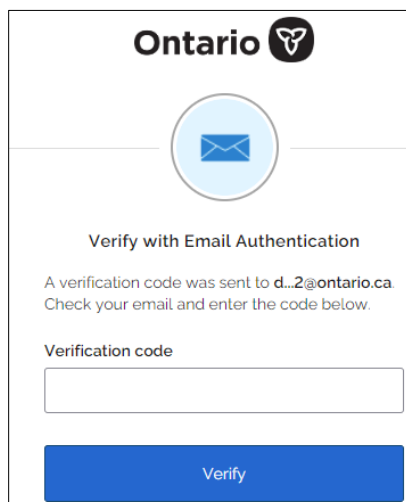
30 Sign-In Partner page

5. Enter the email address you registered with.
6. Enter your My Ontario Account password.
7. Select **Sign in**. The **Verify with Email Authentication** page appears.



31 Verify with Email Authentication page

8. Select **Send me the code**.
 - A code is emailed to you.
 - The **Verify with Email Authentication** page expands.



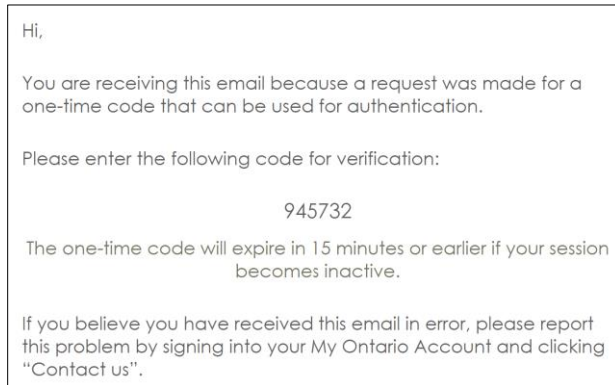
32 Verify with Email Authentication page

9. Locate the email in your inbox.

STG No Reply [My Ontario Account | Compte My Ontario]
My Ontario Account - Action Required: One-time Verification Code

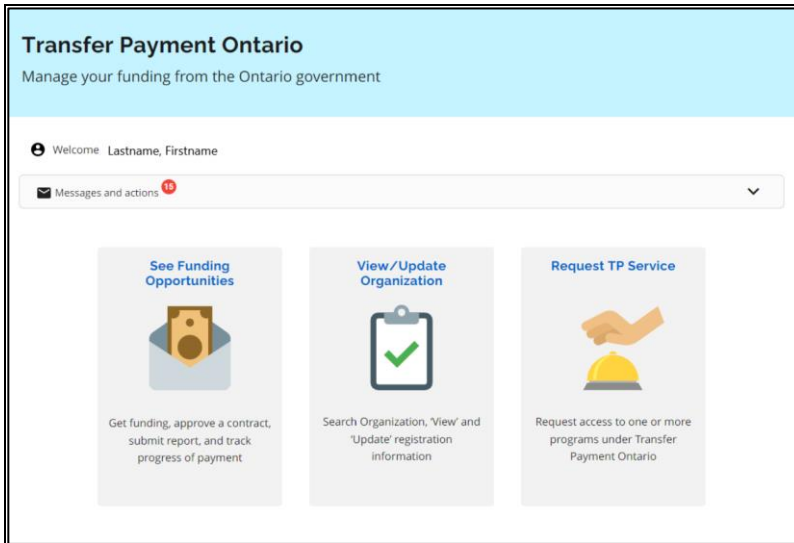
Note: If you don't see the email in your inbox, check your spam and junk mail folders.

10. Copy or make note of the verification code.



33 Email containing verification code

11. Return to the **Verify with Email Authentication** page and enter the verification code.
12. Select **Verify**. The **Transfer Payment Ontario** home page appears.

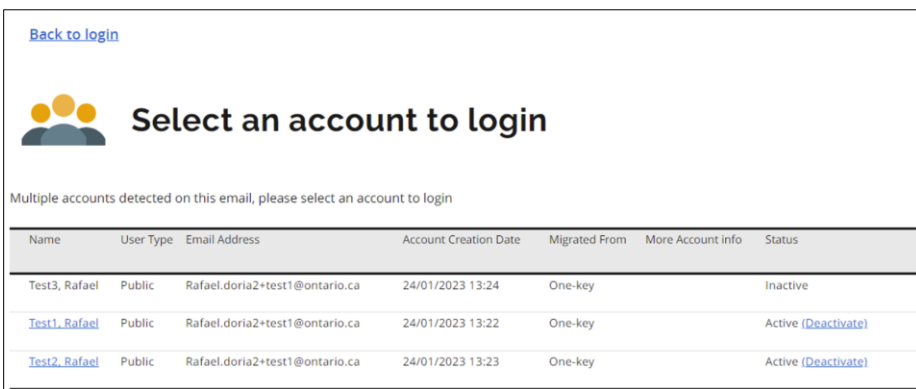


34 Transfer Payment Ontario home page

Frequently asked questions (FAQ)

I have multiple ONE-key accounts that all use the same email, what do I do?

Anyone with multiple Transfer Payment Ontario accounts using the same email should create a single My Ontario Account using the same email address. After the account is created, users will be prompted to select their desired account each time they log in.



35 Example of a login page for someone with multiple Transfer Payment Ontario accounts

Multiple users in our organization share one email address, how do we address this scenario?

- It is not recommended that organizations use shared email boxes for access to Transfer Payment Ontario. Where multiple ONE-key profiles were used using a single email, users will have the option to select their profile after sign-in.
- It is recommended that the Administrator user of the organization create their My Ontario Account first.

My preferred email address has changed. How can I migrate my Transfer Payment Ontario information to a different email address?

Users can update their email address by signing into Transfer Payment Ontario and selecting your user profile. Select the My Ontario Account link to redirect to a My Ontario Account profile and edit your email address.

What do I do if I cannot remember the email address that I use for the Transfer Payment Ontario system?

If you are unable to remember your Transfer Payment Ontario account email, you can create a new My Ontario Account and Transfer Payment Ontario profile. On the Transfer Payment Ontario home page, select “Join an Existing Organization” and follow the on-screen steps to re-

request access to your organization profile.

I am a Partner in Transfer Payment Ontario. What should I do?

Partners who support program activity are also required to create a My Ontario Account to access Transfer Payment Ontario. Partner users may either create a new account or sign in with an existing My Ontario Account. We ask that you refrain from selecting the **Sign-In Partner** option, which permits sign-in via a verified financial institution or bank.

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.

- **Toll-free:** 1-855-216-3090
- **TTY:** 416-325-3408
- **Toll-free TTY:** 1-800-268-7095
- **Email:** TPONCC@ontario.ca

There are a variety of Transfer Payment Ontario references guides and videos available online. Visit [Ontario.ca/getfunding](https://ontario.ca/getfunding).