Joining an organization

Contents

Document summary

This document outlines how to join an organization that is already registered in Transfer Payment Ontario.
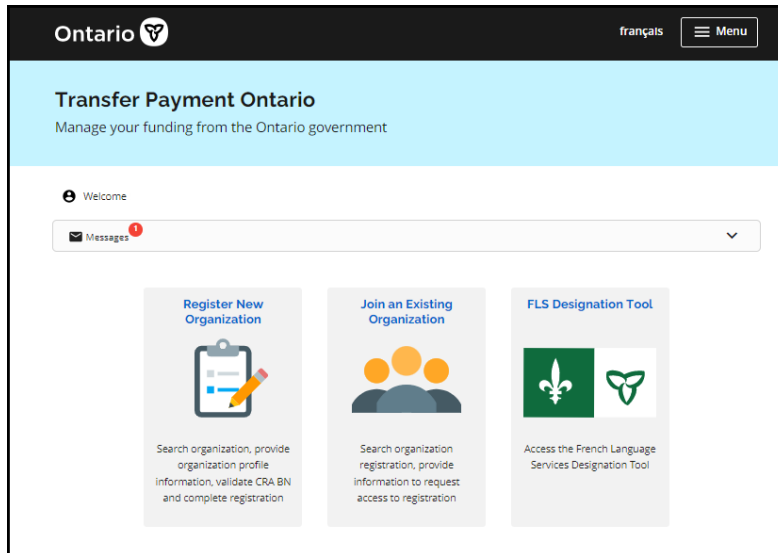
Before you begin

To join your registered organization, you will need **either**:

- the **legal name of your organization** that's printed on official documents (for example, articles of incorporation or registered business applications)
- your **Canada Revenue Agency Business Number** (CRA BN), if you have one
- your organization's Transfer Payment Ontario Registration ID number

Joining an organization

1. Sign in to Transfer Payment Ontario using a Google Chrome web browser.

2. Select **Join an Existing Organization**. If the card is not on the screen, select your **Menu** and select **Join an Existing Organization**.

3. Enter your organization's **Legal Name or Operating Name**, **CRA Business Number**, or **Registration ID** then select **Search**.

Note: If the error message "*Search results too large. Please refine your search*" appears, please perform a new search with refined keywords or information. Select **Search** again.

- If your organization does not appear in the list, it must be registered first. Registration instructions are available on ontario.ca/GetFunding.
- If your organization appears in the search results list, then it is registered.

4. Select the organization and select **Join Existing Organization**.

5. Review the organization details.
6. Enter your phone number.
7. Select **Confirm** to request access. A request is sent to the administrator user(s) of the organization for approval.

8. Select **Done** or **Print** to keep your copy. You will receive an email confirming your approved access once granted.

Types of user roles

There are two types of users in Transfer Payment Ontario: **Administrator** and **Associate**. Both roles have access to the organization information in Transfer Payment Ontario, but do not share the same rights to modify or add organization information.

Administrator user

An administrator user can:

- view and update the organization profile
- approve access requests for new organization users
- perform funding-related activities

Note: If your Transfer Payment Ontario administrator leaves their role, you can request a new administrator. Send an email to TPONCC@ontario.ca, and copy another member of your organization for authentication/identification purposes. Transfer Payment Ontario will update the administrator information as required.

Associate user

An associate user can:

- view as read-only the organization profile
- perform funding-related activities

Contact us

If you need assistance, please contact Transfer Payment Ontario Client Care from Monday to Friday 8:30 a.m. to 5:00 p.m. except for government and statutory holidays, at:

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 reference guides and videos available online. Visit ontario.ca/GetFunding to learn more.