

Accessibility Compliance Reporting Portal User Guide

Ministry for Seniors and Accessibility

February 2026

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SECTION 1: INTRODUCTION – ACCESSING THE PORTAL

Welcome to the User Guide for the Accessibility Compliance Reporting Portal.

This guide explains how to:

- Submit an Accessibility Compliance Report, and
- Update an Organization Profile.

Navigate the portal, including registration and form submission

- Access support resources.

The Accessibility Compliance Reporting Portal is accessed from the [Ontario Central Forms Repository \(CFR\) Webpage](#) from the **Ministry for Seniors and Accessibility** landing page.

1.1 ACCESSING THE CENTRAL FORMS REPOSITORY

On the CFR homepage, navigate to the Ministry for Seniors and Accessibility by:

1. Selecting **Ministries** in the top navigation menu, or
2. Selecting the **38 ministries** link in the **Central Forms Repository (CFR) statistics** section at the bottom left corner of the page.

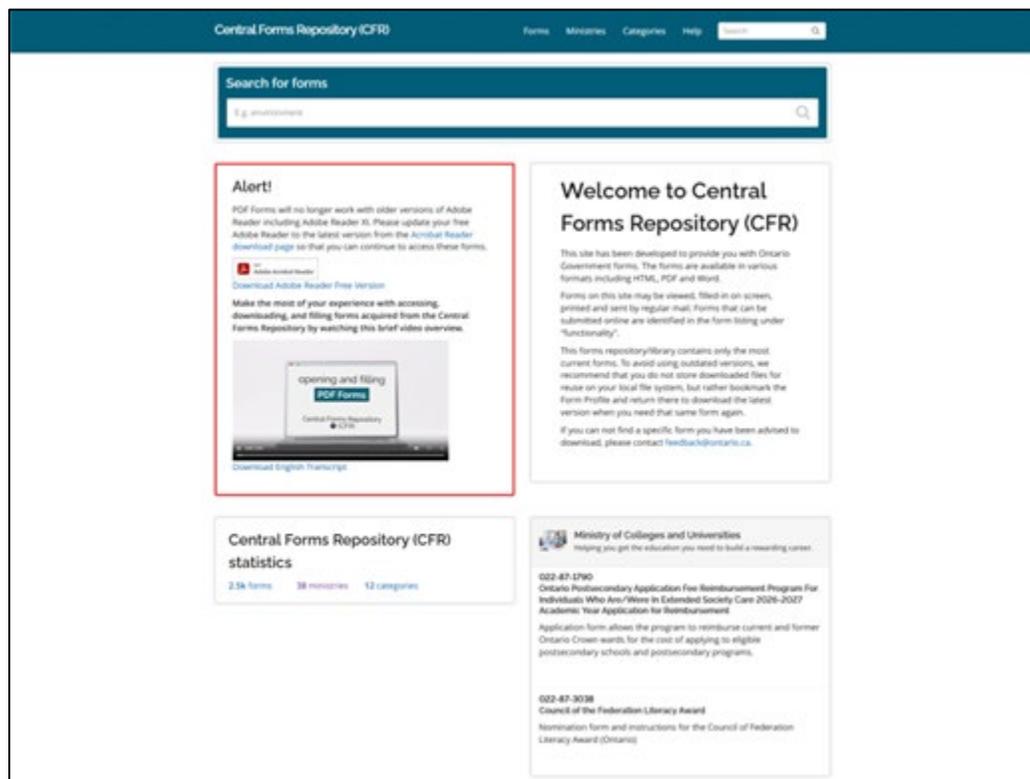


Figure 1.1 Central Form Repository (CFR) Home Page

1.2 SELECT THE MINISTRY FOR SENIORS AND ACCESSIBILITY

From the list of ministries displayed on the CFR webpage, locate and select **Ministry for Seniors and Accessibility**.

1.3 FIND THE ACCESSIBILITY COMPLIANCE REPORTING PORTAL

After selecting the Ministry for Seniors and Accessibility, you will be directed to a page listing all available forms for the ministry.

- Use the search bar, or
- Scroll through the list to locate the **Accessibility Compliance Reporting Portal**.

1.4 SELECT LANGUAGE

Once you locate the Accessibility Compliance Reporting Portal, select your preferred language (**English** or **French**), and select **Access Link**.

This will open the **Welcome Page** of the Accessibility Compliance Reporting Portal.

SECTION 2: USER REGISTRATION

This section explains how to create a My Ontario Account and manage your profile in the Accessibility Compliance Reporting Portal.

2.1 CREATE ACCOUNT

1. On the Welcome Page, select **Sign In / Create Account** in the top-right corner.

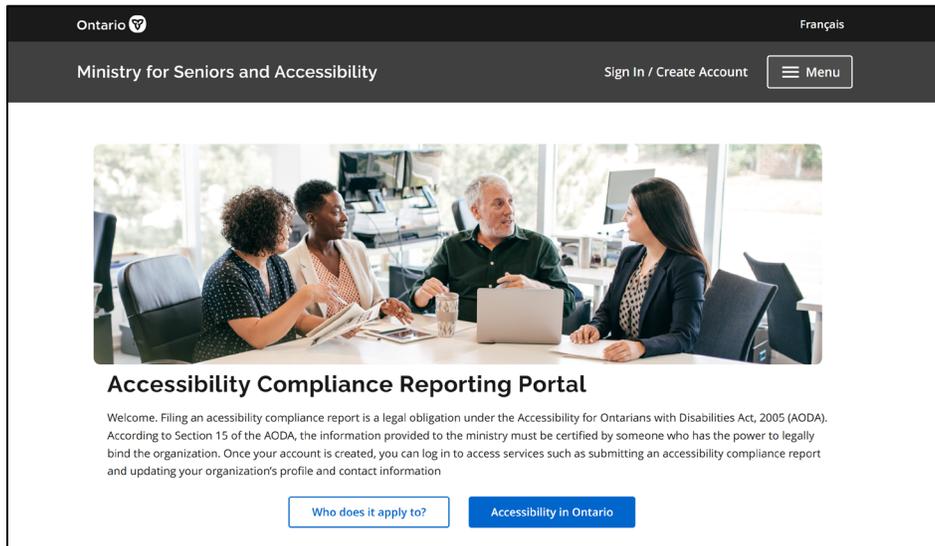


Figure 2.1a Accessibility Compliance Reporting Portal Welcome Page

2. The **Sign In / Create Account** page opens. Select **Create Account**.

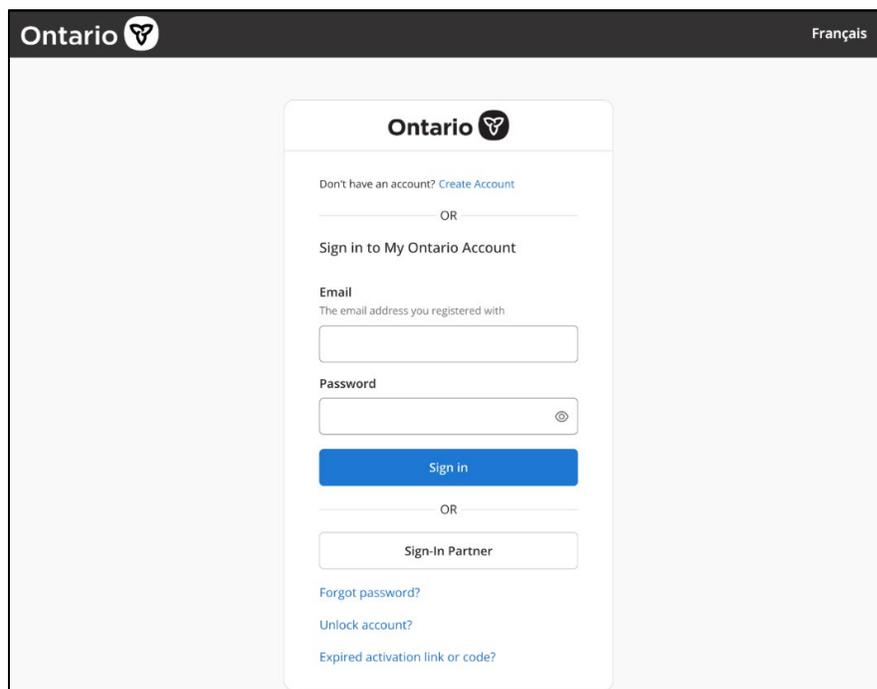


Figure 2.1b Accessibility Compliance Reporting Portal Create Account

3. The **Create Account** pop-up form appears. Enter a valid email address and password.

Password must include:

- At least 8 characters
- One lowercase letter
- One uppercase letter
- One number
- One symbol

The password must not contain part of the username. It is a good idea to make a record of your password and keep it in a safe place. You can reset your password if you forget it. However, if you do not remember the email used to create your account, you will need to open a new account, and any previous progress will be lost.

Ontario  Français

Ontario 

Create Account

Email *

Password requirements:

- × At least 8 characters
- × At least 1 lowercase letter
- × At least 1 uppercase letter
- × At least 1 number
- × At least 1 symbol
- ✓ Does not contain part of username

Password *

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

[Create Account](#)

Already have an account? [Sign In](#)

Figure 2.1c Accessibility Compliance Reporting Portal Account Creation Pop-up Page

2.2 EMAIL VERIFICATION

After the account information is submitted, a verification email will be sent to the email address used to create the account. The email will contain a verification code to complete the verification process.

1. Open the email and copy the verification code.
2. Enter or paste the verification code in the text box on the verification page.
3. Select **Submit** to complete verification.

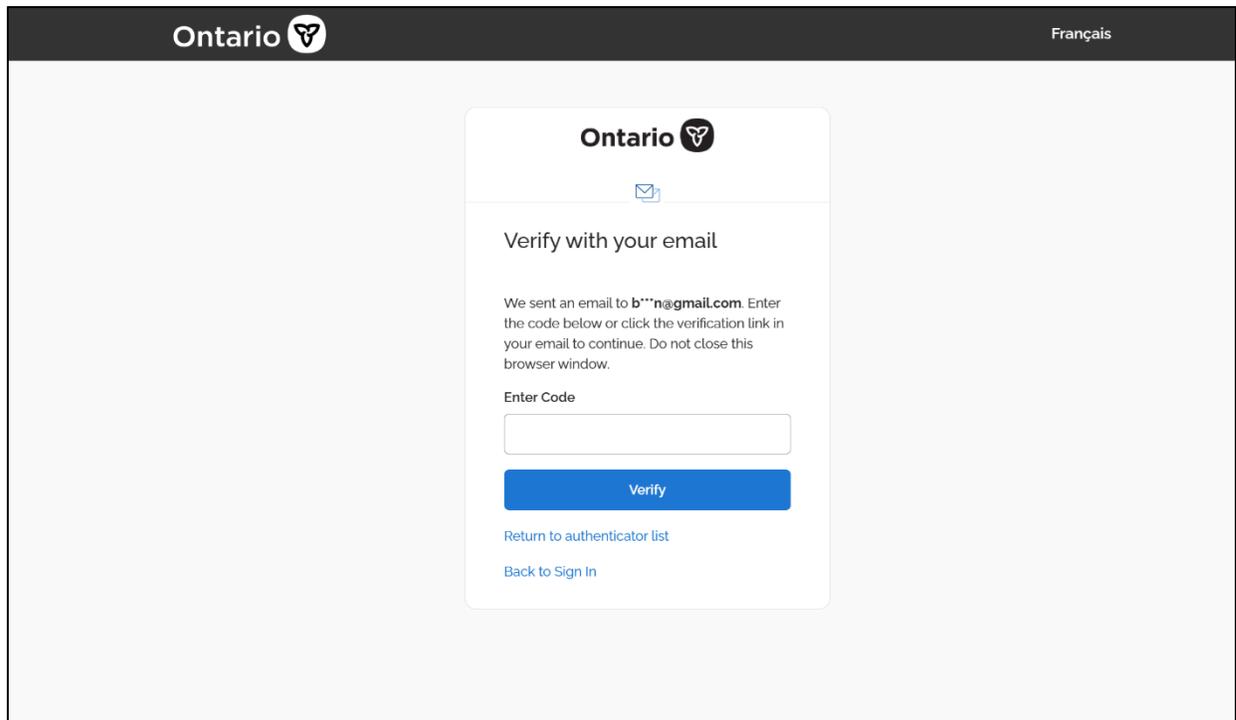
The screenshot shows a web page for email verification. At the top, there is a dark header with the 'Ontario' logo and the word 'Français' on the right. The main content area is white and contains a central white box with a rounded border. Inside this box, at the top, is the 'Ontario' logo and a small envelope icon. Below the icon, the text reads 'Verify with your email'. Further down, a message states: 'We sent an email to b***n@gmail.com. Enter the code below or click the verification link in your email to continue. Do not close this browser window.' Below this message is a text input field labeled 'Enter Code'. Underneath the input field is a blue button with the text 'Verify'. At the bottom of the box, there are two blue links: 'Return to authenticator list' and 'Back to Sign In'.

Figure 2.2 Accessibility Compliance Reporting Portal Email Verification Code Entry Page

2.3 COMPLETE USER PROFILE

Once the email verification is complete, a profile setup page will appear. Enter your **First Name**, **Last Name**, and **Phone Number** to finalize the account creation.

- Select **Save** to continue.
- Select **Clear Form** to re-enter the user profile information.
- Select **Cancel** to abandon the process and return to the **Welcome Page**.

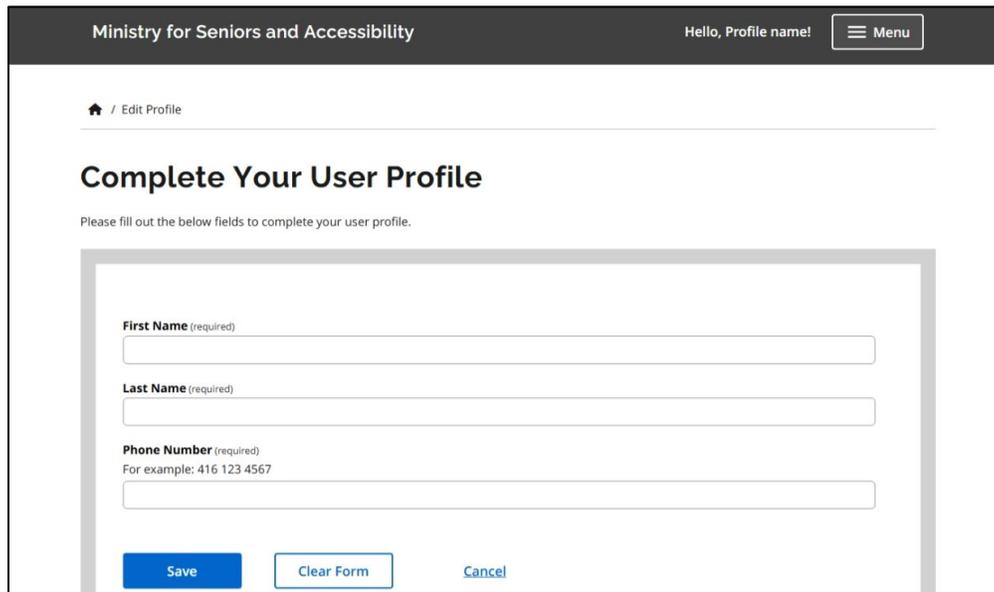


Figure 2.3 Accessibility Compliance Reporting Portal New User Profile Completion Pop-up Page

2.4 EDIT USER PROFILE

Once a profile has been successfully created, it can be updated at any time.

1. Select your username located in the top-right corner of the screen.
2. Choose **Edit Profile**.
3. Update the information as required.
4. Select **Save** to confirm changes.
5. To re-enter information, select **Clear Form**. To exit without saving, select **Cancel**.

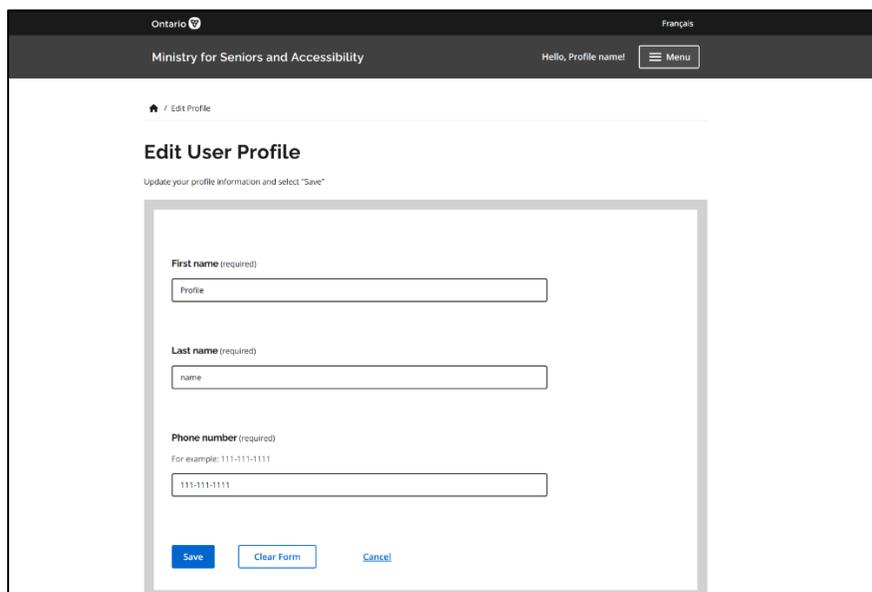


Figure 2.4 User Profile Edit Pop-up Page

SECTION 3: WELCOME PAGE

The Accessibility Compliance Reporting Portal Welcome Page provides access to announcements, resources, and key navigation options. From here, users can sign in, start a new submission, review saved or previous submissions, or access support tools.

3.1 SIGN IN

To sign in:

1. On the Welcome Page, select **Sign In / Create Account** in the top-right corner.

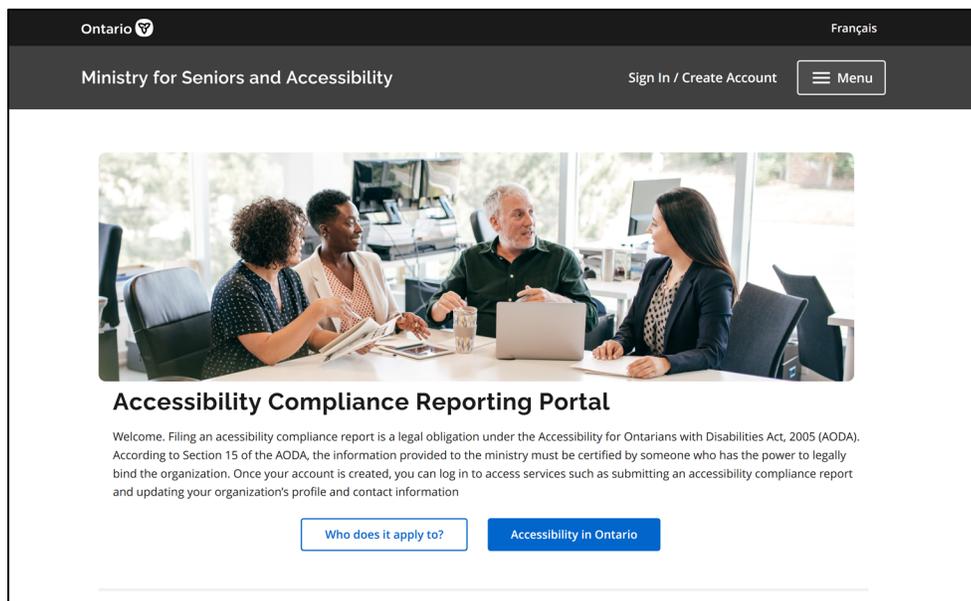


Figure 3.1a Accessibility Compliance Reporting Portal Homepage with Sign In Option

2. The **Sign In page** opens. Enter the email address and password you used to create your My Ontario Account.
3. If you cannot remember your password, select **Forgot Password** and follow the instructions to reset it. If you do not remember the email used to create your account, you will need to open a new account, and any previous progress will be lost.

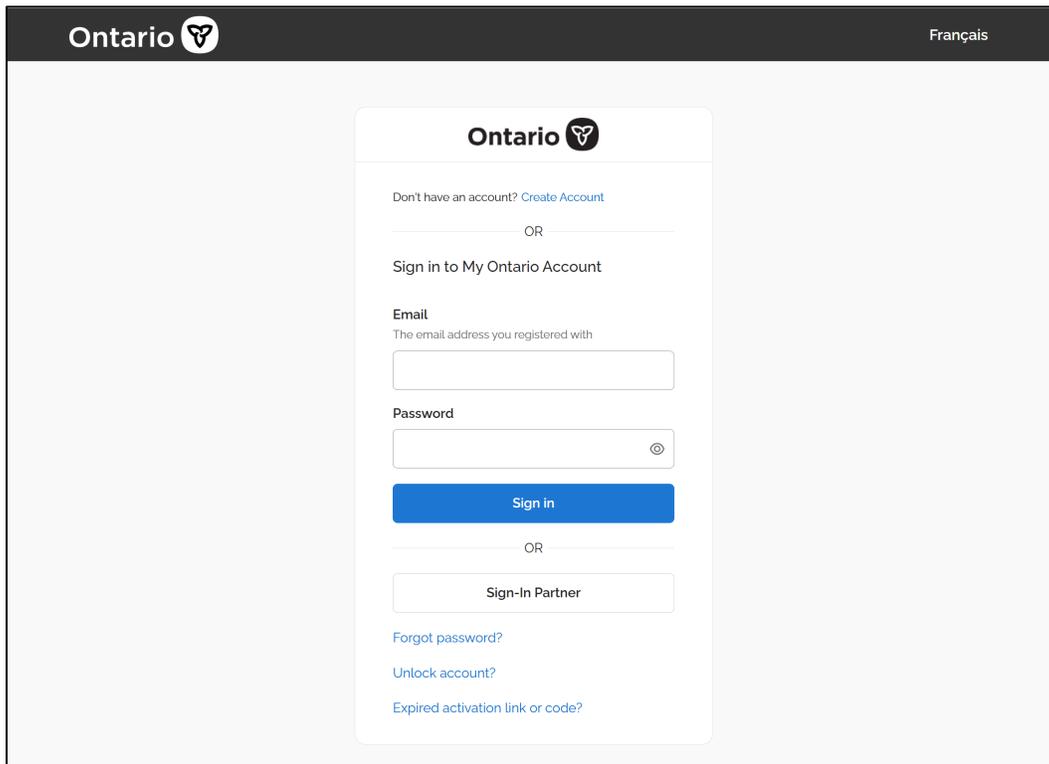


Figure 3.1b: Accessibility Compliance Reporting - Portal Sign In Page

3.2 MENU

After logging in, you can navigate through the portal using the **Menu** button at the top of the screen. The menu is available on every page and opens a navigation panel with the following options:

- **Home** – Return to the Welcome Page.
- **About Us** – Learn more about the Ministry for Seniors and Accessibility.
- **New Submission** – Start a new Accessibility Compliance Report or Organization Profile Update.
- **Saved Submissions** – Access saved reports that have not yet been submitted.
- **Previous Submissions** – View previously submitted reports.
- **FAQs** – Access answers to common questions.
- **Contact Us** – Open the ministry’s contact page.
- **Sign Out** – Securely log out of the portal.

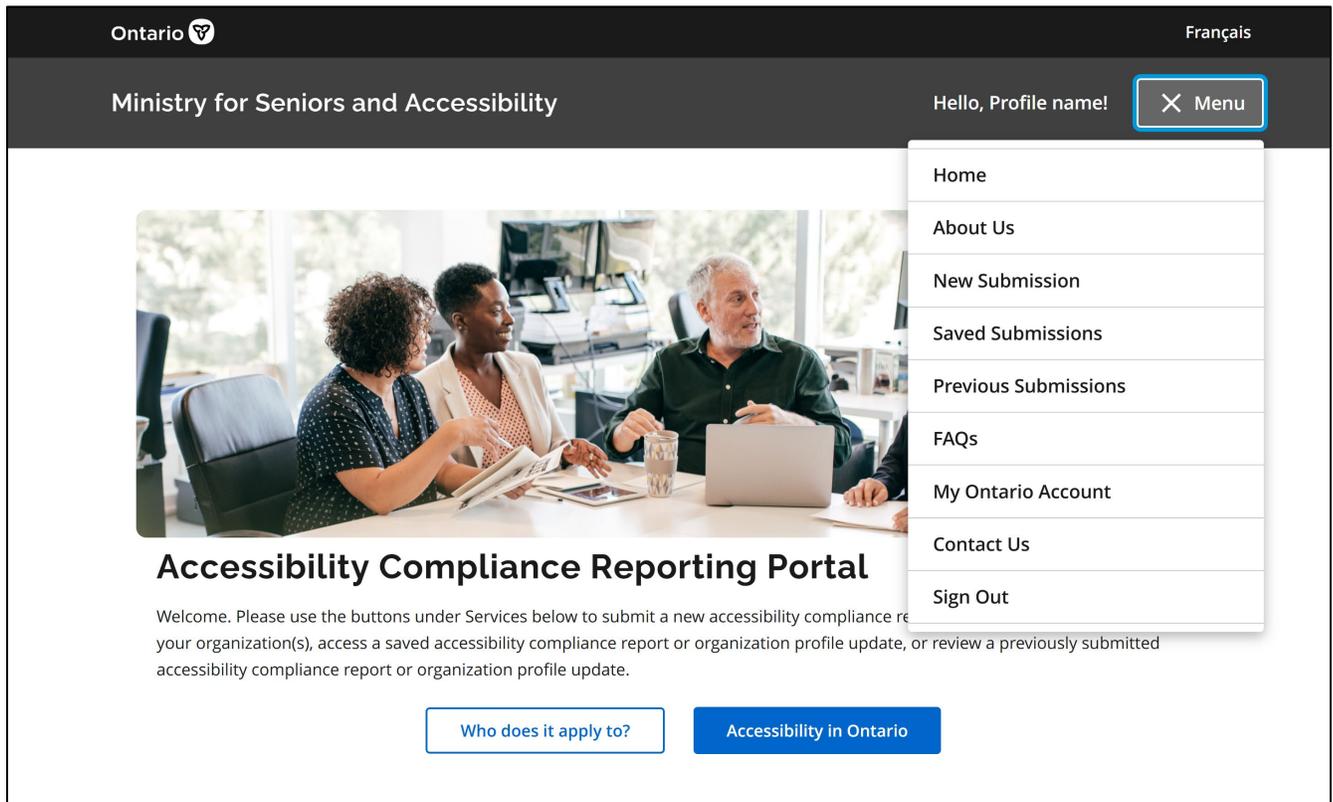


Figure 3.2 Accessibility Compliance Reporting Portal Homepage with Menu Navigation

3.3 ANNOUNCEMENTS

The Welcome Page also displays an **Announcements** section with timely updates. Information is customized by organization type:

- Ontario Public Service
- Designated Public Sector
- Business and Non-Profit Organizations

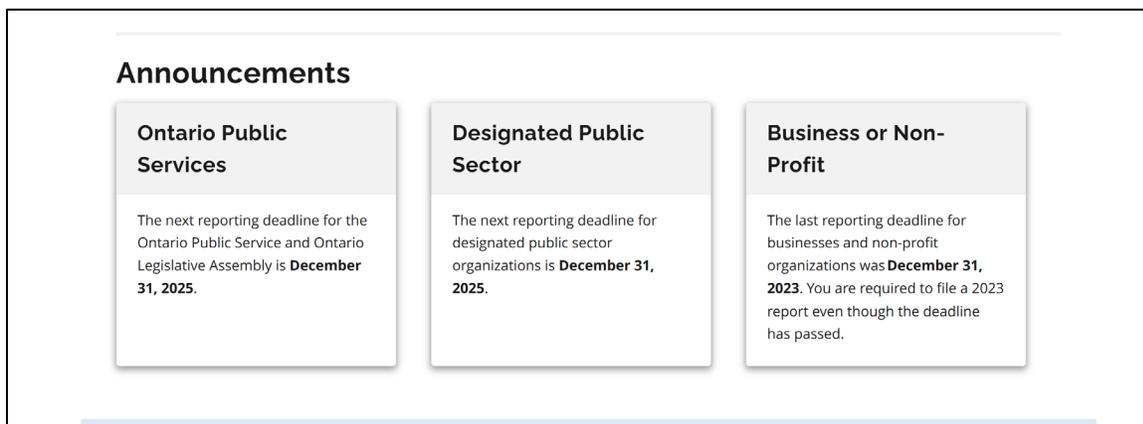


Figure 3.3 Accessibility Compliance Reporting Portal Homepage - Announcement Section

3.4 COMPLETING YOUR ACCESSIBILITY COMPLIANCE REPORT

The Welcome Page provides information to help you become familiar with what you need to complete for your accessibility compliance report. Selecting a topic will display the information below it. If you require additional information, you can email AODA.assistance@ontario.ca for support with the Accessibility Compliance Reporting Portal or review the **Frequently Asked Questions** section.



The screenshot shows a section titled "Completing your Accessibility Compliance Report" with a link to "Expand all" in the top right. Below the title is a list of six steps, each with a downward arrow icon and a horizontal line underneath. The first step is "What you need to complete your accessibility compliance report". The second is "Familiarize yourself with accessibility requirements". The third is "Certify your accessibility compliance report and share with the certifier". The fourth, "Sharing the form", is highlighted with a grey background. The fifth is "Answer the questions". The sixth is "Save and submit your accessibility compliance report".

- Expand all
- What you need to complete your accessibility compliance report
- Familiarize yourself with accessibility requirements
- Certify your accessibility compliance report and share with the certifier
- Sharing the form
- Answer the questions
- Save and submit your accessibility compliance report

Figure 3.4 Accessibility Compliance Reporting Portal Homepage – Completing your Accessibility Compliance Report Section

3.5 FREQUENTLY ASKED QUESTIONS (FAQS)

FAQs can be accessed from the **Menu** in the top-right corner.

Selecting a question will display the answer below it. If your question is not listed, you can select **Contact Us** for more support.

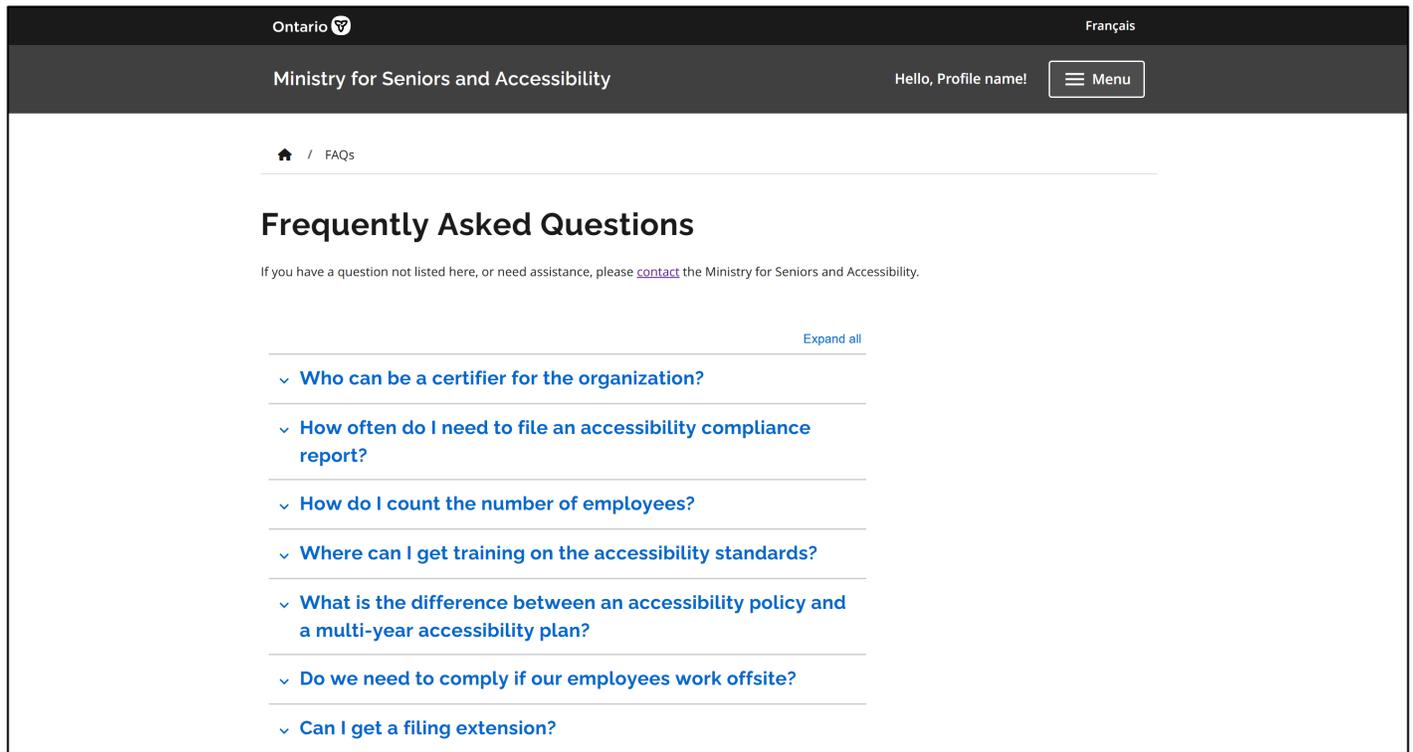


Figure 3.5 Accessibility Compliance Reporting Portal Homepage – FAQs Section

3.6 CONTACT US

The **Contact Us** section can be accessed in two ways:

1. From the **Menu** in the top-right corner.
2. By scrolling to the bottom-right corner of the Welcome Page.

This section provides multiple ways to reach the Ministry for Seniors and Accessibility, including:

- Email
- Phone
- TTY
- Fax
- Mail
- Social media links

For questions related to filing an Accessibility Compliance Report or Organization Profile Update in the Accessibility Compliance Reporting Portal, please email: AODA.assistance@ontario.ca.

SECTION 4: ACCESSIBILITY COMPLIANCE REPORT

This section provides instructions for completing and managing **Accessibility Compliance Report submissions**.

Submissions can be accessed from:

- The **Menu** at the top of the portal, or

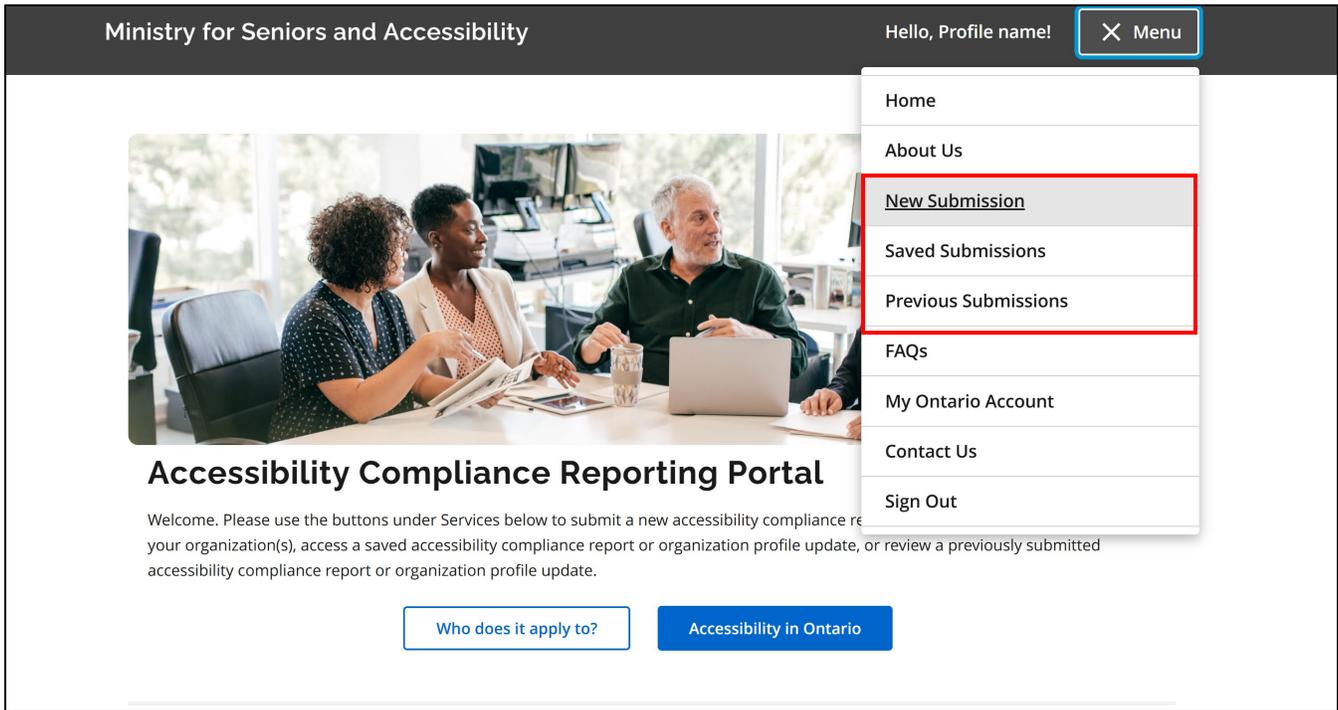


Figure 4.0a Accessibility Compliance Reporting Portal Homepage – Menu Access

- The **Services** panel on the Welcome Page.

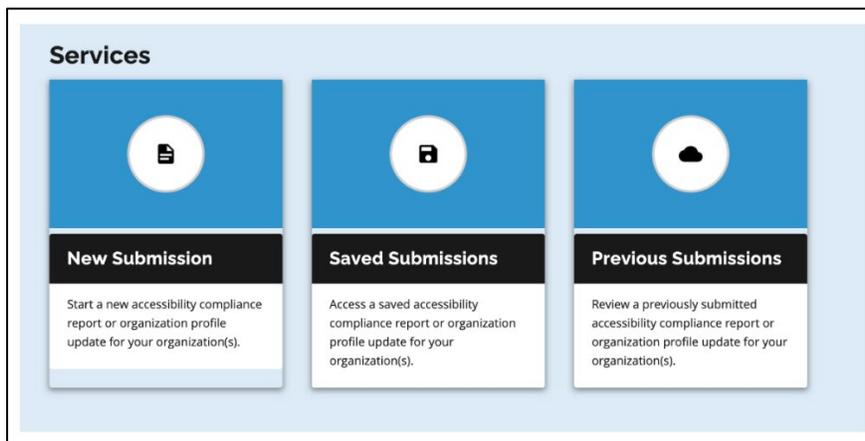


Figure 4.0b Accessibility Compliance Reporting Portal Homepage – Services Section

Options available:

- **New Submission** – Start a new Accessibility Compliance Report

- **Saved Submissions** – return to draft reports
- **Previous Submissions** – view and copy submitted reports

4.1 BEGIN SUBMISSIONS - ACCESSIBILITY COMPLIANCE REPORT

To begin a new Accessibility Compliance Report:

1. Navigate to the **Select Form Category for Submission** page.
2. Locate **Accessibility Compliance Report**.
3. Select **Begin Submission**.

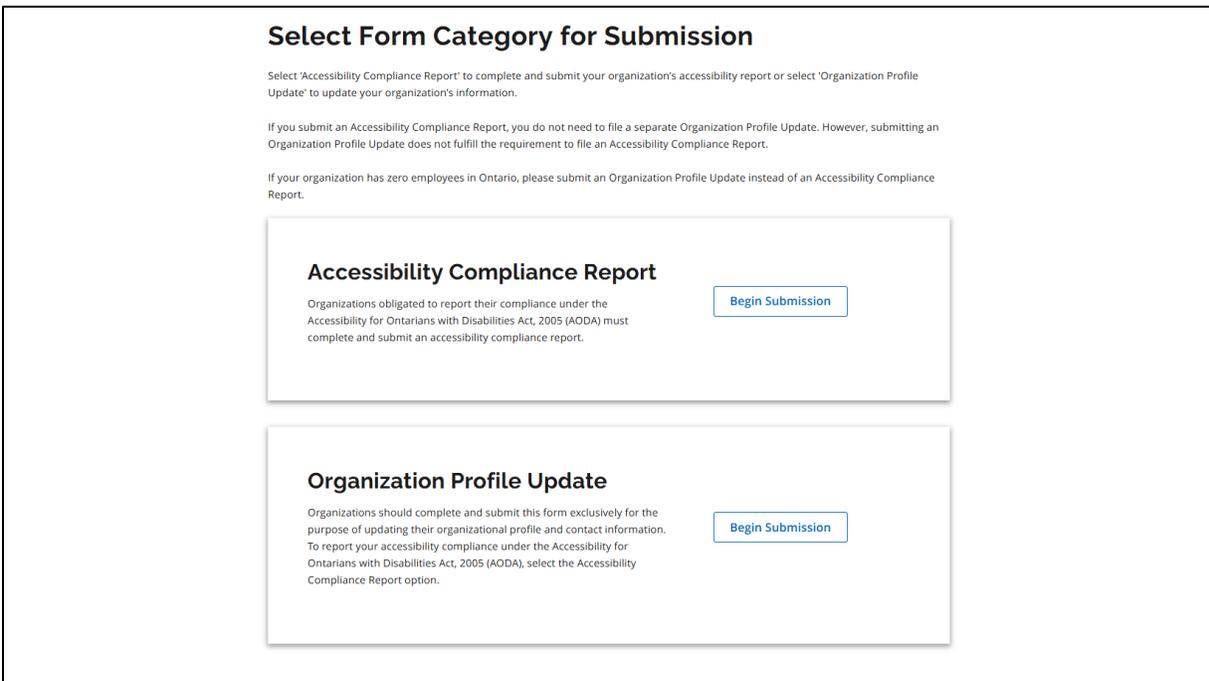


Figure 4.1 Select Form Category for Submission page – Accessibility Compliance Reporting New Submission

4.2 ORGANIZATION CATEGORY

Select the organization category by selecting the radio button next to the category type that best describes your organization:

- **Ontario Public Service / Ontario Legislative Assembly**
- **Designated Public Sector**
- **Business / Non-profit**

Each category includes a helpful link labeled **What defines this type of organization?** to assist users in making the correct selection.

NOTE: It is important to select the correct organization category, as this determines which compliance questions you will be required to answer and the number of steps you will have to complete

Once the appropriate category is selected, users can:

- Select **Next** to proceed to the next step.
- Select **Save** to save progress and return later.
- Select **Cancel** to exit the submission process.

If you select **Cancel**, the application will close, and you will be redirected to the **Welcome Page**.

- Information saved prior to cancelling will remain accessible in **Saved Submissions**.
- Information not saved will be permanently lost.

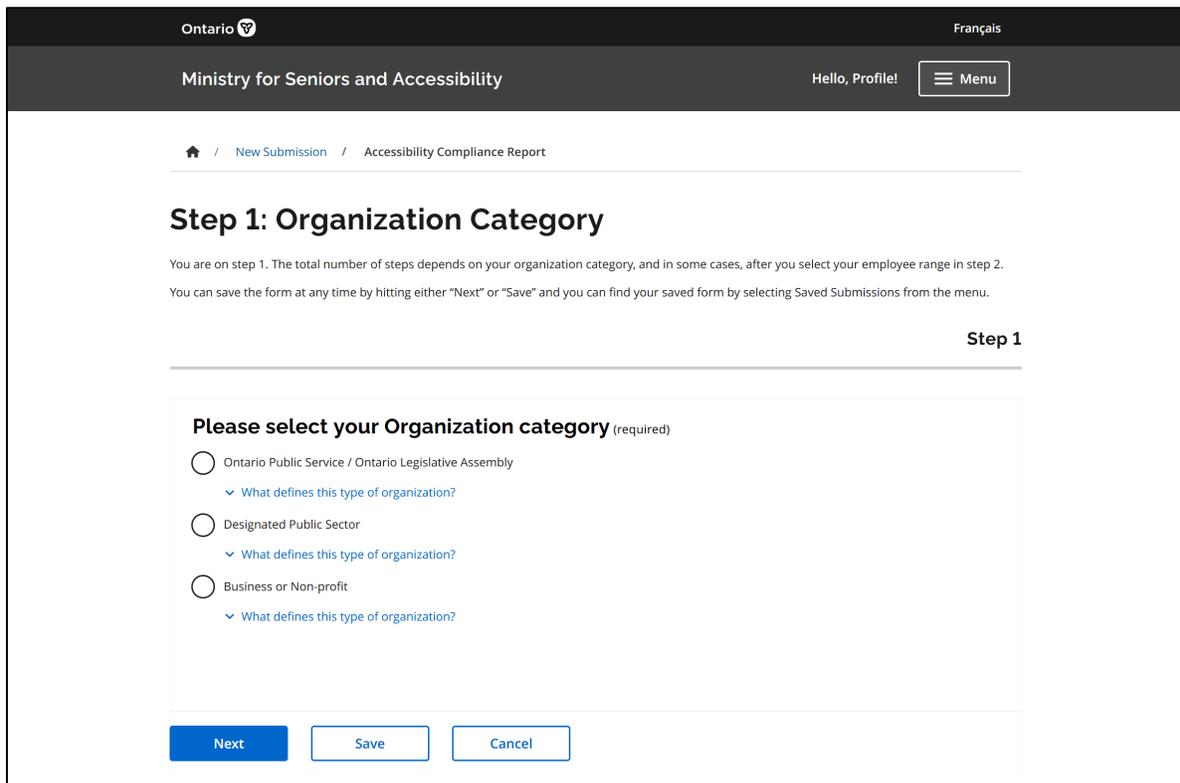
The screenshot shows a web application interface for the Ministry for Seniors and Accessibility. At the top, there is a dark header with the Ontario logo, the text 'Ministry for Seniors and Accessibility', a user greeting 'Hello, Profile!', and a 'Menu' button. Below the header, a breadcrumb trail reads 'Home / New Submission / Accessibility Compliance Report'. The main content area is titled 'Step 1: Organization Category'. A sub-header reads 'Please select your Organization category (required)'. There are three radio button options: 'Ontario Public Service / Ontario Legislative Assembly', 'Designated Public Sector', and 'Business or Non-profit'. Each option has a small blue dropdown arrow next to it with the text 'What defines this type of organization?'. At the bottom of the form, there are three buttons: 'Next' (highlighted in blue), 'Save', and 'Cancel'.

Figure 4.2 Accessibility Compliance Report Page – Selecting your organization category

4.3 EMPLOYEE RANGE IN ONTARIO

Select the employee range that applies to your organization in Ontario by choosing one of the radio buttons provided:

- **1-19 employees**
- **20–49 employees**
- **50+ employees**

For help determining your employee range, select the link **How to count your employees?**

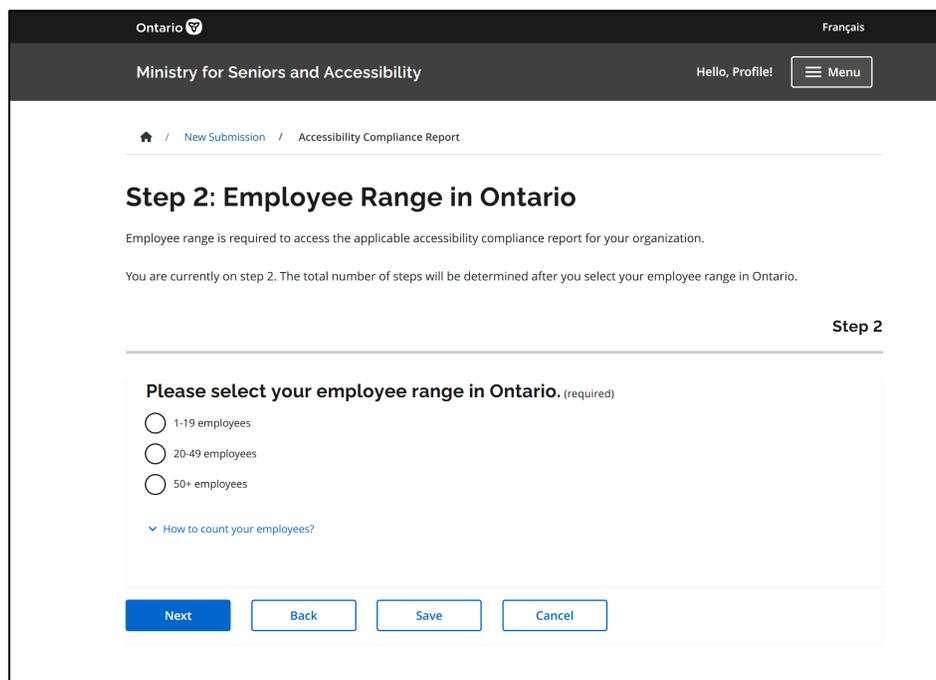
NOTE: Choosing the correct employee range is important because it determines which compliance questions you will be required to answer. Business and Non-profit organizations with 1-19 employees are not required to submit an accessibility compliance report, however they must still comply with the Accessibility for Ontarians with Disabilities Act (AODA).

Once the appropriate category is selected, users can:

- Select **Next** to proceed to the next step.
- Select **Save** to save progress and return later.
- Select **Cancel** to exit the submission process.

If you select **Cancel**, the application will close, and you will be redirected to the **Welcome Page**.

- Information saved prior to cancelling will remain accessible in **Saved Submissions**.
- Information not saved will be permanently lost.



The screenshot shows a web interface for the Ministry for Seniors and Accessibility. The page is titled "Step 2: Employee Range in Ontario". It includes a breadcrumb trail: "Home / New Submission / Accessibility Compliance Report". The main heading is "Step 2: Employee Range in Ontario". Below the heading, there is a sub-heading "Please select your employee range in Ontario. (required)". There are three radio button options: "1-19 employees", "20-49 employees", and "50+ employees". Below these options is a link "How to count your employees?". At the bottom of the form, there are four buttons: "Next" (highlighted in blue), "Back", "Save", and "Cancel".

Figure 4.3 Accessibility Compliance Reporting Employee Range Page – Selecting employee range in Ontario

4.4 ADDING ORGANIZATIONS

Add one or more organizations that you are submitting an Accessibility Compliance Report on behalf of by selecting the **Add New** button.

Each entry requires the following information:

- Legal name of the organization
- Business number (BN9) or AODA identifier
- Number of employees in Ontario
- Organization address

Up to 20 organizations can be added on a single form. However, all organizations on a single form must share the same:

- Organization category
- Employee range in Ontario
- Certifier
- Answers to all of the accessibility compliance questions

If this information varies between organizations, a separate Accessibility Compliance Report must be submitted for each organization.

You may also select **Print Form** to generate a blank copy of the report for offline reference and sharing. A paper copy may be completed, but all information must still be entered into the Accessibility Compliance Reporting Portal in order to submit your report.

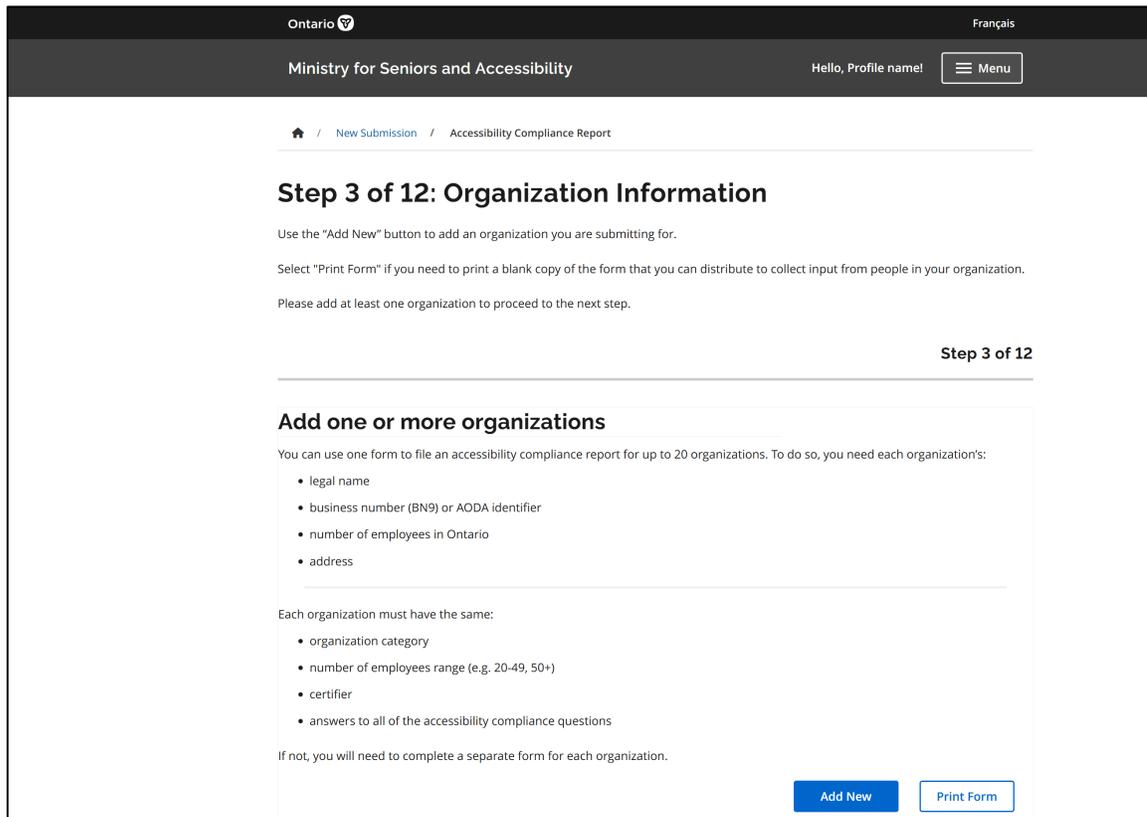


Figure 4.4 Adding Organizations to the Accessibility Compliance Reporting Form

4.4.1 Completing the Organization Information Screen

When you select **Add New**, a new screen will open. Complete all of the following fields:

- Organization information
- Business details
- Business address
- Mailing address

Required information is marked as **(required)** and optional information as **(optional)**. All required fields must be completed to proceed.

Need help? Additional information about counting employees, finding a CRA business number, and identifying your industry is available through the help text on this screen.

Once all required information is entered, select **Save**.

If you select **Cancel**, the application will close, and you will be redirected to the **Welcome Page**.

- Information saved prior to cancelling will remain accessible in **Saved Submissions**.
- Information not saved will be permanently lost.

Figure 4.4.1 Adding Organizations to the Accessibility Compliance Reporting Form

4.4.2 Managing Added Organizations

Successfully added organizations will appear in a table at the bottom of the **Organization Information** screen. Each entry includes action buttons in the **Actions** column:

- **View** – review the full details of the organization entry
- **Edit** – make changes to the organization’s information
- **Remove** – delete the organization

After adding or updating organizations, you can:

- Select **Next** to proceed to the next step.
- Select **Save** to save progress and return later.
- Select **Cancel** to exit the submission process.

If you select **Cancel**, the application will close, and you will be redirected to the **Welcome Page**.

- Information saved prior to cancelling will remain accessible in **Saved Submissions**.
- Information not saved will be permanently lost.

Row	Organization Name	Date Added	Business Number or AODA Identifier	Actions
1	Organization Legal Name	2025-09-18	123456789	View  Edit  Remove 

Next Back Save Cancel

Figure 4.4.2 Viewing, Editing, or Removing Added Organizations for Accessibility Compliance Reporting form

4.5 UNDERSTANDING ACCESSIBILITY REQUIREMENTS

Accessibility requirements differ depending on the type of organization selected.

4.5.1 Ontario Public Sector and Legislative Assembly of Ontario

1. Indicate whether the Accessibility Compliance Report includes **agencies, authorities, or boards** by selecting **Yes** or **No**.

If Yes:

- **Add a New Agency, Authority, and/or Board of Commission** will appear.
- Select **Add New** to add each agency, authority, or board.
- In the pop-up window, enter the **name** of the agency, authority, or board.
- Select **Save** to confirm or **Cancel** to exit without saving.
- Added entities will appear in a table at the bottom of the screen.
- Each entry includes action buttons in the **Actions** column:
 - **View** – review the full details
 - **Edit** – make changes
 - **Remove** – delete the entry

If No: proceed directly to the next step.

2. Once the appropriate category is selected, users can:

- Select **Next** to proceed to the next step.
- Select **Save** to save progress and return later.

- Select **Cancel** to exit the submission process.

If you select **Cancel**, the application will close, and you will be redirected to the **Welcome Page**.

- Information saved prior to cancelling will remain accessible in **Saved Submissions**.
- Information not saved will be permanently lost.

The screenshot shows a web application interface for the Ministry for Seniors and Accessibility. The page is titled "Step 4 of 11: Understanding Accessibility Requirements". The sub-header is "Additional Requirements for Ontario Public Service or Ontario Legislative Assembly". Below this, there is a question: "You have indicated that you are reporting for the Ontario Public Service or offices appointed under the Ontario Legislative Assembly. Are you submitting this report on behalf of any agencies, authorities, and/or boards of commissions? (required)". There are two radio buttons, "Yes" and "No", for the user to select. At the bottom of the form, there are four buttons: "Next", "Back", "Save", and "Cancel".

Figure 4.5.1 Understanding Accessibility Requirements Page for Ontario Public Service and Ontario Legislative Assembly Organizations

4.5.2 Designated Public Sector Organizations

Designated public sector organizations may have additional accessibility requirements if the organization is one of the following:

- A library board
- A producer of education material (e.g., textbooks)
- An education institution (e.g., school board, college, university, or school)
- A municipality

Select the links provided for each category to learn more about these requirements. **Note:** Each link will open in a new browser window.

1. Designated public sector organizations must indicate whether the organization is a **municipality** by selecting the **Yes** or **No** radio button.

If Yes:

- You will be asked to confirm whether the Accessibility Compliance Report is being submitted on behalf of any **local boards** (e.g., library board, police board).
- Select **Yes** or **No**.

The screenshot shows a web interface for the Ministry for Seniors and Accessibility. The page title is "Step 4 of 12: Understanding Accessibility Requirements". The breadcrumb trail is "New Submission / Accessibility Compliance Report". The main heading is "Additional Requirements for Designated Public Sector Organizations". Below this, there is a note: "You must select 'Yes' or 'No' to proceed to the next step. Before you begin your report, you can learn about your accessibility requirements at ontario.ca/accessibility." The text states: "Additional accessibility requirements apply if you are:" followed by a list of four items, each with a checkbox: "a library board", "a producer of education material (e.g. textbooks)", "an education institution (e.g. school board, college, university or school)", and "a municipality". Below the list is a question: "Is your organization a municipality? (required)" with two radio buttons: "Yes" and "No". At the bottom of the form are four buttons: "Next", "Back", "Save", and "Cancel".

Figure 4.5.2 Understanding Accessibility Requirements Page for Designated Public Sector Organizations

If Yes (includes local boards):

- Select **Add New** to add each local board.
- In the pop-up window, enter the **board name** and select the **board type**: Library board, Police services board, or Other.
- If Other is selected, enter the type of board in the text box provided.
- Select **Save** to confirm or **Cancel** to exit without saving.
- Added boards will appear in a summary table at the bottom of the screen.
- Each entry includes action buttons in the **Actions** column:
 - **View** – review the full details
 - **Edit** – make changes
 - **Remove** – delete the entry

If No (Is not a municipality or does not include local boards):

- Proceed directly to the next step.

2. Once the appropriate category is selected, users can:

- Select **Next** to proceed to the next step.
- Select **Save** to save progress and return later.
- Select **Cancel** to exit the submission process.

If you select **Cancel**, the application will close, and you will be redirected to the **Welcome Page**.

- Information saved prior to cancelling will remain accessible in **Saved Submissions**.
- Information not saved will be permanently lost.

4.6 CERTIFICATION

Certification is a **legal requirement** under the Accessibility for Ontarians with Disabilities Act (AODA).

1. Review the certification statement.
2. Once the certifier has reviewed the form, they can certify that all the information provided is accurate by checking the box for the Acknowledgement:
“I certify that all the information is accurate, and I have the authority to bind the organization.”
3. Enter the **date** (Year, Month, Day).
4. Complete the details for the **Certifier** and **Primary Contact**. If the Certifier is also the Primary Contact, select the checkbox to confirm and the text fields will auto populate.
5. **Note:** Required fields are marked (**required**). Optional fields are marked (**optional**). All required fields must be completed to proceed.

Once the required information has been entered, you can:

- Select **Next** to proceed to the next step.
- Select **Back** to return to the previous step.
- Select **Save** to save progress and return later.
- Select **Cancel** to exit the submission process.

If you select **Cancel**, the application will close, and you will be redirected to the **Welcome Page**.

- Information saved prior to cancelling will remain accessible in **Saved Submissions**.
- Information not saved will be permanently lost.

The screenshot shows a web interface for the Accessibility Compliance Report Submission Certification. At the top, there is a navigation bar with the Ontario logo, the text 'Ministry for Seniors and Accessibility', and a user greeting 'Hello, Profile name!'. Below the navigation bar, there is a breadcrumb trail: 'New Submission / Accessibility Compliance Report'. The main heading is 'Step 5 of 11: Accessibility Compliance Report Certification'. On the right side, it says 'Step 5 of 11'. The content is divided into two main sections: 'Certification statement' and 'Acknowledgement'. The 'Certification statement' section contains text about Section 15 of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and defines 'Certifier' and 'Primary contact'. The 'Acknowledgement' section has a checkbox labeled 'I certify that all the information is accurate and I have the authority to bind the organization (required)'. Below this is a date selection field for 'Certification date (yyyy-mm-dd) (required)', with an example '2020 3 12' and input boxes for Year (2025), Month (9), and Day (18).

Figure 4.6 Accessibility Compliance Report Submission Certification

4.7 COMPLIANCE QUESTIONS

The Accessibility Compliance Report form includes:

- **5 compliance questions** for the Ontario Public Service and the Legislative Assembly of Ontario.
- **6 compliance questions** for Designated Public Sector organizations.
- **1 compliance question** for Business and Non-profit organizations with 20-49 employees.
- **6 compliance question** for Business Non-profit organizations with 50+ employees.
- Business and Non-profit organizations with 1-19 employees are not required to submit an accessibility compliance report; however, if they choose to submit a report, they will only have to answer 1 compliance question.

All compliance questions follow the same format.

Question 1 is presented here to illustrate the process for completing the compliance questions.

Question 1 asks:

1. Is your organization in compliance with all applicable requirements of the General Section?

- Use the links found in **Resources for Question 1** to learn more about the requirements for this compliance question.
- **Note:** These links will open in a new browser window.

Ontario Français

Ministry for Seniors and Accessibility Hello, Profile name! Menu

Home / New Submission / Accessibility Compliance Report

Step 6 of 11: Compliance Question 1

Step 6 of 11

General Section

You must select "Yes" or "No" to proceed to the next step.
If you select "No", you must select at least one of the options to proceed to the next step.

Is your organization in compliance with all applicable requirements of the General Section? (required)

Yes No

[Resources for Question 1](#)

Comments (optional)

Please provide additional details to support your answer to the question.

Figure 4.7a Compliance Question 1 General Section – Compliance Confirmation

Indicate your response by selecting the appropriate radio button:

- **Yes** – your organization is in compliance. Proceed to the next question using the **Next** button.
- **No** – your organization is not in compliance. A series of checkboxes will appear for each area where non-compliance is found.
- Select the applicable checkboxes.
- If **Other** is selected, provide additional details in the text box.

Is your organization in compliance with all applicable requirements of the General Section? (required)

Yes No

[Resources for Question 1](#)

Please check all that apply regarding your non-compliance: (required)

Accessibility Policies

Multi-Year Accessibility Plans

Self-Service Kiosks

Training staff

Training records

Other (please specify)

Comments (optional)

Please provide additional details to support your answer to the question.

Next **Back** **Save** **Cancel**

Figure 4.7b Compliance Question 1 General Section – Non-Compliance Details

Additional comments may be added in the **Comments** section text box, regardless of whether **Yes** or **No** is selected.

Once the appropriate category is selected, users can:

- Select **Next** to proceed to the next step.
- Select **Save** to save progress and return later.
- Select **Cancel** to exit the submission process.

If you select **Cancel**, the application will close, and you will be redirected to the **Welcome Page**.

- Information saved prior to cancelling will remain accessible in **Saved Submissions**.
- Information not saved will be permanently lost.

4.7.1 Transportation Standards (Designated Public Sector and Business and Non-profit organizations with 50+ employees only)

Designated public sector and Business and Non-profit organizations with 50+ employees are required to answer a compliance question pertaining to the **Transportation Standards**.

1. Indicate whether your organization provides transportation services, either directly or through a third party, by selecting **Yes** or **No**.

If Yes:

- A second question will appear asking if your organization is in compliance with all applicable requirements of the Transportation Standards.
- Select **Yes** if your organization is in compliance.
- Select **No** if your organization is not in compliance

If No:

- Proceed directly to the next step.

Once the appropriate category is selected, users can:

- Select **Next** to proceed to the next step.
- Select **Save** to save progress and return later.
- Select **Cancel** to exit the submission process.

If you select **Cancel**, the application will close, and you will be redirected to the **Welcome Page**.

- Information saved prior to cancelling will remain accessible in **Saved Submissions**.
- Information not saved will be permanently lost.

Ministry for Seniors and Accessibility Hello, Profile name! Menu

[Home](#) / [New Submission](#) / Accessibility Compliance Report

Step 9 of 12: Compliance Question 4

Step 9 of 12

Transportation Standards

You must select "Yes" or "No" to proceed to the next step.

Does your organization provide transportation services, either directly or through a third party? (required)

Yes No

Is your organization in compliance with all applicable requirements of the Transportation Standards? (required)

Yes No

[^ Resources for Question 4](#)

- [Read Ontario Regulation 191/11, Part IV: Transportation Standards](#) [↗](#)
- [Learn more about the requirements for Question 4](#) [↗](#)
- [Transportation Standards Reference Guide](#) [↗](#)

Comments (optional)

Please provide additional details to support your answer to the question.

Figure 4.7.1 Designated Public Sector and Business and Non-profit (50+ employees) Organizations – Compliance Question 4

4.8 REVIEW AND SUBMIT - ACCESSIBILITY COMPLIANCE REPORT

1. Prior to submitting, review the final summary page of the Accessibility Compliance Report. This page displays all of the information you have entered. Confirm that the information is accurate and correct before submitting.
2. If changes are required, select **Back** to navigate to the relevant section or compliance question that requires correction.

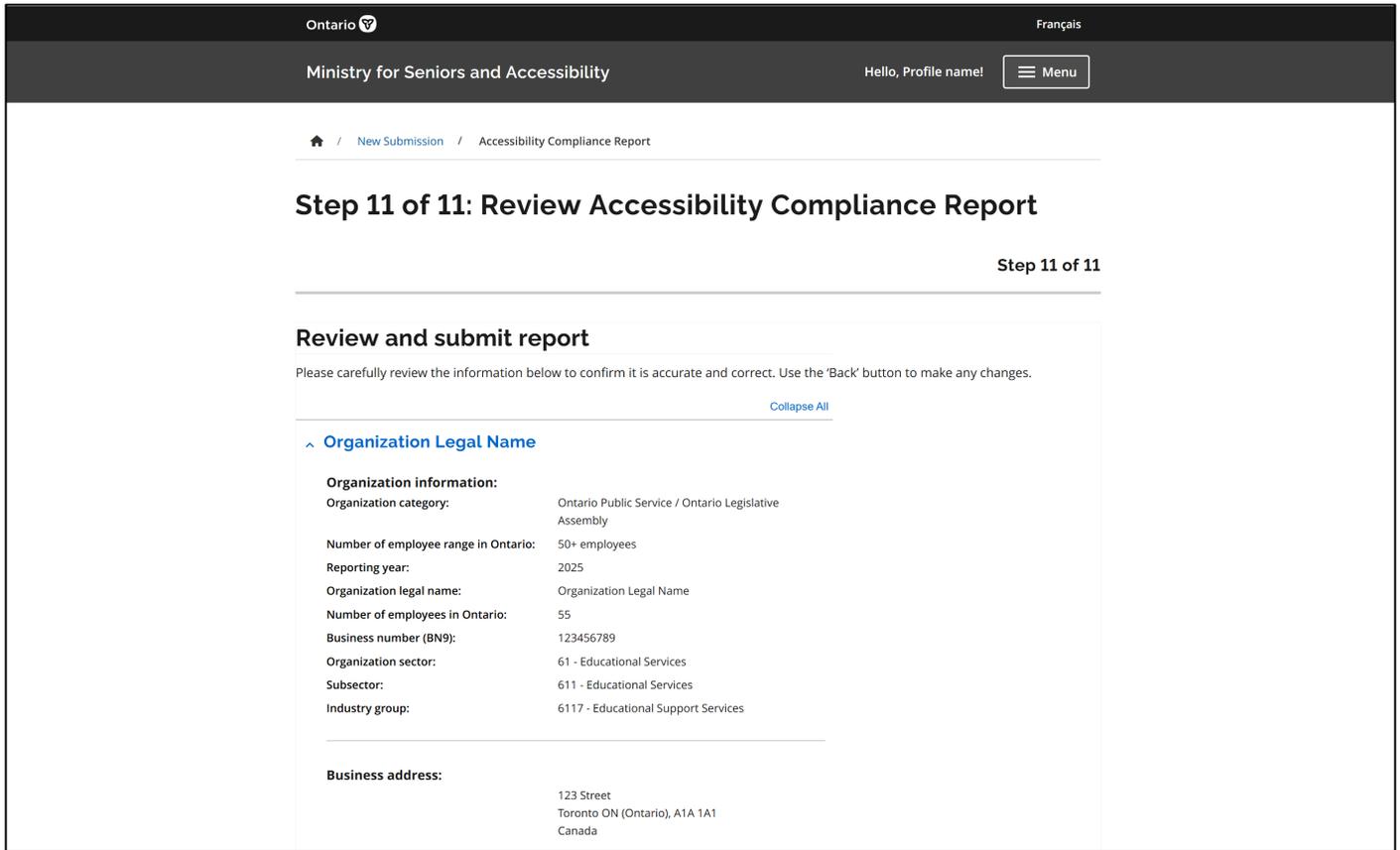


Figure 4.8a Accessibility Compliance Report Review Page Example

- After selecting the **Submit** button on the final review page, a confirmation window will appear if any compliance question was answered **No**.
 - This pop-up serves as a legal reminder and outlines the next steps for organizations reporting non-compliance. Users will be presented with two options:
 - Yes, Submit** – proceed with submitting the report.
 - No, Go Back** – return to the Accessibility Compliance Report and make changes before submitting.

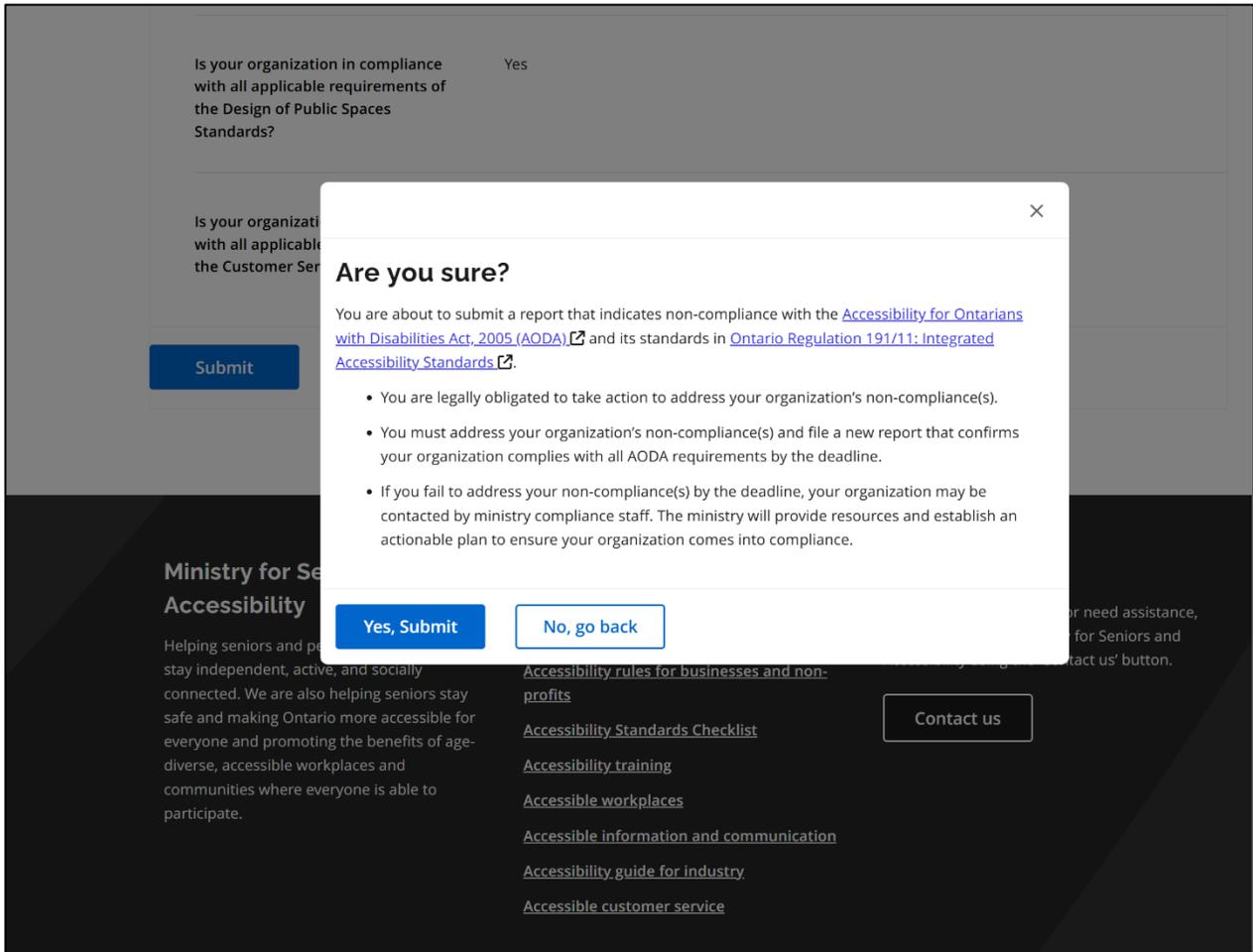


Figure 4.8b Accessibility Compliance Report Review Page Submission Confirmation Pop-up Windows

SECTION 5: ORGANIZATION PROFILE UPDATE

The **Organization Profile Update** form allows organizations to update and maintain their organizational information. This includes details such as contact information, business address, and the organization’s accessibility lead.

Submissions can be accessed from:

- The Menu at the top of the portal, or
- The Services panel on the Welcome Page.

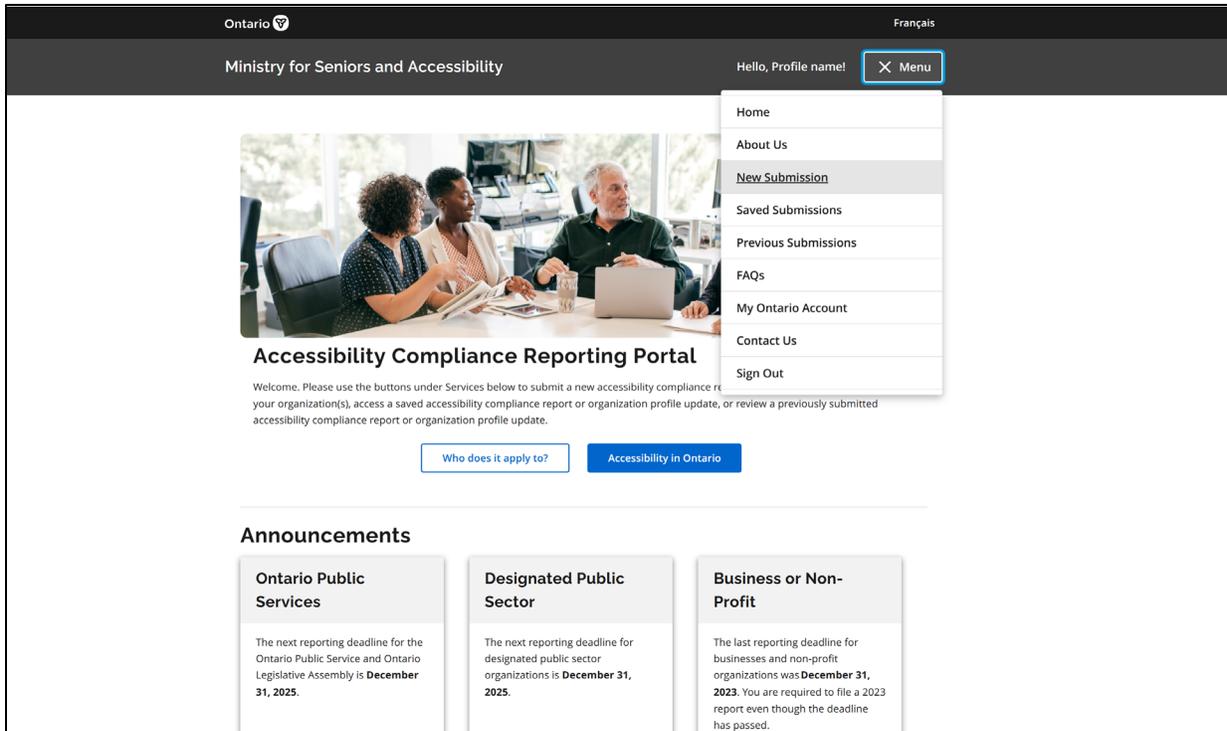


Figure 5.0a Organization Profile Update – Start a New Submission from the Drop-down Menu

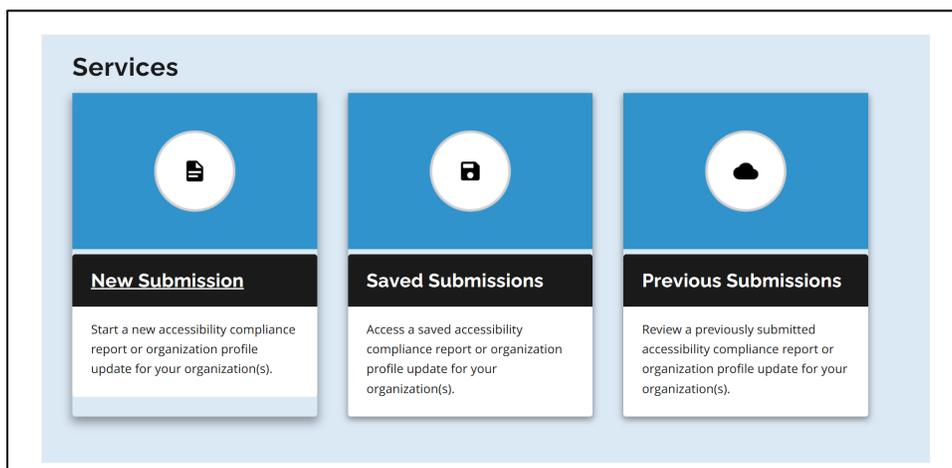


Figure 5.0b Organization Profile Update – Start a New Submission for the Service Panel on the Welcome Page

5.1 BEGIN SUBMISSION – ORGANIZATION PROFILE UPDATE

To begin a new Organization Profile Update:

4. Navigate to the **Select Form Category for Submission** page.
5. Locate **Organization Profile Update**.
6. Select **Begin Submission**.

Select Form Category for Submission

Select 'Accessibility Compliance Report' to complete and submit your organization's accessibility report or select 'Organization Profile Update' to update your organization's information.

If you submit an Accessibility Compliance Report, you do not need to file a separate Organization Profile Update. However, submitting an Organization Profile Update does not fulfill the requirement to file an Accessibility Compliance Report.

If your organization has zero employees in Ontario, please submit an Organization Profile Update instead of an Accessibility Compliance Report.

Accessibility Compliance Report

Organizations obligated to report their compliance under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) must complete and submit an accessibility compliance report.

[Begin Submission](#)

Organization Profile Update

Organizations should complete and submit this form exclusively for the purpose of updating their organizational profile and contact information. To report your accessibility compliance under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), select the Accessibility Compliance Report option.

[Begin Submission](#)

Figure 5.1 Organization Profile Update – Select Begin Submission

5.2 ORGANIZATION CATEGORY

Select the organization category by selecting the radio button next to the type that best describes your organization:

- **Ontario Public Service / Ontario Legislative Assembly**
- **Designated Public Sector**
- **Business / Non-profit**

Each category includes a helpful link labeled **What defines this type of organization?** to assist users in making the correct selection.

Once the appropriate category is selected, users can:

- Select **Next** to proceed to the next step.
- Select **Save** to save progress and return later.

- Select **Cancel** to exit the submission process.

If you select **Cancel**, the application will close, and you will be redirected to the **Welcome Page**.

- Information saved prior to cancelling will remain accessible in **Saved Submissions**.
- Information not saved will be permanently lost.

The screenshot shows a web interface for the Ministry for Seniors and Accessibility. The page title is 'Step 1 of 5: Organization Category'. Below the title, there is a message: 'You can save the form at any time by hitting either "Next" or "Save" and you can find your saved form by selecting Saved Submissions from the menu.' The main content area contains a form with the heading 'Please select your organization category (required)'. There are three radio button options: 'Ontario Public Service / Ontario Legislative Assembly', 'Designated Public Sector', and 'Business / Non-profit'. Each option has a blue link below it that says 'What defines this type of organization?'. At the bottom of the form, there are three buttons: 'Next' (highlighted in blue), 'Save', and 'Cancel'.

Figure 5.2 Organization Profile Update – Organization Category

5.3 EMPLOYEE RANGE IN ONTARIO

Select the employee range that applies to your organization in Ontario by choosing one of the radio buttons provided:

- **0 employees**
- **1–19 employees**
- **20-49 employees**
- **50+ employees**

For help determining your employee range, select the link **How to count your employees?**

Once the appropriate category is selected, users can:

- Select **Next** to proceed to the next step.
- Select **Save** to save progress and return later.
- Select **Cancel** to exit the submission process.

If you select **Cancel**, the application will close, and you will be redirected to the **Welcome Page**.

- Information saved prior to cancelling will remain accessible in **Saved Submissions**.
- Information not saved will be permanently lost.

The screenshot shows a web application interface for the Ministry for Seniors and Accessibility. The page title is "Step 2 of 5: Employee Range in Ontario". The breadcrumb trail is "Home / New Submission / Organization Profile Update". The main heading is "Step 2 of 5". The form content includes a required question: "Please select your employee range in Ontario. (required)". There are four radio button options: "0 employees", "1-19 employees", "20-49 employees", and "50+ employees". Below these options is a link: "How to count your employees?". At the bottom of the form are four buttons: "Next" (solid blue), "Back", "Save", and "Cancel" (all outlined).

Figure 5.3 Organization Profile Update – Employee Range in Ontario

5.4 ORGANIZATION PROFILE UPDATE

Add one or more organizations that you are submitting an Organization Profile Update on behalf of by selecting the **Add New** button.

Each entry requires the following information:

- Legal name of the organization
- Business number (BN9) or AODA identifier
- Number of employees in Ontario
- Organization address

Up to 20 organizations can be added on a single form. However, all organizations on a single form must share the same:

- Organization category
- Employee range in Ontario
- Certifier

If this information varies between organizations, a separate Organization Profile Update must be submitted for each organization.

You may also select **Print Form** to generate a blank copy of the report for offline reference and sharing. A paper copy may be completed, but all information must still be entered into the Accessibility Compliance Reporting Portal in order to submit your form.

The screenshot shows a web interface for 'Step 3 of 5: Organization Profile Update'. The header includes the Ontario logo, 'Ministry for Seniors and Accessibility', and a user greeting 'Hello, Profile name!' with a 'Menu' button. The breadcrumb trail is 'New Submission / Organization Profile Update'. The main heading is 'Step 3 of 5: Organization Profile Update'. Below the heading, there are instructions: 'Use the "Add New" button to add an organization you are submitting for.', 'Select "Print Form" if you need to print a blank copy of the form that you can distribute to collect input from people in your organization.', and 'Please add at least one organization to proceed to the next step.' A progress indicator shows 'Step 3 of 5'. The main section is titled 'Add one or more organizations' and contains the text: 'You can use one form to file an accessibility compliance report for up to 20 organizations. To do so, you need each organization's:'. A bulleted list follows: 'legal name', 'business number (BN9) or AODA identifier', 'number of employees in Ontario', and 'address'. Below this is a horizontal line. Another section states 'Each organization must have the same:' followed by a bulleted list: 'organization category', 'number of employees range (e.g. 20-49, 50+)', and 'certifier'. At the bottom, it says 'If not, you will need to complete a separate form for each organization.' and features two buttons: 'Add New' and 'Print Form'.

Figure 5.4 Organization Profile Update – Adding Organizations

5.4.1 Add a New Organization - Completing the Organization Information Screen

When you select **Add New**, a new screen will open. Complete all of the following fields:

- Organization information
- Business details
- Business address
- Mailing address

Required information is marked as **(required)** and optional information as **(optional)**. All required fields must be completed to proceed.

Need help? Additional information about counting employees, finding a CRA business number, and identifying your industry is available through the help text on this screen.

Once all required information is entered, select **Save**.

If you select **Cancel**, the application will close, and you will be redirected to the **Welcome Page**.

- Information saved prior to cancelling will remain accessible in **Saved Submissions**.
- Information not saved will be permanently lost.

Add a New Organization

Organization information

Organization category (required)
Business or Non-profit

Number of employee range in Ontario (required)
20-49 employees

Business details

Organization legal name (required)

Number of employees in Ontario (required)

[How to count your employees](#)

Figure 5.4.1 Organization Profile Update – Adding a New Organization

5.4.2 Managing Added Organizations

Successfully added organizations will appear in a table at the bottom of the Organization Information screen. Each entry includes action buttons in the **Actions** column:

- **View** – review the full details of the organization entry
- **Edit** – make changes to the organization’s information
- **Remove** – delete the organization

After adding or updating organizations, you can:

- Select **Next** to proceed to the next step.
- Select **Save** to save progress and return later.
- Select **Cancel** to exit the submission process.

If you select **Cancel**, the application will close, and you will be redirected to the **Welcome Page**.

- Information saved prior to cancelling will remain accessible in **Saved Submissions**.
- Information not saved will be permanently lost.

Row	Organization Name	Date Added	Business Number or AODA Identifier	Actions
1	Organization legal name	2025-09-18	123456789	View  Edit  Remove 

Next Back Save Cancel

Figure 5.4.2 Viewing, Editing, or Removing Added Organizations

5.5 CERTIFICATION

Certification is a **legal requirement** under the Accessibility for Ontarians with Disabilities Act (AODA).

1. Review the certification statement.
2. Once the certifier has reviewed the form, they can certify that all the information provided is accurate by checking the box for the Acknowledgement:
“I certify that all the information is accurate and I have the authority to bind the organization.”
3. Enter the **date** (Year, Month, Day).
4. Complete the details for the **Certifier** and **Primary Contact**. If the Certifier is also the Primary Contact, select the checkbox to confirm and the text fields will auto populate.

Note: Required fields are marked **required**. Optional fields are marked **optional**. All required fields must be completed to proceed.

Once the appropriate category is selected, users can:

- Select **Next** to proceed to the next step
- Select **Save** to save progress and return later
- Select **Cancel** to exit the submission process

If you select **Cancel**, the application will close, and you will be redirected to the **Welcome Page**.

- Information saved prior to cancelling will remain accessible in **Saved Submissions**.
- Information not saved will be permanently lost.

Ontario  Français

Ministry for Seniors and Accessibility Hello, Profile name!  Menu

[Home](#) / [New Submission](#) / [Organization Profile Update](#)

Step 4 of 5: Certifier and Primary Contact

Step 4 of 5

Certification statement

Section 15 of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

Note: It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Ministry for Seniors and Accessibility to contact the organization(s); otherwise, the certifier will be the main contact.

Certifier: Someone who can legally bind the organization(s).

Primary contact: The person who will be the main contact for accessibility issues.

Acknowledgement

I certify that all the information is accurate and I have the authority to bind the organization (required)

Certification date (yyyy-mm-dd) (required)
For example: 2020 3 12

Year	Month	Day
<input type="text" value="2025"/>	<input type="text" value="9"/>	<input type="text" value="18"/>

Figure 5.5 Complete Certification Statement and Complete Certifier and Primary Contact Information

5.6 REVIEW AND SUBMIT - ORGANIZATION PROFILE UPDATE

1. Prior to submitting, review the final summary page of the Organization Profile Update. This page displays all of the information you have entered. Confirm that the information is accurate and correct before submitting.
2. If changes are required, select **Back** to navigate to the relevant section that requires correction.

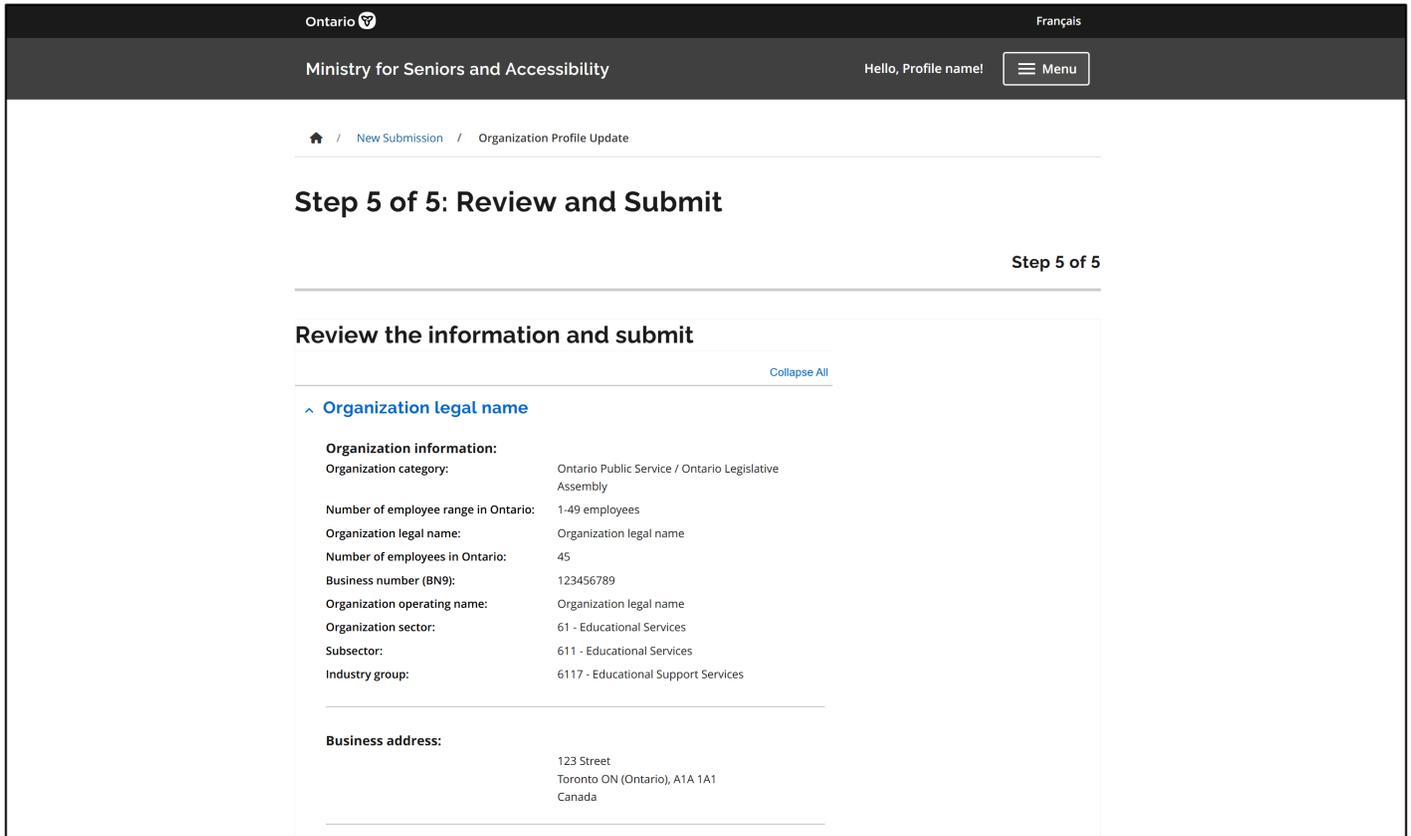


Figure 5.6 Organization Profile Update – Review and Submit

3. Select **Submit** to complete your Organization Profile Update.

- Upon submission:
 - A **success message** will appear if the form is submitted correctly.
 - An **error message** will appear if issues are detected, prompting you to correct them before resubmitting.

SECTION 6: SAVED AND PREVIOUS SUBMISSIONS

6.1 SAVED SUBMISSIONS

Saved Submissions are draft versions of an Organization Profile Update or Accessibility Compliance Report that you can return to and complete later.

To access a Saved Submission:

1. Select **Saved Submissions** from the drop-down Menu or from the **Services** panel on the Welcome Page.
2. In the Saved Submissions section, a table will display all saved forms with the following details:
 - Report name
 - Legal name of the organization
 - Multiple submission status
 - Date saved
 - Initiated by
 - Actions

Actions available:

- **Resume** – continue working on a saved form
- **Remove** – delete a saved form from the list
- **Share** - share a form with the Certifier. When you share a form, the Certifier will receive an email with instructions on how to access the form.

Note: Saving a new draft for the same organization will overwrite the existing saved submission rather than create a new one.

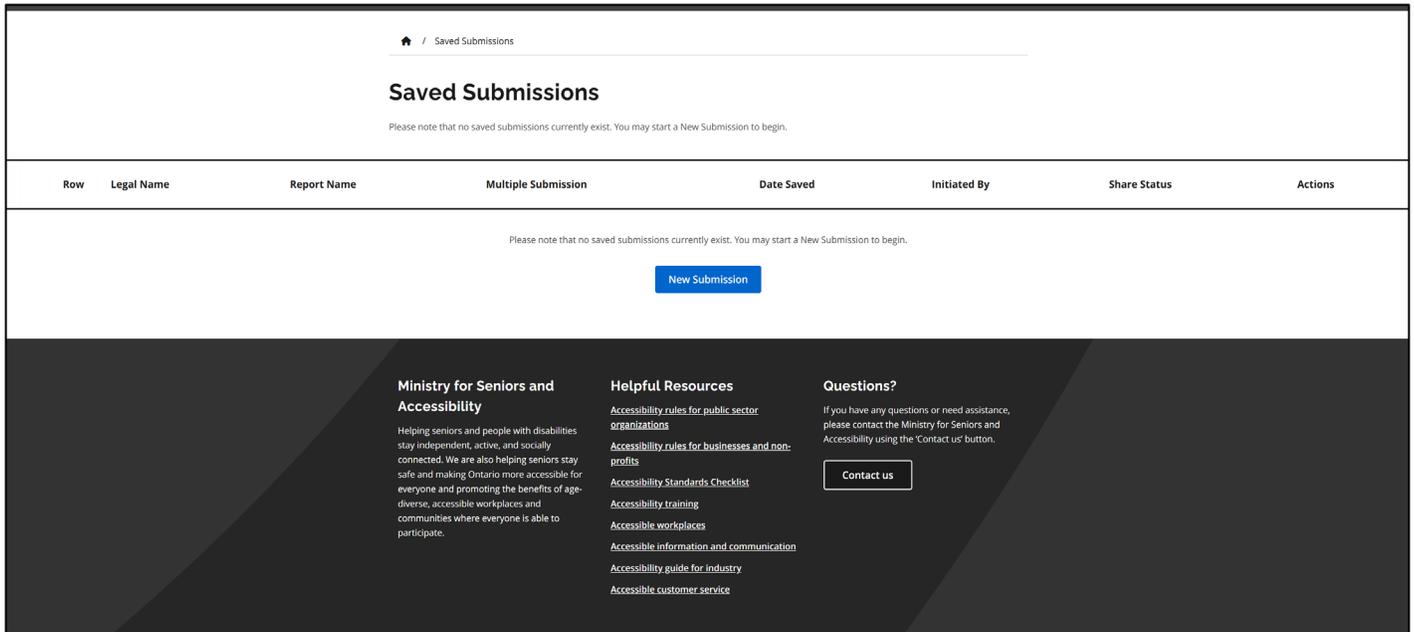


Figure 6.1 Accessibility Compliance Reporting Saved Submissions Page

6.2 PREVIOUS SUBMISSIONS

Previous Submissions are completed Organization Profile Updates or Accessibility Compliance Reports that have been submitted to the Ministry for Seniors and Accessibility.

To access Previous Submissions:

1. Select **Previous Submissions** from the drop-down Menu or from the **Services** panel on the Welcome Page.
2. In the Previous Submissions section, a table will display all previously submitted forms with the following details:
 - Report name
 - Business legal name
 - Multiple submission status
 - Submission date
 - Initiated by
 - Actions

Actions available:

- **View** – review the full details of a submitted form.
- **Print** – generate a PDF copy for recordkeeping or public posting (required for completed Accessibility Compliance Reports).
- **Copy** – duplicate a submission to file a new report without re-entering information. Edit and update the copy before submitting.
- **Share** - share a form with the Certifier. When you share a form, the Certifier will receive an email with instructions on how to access the form.

🏠 / Previous Submissions

Previous Submissions

Please note that no previous submissions currently exist. You may start a New Submission to begin.

Row	Business Legal Name	Multiple Submission	Report Name	Submission Date	Initiated By	Share Status	Actions
Please note that no previous submissions currently exist. You may start a New Submission to begin.							

[New Submission](#)

Ministry for Seniors and Accessibility
Helping seniors and people with disabilities stay independent, active, and socially connected. We are also helping seniors stay safe and making Ontario more accessible for everyone and promoting the benefits of age-diverse, accessible workplaces and communities where everyone is able to participate.

Helpful Resources
[Accessibility rules for public sector organizations](#)
[Accessibility rules for businesses and non-profits](#)
[Accessibility Standards Checklist](#)
[Accessibility training](#)
[Accessible workplaces](#)
[Accessible information and communication](#)
[Accessibility guide for industry](#)
[Accessible customer service](#)

Questions?
If you have any questions or need assistance, please contact the Ministry for Seniors and Accessibility using the 'Contact us' button.

[Contact us](#)

Figure 6.2 Previous Submissions Page

SECTION 7: SUPPORT TOOLS

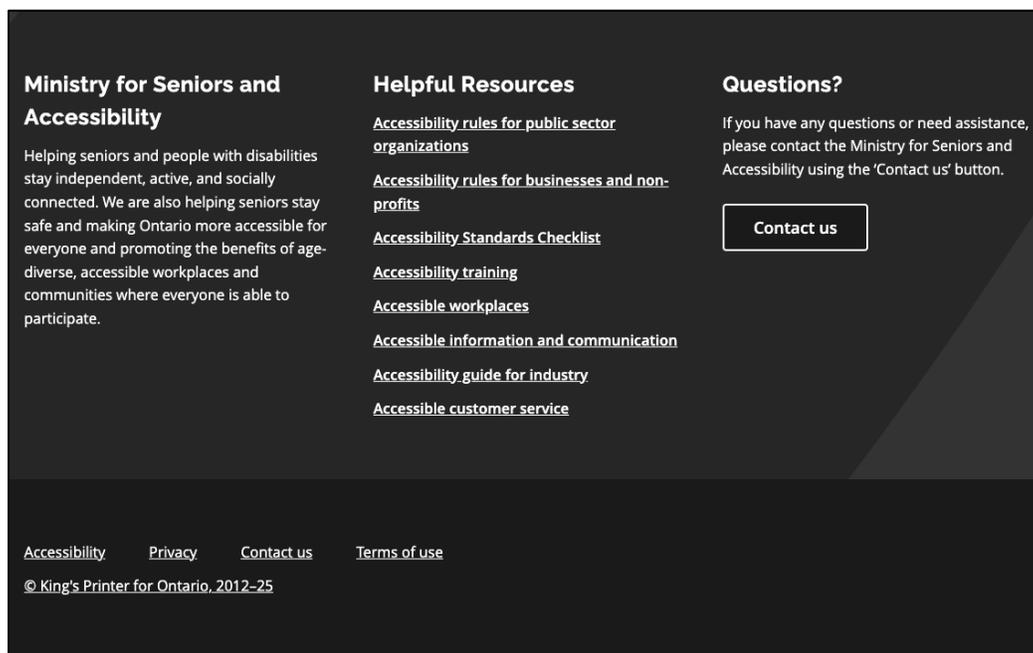
Support Tools are available at the bottom of each portal page. They provide quick access to helpful resources to support users in completing submissions.

7.1 RESOURCE LINKS

The **Helpful Resources** panel provides direct access to key accessibility documents and guidance materials. Resources include:

- [Accessibility rules for public sector organizations](#)
- [Accessibility rules for businesses and non-profits](#)
- [Accessibility Standards Checklist](#)
- [Accessibility training](#)
- [Accessible workplaces](#)
- [Accessible information and communication](#)
- [Accessibility guide for industry](#)
- [Accessible customer service](#)

For further assistance, select the **Contact Us** button under **Questions?** to reach the Ministry for Seniors and Accessibility. This link is also available in the drop-down Menu (top right corner). These links provide many methods to contact the Ministry for Seniors and Accessibility, including email, phone, TTY, fax, letter mail, and social media.



The screenshot shows a dark-themed panel with three main sections: Ministry for Seniors and Accessibility, Helpful Resources, and Questions?. The Ministry section includes a brief description of the ministry's role. The Helpful Resources section lists seven links: Accessibility rules for public sector organizations, Accessibility rules for businesses and non-profits, Accessibility Standards Checklist, Accessibility training, Accessible workplaces, Accessible information and communication, Accessibility guide for industry, and Accessible customer service. The Questions? section includes a text prompt and a 'Contact us' button. At the bottom, there are links for Accessibility, Privacy, Contact us, and Terms of use, along with a copyright notice: © King's Printer for Ontario, 2012-25.

Figure 7.1 Helpful Resources

7.2 ACTION BUTTONS

Action buttons are available throughout the portal to support navigation, whether completing a new submission or managing saved or previous submissions.

Available buttons and features include:

- **Save Button**
Use the **Save** button to save information at any stage of the Organization Profile Update or Accessibility Compliance Report. Saved forms can be retrieved from the **Saved Submissions** page, accessed from the drop-down menu or from the **Services** panel on the **Welcome Page**.
- **Next Button**
To proceed to the next step, use the **Next** button located at the bottom of each task.
- **Back Button**
To return to a previous step, use the **Back** button located at the bottom of each task.
- **Cancel Button**
Use the **Cancel** button to exit the submission process. Selecting Cancel will discard the application and redirect you to the **Welcome Page**. Previously completed steps will be saved and can be accessed from **Saved Submissions** via the drop-down menu or **Services – Saved Submissions** on the **Welcome Page**.
- **Print Form Button**
The **Print Form** button is available in the Organization Profile Update and Accessibility Compliance Report during the step to add organizations. Use this option if you need to print a blank copy of the form to distribute within your organization. A paper copy may be used for reference, but the information must still be entered into the Accessibility Compliance Reporting Portal to submit the form.
- **Resume Feature**
Resume is available when accessing a Saved Submission. After saving, select **Action – Resume** from the table of saved submissions to continue from the point where you last left off.
- **Remove Feature**
Remove is available when accessing a Saved Submission. Select **Action – Remove** from the table of saved submissions to permanently delete the saved form. **Note:** Selecting Remove will permanently delete the submission, and any data entered will be lost. This action cannot be undone.
- **View Feature**
View is available when accessing a Previous Submission. Select **Action – View** from the table of previous submissions to review the form. **Note:** only accessibility compliance report submissions from the previous and current submission year are stored in the Accessibility Compliance Reporting Portal.

- **Copy Feature**

Copy is available when accessing a Previous Submission. Select **Action – Copy** from the table of previous submissions to duplicate the form. This allows users to file a new report without re-entering all information. Simply edit and update the copied version before submitting to the Ministry for Seniors and Accessibility.

- **Print Feature**

The **Print** feature is available when accessing a Previous Submission. Select **Action – Print** from the table of previous submissions to generate an accessible PDF copy of the submitted form.

- **Share Feature**

The **Share** feature is available when accessing a Saved Submission and a Previous Submission. Select **Action – Share** from the table of saved or previous submissions to share a copy of the form within your organization. **Note:** Limit sharing to essential individuals. Oversharing can lead to reporting errors. If you need input from others, use the **Print Form button** available in the Organization Profile Update and Accessibility Compliance Report during the step to add organizations **to print a blank copy of the form** and circulate it within your organization instead of sharing online.