



Creating a My Child Care Account

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WHAT IS IT?

The My Child Care Account is a secure way for families to manage their Childcare Fee Subsidy using a smartphone, tablet, or personal computer. Families can use this portal to upload relevant documents, keep track of appointments, and communicate with a caseworker from Toronto Children's Services.

[Click here](#) to watch the short video to learn the benefits of having a My Child Care Account.

WHEN SHOULD I CREATE AN ACCOUNT ?

Create a My Child Care Account after you have applied for a child care fee subsidy. It will help you to prepare for your fee subsidy eligibility meeting by having all necessary documents in one place.

HOW DO I CREATE AN ACCOUNT?

You can create an account in two ways. You can click [here](#) and follow the prompts to create your own account OR you can call **416-392-5437** on Monday-Friday between 8:30 a.m. – 5:00 p.m for assistance from a caseworker to set up your account over the phone.

Click [here](#) for a video tutorial on How to Apply.

Once you create your account, you can use your client file number and access code to activate it (Note that it expires after 24 hours). If you don't receive your access code by email, call **416-392-5437** and select **Option 4**.

WHAT DO I STORE IN THE ACCOUNT?

Once you have activated your account, you can upload relevant documents such as:

- Proof of Address
- A School Letter for both parents if applicable (to show enrollment)
- Identification for Parent/Guardian
- Identification for Child
- Income *Annual Canada Child Tax Benefit (CCTB,) Notice of Assessment (for both parents), or Ontario Works or ODSP (if applicable)

Click [here](#) to learn how to upload the above documents to your account.

Note: For some individuals, an Extra Support Needs Form or letter of support can be uploaded. Your caseworker at Toronto Children's Services will help assess the client's file and let you know if these are needed.

Call **416-392-5437** to request the most up to date Extra Support Needs Form.

WHAT ARE NEXT STEPS AFTER CREATING MY ACCOUNT?

Once all of your documents have been submitted to your My Child Care Account, please call **416-392-5437** and select **Option 2** and a Toronto Children's Services caseworker will walk you through next steps of the process. The caseworker will provide further direction on the status of your fee subsidy application and can also assist you in joining waitlists for childcare centers that you may be interested in.