

USER GUIDE: CREATE A CHILDREN'S SERVICES ONLINE (CSO) ACCOUNT

Important:

You must complete a child care application in the [Child Care Registry and Waitlist](#) and receive confirmation of a child care space before your eligibility for fee subsidy can be assessed.

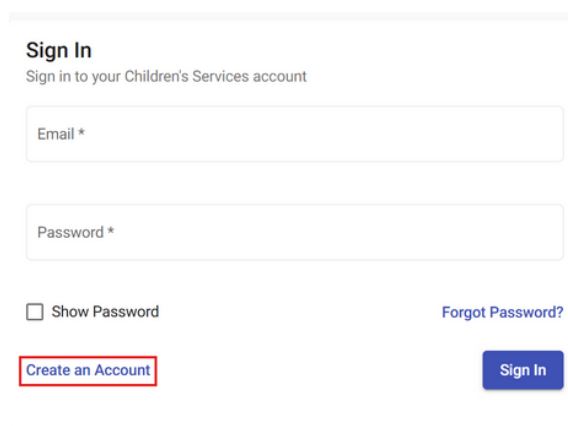
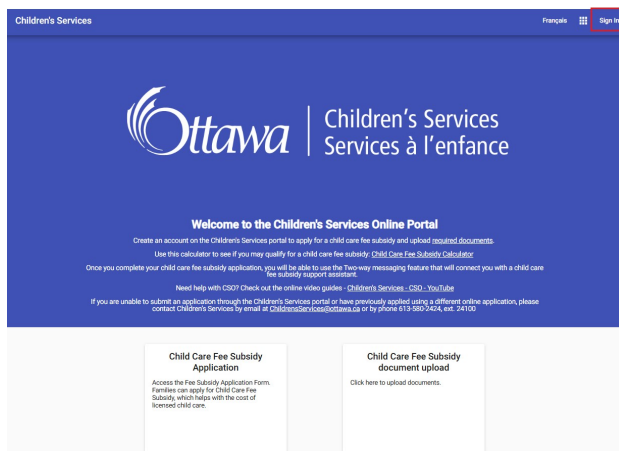
Before you apply for a fee subsidy, visit [Apply for child care fee subsidy on ottawa.ca](#). Ensure you have all required documents and identification ready. Read the eligibility requirements and make sure you understand what happens after you apply. You may be asked to provide additional information or documents during the assessment process.

Have questions or need help? Find out [who to contact](#).

Follow these steps to create a Children's Services Online (CSO) Portal account:

Create a Children's Services Online (CSO) Portal account

1. Go to the [Children's Services Online \(CSO\) Portal](#).
2. Select "Sign In" at the top right of the page.
3. Select "Create an Account".



4. Complete the fields with your information. You can select "French" or "English" as your preferred language.
5. Once all the fields are complete, select "Create Adult Account".

Create Adult Account

Create your Children's Services Adult account

Pronoun

She/Her

First Name *

Sarah

Last Name *

Test

Date of Birth *

1987-01-01

Preferred Language *

English

Email *

sarah.test@test.ca

Password *

.....

Confirm Password *

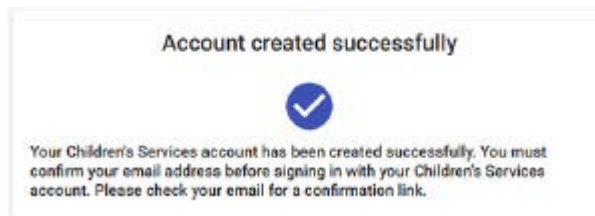
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☐ Show Password

[Sign in instead](#)

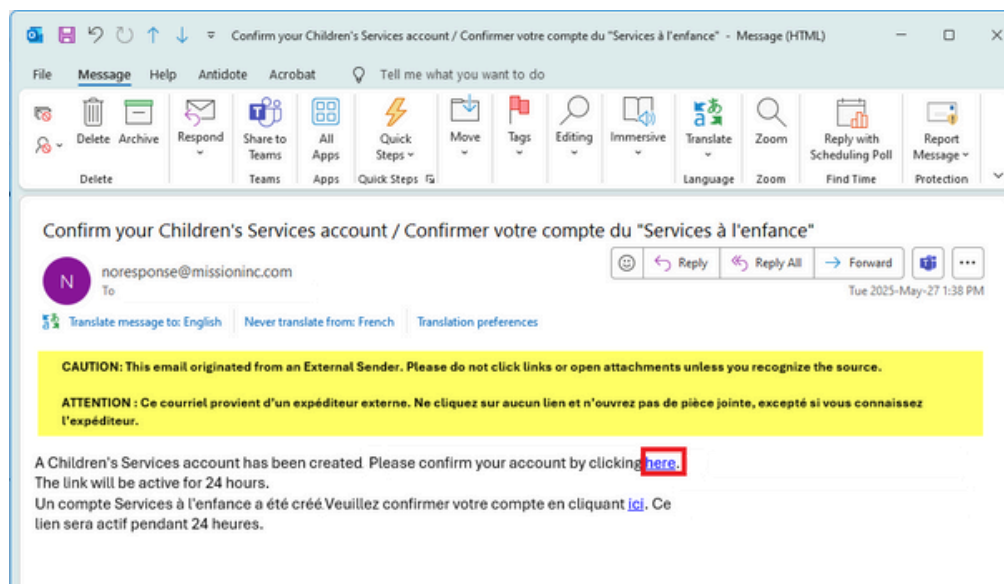
Create Adult Account

By creating an account, you agree to the Terms of Service. Children's Services will occasionally send you account related emails.

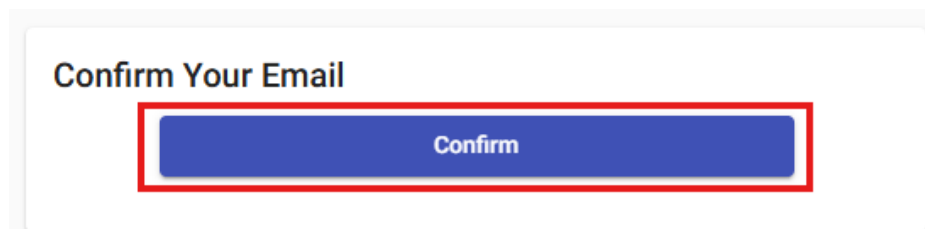


Confirm your Children's Services Online (CSO) Portal account

1. Check your email for a confirmation link.
2. Click the link in your email to confirm your account.



3. Select "Confirm".



You can now log into your account to apply for child care fee subsidy and upload your required documentation.