



USER GUIDE: REQUEST CHANGES TO YOUR INFORMATION IN THE CHILDREN'S SERVICES ONLINE (CSO) PORTAL

Follow these steps to request a change to your personal information in the Children's Services Online (CSO) Portal.

Log into the Children's Services Online (CSO) Portal

1. Go to the [Children's Services Online \(CSO\) Portal](#).
2. Log into your existing account by selecting "Sign In" at the top right of the page.

Children's Services Français Sign In

Ottawa | Children's Services
Services à l'enfance

Welcome to the Children's Services Online Portal

Create an account on the Children's Services portal to apply for a child care fee subsidy and upload [required documents](#).

Use this calculator to see if you may qualify for a child care fee subsidy: [Child Care Fee Subsidy Calculator](#)

Once you complete your child care fee subsidy application, you will be able to use the Two-way messaging feature that will connect you with a child care fee subsidy support assistant.

Need help with CSO? Check out the online video guides - [Children's Services - CSO - YouTube](#)

If you are unable to submit an application through the Children's Services portal or have previously applied using a different online application, please contact Children's Services by email at ChildrensServices@ottawa.ca or by phone 613-580-2424, ext. 24100

Child Care Fee Subsidy Application

Access the Fee Subsidy Application Form. Families can apply for Child Care Fee Subsidy, which helps with the cost of licensed child care.

Child Care Fee Subsidy document upload

Click here to upload documents.

Sign In
Sign in to your Children's Services account

Email *

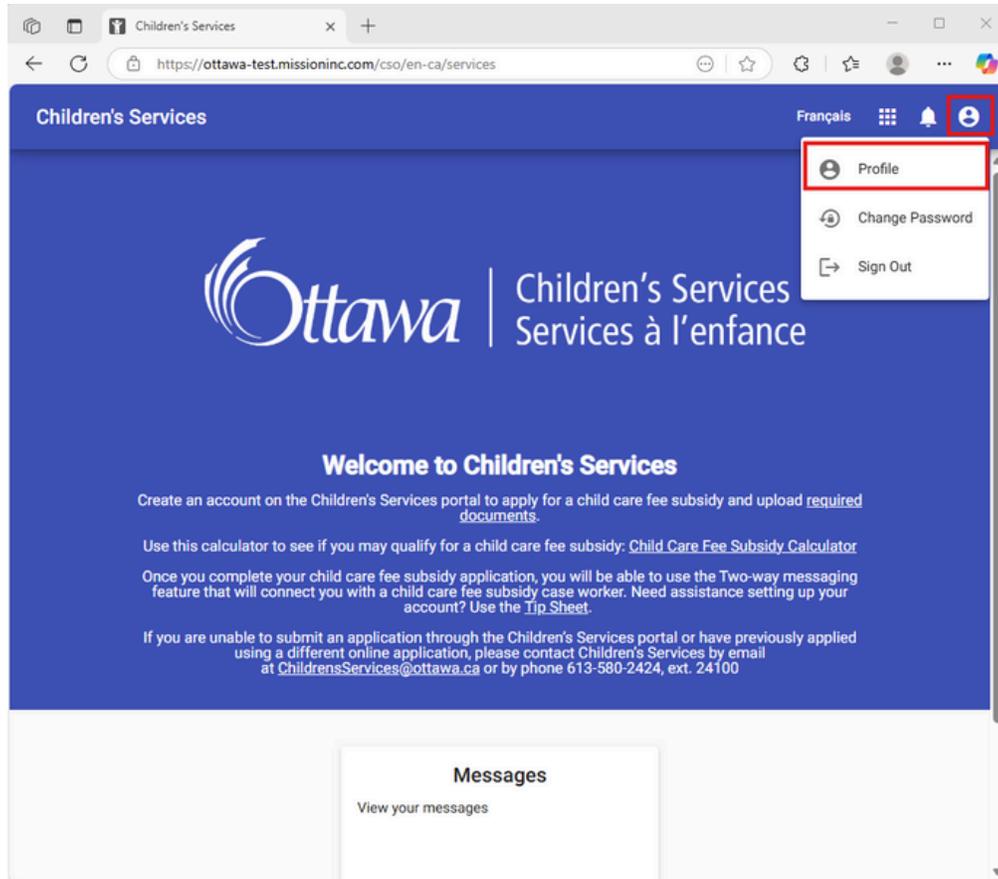
Password *

Show Password [Forgot Password?](#)

[Create an Account](#) **Sign In**

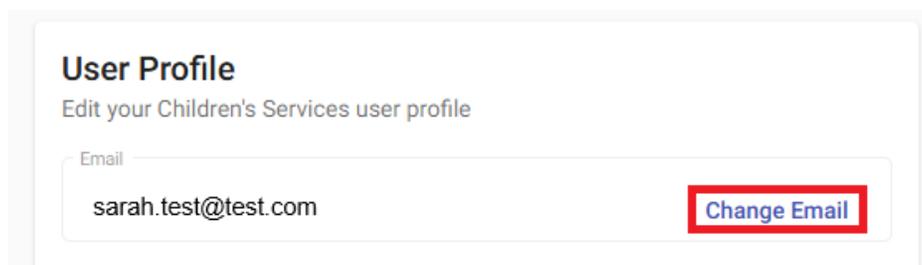
Navigate to your profile

1. Select the profile icon in the top right of the page.
2. Select "Profile".



Update your email address

1. From your profile select "Change email".



2. Add your new email address.
3. Select "Send confirmation email".

Change Email

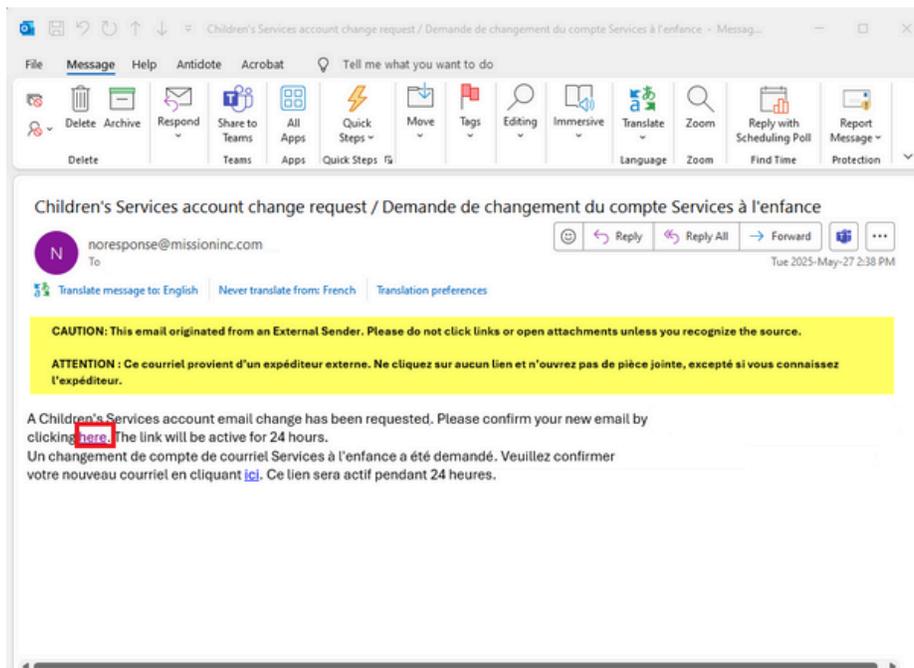
Update the email address associated with your account

Please note your Children's Services account email will not be changed until you confirm your new email address. A confirmation email will be sent to the email address you provide below.

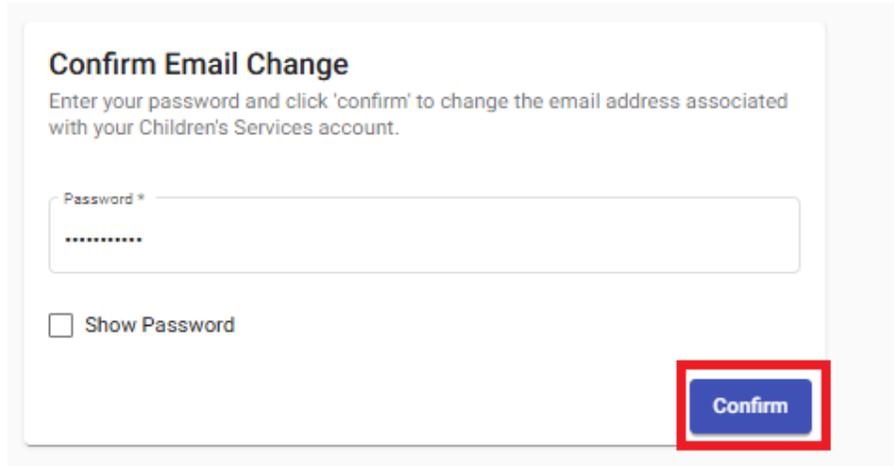
New Email *
sarahatest@test2.ca

Send confirmation email

4. Check your email for a confirmation link.
5. Click the link in your email to confirm your account.



6. Enter your password to confirm the change.
7. Select "Confirm".



Confirm Email Change

Enter your password and click 'confirm' to change the email address associated with your Children's Services account.

Password *

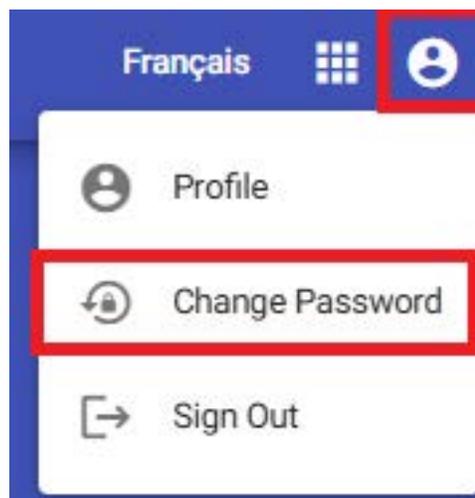
.....

Show Password

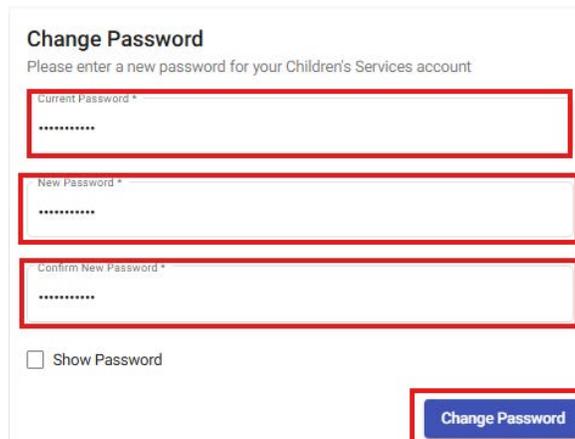
Confirm

Update your password

1. Select the profile icon in the top right of the page.
2. Select "Change Password".



3. Enter your current password in the "Current Password" field.
4. Enter your new password in the "New Password" field.
5. Re-enter your new password in the "Confirm New Password" field.
6. Select "Change Password".



Change Password
Please enter a new password for your Children's Services account

Current Password *

.....

New Password *

.....

Confirm New Password *

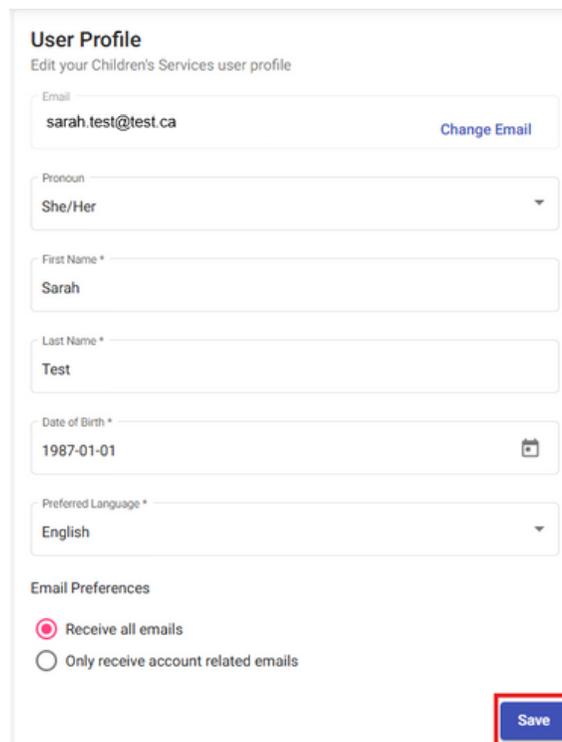
.....

Show Password

Change Password

Update your personal details

1. From your profile update your name and/or preferred language.
2. Select "Save".



User Profile
Edit your Children's Services user profile

Email
sarah.test@test.ca [Change Email](#)

Pronoun
She/Her

First Name *
Sarah

Last Name *
Test

Date of Birth *
1987-01-01

Preferred Language *
English

Email Preferences

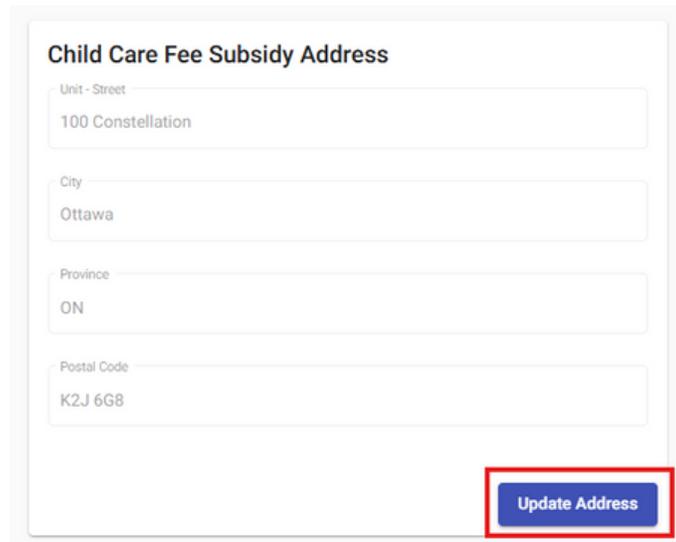
Receive all emails
 Only receive account related emails

Save

Note: If you update your name you may need to resubmit proper identification with your updated name. Your Child Care Case Worker will contact you to confirm.

Update your address

1. From your profile page select "Update address".



Child Care Fee Subsidy Address

Unit - Street
100 Constellation

City
Ottawa

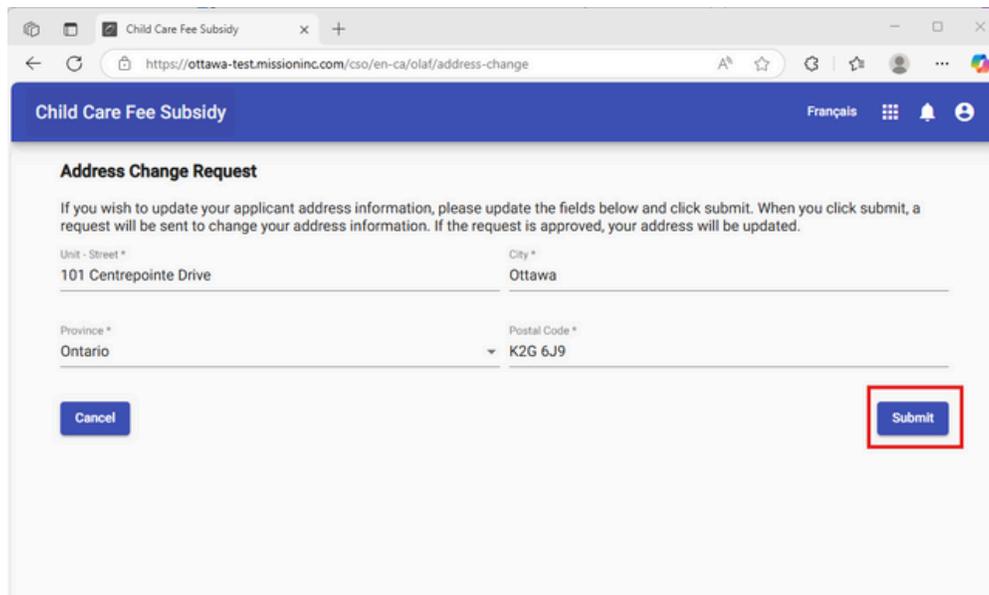
Province
ON

Postal Code
K2J 6G8

Update Address

2. Update your address, including postal code.

3. Select "Submit".



Child Care Fee Subsidy Français

Address Change Request

If you wish to update your applicant address information, please update the fields below and click submit. When you click submit, a request will be sent to change your address information. If the request is approved, your address will be updated.

Unit - Street *
101 Centrepointe Drive

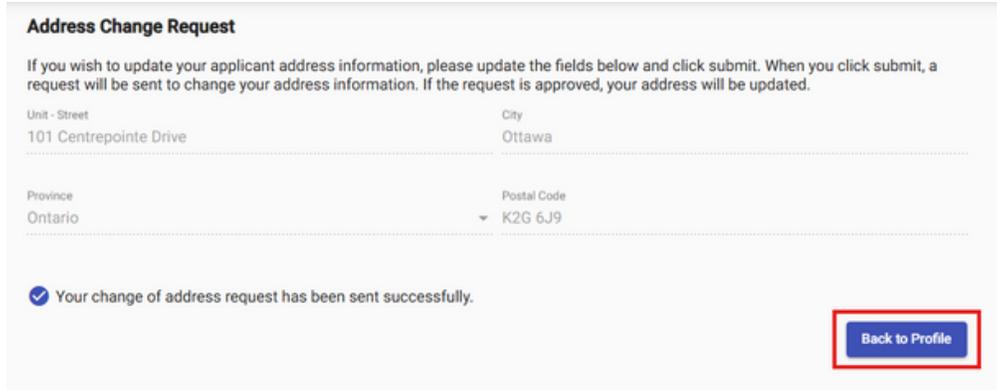
City *
Ottawa

Province *
Ontario

Postal Code *
K2G 6J9

Cancel Submit

4. You should see a message confirming your address change request has been successfully submitted. To return to your profile select "Back to Profile".



Address Change Request

If you wish to update your applicant address information, please update the fields below and click submit. When you click submit, a request will be sent to change your address information. If the request is approved, your address will be updated.

Unit - Street 101 Centrepointe Drive	City Ottawa
Province Ontario	Postal Code K2G 6J9

Your change of address request has been sent successfully.

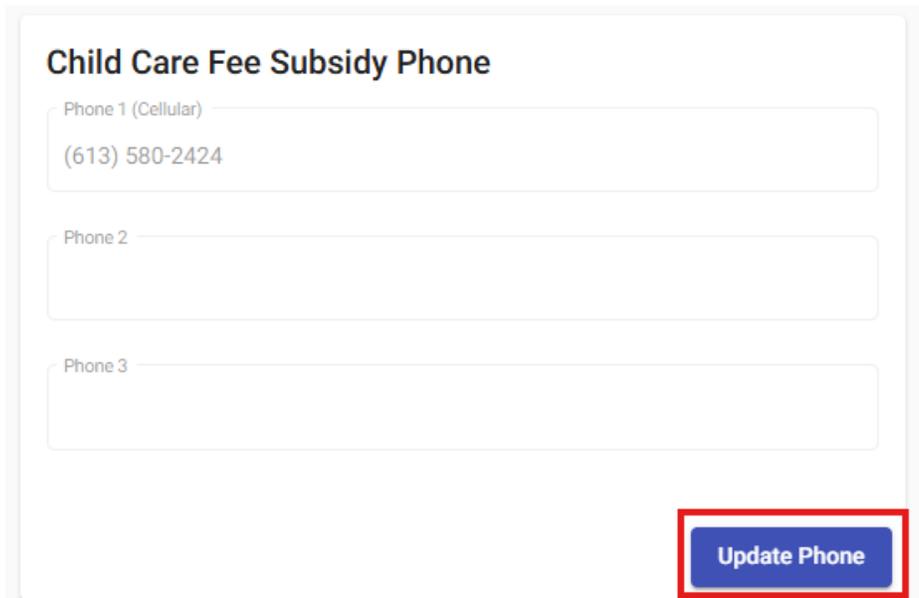
[Back to Profile](#)

Note: Your Child Care Case Worker will review your request to update your address and contact you if updated proof of address is required. Changes will be reflected in your account when your request is approved.

Update your phone number

Note: You can add more than one phone number to your account.

1. From your profile page select "Update Phone".



Child Care Fee Subsidy Phone

Phone 1 (Cellular)
(613) 580-2424

Phone 2

Phone 3

[Update Phone](#)

2. Update your phone number.
3. Select "Confirm".

Child Care Fee Subsidy

Phone Number Change Request

If you wish to update your applicant phone information, please update the fields below and click submit. When you click submit, a request will be sent to change your phone information. If the request is approved, your phone information will be updated.

Phone 1 Type *
Cellular

Phone 1
(613) 580-2400

Phone 2 Type
Phone 2

Phone 3 Type
Phone 3

Cancel Submit

4. You should see a message confirming your phone number change request has been successfully submitted. To return to your profile select "Back to Profile".

Phone Number Change Request

If you wish to update your applicant phone information, please update the fields below and click submit. When you click submit, a request will be sent to change your phone information. If the request is approved, your phone information will be updated.

Phone 1 Type
Cellular

Phone 1
(613) 580-2400

Phone 2 Type
Phone 2

Phone 3 Type
Phone 3

✓ Your change of phone info request has been sent successfully.

Back to Profile

Note: Your Child Care Case Worker will review your request to update your phone number. Changes will be reflected in your account when your request is approved.

Log out of the portal

If you are finished with your current session select the profile icon at the top right of the page and then the "Sign Out" button to exit the system.

