# 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 Ir
(	<b>Ottawa</b> Welcome to the Cl	Children's Service Services à l'enfar	2S ICE	
0lu	Use this calculator to see if you may qualif	y for a child care fee subsidy. <u>Child Care Fee Subsidy Calculator</u>		
Unce you complete	te your child care ree subsidy application, you w fee si Need help with CSO? Check out the	in de able to use the Two-way messaging reature that will connect y ubsidy support assistant. online video guides - <u>Children's Services - CSO - YouTube</u>	you with a child care	
If you are unable	e to submit an application through the Children's contact Children's Services by email at <u>Child</u>	Services portal or have previously applied using a different online a drensServices@ottawa.ca or by phone 613-580-2424, ext. 24100	application, please	
	Child Care Fee Subsidy Application Access the Fee Subsidy Application Form. Families can apply for Child Care Fee Care Subsidy for 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 Service Email *	is account		
	Password *			
	Show Password	Forgot Password?		
	Create an Account	Sign In	]	

Children's Services Services à l'enfance



# 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".

<b>User Profile</b> Edit your Children's Services user profile	
sarah.test@test.com	Change Email



- Add your new email address.
   Select "Send confirmation email".

ease note your Children's Services account email will not be changed until y nfirm your new email address. A confirmation email will be sent to the ema dress you provide below.
lew Email *
arahtest@test2.ca

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

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- 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 ".

urrent Password *		
ew Password *		
onfirm New Password *		

# Update your personal details

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

sarah.test@test.ca	Ohanan Errall
	Change Email
Pronoun	
She/Her	-
First Name *	
Sarah	
Last Name *	
Test	
Date of Birth *	
1987-01-01	-
Preferred Language *	
English	-
mail Preferences	
Receive all emails	

**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".

Unit - Street	
100 Constellation	
City	
Ottawa	
Province	
ON	
Postal Code	
K2J 6G8	

- 2. Update your address, including postal code.
- 3. Select "Submit".

Id Care Fee Subsidy		França	ais III	<b>.</b>
Address Change Request				
If you wish to update your applicant address information, please u	pdate the fields below and click submit.	When you cli	ck submit	, a
Unit - Street *	City*	puateu.		
101 Centrepointe Drive	Ottawa			
Province *	Postal Code *			
Ontario	K2G 6J9			
Cancel			Su	bmit



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

City	
Ottawa	
Postal Code	
✓ K2G 6J9	
	City Ottawa Postal Code • K2G 6J9

**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

7



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

Child Care Fee Subsidy			Français		۰	8
Phone Number Change Request						
If you wish to update your applicant phone information, p request will be sent to change your phone information. If	lease upda the reques	ate the fields below and click submit. When y st is approved, your phone information will be	ou click sub updated.	omit, a		
Phone 1 Type *		Phone 1				
Cellular	*	(613) 580-2400				
Dhone 2 Twne	_	Phone 2				
Phone 2 Type						-
Phone 3 Type	÷	Phone 3				_
Cancel			[	Su	bmit	

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		Phone 1
Cellular	Ŧ	(613) 580-2400
Phone 2 Type	Ŧ	Phone 2
Phone 3 Type	Ŧ	Phone 3
Your change of phone info request has been sent successful	lly.	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.

