



USER GUIDE: UPLOAD YOUR DOCUMENTATION

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 fee subsidy, visit [Apply for child care fee subsidy on ottawa.ca](#). Ensure you have all the 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 any questions or need help? Find out [who to contact](#).

Follow these steps to upload your documentation:

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](#)

Upload your documentation

1. Select the "Child Care Fee Subsidy document upload" button on the home page.

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.

2. After reading the instructions, select "Select files".

File Upload

Please upload all files requested while completing the Application for Child Care Fee Subsidy. If you are not sure which documents to submit, please consult the [Document Checklist](#).

Reminder: Please upload a signed copy of the [Rights and Responsibilities Agreement and Consent to Disclose and Verify Information](#)

If the file status is **"Pending"**, it has been uploaded successfully. If you think you uploaded the wrong document, you can remove it by clicking the red 'x' beside **"Pending"**.

Once you have uploaded your required documentation, your application is complete. You can leave this page and log out of the system.

A child care case worker will be assigned to your file and will contact you once your application has been reviewed. If a file is **"Declined"**, a child care case worker will contact you to discuss next steps.

Allowed file types are: .jfi, .jfif, .jif, .jpe, .jpeg, .jpg, .pdf, .png

Max file size is: 4 MB

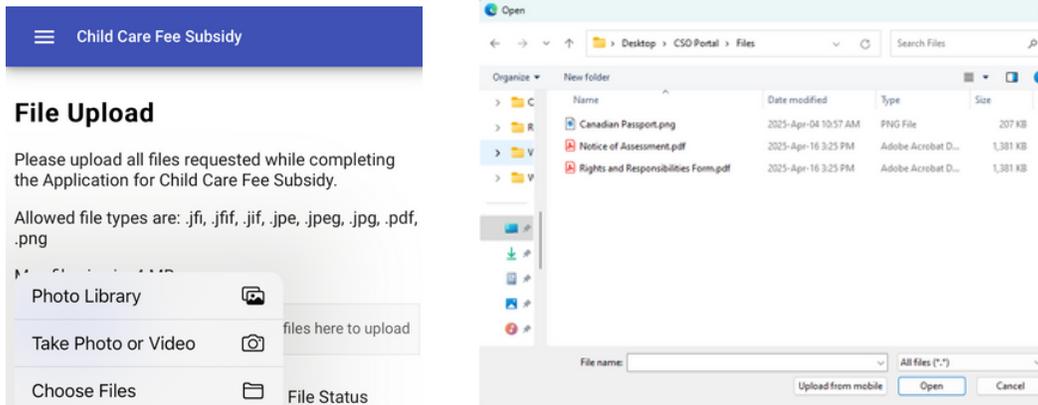
[Select files...](#) Drop files here to upload

File Name

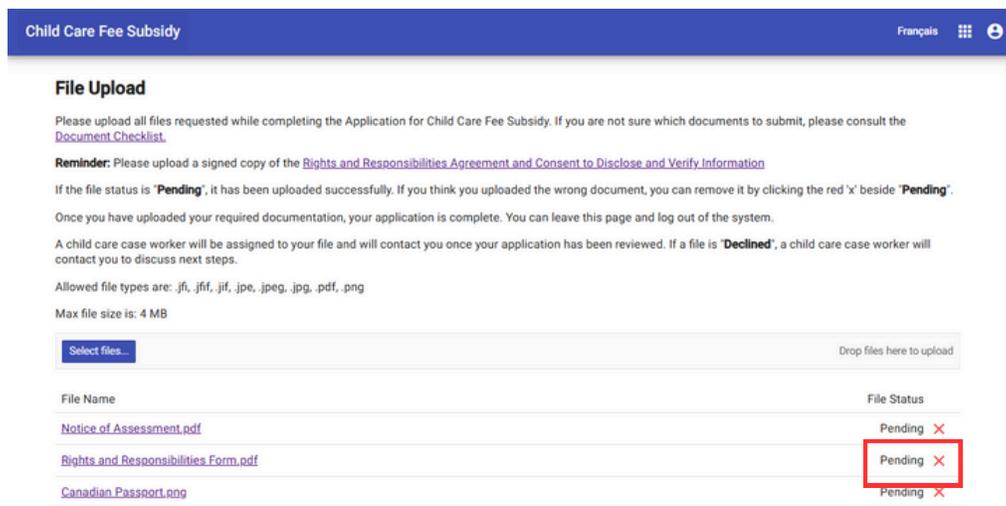
File Status

3. If you are working from your mobile phone or tablet, you can select how you want to upload your documentation: from your photo library, by taking a photo or by choosing a file from your mobile device.

If you are taking a photo, please remember to take photos of both sides of your identification cards. For desktop applications, the finder will open and you can select whichever files you wish to upload.



4. Once the files are uploaded, they will appear as "Pending". If you think you uploaded the wrong document, you can remove it by clicking the red "x" beside "Pending".



5. Once you have uploaded your required documentation, your application is complete. A Child Care Case Worker will be assigned to your file and contact you once your application has been reviewed.

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.

