



USER GUIDE: TWO-WAY MESSAGING

Important:

You will have access to two-way messaging, once your child care fee subsidy application has been reviewed and accepted. This feature will allow you to communicate directly with your case worker and the Financial Services Unit through the Children's Services Online (CSO) portal.

If you currently have an active fee subsidy application, but have not created a Children's Services Online (CSO) account, please contact ChildrensServices@ottawa.ca for assistance.

Notifications for new messages will be sent to the email address that is set up with your Children's Services Online (CSO) account. You will also see an alert symbol when you log into your account.

Follow these steps to send and receive two-way messages with Children's Services:

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](#)

Read and reply to messages

Notifications for new messages will be sent to the email address that is set up with your Children's Services account. You will also see an alert symbol when you log into your account.

1. Select the notification icon in the top right corner of the home page.



2. New messages will appear bold in the menu. Select the message you would like to read.

New Message			
From	Subject	Sent	Read
Sarah	Documentation	Feb. 8, 2025, 12:14:06 p.m.	<input type="checkbox"/>

3. Read the message and select "Reply" when you are ready to respond.

[← Back to Messages](#)

Title: Documentation From/Sent: Sarah Feb. 8, 2025, 12:14:06 p.m.

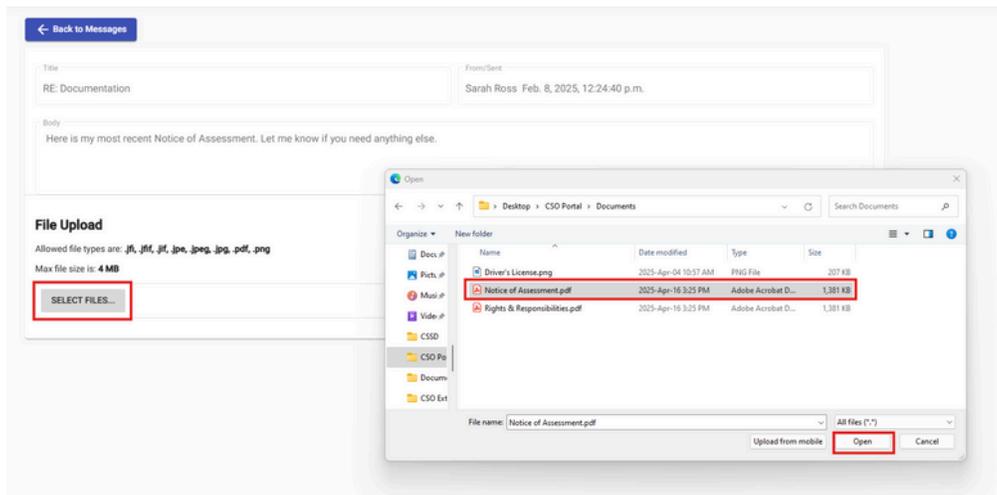
Body:
Good afternoon,
Please submit a copy of your most recent Notice of Assessment.
Thank you,
Sarah

[Reply](#)

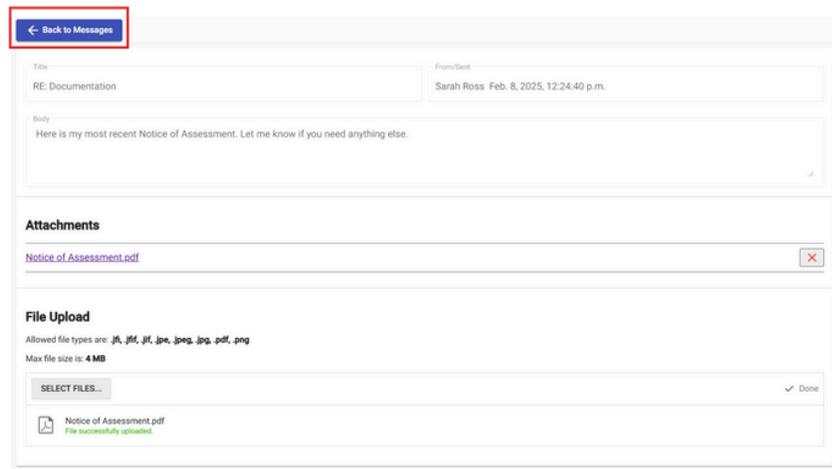
4. Type your response and select "Add Message". Document upload is available once "Add Message" has been selected.



5. If applicable, upload documents by selecting "Select Files".

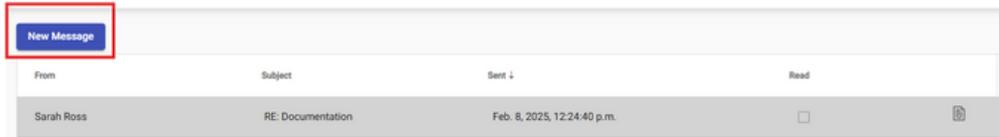


6. Once your message is complete, and files have been successfully uploaded, select "Back to Messages" or log out.

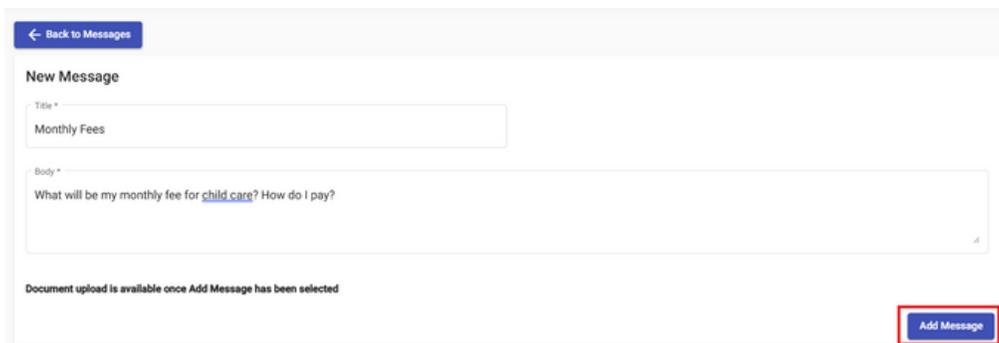


Create a "New Message"

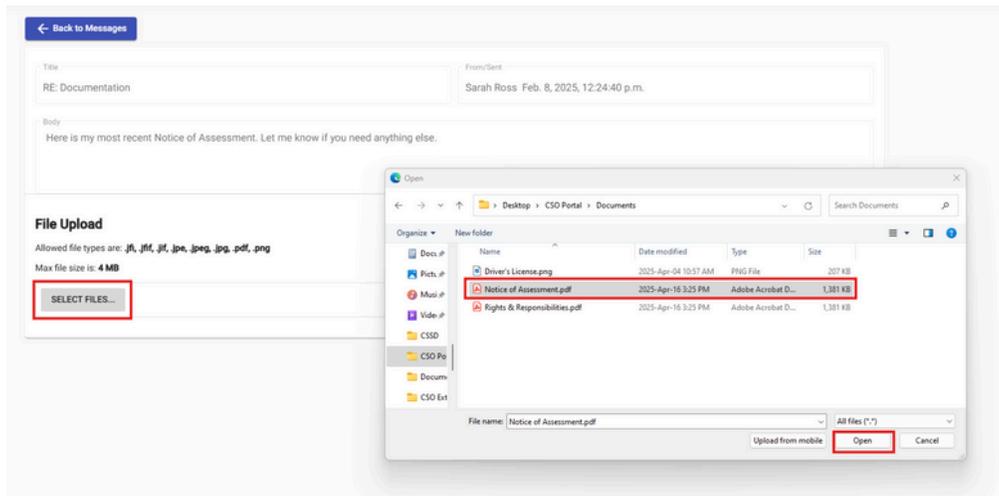
1. From the message page, select "New Message".



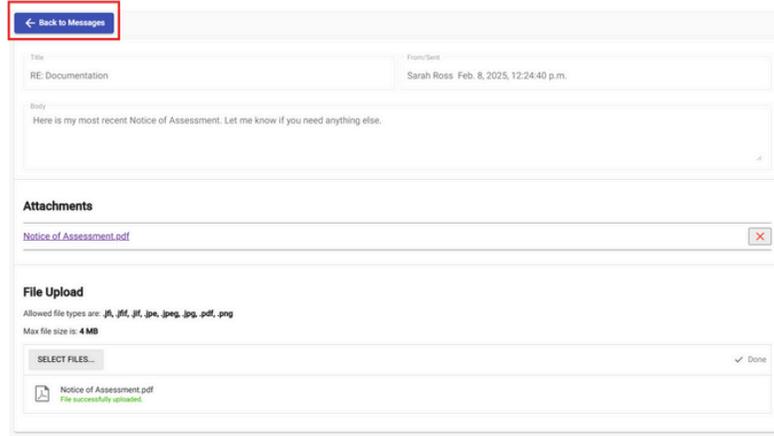
2. Add a title to the message, and type your message in the "Body" field. Once complete, select "Add Message". Document upload is available once "Add Message" has been selected.



3. If applicable, upload documents by selecting "Select Files".



4. Once your message is complete, and files have been successfully uploaded, select "Back to Messages" or log out.



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.

