

IVR

It's easier,
faster and
more convenient!



How do you get information after the social assistance office is closed?

How do you find out about new social assistance information and programs?

How can you quickly find out if your case is still ongoing, or if it has been suspended or closed, without contacting your local office?

What do you do when you can't get in touch with your worker and need to know if your cheque has been issued?

**The information is
at your fingertips!**

**Just pick up the phone
and dial into the Interactive
Voice Response system.**



**IVR Toll-Free Number
1-800-808-2268**

IVR Hours

Mon - Fri, 8am - 9pm
Sat - Sun, Noon - 5pm

IVR Help Desk Hours

Mon - Fri, 8am - 5pm

**IVR can be accessed
anywhere in Ontario
using a touch-tone phone.**

IVR Quick Reference

From the main menu, how do I...

- Find my most recent cheque - Press 1, 1, 1
- Find my past cheques - Press 1, 1, 2
- Find my over overpayment - Press 1, 1, 3
- Find my case status - Press 1, 2
- Change my PIN - Press 1, 8
- Obtain new OW information - Press 2, 1
- Obtain general information - Press 2, 2
- Get IVR instructions - Press 8
- Reach the Help Desk - Press 0

**Remember to have your 9-digit ID number and
your 4-digit PIN with you when you call.**

IVR

Interactive
Voice
Response



**Telephone
access to
social
assistance
information**



What is Interactive Voice Response?

It's toll-free, convenient and easy to use!

The Interactive Voice Response (IVR) telephone system allows you to get specific information about your case and general information about social assistance using a touch-tone phone.

IVR lets you get information during and after regular business hours without having to contact your social assistance worker.



What information can I get using IVR?

IVR lets you access:

- Personal case information, including:
 - Most recent cheque (date issued and amount),
 - Recent cheque history (payments within the last 45 days),
 - Current overpayment deduction,
 - Case status, such as "on going," "suspended" or "closed".
- General information and important announcements from the provincial government about Ontario Works.
- A tutorial explaining the type of information available through IVR.
- A "zero out" option to connect you with a Help Desk attendant for support.



How does IVR work?

IVR lets you get general and specific information about your case by telephone.

When you call the toll-free line, you will be asked to enter your 9-digit ID number and your 4-digit Personal Identification Number (PIN). You will then have a number of choices that will allow you to access the information you are looking for.

The best part is, you can call the IVR system at your own convenience. You don't have to contact your worker, or wait for your worker to return your call.



Is the IVR system secure?

The IVR system is secure and confidential. Each time you call the IVR system, you will need to enter your 9-digit ID number and your 4-digit PIN. Remember to keep both of these numbers private.

A 9-digit ID number will be mailed to you by your local office and a temporary PIN will be mailed separately. The first time you use IVR, the system will ask you to change your temporary PIN to a new number. **Do not share your new PIN with anyone.**

For privacy and security reasons, the use of cellular and cordless phones is not recommended.




What if I need help using IVR?

From Monday to Friday, between 8am and 5pm, you may press zero at any point to speak with a Help Desk attendant. The attendant can help you with technical problems.

If you forget your PIN or ID number, the Help Desk attendant will assist you.

If you have questions about your case or about Ontario Works, you will be advised to call your local Ontario Works office.



What if I don't have a touch-tone phone?

If you do not have access to a touch-tone phone, continue to contact your local Ontario Works office during regular business hours.

We encourage you to use the IVR system for easier access to information and services.

It's available even when we're not!