ADDING DOCUMENTS TO YOUR ONLINE APPLICATION: A guide for applicants



York Region has launched an online portal for subsidized housing applicants that lets you easily check the status of your application, change building selections and update information. The online portal is a faster, more convenient way to manage your subsidized housing application. In the future, York Region will use the online portal to offer available units.

Uploading documents to support your application is required to successfully complete the registration process and access the online portal.

This document provides additional resources to help you upload documents using your smartphone, tablet or computer to help complete your application.



Option 1. Using a smartphone or tablet

1. Log into the online portal and go to the documents page by selecting "Upload Documents."



2. On the documents page select the "Upload" button beside the type of document you are submitting. If the document type is not listed select "Optional-Scan other household documents."



- 3. Select "Choose Files." There are three options:
 - Select "Photo Library" to add a saved photo from your phone or tablet
 - Select "Take Photo" to take a new photo of the document you want to upload
 - Select "Browse" to attach a document saved on your phone or tablet

| Photo Library | G | Uploa |
|---------------|----------|-------|
| Take Photo | O | |
| | | |
| Browse | | |

4. Once you have chosen a document or photo, select "Upload."



5. Repeat steps 2-4 until all needed documents are uploaded, then choose "Next" to go to the next page.

Option 2. Using a computer

1. Log into the online portal and go to the documents page by selecting "Upload Documents."

| Social Housing Application | |
|----------------------------|--|
| My Applications | ● Application Guidelines ● FAQ ● Resources Hi, Susie ▼ |
| Social Housing Application | Account Information Service Area: YORK Status: Eligible Last Update Date: 15/02/2022 Created Date: 30/07/2021 |
| | |

2. On the documents page select the "Upload" button beside the type of document you are submitting. If the document type is not listed select "Optional-Scan other household documents."

| Applicant | Application Guidelines FAQ Applications Resources Hi | Susie . |
|---------------------------------------|--|---------|
| Co-Applicants | * Denotes a required field | |
| Other Members | Decument | |
| Special Priority | Document | |
| Previous Addresses | Please upload the following documents | |
| Income | The United March with a 16 year count is a color of additional descenant. | |
| Social Assistance Income | ose opioad New button il you want to opioad additional document. | |
| Earned Income | | |
| Income from Pensions | | |
| Income From Investments & Assets | | loaded |
| Other Income | Document Upload Scan View Delete Da | te |
| Assets | Sucia Poot - Child Support Payments - Desvide document showing | |
| Housing Preferences | proof of income | |
| Building Complexes | | |
| Documents | Susie Boat - Part Time Employment - Provide document showing Upload Scan | |
| Errors | proof of income | |
| Sign and Submit Application Status | Rosie Boat - Provide documents showing proof of Canadian Upload Scan | |
| | John Boat - Provide documents showing proof of Canadian Citizenship | |
| | Robby Boat - Provide documents showing proof of Canadian Upload Scan | |
| | Susie Boat - Provide documents showing proof of Canadian Citizenship Scan | |
| | Optional - Scan other household documents. | |

a. A pop-up window will open where you can choose the document to upload. Select "Choose Files."

| Applicant | Application Gui | idelines • FAQ • Applications • Resources Hi, Susie - | |
|-----------------------------------|---|---|--|
| Co-Applicants | * Denotes a required field | | |
| Other Members Special Priority | Document | | |
| Previous Addresses | Please upload the following documents | | |
| Income | lles | | |
| Social Assistance Income | Upload Document | × | |
| Earned Income | Susie Boat - Child Support Payments - Provide document showing proof of income Uploaded | | |
| Income from Pensions | | | |
| Income From Investments & Assets | | | |
| Other Income | You may select files or drop them. | View Delete Date | |
| Assets | | | |
| Housing Preferences | Choose Files No file chosen | Upload | |
| Building Complexes | | | |
| Documents | | | |
| Errors | | 1. | |
| Sign and Submit | Rosie Boat - Provide documents showing proof of Canadian | Upload Scan | |
| Application Status | Citizenship | | |
| | John Boat - Provide documents showing proof of Canadian | Upload Scan | |

b. Choose the document to upload and click "Open."



c. Upload the document to the Online Portal by clicking "Upload."



3. Repeat step 2 until all needed documents are uploaded, then choose "Next" to go to the next page.

Contact ACCESS YORK for assistance 1-877-464-9675 accessyork@york.ca Hours of operation: Monday to Friday from 8:30 a.m. to 4:30 p.m.