



Contact your caseworker through **MyBenefits** Fast. Easy. Secure.

- ✓ send and receive documents electronically
- ✓ check payment history and overpayment information
- ✓ report earned income and track status
- ✓ view profile information
- ✓ report phone number and address changes
- ✓ view and download letters
- ✓ anytime, anywhere, and on any device

Register today at ontario.ca/MyBenefits

For more information, call **1-888-999-6130**
(Monday to Friday, 8:30 a.m. to 5:00 p.m.)

MyBenefits ~ Things You Need to Know

To register for MyBenefits you will need to:

- Be the primary member or head of household on the case, with no trustee,
- Know your Member ID number,
- Provide your Date of Birth
- Provide a current, active email address to your OW Case Manager,

If you have the above in place, you are ready to register for MyBenefits. You can do this on your own, contact your OW Case Manager or call 1-888-999-6130 for assistance.

- Visit Ontario.ca/MyBenefits to register and find out more.

Register using Verified.Me OR My Ontario Login

- To register using Verified.Me you need to be set up for online banking. No new password to remember! Neither OW, nor the government sees passwords, personal information, or banking information, and your bank does not see which online government services you are using.
- Registering through My Ontario Login, does not require online banking; you login using your email address and a password of your choice.

To register you must agree to the "Terms of Use", similar to registering for most online services. Make sure you read and understand these prior to accepting. Any information submitted through MyBenefits must be complete and true. Cellular data charges you incur to use this service are your responsibility.

Paperless by Default. Once you have MyBenefits, you will stop receiving letters from our office by regular mail. Instead, you will get an email advising you when a new letter is available in MyBenefits for you to read. You are responsible to read these letters, just as you would by regular mail.

Social Assistance Eligibility Confirmation: MyBenefits users can present proof of social assistance eligibility through their mobile device, download and email a copy, or print their information to show to community partners when necessary. Check ahead with community providers to confirm what type of proof they will accept.

Submitting Documents. If you report income or shelter expenses through MyBenefits, your Case Manager will let you know if you need to submit verification i.e. paystubs, utility bills, lease. You do **not** need to submit a signed Income Reporting Statement in addition to paystubs.

You may upload documents through MyBenefits by picking a file stored on your device, or taking a photo with your device. You can upload a maximum of 1 file per income report or shelter expense report. MyBenefits will accept JPEG, JPG, PDF or PNG file formats at 8MB or less. When original documents are required, your Case Manager will advise.

Access to MyBenefits may be suspended by the United Counties of Leeds and Grenville if:

- A security concern identified to us by you, i.e. belief someone else created or is accessing your account.
- Misuse of the reporting function.
- Communication of non-OW related information.
- Inappropriate or abusive behaviour or comments.
- Death of the account holder.
- Failure to follow the terms of use as set out by the provincial government.