

How to make a Tribunals Ontario Portal account

The Tribunals Ontario Portal is the online system for the Landlord and Tenant Board (LTB). There are many things you can do through the Portal. For example, you can use it to:

- check when a hearing is scheduled
- send evidence to the LTB for your hearing
- find documents related to your hearing
- see if the LTB has made any decisions



Decide if you want to use the Portal

If you decide not to make an account, the LTB will send you information about your hearing by mail or email.

Make an account if you:

- have an email address
- are comfortable using a computer or smartphone
- have your own computer or smartphone
- have a good internet connection

Once you have an account, check the Portal regularly for updates.

Create your account

You will need to create a My Ontario Account. Go to tribunalsontario.ca/en/tribunals-ontario-portal. Then:



- select the **Go to Tribunals Ontario Portal** button
- select **Create Account**
- type your email address
- type a password
- select **I agree to the Terms of Service**
- select **Create Account**

Use an email address that you check often. It's a good idea to use a private email address. You should not use a work email or one that you share with other people. Remember to keep your password somewhere safe.

Verify your email

This is to check that the email address you gave is real and works.

Important: Do not close the web page that says “verify with your email”.



Open a **new tab** in your web browser and log into your email.
In your email account:

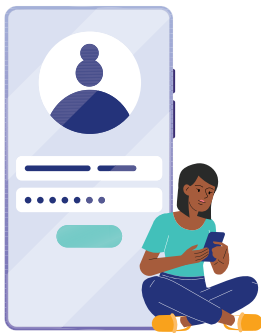
- look for an email from No Reply [My Ontario Account] with the subject line “Activate My Ontario Account”
- read the email to get the **verification code** that is 6 numbers long

Return to the “verify with your email” web page. Then:

- select **Enter a verification code**
- type the code you got through email
- select **Verify**

You’ve now created your account.

Get help



Tribunals Ontario has a help guide if you have problems making a Portal account: tribunalsontario.ca/en/tribunals-ontario-portal/help.

You can also contact Tribunals Ontario for help:
tribunalsontario.ca/ltb/tribunals-ontario-portal/contact.

Or a community organization might be able to help you.
To find help in your area, call **211** or visit 211ontario.ca.

You can find more information about housing law at stepstojustice.ca.

This is general legal information for people in Ontario, Canada.

It’s not intended to be used as legal advice.

Cette publication est également disponible en français.