The City of Ottawa Child Care Registry and Waitlist

If you do not have an account, create an account and complete a child care and a subsidy application (if financial assistance is required):

Step 1: City of Ottawa website
1. Go to www.ottawa.ca/daycare
2. Select 'Apply for Daycare'
3. Start your online application (takes you away from the City of Ottawa website)

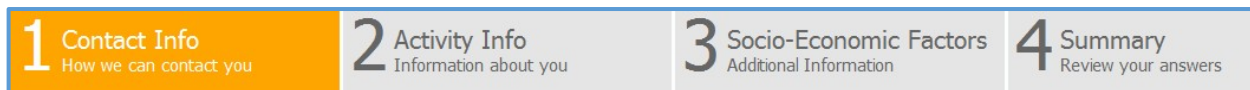**Step 2: Create your account in the Child Care Registry and Waitlist (system)**
1. Select the *Create an Account* button on the upper right hand corner of the screen
2. Enter your email address in the text box
3. Enter the letters and/or numbers of the "image" displayed on your screen in the text box (safety feature)
4. Select the *Register* button. The system will send a message to your email address
5. Open your email inbox, click on the message from OneHSN and click on the hyperlink in the message. This will take you to the *Set Passphrase* screen
6. Follow the prompts to create and confirm a New Passphrase (password) in the text box
7. Select the *Set Passphrase* button

Note: If you **do not have an email**, please contact support at 1-888-722-1540

Step 3: Complete your application in the Child Care Registry and Waitlist

Select the *Begin Application* button
1. Add your personal information by going through the following screens:

1 Contact Info How we can contact you	2 Activity Info Information about you	3 Socio-Economic Factors Additional Information	4 Summary Review your answers

2. Add your child(ren) information by going through the following screens. This includes fee subsidy:

1 Child Details Information about your child	2 Additional Information Needs your child has	3 Referrals/Support Referral Sources	4 Fee Subsidy Subsidy information
5 Summary Summary of your answers			

Child Details: Make sure to select the School Board and School your child/ren will attend as some programs will only surface in your search results if your child attends the specific school.

From Screen 4 – Fee Subsidy
Follow the directions on each of the screens:

1 Care Requirements What you are looking for	2 Program Selection Apply to programs	3 Location Prioritization	4 Summary Application Summary

1) Care requirements
2) If you need subsidy, only agencies who accept subsidies will be displayed
3) Assign a priority rank, according to your personal preferences for care
4) Summary of all applications for this particular child

If you have an account, log in to your existing account to update information and /or update your child care selections, you may also need to change the Preferred Start Date.

Go to Ottawa.ca/daycare

Select the Log In button at the top right hand side:
1) Enter the email address you used when you created your account in the Email textbox
2) Enter your passphrase in the Passphrase textbox
3) Select the Child Details button for the child for whom you need to make changes

Note: You may choose up to 9 licensed child care centres and 6 licensed home child care agencies

Next Steps

Keeping your account active: You **MUST** log in to the system every **60 days** to keep an active account. This includes making any changes to your personal information or selected child care agency(ies). You can log into your account 24 hours a day, 7 days a week. The City will send you automatic notifications to remind you if you haven't logged in.

Where can I get help to create my new account?
If you need help to create an account, please call 1-888-722-1540 Monday to Friday between 8 a.m. and 5 p.m. If you call after hours, you may leave a message and your call will be returned the next business day.

The City of Ottawa is committed to helping parents find quality and affordable child care. For more information about the Child Care Registry and Waitlist, please visit www.ottawa.ca/daycare. If you have any questions, e-mail childcare@ottawa.ca