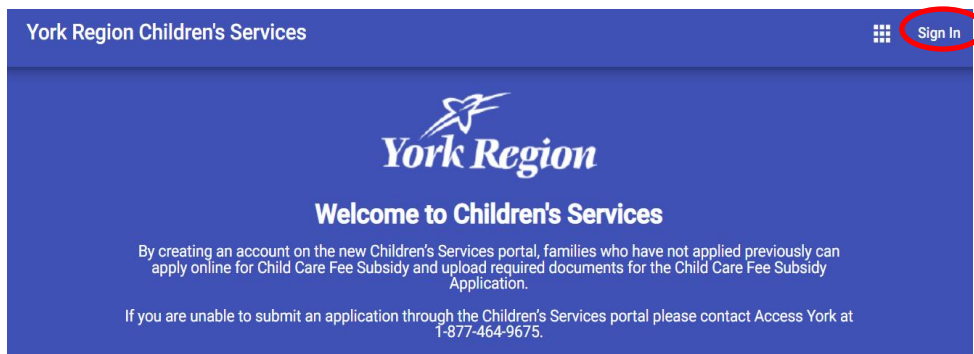


# Two Way Messaging

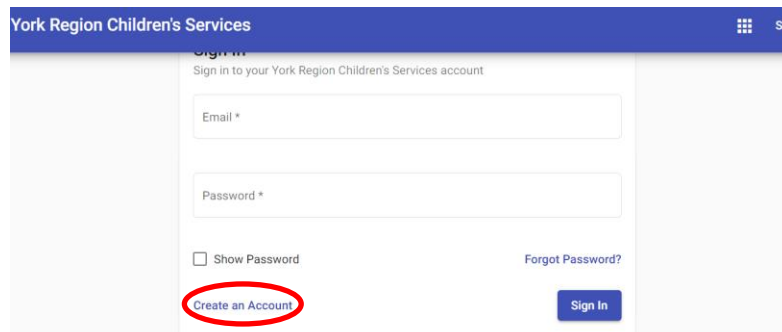
## Setting up an account

**Step 1:** Go to [www.missioninc.com/cso/york](http://www.missioninc.com/cso/york)

**Step 2:** Select the Sign in button at the top right corner of the page



**Step 3:** Select 'Create an account'



**Step 4:** Enter the details and select 'create account'

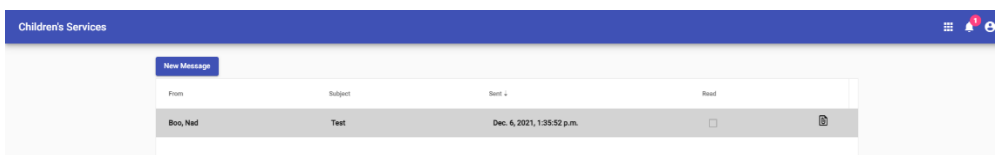
**Please note:** Your email is attached to your profile. We do not recommend using a student or work email, or one attached to a telecommunications provider such as Bell or Rogers, as these emails can be temporary. If you change your email, you will have to set up a new account.

**Step 5:** An email will be sent to the email address provided to confirm your Children's Services Portal account; please confirm within 24 hours of receipt. If you don't respond within 24 hours, you will need to go back to the Children's Services portal webpage and select "Forgot Password" to receive the confirmation email again. Please ensure you confirm your account within 24 hours.

**Step 6:** You will need to inform your Children's Services Representative (CSR) by phone or email when your new account is created. The CSR will link your account, which will enable future use of secure two-way communication with York Region Children's Services.

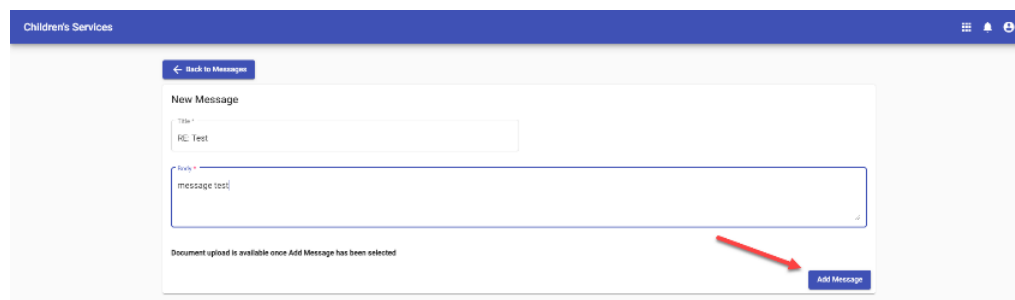
## Receiving messages

Notifications for new messages will be sent to the email address that is set up with your Children's Services account. You will also see an alert symbol when you log into your account.



## Sending a message/document

**Step 1:** Populate all fields marked with an asterisk (\*) before uploading a document or sending a message. Documents uploaded correctly will be verified by the "message upload successful" message.



**Step 2:** After populating the message field, the option to upload a document will appear. Click "select file" to attach a document.

**Note:** Accepted document formats are **jpeg, jpg, pdf, jfi, jfif, jif, jpe**. Documents must be no larger than **4MB**.

## Attachments

Document 1 - 9.8.pdf



## File Upload

Allowed file types are: .gif, .jif, .jif, .jpg, .jpeg, .png, .pdf

Max file size is: 4 MB

SELECT FILES...

✓ Done



Document 1 - 9.8.pdf

File successfully uploaded.

## Submitting address and phone number changes

Address and telephone changes can be sent through the Children's Services Portal account. A pop-up message can be seen when the request has been sent successfully

Child Care Fee Subsidy Address

Unit - Street  
50 High Tech Road

City  
Richmond Hill

Child Care Fee Subsidy

Phone Number Change Request

If you wish to update your applicant phone information, please update the fields below and click submit. When you click submit, a request will be sent to change your phone info. If the request is approved, your phone info will be updated.

Phone 1 Type  
Cellular

Phone 1  
(905) 830-4444

Phone 2 Type  
Business

Phone 2  
(905) 777-7777

Phone 3 Type  
Evening

Phone 3  
(416) 888-8888

✓ Your change of phone info request has been sent successfully.

Update Phone

Back to Profile