

## CMHC PORTAL:

# How to Create a Profile and Start an Application

Whether you are applying for your own organization or on behalf of a third party, you must create a profile in the CMHC Portal before you can submit an application to CMHC.

If you already have a profile in the CMHC Portal, select **Complete a new Application for your Organization, Manage your Application** or **Manage Contributors – for Application Owners** found in the Table of Contents.

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*For specific questions not covered in this guide, please contact your regional [CMHC specialist](#) or [Contact Centre](#).*

To request an alternate format, please contact us at:

1-800-668-2642  
[contactcentre@cmhc.ca](mailto:contactcentre@cmhc.ca)

700 Montreal Road,  
Ottawa, Ontario K1A 0P7

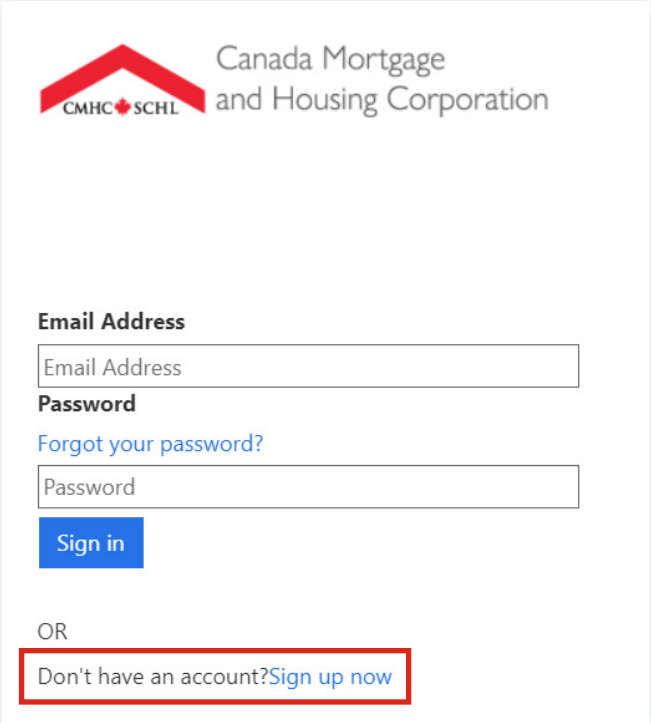
[CMHC.ca](http://CMHC.ca)

Canada



# Create your Log-in Profile in the CMHC Portal

1. To create a profile, select the **Apply Today** link under any initiative on the CMHC website, or [go directly to the CMHC Portal](#).
2. Select **Sign up now**.



Canada Mortgage and Housing Corporation

CMHC SCHL

**Email Address**

**Password**

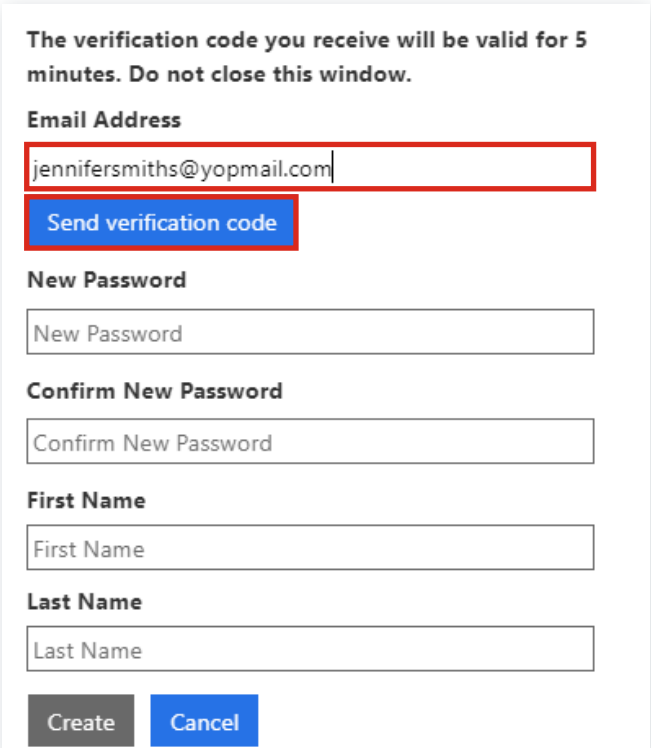
[Forgot your password?](#)

**Sign in**

OR

Don't have an account? **Sign up now**

3. Enter your **Business Email Address**.
  4. Select **Send Verification Code**.
- A verification code will be sent to the email address you provided.*



The verification code you receive will be valid for 5 minutes. Do not close this window.

**Email Address**

**Send verification code**

**New Password**

**Confirm New Password**

**First Name**

**Last Name**

**Create** **Cancel**

- 5. Enter the verification code you received and select **Verify Code**.

The verification code you receive will be valid for 5 minutes. Do not close this window.

**Email Address**

**Verification code**

**5**

- 6. Once the code has been verified, create your **Password** according to the following rules.

**6** 8-16 characters, containing 3 out of 4 of the following: Lowercase characters, uppercase characters, digits (0-9), and one or more of the following symbols: @ # \$ % ^ & \* - \_ + = [ ] { } | \ : ' , ? / ' ~ " ( ) ; .

- 7. Enter your First Name and Last Name.
- 8. Select Create to create your new profile.  
**NOTE: you will have five minutes to complete your registration.**

**Email Address**

**New Password**

**Confirm New Password**

**7** **First Name**

**Last Name**

**8**

# Complete your Portal Profile

Once your log-in profile has been created, complete your Portal Profile. Note: Do not edit your name or email address in your portal profile as it must match your log-in profile for you to access your applications. If you need to change your name or email address in either profiles, please contact your [CMHC specialist](#) or [Contact Centre](#).

1. Once your portal profile is created, complete the remaining fields in the **Your Information** section.
2. Indicate whether you are completing, reviewing or uploading documents to an application by selecting one of the following three options from the drop-down menu. Select one of the **Yes** options if you have been added as a contributor:
  - **Choose “Yes, for my organization”** if you’re submitting or reviewing an application for your own organization or assigning an application to someone else.
  - **Choose “Yes, on behalf of someone else”** if you are a third party submitting an application on behalf of an organization.
  - **Choose “No, I am not completing/reviewing an application”** if you aren’t submitting or reviewing an application. Please contact your [CMHC specialist](#) or [Contact Centre](#) if you fall in this category.

**Profile**

Profile name

**Your Information**

1

Salutation	First Name *	Last Name *
<input type="text"/>	Jennifer	Smiths
E-mail *	Business Phone	Mobile Phone
jennifersmiths@yopmail	613-555-1212	613-222-5555
Preferred Language *	Web Site	
English Canz	<input type="text"/>	

2

Will you be completing, reviewing, or uploading documents to an application? \*

Select

Select

Yes, for my organization

Yes, on behalf of someone else

No, I am not completing/reviewing an application.

3a. Start typing your **Office Address** (if you're applying on behalf of someone else, enter **your** Organization's address, not the Organization you are applying for) and make a selection from the values displayed.

OR

If your address is not listed, clear the **Address Lookup** field and select **My address isn't listed** to display the **Office Address** fields.

3a

Office Address

**Address Lookup**

700 Montreal Road x

700 CH DE MONTRÉAL BROMONT QC J2L0R7

700 MONTREAL RD CORNWALL ON K6H1C4

700 MONTREAL RD OTTAWA ON K1A0P7

700 MONTREAL RD PICTOU NS B0K1Z0

3b. Edit or enter the **Office Address** details as applicable.

3b

Office Address

**Address Lookup**

Start typing your address and make a selection

<b>Street Number</b>	<b>Street Name</b>	<b>Street Type</b>
<input type="text" value="700"/>	<input type="text" value="MONTREAL"/>	<input type="text" value="Road"/> <input type="button" value="Q"/>
<b>Street Direction</b>	<b>Unit</b>	
<input type="text"/> <input type="button" value="Q"/>	<input type="text"/>	
<b>City</b>	<b>Province/Territory</b>	<b>Postal Code</b> (e.g. A1A 2B2)
<input type="text" value="OTTAWA"/>	<input type="text" value="Ontario"/> <input type="button" value="Q"/>	<input type="text" value="K1A 0P7"/>

*Note: Please note that the personal information collected by Canada Mortgage and Housing Corporation is governed by the [Access to Information Act \(Canada\)](#) and [Privacy Act \(Canada\)](#). Please also refer to the terms and conditions applicable to each Canada Mortgage and Housing Corporation initiative or program, as available upon signing in to your account.*

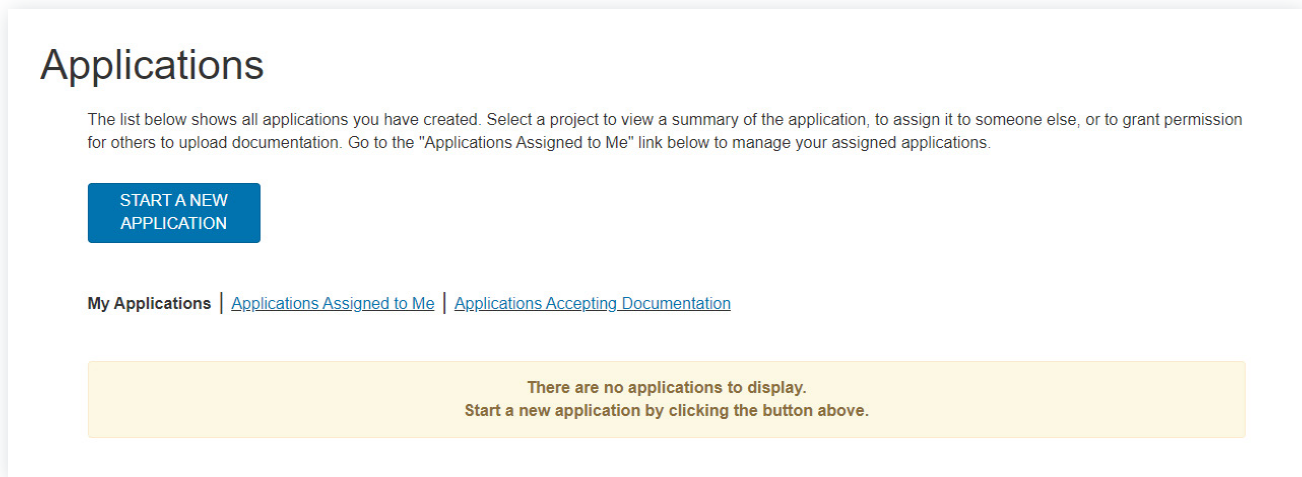
4. Once you've filled in your information, select **Complete my registration**.

# Link your Portal Profile to your Organization

To complete your registration, link your individual profile to your organization in the Portal, and fill in the required information. This process varies slightly depending on whether you're applying for your own organization, or on behalf of another organization.

## Scenario 1:

If you're applying on behalf of your own organization, you will be prompted to **Start a New Application**.



**Applications**

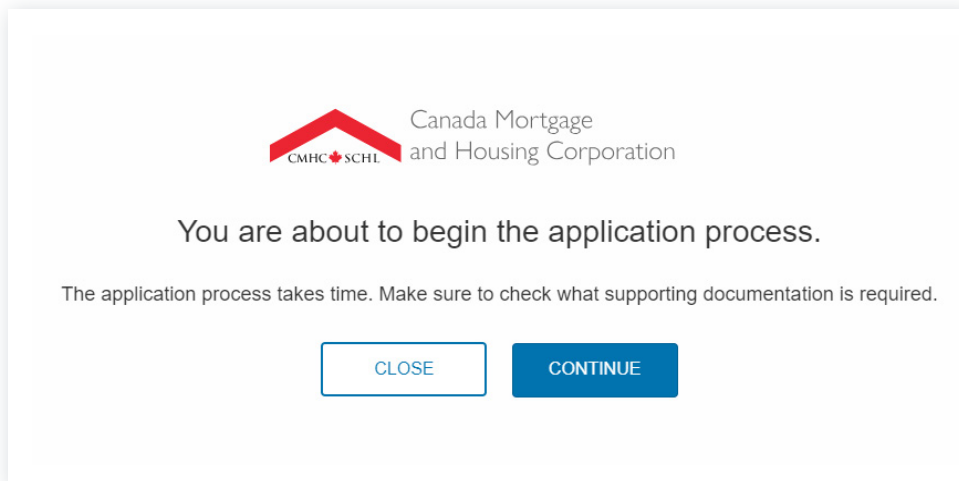
The list below shows all applications you have created. Select a project to view a summary of the application, to assign it to someone else, or to grant permission for others to upload documentation. Go to the "Applications Assigned to Me" link below to manage your assigned applications.


**START A NEW APPLICATION**

[My Applications](#) | [Applications Assigned to Me](#) | [Applications Accepting Documentation](#)

There are no applications to display.  
Start a new application by clicking the button above.

When you select Start a new application, a pop-up displays, select **Continue** to begin the application process.



 Canada Mortgage and Housing Corporation

**You are about to begin the application process.**

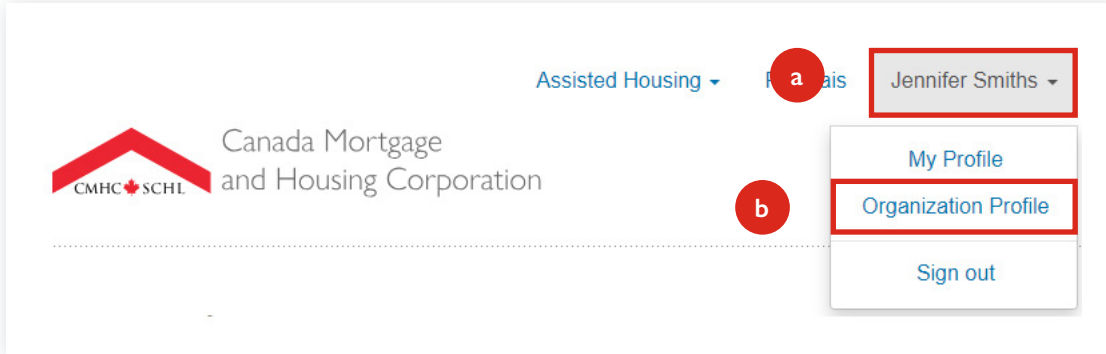
The application process takes time. Make sure to check what supporting documentation is required.

**CLOSE** **CONTINUE**

## Scenario 2:

If you're applying on behalf of someone else, select

- a. "Your Name" in the top-right corner, then select
- b. **Organization Profile**.



## Select your Organization

- 1a. From the **My Organization** window, enter the name of your organization in the **Find your organization** field. Select your organization from the values displayed in the drop-down list.

If you want to search by **FN Code** select the radio button and follow **step 1a** above.

- 1b. If you can't find your organization in the drop-down list, close the list and select **My organization isn't listed**, to add a new organization. The **Add new Organization** window opens.

### My Organization

Enter your organization name or First Nation (FN) code in the field below and select from the choices displayed. If your organization is not listed, select the link below to send your organization information to CMHC for review.

**Find your organization** ⓘ Search by:  Organization name  FN Code

**1a**

**1b** [My organization isn't listed](#)

## Existing Organization

1. The organization details are automatically populated. Review the information and contact your regional [CMHC specialist](#) or [Contact Centre](#) if updates are needed.
2. Select **NEXT** to continue with your application.

### My Organization

Review your organization information below. Once you select NEXT, this organization will be associated with your profile. You will need to contact CMHC to make any changes.

Find your organization ⓘ Search by:  Organization name  FN Code

Smith Consulting Inc. (Smith Consulting Inc.), 123 Abc Street, Ottawa

1

Organization Name in English \* ⓘ

Smith Consulting Inc.

Organization Name in French \* ⓘ

Smith Conseil Inc.

Organization Legal Name ⓘ

Smith Consulting Inc.

Main Phone (e.g. 234-567-8901,542)

Provide a telephone number

Legal Entity Type

Select

Fax (e.g. 234-567-8901)

—

Web Site

—

#### Office Address

Street Number

—

Street Name

—

Street Type ⓘ

Abbey

Street Direction ⓘ

—

Unit

—

City

Ottawa

Province/Territory ⓘ

Ontario

Postal code (e.g. A1A 2B2)

K1A 1H0

2

NEXT



# New Organization

1. From the **Add New Organization** window, enter your organization's information.

Make sure to enter the Main Phone number to prevent the creation of duplicate records for your organization.

## Add New Organization

Fill in your organization details below. Once you select SUBMIT, your information will be saved and you will need to contact CMHC to make any changes.

- 1

<b>Organization English Name *</b> ⓘ <input type="text" value="Jennifer Smiths Consulting Ltd"/>	<b>Organization French Name *</b> ⓘ <input type="text" value="Consultation Jennifer Smiths Ltd"/>	<b>Organization Legal Name *</b> ⓘ <input type="text" value="Jennifer Smiths Consulting Ltd"/>
<b>Main Phone</b> (e.g. 234-567-8901,542) <input type="text" value="613-555-1234"/>	<b>Legal Entity Type *</b> <input type="text" value="Corporation"/>	<b>Fax</b> (e.g. 234-567-8901) <input type="text"/>
<b>Web Site</b> <input type="text" value="https://jsmiths@consulting.ca"/>		

2. In the **Address Lookup**, start typing your **Office Address** (if you're applying on behalf of someone else, enter **your** Organization's address, not the Organization you are applying for).
3. Make a selection from the values displayed. Or, if your address is not listed, clear the Address Lookup field and select **My address isn't listed** to allow you to enter the **Office Address** information.

## Office Address

### Address Lookup

- 2
- 3

<input type="text" value="700 Montreal Road"/>	x
700 CH DE MONTRÉAL BROMONT QC J2L0R7	
700 MONTREAL RD CORNWALL ON K6H1C4	
700 MONTREAL RD OTTAWA ON K1A0P7	
700 MONTREAL RD PICTOU NS B0K1Z0	

4. Review the address details, edit and complete as necessary.
5. Select **Submit**.

## Office Address

### Address Lookup

Start typing your address and make a selection

- 4
- 5

<b>Street Number</b> <input type="text" value="700"/>	<b>Street Name</b> <input type="text" value="MONTREAL"/>	<b>Street Type</b> ⓘ <input type="text" value="Road"/>	<b>Street Direction</b> ⓘ <input type="text"/>
<b>Unit</b> <input type="text"/>	<b>City</b> <input type="text" value="OTTAWA"/>	<b>Province/Territory</b> ⓘ <input type="text" value="Ontario"/>	<b>Postal code</b> (e.g. A1A 2B2) <input type="text" value="K1A 0P7"/>

**PLEASE NOTE:** After creating your Organization profile, the information will be saved and sent to CMHC for review so the Legal Name and other information can be validated. Changes will be made if necessary. This is to protect your privacy and make sure you receive communications, approvals and/or payments from CMHC in a timely manner.

**You will have to wait until the Organization profile is validated before being able to continue with the Application Process.**

# Complete a new Application for your Organization

Every time you want to start a new application, you will be asked to review your organization information and your contact information before you can proceed with the next steps. If you need to change your First Name, Last Name or Email address in your profile (log-in or contact) or if you need to change anything regarding your Organization, you will need to contact your [CMHC specialist](#) or [Contact Centre](#).

If you are completing an application for another organization, refer to [Complete a new Application for another Organization \(third-party\)](#).

## Select the Program and Enter the Project Name

1. In the **New Application** screen, use the magnifying glass icon to view and select the **Program you're applying for**.
2. Enter your **Project Name**.

New Application

1. Contact ✓ 2. Proponent

Step 2

Select the program and provide proponent information

Use the Application guide and other website resources to prepare your documentation for this application before you start. The information you enter saves when you move to the next step. If your computer is idle for 30 minutes, your session will time out — information on this page will not save.

1 Program you're applying for \*  
Affordable Housing Innovation Fund

2 Project Name \*  
My project name

Your name and the organization's name is displayed as the person the application is assigned to. If you want to assign the application to someone else, refer to [Assign an application to another user or back to yourself](#).

## Assign Application

You can assign this application to someone else to complete on your behalf. At any time, you will be able to remove the assigned person and take back control of the application to edit and/or submit the completed application.

This application is assigned to **Jennifer Smith** [CHANGE](#)

**NOTE:** You can assign the application to another user later. You can also re-assign the application to yourself at any time.

3. When completing the application for your own organization; review the:

- a. **Terms and Conditions**
- b. check the box to agree, and then
- c. select **NEXT** to proceed.

3a

By clicking "**I Agree**", I certify that I am authorized to create an application for and on behalf of the Applicant. I certify that the information provided is, to the best of my knowledge and ability, complete, accurate and correct. I have read and understood the terms and conditions described and acknowledge and accept that they shall apply upon the creation of, or my attempt to create, an application. I confirm the Applicant has voluntarily consented to the collection, use and disclosure of information as set forth in these terms and conditions.

I Agree to the **Terms and Conditions**.

3b

PREVIOUS

NEXT

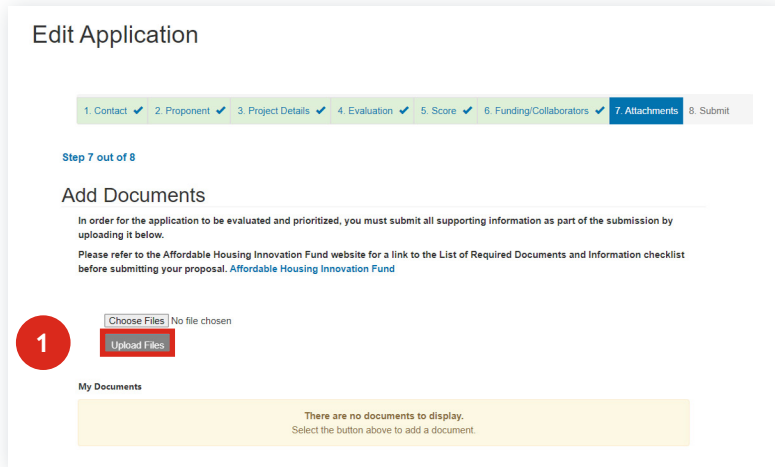
3c

If your organization profile is pending approval, review the additional steps in [Organization profile waiting for approval](#).

4. Continue to fill in the application details which vary by program. Visit [Funding Programs](#) for details on how to complete an application for a specific program.

# Add Documents

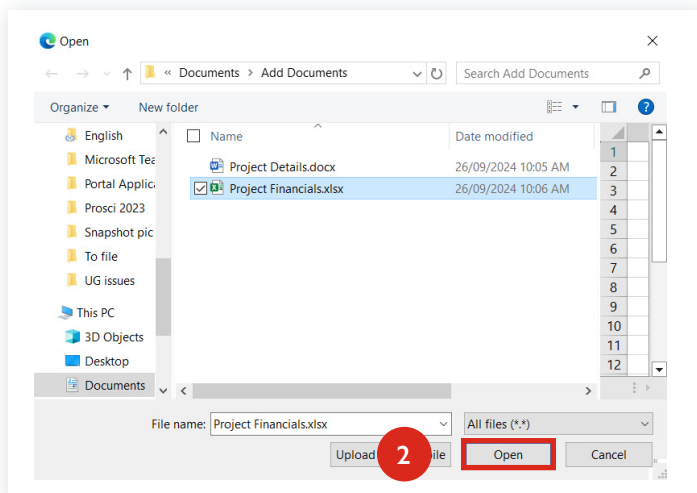
1. Once you have completed the application details, you can add relevant documents to support the Application. Select the **Choose Files** button in the **Add Documents** section.



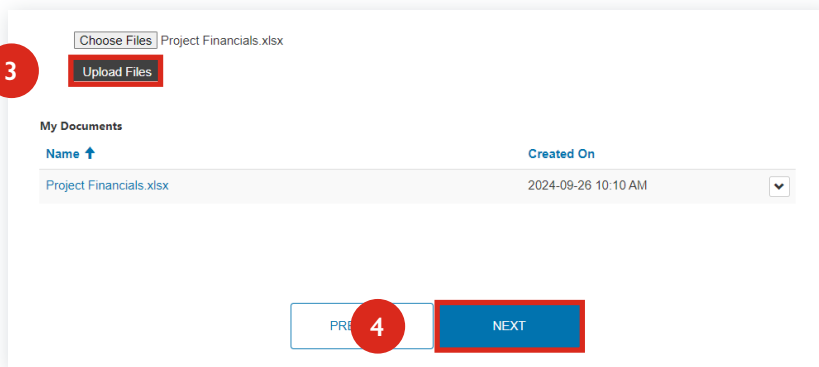
**NOTE:**

- Depending on the Program, the message you see might vary and you might be provided with a list of documents to upload.
- To allow others to add documents, refer to the [Manage Contributors](#) subsection.

2. Choose the document to upload and select **Open**.



3. Select the **Upload Files** button. The uploaded document(s) appear in the **My Documents** section.
4. Select **Next** to continue.



## Review/Print and Submit Application

Once the application details are complete, you can **review, print and submit your application**.

1. Select **Save for Later** to save your application and submit it later.
2. Select **Submit Now** to complete the application submission.

Step 8 out of 8

### Submit Application

You're almost done. You can [print and review your application](#) to confirm your information.


**Save for later**                      **Submit Now**

Save your application and login at a later date to complete your submission.      By clicking "Submit", I certify that I am authorized to create an application for and on behalf of the Applicant. I certify that the information provided is, to the best of my knowledge and ability, complete, accurate and correct. I have read and understood the terms and conditions and acknowledge and accept that they shall apply upon the creation of, or my attempt to create, an application. I confirm the Applicant has voluntarily consented to the collection, use and disclosure of information as set forth in these terms and conditions.

1 **SAVE FOR LATER**

2 **SUBMIT NOW**

3. A **Thank you – We have received your application** message displays. Select **Close** to close the window or select **Submit another Application**.

 Canada Mortgage and Housing Corporation

## Thank you.

### We have received your application.

You can monitor the status of your application by accessing your [account](#). You may need to submit specific documents throughout the process.

3 **CLOSE**      **SUBMIT ANOTHER APPLICATION**

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### How did we do?

**TAKE THIS SHORT SURVEY**

### NOTE:

- When you select **Close**, the **Applications** page opens, where you can confirm that your draft or submitted application has been created.
- You can also select the **Assisted Housing** menu option at the top, and then **Applications** to return to the **Applications** list.

## Organization profile waiting for approval

If you created a new organization in the previous steps, until your organization has been verified and approved you will not be able to complete your application, select **Return to Application**.

The organization verification for this application is pending. Once approved you will be able to continue.

[RETURN TO APPLICATION](#)

**NOTE:** If your Organization has not been approved within 24hrs, please contact your [CMHC specialist](#) or [Contact Centre](#).

The **Applications** window opens, where you can confirm that your draft application has been created under **My Applications**.

## Applications

The list below shows all applications you have created. Select a project to view a summary of the application, to assign it to someone else, or to grant permission for others to upload documentation. Go to the "Applications Assigned to Me" link below to manage your assigned applications.

[START A NEW APPLICATION](#)

[My Applications](#) | [Applications Assigned to Me](#) | [Applications Accepting Documentation](#)

Program	Project Name ↑	Reference Number	Status	Project Location	Created On ↓	Assigned to
Affordable Housing Innovation Fund	My project name1	61,952,578	Draft		2024-09-25 10:55 AM	Jennifer Smith

**NOTE:** You can also select the **Assisted Housing** menu option and then **Applications** to return to the Applications list.

# Manage your Application – for Application Owners

1. Once you log-in to your portal profile, to review your application(s), re-assign an application or add/modify a contributor:
  - a. Select **My Applications**.
  - b. Select the name of the Program.

**NOTE:** If you assigned the application to another user, you will have Read-Only access.

\*At any time, select the **Assisted Housing** menu option and **Applications** to return to your **My Applications**, **Applications Assigned to me** or **Applications Accepting Documentation** links.

2. You can also:
  - a. Select **Applications Assigned to Me** to view application(s) that other users have assigned to you.
  - b. Select the name of the **Program**.

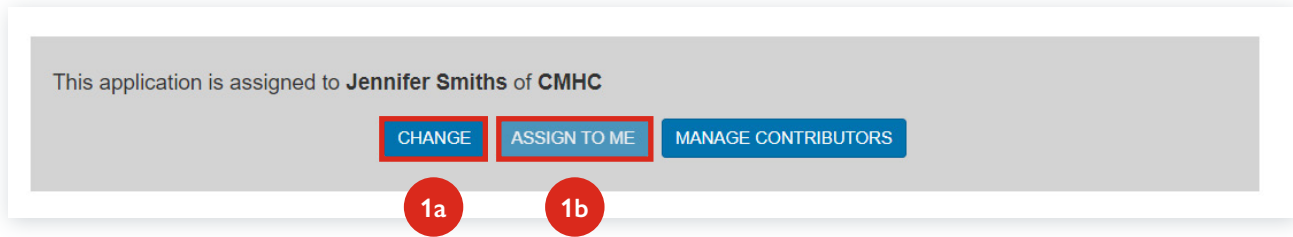
The screenshot displays the 'Applications' page in the CMHC and SCHL portal. At the top, the user is logged in as Jennifer Smiths in French. A navigation menu is open, showing 'Assisted Housing' selected, with 'Applications', 'Agreements', and 'My Activities' as options. A red circle with an asterisk is next to the 'Assisted Housing' menu item. Below the navigation, a blue button labeled 'START A NEW APPLICATION' is highlighted with a red circle labeled '2a'. Underneath the button are three tabs: 'My Applications', 'Applications Assigned to Me' (which is selected and highlighted with a red box labeled '1a'), and 'Applications Accepting Documentation'. The 'Applications Assigned to Me' tab displays a table with the following data:

Program	Project Name ↑	Reference Number	Status	Project Location	Created On ↓	Assigned to
Affordable Housing Innovation Fund	My project name	61,952,818	Draft		2024-09-26 4:12 PM	Steve Richards
Affordable Housing Innovation Fund	My project name	61,952,537	Submitted		2024-09-25 10:41 AM	Jennifer Smiths

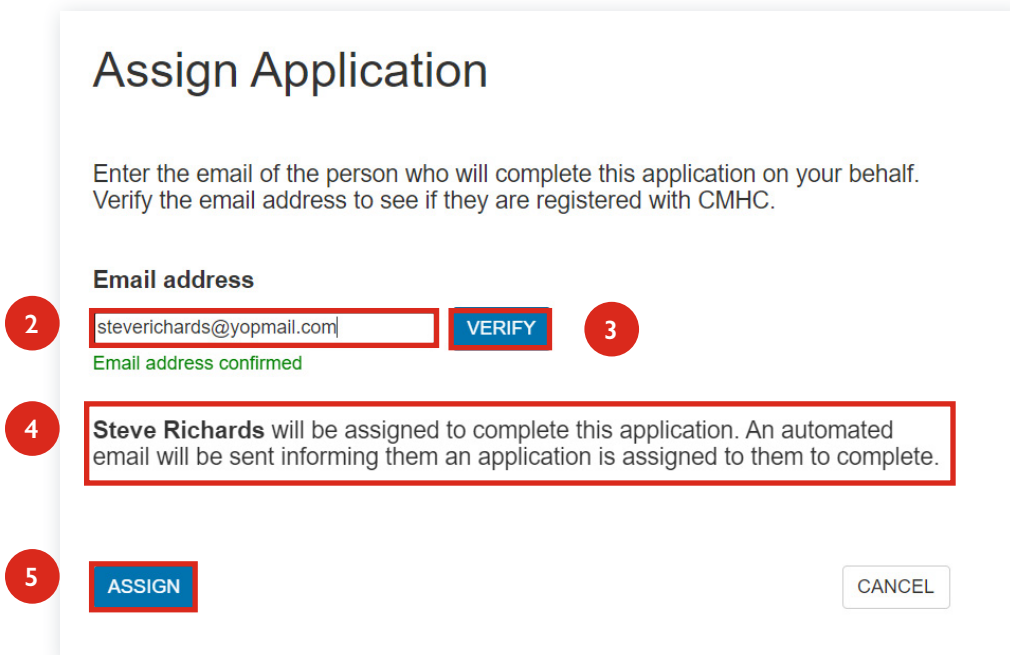
The 'Program' column in the table is highlighted with a red box labeled '1b'.

## Assign an application to another user or back to yourself

1. Select the:
  - a. **Change** button to assign the application to a different user.  
OR
  - b. **Assign to Me** button to retrieve full access to the application for yourself.  
To **Manage Contributors** review the [Manage Contributors](#) subsection for details.
2. If you selected **Change**, from the **Assign Application** window, enter the **Email address** of the user you want to assign the application to.



3. Select **Verify**.
  4. If the user has a profile on the CMHC Portal, a validation of "**Email address confirmed**" displays.
  5. Select **Assign**.
- If the user doesn't have a CMHC Portal profile, a validation of "**Email address not registered**" displays.



- The user will receive an email asking them to create a profile.
- Once their profile is active, they will be able to access the application.



6a. Once you've assigned the application to another user, their full name and their Organization appears in the **Assign Application** section.

**Assign Application**

You can assign this application to someone else to complete on your behalf. At any time, you will be able to remove the assigned person and take back control of the application to edit and/or submit the completed application.

This application is assigned to **Steve Richards** [CHANGE](#)

6a

6b. If you selected **Assign to Me**, once you have assigned it back to yourself, you will receive a confirmation message. Select **Confirm** to retrieve full access.

Select CONFIRM to assign the application back to yourself. You will be able to reassign it to someone else at any point.

[CONFIRM](#) [CANCEL](#)

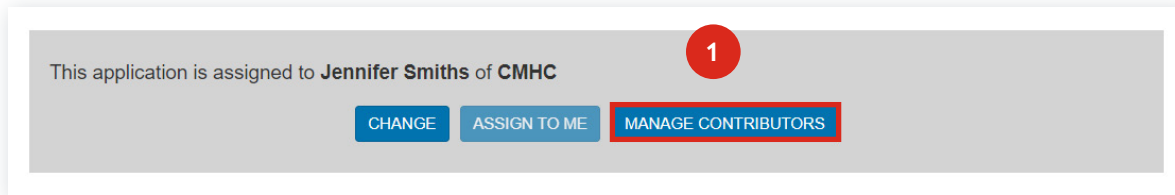
6b

## Manage Contributors

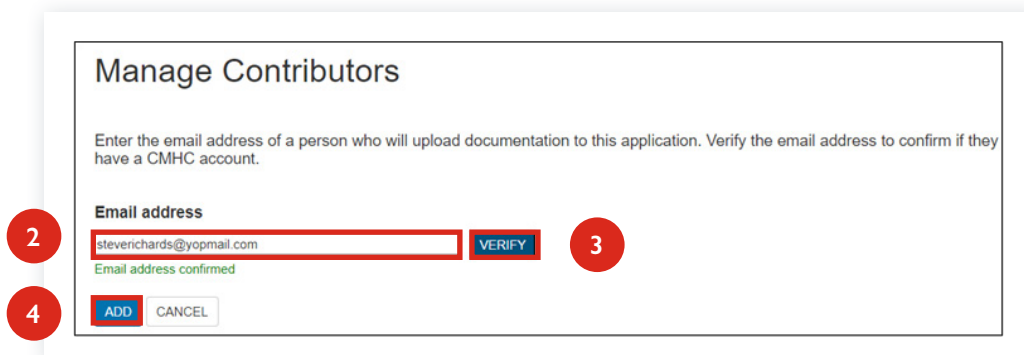
A contributor can upload attachments to an application. They cannot see any information regarding the application, only the attachment(s) they choose to upload.

To add or modify a contributor to your application, first create the application. The contributor will be able to see and upload documents after the application is submitted.

1. Select the **Manage Contributors** button.



2. From the **Manage Contributors** window, enter the **email address** of the contributor you want to provide access to upload documents.
3. Select the **Verify** button:
  - a. If the contributor doesn't have a Portal profile, they will receive an email asking them to create a profile. Once their profile is active, they will be able to upload attachments to the application.
  - b. If the contributor already has a profile, the following confirmation displays: **Email address confirmed**.
4. Select the **Add** button.



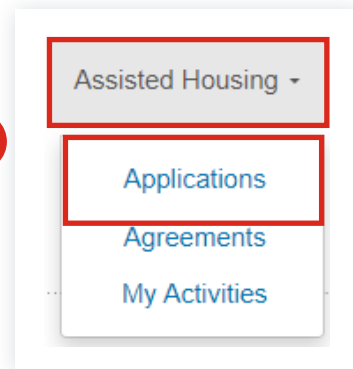
5. The contributor displays in the
  - a. Current Contributors section. To delete a contributor,
  - b. select the arrow at the end of the row, then select **Delete**.



## Documents, Activities and Reports

1. To view the uploaded documents in an application or upload more documents:
  - a. Select the **Assisted Housing** menu option, select **Applications**, and select **My applications**.
  - b. Select the **Uploaded Files** button.
    - The uploaded documents are available under the **Add Documents** section.
    - You can upload more documents using the steps in the [Add Documents](#) subsection of this guide.
2. To view your activities, select the **My Activities** button.
3. To view your agreement reports, select the **View Agreement Reports** button

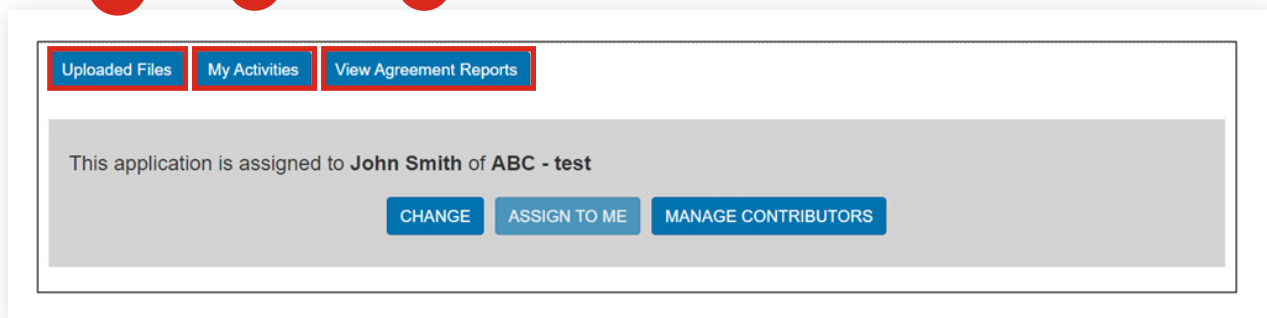
1a



1b

2

3



# Complete an Application for another Organization (third-party)

If you're completing and submitting an application on behalf of someone else, they must create the application and then assign it to you. As a third party, you will not be able to create the application yourself.

If you can't see the application in the Portal, contact the organization who hired you to submit the application for them, to make sure they have created the application and assigned it to you.

If an application has been assigned to you, you will have full access to work on the applications. The person who creates the application and assigns it to you (the "creator") will have Read-Only access. But the creator can re-assign the application to either themselves or another CMHC Portal user at any time.

1. To access an existing application(s), select the **Assisted Housing** menu option, select **Applications**, then select **Applications Assigned to Me**.
2. Select the **Program** name link of the application you want to work on or review.

Applications

The list below shows all applications assigned to you to manage. Select a project name below to manage the application.

**1** Applications Assigned to Me [Applications Accepting Documentation](#)

Program	Project Name ↑	Reference Number	Status	Project Location	Created On ↓	Owner	Organization
<b>2</b> <a href="#">Affordable Housing</a> <a href="#">Innovation Fund</a>	My Project		Draft		2023-12-05 12:15 PM	Anu 66066211	

3. Review the
  - a. **Terms and Conditions**
  - b. check the box to agree, and then select
  - c. **NEXT** to proceed

**3a** By clicking "I Agree", I certify that I am authorized to create an application for and on behalf of the Applicant. I certify that the information provided is, to the best of my knowledge and ability, complete, accurate and correct. I have read and understood the terms and conditions described and acknowledge and accept that they shall apply upon the creation of, or my attempt to create, an application. I confirm the Applicant has voluntarily consented to the collection, use and disclosure of information as set forth in these terms and conditions.

I Agree to the [Terms and Conditions](#).

**3b**

**3c** PREVIOUS NEXT

Continue to fill in the application details which vary by program. Visit [Funding Programs](#) for details on how to complete an application for a specific program.