Arrears Report Upload Tool Tip Sheet

How Do I Navigate to the Arrears Report Upload Tool?

1. Open your personalized invitation e-mail from no-reply@cmhc.ca and select Accept Invitation.

2. If you do not have an existing Microsoft account, follow the required steps to create one.

3. Navigate to the Insurance Servicing Tools login page using the English or French URL, depending on your language preference.

4. Enter your login credentials and perform any additional security verification steps.

5. Navigate to the Arrears Report Upload card on the Dashboard and select the appropriate Quick Link.

Where Can I Access Support?

For any questions related to Homeowner and Multi-Unit Arrears Reporting, contact the **Monitoring and Reporting team** via cpcdocs@cmhc.ca.

For any question or issue regarding the login or access process, contact the **Help Desk** at 1-866-748-2600 from

- 6:30 a.m. to 11:00 p.m. EST, Monday to Friday and

- 8:00 a.m. to 8:00 p.m. EST, on weekends.

You can also contact the Help Desk via helpdesk@cmhc.ca.

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When to Use the Arrears Report Upload Tool?

This new tool is compatible with the changes made to the standardized arrears reporting template. Insurance In Force (IIF) Reporting will remain unchanged (IIF reporting can be submitted via fax, eSubmit or to a dedicated CMHC mailbox in the provided standardized template).

What Are the Main Steps Involved in Submitting Homeowner and Multi-Unit Arrears Reports?

1 Navigate to the Arrears Report Submission page

Navigate to the Insurance Servicing Tools login page using the English or French URL, depending on your language preferences.

You can access the Arrears Report Submission page by selecting **Upload a New Arrears Report** in the Quick Links section on the Dashboard or through the Menu of the Insurance Servicing Tools.

2 Submit the Arrears Report

Complete the required fields and **attach the arrears report** using the standardized template.

Only the first tab in the standardized template will be validated. **Use columns AC and AB to report on multiple Transit Numbers and Institution Numbers** within the first tab. Adjusting the standardized template, such as deleting columns, will result in errors.

When you finish completing sections A and B, **select Submit** on the Status Tracker and address any form or attachment errors as required. Shortly after you will receive an **automated e-mail notification** notifying you that CMHC has successfully revied your submission for processing.

3 Monitor the Arrears Report Submission List

To review your past processed arrears submissions, navigate to the **Arrears Report Submission List.**

On the **Arrears Report Upload page**, select an arrears report/row from the table to view the details and attachments of that submission.