



Tribunal Ontario Portal Personal Identification Number (PIN)

Before contacting us about your questions related to PINs, please read frequently asked questions below.

Frequently Asked Questions

How are you ensuring that user confidentiality is maintained on the Tribunals Ontario Portal?

We take the confidentiality of our users seriously and have built many security features into the Tribunals Ontario Portal. To access the portal, users need to have an existing account or create a new account on a secure website. Once an application is submitted by the applicant, the other parties named in the application are notified and provided with a unique PIN, which they can use to access the file on the portal.

What are PINs?

A PIN is a unique identification number that allows parties access to a file on the portal. PINs are assigned and belong to individual users and are a form of authentication and to enable entry into the portal.

I submitted an application on the Tribunals Ontario Portal. Do I need a PIN?

Parties who file an application directly through the Tribunals Ontario Portal do not need a PIN themselves, as the file will be automatically accessible under their account.

A PIN is only necessary for parties other than the applicant, or any identified legal representatives associated with a file.

Once an application is filed on the portal, the other parties are notified and provided a unique PIN, which they can use to access the application. This notification is given by email, where an email address was provided at the time of filing, or by mail if there is no email address for the other parties.

An individual PIN can only be used by the party to whom it was assigned. You cannot share PINs.

I want to provide access to my representative. Can I share my PIN with them?

No. For security reasons, PINs cannot be shared to access a file on the portal.



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When filing an application, the applicant should identify their representative and the other parties and provide an email address for each person, if available. To add a representative to the application after it has been submitted, the applicant can submit a request through the portal. Parties will then receive their own unique PIN to gain access to the file. Please find information on how to submit a request below.

I received a PIN. What next?

The PIN is used to access a file for the first time. Once a user creates an account with a username and password, they will be able to link their files to their account with a file number and a PIN.

Once the file is linked to the user's account, they no longer require the PIN.

I have an issue with my PIN, or I am a party to a file, but I did not receive a PIN.

If you lost your PIN, you must contact the LTB by email at LTB@ontario.ca or by phone at 416-645-8080 or 1-888-332-3234 (toll free) to request a new PIN.

If the applicant did not add you as a party on the file, you will not receive a unique one-time PIN. If you can, ask the applicant to submit a request on the portal. If that is not possible you must contact the LTB by email at LTB@ontario.ca or by phone at 416-645-8080 or 1-888-332-3234 (toll free) to request a PIN.

If your PIN is not working, ensure that the PIN was assigned to you. If you received the PIN from another party to the application, you must contact the LTB by email at LTB@ontario.ca or by phone at 416-645-8080 or 1-888-332-3234 (toll free) to receive a unique one-time PIN.

I want to add a representative or agent to my file.

If you would like to add a representative to your file, you can make this request on the portal from the documents evidence and request page of your file. Once there select "+add file documents". Then upload your request as a word or PDF document by pressing "select file" and choosing the document from your computer and clicking on open. In the about section, please write "Request to Add a Representative" and under what type of file is it? - pick "Request to Add a Representative or Agent." Then confirm that the file does not include any information related to negotiation or settlement discussions between the parties and click "Save".

If you do not have access to the Tribunals Ontario Portal, you can also submit this request to the LTB by emailing LTB@ontario.ca. Please make the subject line of your email "Request to add a Representative/Agent" + your file number.



Tribunals Ontario

Landlord and Tenant Board

You can make the request via mail by sending it to:

Landlord and Tenant Board
15 Grosvenor Street, Ground Floor
Toronto, Ontario M7A 2G6

Courier mail should be addressed to:

Landlord and Tenant Board
25 Grosvenor Street, 4th Floor
Toronto, ON M7A 1R1

My representative filed the application on my behalf. Will I get a PIN or will I have access if I log on to my account?

If your representative added your correct email address, you would automatically receive an email with your PIN attached. If your representative did not include your email address, you must contact the LTB by email at LTB@ontario.ca or by phone at 416-645-8080 or 1-888-332-3234 (toll free) to request a PIN.

I am stuck on the 'Ready to Submit' page.

Once you have reached the 'Ready to submit' page, you will not be able to go back to review or make changes to your draft application. You can choose to complete your payment to submit your application, or, if you need to make changes to the information in your application, you may wish to start a new application. If you start a new application, be sure to review it prior to selecting 'Save and Next'.

If you have reached the 'Payments' page but are unable to complete your payment, you can provide details of your issue and ask for help on this page or email us with the LTB file # and the issue.
