

Applicant Portal FAQ's

Applicants and staff assisting:

What if I do not have an email address?

You must have an email address and regular access to it in order to submit your application through the portal. Welcome space staff and community partners can assist in setting up an email address if you do not already have one. If you do not wish to use an email address you will have to submit a paper version of the application.

What happens if I change my email address?

You will need to log on using your old email address and password, you may then change it in the user section of the application.

What happens if I forget my username/password?

Your username will be your email address and you will be able to access a password re-set using your email. If you forget both your username and password or are having difficulty re-setting your password, please contact housingapplication@regionofwaterloo.ca.

Can I check the status of my application?

When you log into the portal you will see if your application is incomplete, in property selections, active or cancelled. You will not be able to see your place on the waitlist as that information is not available.

How will I receive a response?

Any communication about your application will be done via email. You will receive an email from either IHS admin, or a CHAC email from the Region of Waterloo.

What happens to my application after I submit it?

After you receive a confirmation email that your application has been submitted, CHAC staff will receive notice of a new application and will start their eligibility process.

How do I upload documents?

Documents can be uploaded using PDF, JPEG, JPG, BMP, PNG, GIF or HEIF formats. Help functions are available on the portal to explain how this can be done.

Can I upload documents at a later date?

In the future, applicants will be able to log on and change certain information and upload documents at any time. For now please send any new documents directly to your CHAC worker or email them to housingapplication@regionofwaterloo.ca.

Who can I contact for technical support or questions?

-Please email housingapplication@regionofwaterloo.ca for support. Or visit our [website](#) to fill in a support request form.

What if I don't understand a question?

Help functions are available throughout the portal. You can also email us at housingapplication@regionofwaterloo.ca

Will other applicants be able to log onto my account?

Only you will have access to your application. As with any secure site, we ask that you keep your password private and do not make it easy for someone to guess.