



I have an existing account, but I have forgotten my password.  
What do I do?

**Answer:** Go to the Service Clarington portal at [Service.Clarington.net](https://Service.Clarington.net) and click on the “Registered User” button. Next, click on “Forgot Password.” Follow the instructions to reset your password.

I submitted my application but have not heard from a staff member yet. When will I hear from someone about my application?

**Answer:** Our staff aim to provide a response to each submitted application as soon as possible; however, sometimes, there is a high volume of applications. We encourage you to log in to your Service Clarington account to ensure your application has been submitted. Tip: You should see a “Details” button and not a “Continue” button next to the application in question.

I submitted an application before the launch of Service Clarington.  
Can I view my in-progress application online?

**Answer:** Yes! If you provided an email address with your application, you can create a new Service Clarington account with that same email address and view the history of your applications. If you are unable to view a past application, please contact staff at 905-623-3379 to assist with linking your application to your online account.

What does it mean if my application has a status of “Online Pending?”

**Answer:** A status of “Online Pending” means that the application has not yet been fully submitted. You may need to provide additional information, attachments or pay a fee to complete the application process.