How to link your case to your Tribunals Ontario Portal account

The Tribunals Ontario Portal is the online system for the Landlord and Tenant Board (LTB). There are many things you can do through the Portal. For example, you can use it to:

- check when a hearing is scheduled
- send evidence to the LTB for your hearing
- find documents related to your hearing
- see if the LTB has made any decisions

To do this, you may need to link your LTB case to your account on the Portal. If you do not have an account, you can read **How to make a Tribunals Ontario Portal account**.



Find your LTB number and PIN

You need your LTB file number and a PIN to link your case to your account on the Portal.

Your LTB file number will be a series of letters and numbers that starts with the letters "LTB". Your PIN will be a 5-digit number.

The LTB will send you a letter with this information after:

- your landlord files an application against you, or
- you file an application against your landlord by mail, courier, email, or in person

You do not need to link your LTB case if you already used the Portal to file an application online.

If you lose your PIN, do not receive a PIN, or your PIN does not work, you can contact the LTB by:

- email: **LTB@ontario.ca**
- phone: **416-645-8080** or **1-888-332-3234** (toll free)



Sign in to the Portal

1. Open **tribunalsontario.ca/ltb/tribunals-ontario-portal**
2. Select the **Go to Tribunals Ontario Portal** button in the bottom right corner
3. Sign in to your My Ontario Account

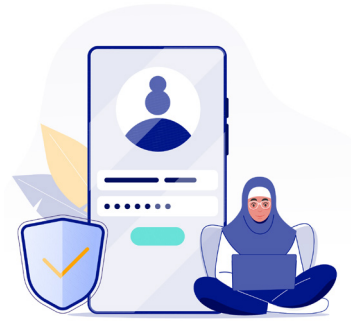
If you do not have a My Ontario Account, you can read **How to make a Tribunals Ontario Portal account**.



Link your LTB case to your account

1. Select the button that says **+ Link my Account to a File**
2. Enter your **LTB file number** and your **PIN**
3. Select **Submit**

You will now be able to see information about your LTB case.



Get help

Tribunals Ontario has a help guide if you have problems making a Portal account: **tribunalsontario.ca/en/tribunals-ontario-portal/help**.

You can also contact Tribunals Ontario for help: **tribunalsontario.ca/ltb/tribunals-ontario-portal/contact**.

Or a community organization might be able to help you. To find help in your area, call **211** or visit **211ontario.ca**.

You can find more information about housing law at **stepstojustice.ca**.
This is general legal information for people in Ontario, Canada.
It's not intended to be used as legal advice.

Cette publication est également disponible en français.

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