



Tips for Using the Application Submission Tool

The purpose of this document is to provide general guidance and information on how to make the most efficient use of the Application Submission Tool (AST). Here are a few recommendations to help with registering for an account and using the AST to successfully submit a development application to the City of Toronto.

To sign up for an online Application Submission Tool account

Visit the City's [Application Submission Tool](#) web page and select **Request an Account**. After you have filled out the form and submitted your request, you will receive an email with a temporary password.

When submitting application materials

- Ensure you're selecting the right application type(s). Once you save as draft, you are unable to modify the application type.
- When adding an **Address**, type the address in the field and click on the Lookup address button. Select the appropriate address from the dropdown menu to add it to your application.
- If your application is related to multiple property addresses, please include them in the **Describe Location** field.
- In the **Add People** section of the tool, if the individual submitting the application is different from the applicant name listed on the Application Form, select the 'No' checkbox. This allows you to include the applicant's information on the form as part of your digital submission.
- The **Applicant Representative** is the individual submitting the application via the tool; this person could also be the same as the applicant listed on the Application Form.
- On the upload files page, only flattened files should be uploaded and added to your application submission.
- If you have other documents not listed in the various sections, add them in the **Additional Documents** file found under each heading.
- You can use the Control-F search function within your web browser to type and search for documents on the **Add Documents** page.

Application Submission Tool Q&A

How can I register for an Application Submission Tool account?

Visit the [City's website](#) to request an Application Submission Tool account. After filling out the form and submitting your request, you will receive an email with a temporary password. Use this temporary password to log in and create a new password in order to begin using the Application Submission Tool.

Why isn't my password working?

Please ensure that you are attempting to log in using the following link:

<https://www.toronto.ca/city-government/planning-development/application-forms-fees/development-online-application-submission/>

As a reminder, passwords and email addresses are case sensitive. Your password must meet the following criteria:

- Password must be at least 12 characters long
- Must contain at least one number
- Must contain one symbol
- Must have a combination of uppercase and lowercase letters.

What should I do if I forget my password?

If you have forgotten your password, you can use the Forgot Password functionality on the sign-in page to reset your password.

Who is eligible to have an account within my organization?

Any individual submitting application materials on behalf of an organization should have their own account. Your registration acknowledges that you will be the main point of contact for all application materials that you upload using the City of Toronto's Application Submission Tool.

Is my account profile associated with me or my organization?

Your account is associated with both you and your organization. Each individual who submits applications from your organization should have their own account.

Does everyone in my organization who submits application materials need their own account?

Yes.

Who should I contact if I have questions about using the Application Submission Tool?

Questions can be submitted to appssubmission@toronto.ca. Once you have submitted your application materials, you will receive the email and phone number of a Planning Consultant who can help you with any questions.

Who should I contact if I have questions about my application?

Once all of your application materials have been submitted, a Planning Consultant will be in touch with you regarding next steps. You will receive an email with the Planning Consultant's contact information, which you can use should you have any questions.

If you have questions prior to the submission of your materials or prior to a Planning Consultant being assigned to your application upload, please reach out to appsubmission@toronto.ca.

Can I save my progress on an application?

Yes. Once you have provided the address that your application is referring to, you can save your progress by using the Save Draft button. You can continue to save your progress at any time in the process by clicking Save before clicking Next (bottom right of your screen).

What if I log out without saving my application? Will I need to start over when I log back in?

If you log out without initially saving your application, you will lose your data.

What happens when I refresh my screen?

When you refresh your screen, it takes you back to the last saved screen.

How do I resume a saved application?

You can log in to your account and view your saved application on the dashboard. Click Edit to continue working on the application.

Has anything else changed other than how I submit materials for my application?

The intake of your application has moved from a manual paper intake to an electronic intake process. Once all of your application materials have been submitted and reviewed by a Planning Consultant, your documentation will be uploaded into our database. For the time being, all other processes are business as usual (such as payment, commenting and interactions with the Planner assigned to your application).

How will I know when my application status changes?

You will receive an automated email any time your application status changes. It will come from "Application Submission Tool" at appsubmission@toronto.ca. This email will include contact information should you have any questions. You will also see the change in status if you log in to your account on the Application Submission Tool dashboard.

Can I use the Application Submission Tool to resubmit an application?

No. You will work with the Planning Consultant or the Planner assigned to your file, depending on where in the process your application is. The Application Submission Tool is only meant for initial submissions of materials and cannot be used for resubmissions of applications.

Has the process to pay my application fees changed?

No. You are still able to pay your fees using the existing wire transfer service. Once the application fees are ready to be paid, the Planning Consultant will be in touch with you to confirm your fee amount and provide you with instructions on how to initiate the wire transfer.

The City is actively looking at making payments easier as part of our approach to continuous improvement. More information will be shared as it becomes available.

Will the new tool impact existing timelines for hearing back regarding my application?

A Planning Consultant will advise you once the review of your uploaded materials is finished and the application fee payments have been processed. At that time, the Planning Consultant will also confirm when review of the submission will commence. Upon intake of the application and fee payment, timelines are as dictated by the Province of Ontario.

Can I make changes to my application once I have submitted it for review?

Once you have submitted your application through the Application Submission Tool, you cannot make further changes to the materials submitted with the application. Once a Planning Consultant has been assigned, you can contact the Planning Consultant directly to provide any context regarding the changes you wish to make to your application submission.

What if I forget to add something to my application?

Once a Planning Consultant has been assigned to your uploaded materials, you can contact the Planning Consultant directly to provide any context regarding the additions and/or changes you wish to make to your application submission.

Can other people in my organization view an application I submitted?

There is no way for other individuals within your company to view an application you have submitted. The application is viewable by the account holder only, even within the same company.

What application types can I submit using the Application Submission Tool?

You can submit the following application types:

- Site Plan Control (SA)
- Official Plan Amendment (OPA)
- Zoning By-law Amendment (ZBA)
- Condominium Approval (CD)
- Part Lot Control Exemption (PL)
- Rental Housing Demolition & Conversion (RH)
- Subdivision Approval (SB)
- Telecommunications Tower (TT)

Can I combine multiple application types?

You can combine the following application types: Site Plan Control (SA), Official Plan Amendment (OPA) and Zoning By-law Amendment (ZBA).

The following applications need to be submitted separately: Condominium Approval (CD), Part Lot Control Exemption (PL), Rental Housing Demolition & Conversion (RH), Subdivision Approval (SB) and Telecommunications Tower (TT).

What if I want to change my email address after submitting an application?

Reach out to apps submission@toronto.ca with a request to change your email address. All correspondence will be sent to the new email address once it has been changed.

I have submitted multiple applications. How do I know which one is being updated?

All email correspondence you receive will include the Application Type and Property Address of the application.

I do not have all the mandatory documents ready for upload; can I still complete my submission?

You will not be able to submit the application without uploading the required documents. However, you can save it as a draft and complete the application at a later time.

Still have questions? Contact apps submission@toronto.ca.