


**Ministry of Children, Community and
Social Services**
Family Responsibility Office

FRO Online Guide

November 2024

Ontario.ca/FROonline 1-800-267-4330 TTY 1-866-545-0083

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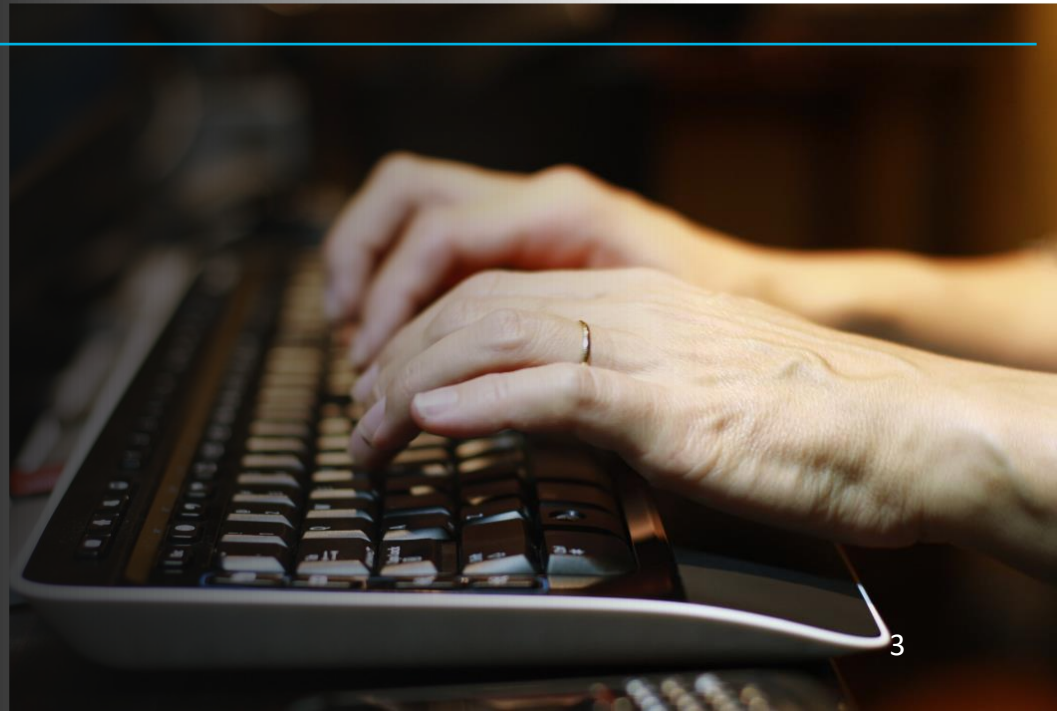
Chapter 1

Introduction to FRO Online

FRO Online

Welcome!

[Register/Sign In](#)



Chapter 1 Introduction to FRO Online

Introduction to FRO Online

The Family Responsibility Office (FRO) provides a secure online service to access your case information 24 hours a day, seven days a week. This service is called **FRO Online**.

FRO Online is an integral part of FRO's efforts to provide you with access to your case information.

This guide is intended to help you access FRO Online. It will explain how to:

- ❖ register for access to FRO Online
- ❖ navigate and view your case information
- ❖ understand your case financial information
- ❖ view and print your statement of account
- ❖ send questions, information, documents and digital forms to your case contact

Accessing FRO Online

FRO Online is accessed through your **My Ontario Account**, a Government of Ontario login service that lets you sign in quickly and securely to all Government of Ontario services using one common login. With a **My Ontario Account**, you have two login options to choose from:

- ❖ **“My Ontario Account” login:** Sign in with an email and password that is only for Ontario government services
- ❖ **“Sign-In Partner” *Interac*® sign-in service:** Sign in using the same username and password that you use for other online services such as your bank

FRO Online is accessed at the following link:

Ontario.ca/FROonline

If you need to update your **My Ontario Account** information, including your log-in email or password, access your **My Ontario Account** directly at the following link:

Signin.ontario.ca

Chapter 2

FRO Online Enrollment



Chapter 2 FRO Online Enrolment

Sign up for FRO Online

To register for FRO Online, you will need the letter from FRO that contains your one-time enrolment ID and registration instructions for FRO Online.

If you do not have your enrolment ID, you will need to sign up to request your enrolment ID.

What is needed to request an enrolment ID for FRO Online

During the sign-up process, we will confirm your:

- ❖ seven-digit case number
- ❖ date of birth
- ❖ current mailing address

Sign up for FRO Online

Please be sure to read all instructions while you are signing up for FRO Online.

You can request an enrolment ID at the following link:

FROonline.mcass.gov.on.ca/#/statics/termsreg

After we confirm your information, we will mail you an enrolment ID so you can complete registration for FRO Online. From the time of request, it will take five to seven business days for you to receive the enrolment ID.

FRO Online enrolment

If you have received your FRO Online enrolment letter and need to complete the registration, you can access FRO Online at the following link:

Ontario.ca/FROonline

FRO Online enrollment

To complete registration for FRO Online, you will need your:

- ❖ seven-digit case number
- ❖ FRO Online enrolment ID
- ❖ date of birth
- ❖ email address to create your “**My Ontario Account**”

Select “**Register/Sign In**” to continue.

FRO Online

Welcome!

Register/Sign In



My Ontario Account



Don't have an account? [Create Account](#)

OR

Sign in to My Ontario Account

Email

The email address you registered with

Password

☐ Remember me

Sign In

OR

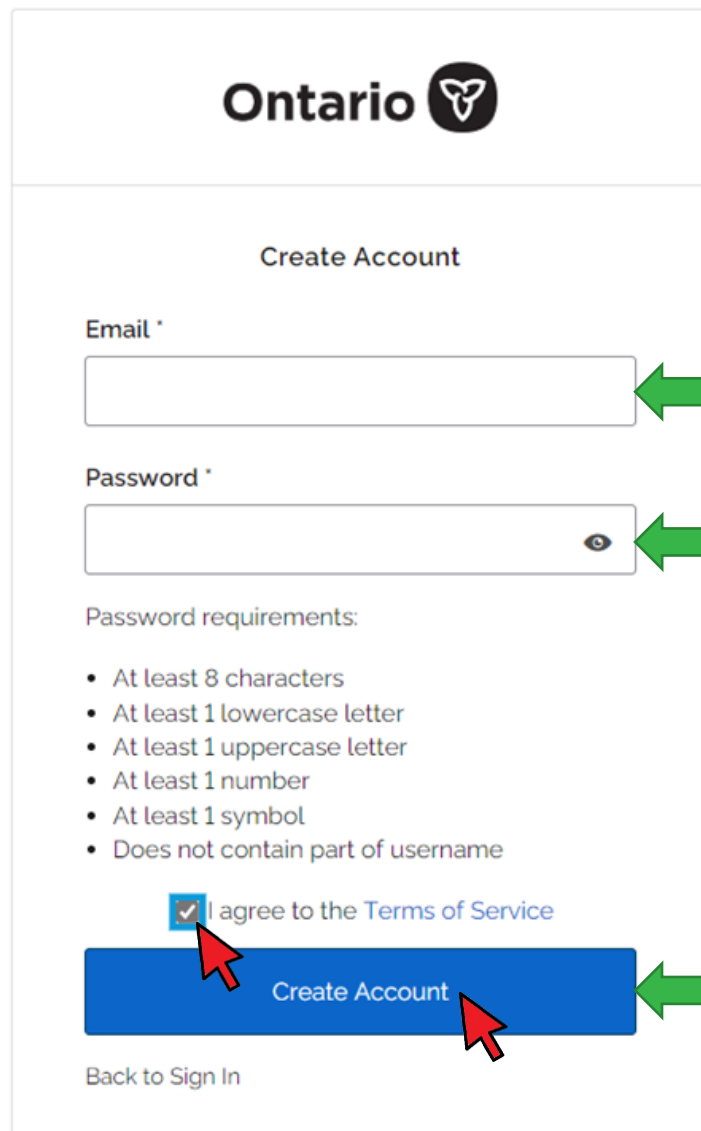
Sign-In Partner

If you don't already have a **"My Ontario Account"**, select **"Create Account"**

If you already have a **"My Ontario Account"** that you use to access other Ontario programs such as **"MyBenefits"**, select **"Sign in"**

If you want to sign in using your banking information, select **"Sign-in Partner"**

Create your “My Ontario Account”



The screenshot shows the 'Ontario' logo at the top, followed by the 'Create Account' heading. Below this are two input fields: 'Email *' and 'Password *'. The password field has a toggle icon (an eye) to its right. Under the password field, the text 'Password requirements:' is followed by a bulleted list: 'At least 8 characters', 'At least 1 lowercase letter', 'At least 1 uppercase letter', 'At least 1 number', 'At least 1 symbol', and 'Does not contain part of username'. Below the list is a checkbox labeled 'I agree to the Terms of Service', which is checked. At the bottom of the form is a blue 'Create Account' button and a link 'Back to Sign In'. Annotations include green arrows pointing from a blue callout box to the email and password fields, and another green arrow pointing from a second blue callout box to the 'Create Account' button. Red arrows point to the checkbox and the 'Create Account' button.

Ontario

Create Account

Email *

Password *

Password requirements:

- At least 8 characters
- At least 1 lowercase letter
- At least 1 uppercase letter
- At least 1 number
- At least 1 symbol
- Does not contain part of username

☒ I agree to the Terms of Service

Create Account

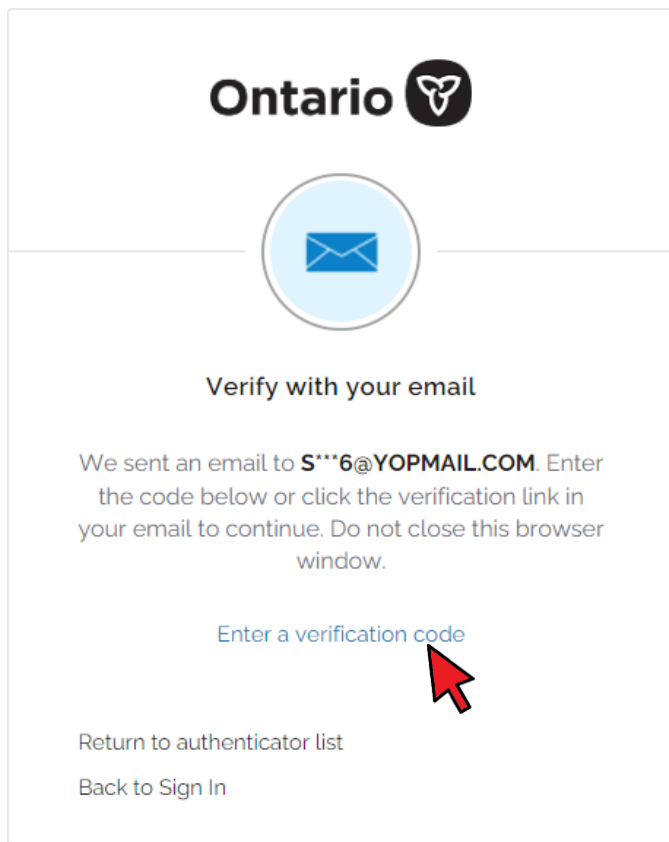
[Back to Sign In](#)

Enter your email and create a password. Password must contain at least eight characters, one number, one symbol, one lowercase letter and one uppercase letter. Agree to the “**Terms of Service**”

Select “**Create Account**”

Activation email

Activate your account by entering the emailed verification code **OR** by clicking the “Activate your account” link in the email.



Hello,

Please activate your account by entering this verification code in the Verify with your email page:

134666

Or, if you're on the same device and browser click on this link:

[Activate your account](#)

This activation link and code will expire in 30 minutes.



If you did not activate your account within 30 minutes of receiving this email, you can easily resend another activation email within 24 hours of creating your account:

- Navigate to the government service you are trying to access and sign in.
- When prompted on the "Set up security methods" screen, click the Set up button.
- Follow the steps on the "Verify with your email" screen to complete account activation.

If you have not activated your account within 24 hours, the account will be deleted. You will be able to create your account again by navigating to the government service you were trying to access to complete your activation.

If you need additional help, access your Sign-in page. Then click the "Contact us" link.

Activate your account using email verification code

Verify with your email

We sent an email to **S***6@YOPMAIL.COM**. Enter the verification code in the text box.

Enter Code

Verify

[Back to Sign In](#)

Enter the emailed verification code and click **“Verify”**

Activate your account using the activation link

Hello,

Please activate your account by entering this verification code in the Verify with your email page:

134666

Or, if you're on the same device and browser click on this link:

[Activate your account](#)

This activation link and code will expire in 30 minutes.



Please continue to complete the activation of your account.

Complete Activation

Check your email for your FRO Online account activation email and click the **“Activate your account”** link. Note that the activation link needs to be opened in the same web browser that you started the registration process with

Click the **“Complete Activation”** button in the browser that opens

Confirm your identity

Confirm your identity (1 of 2)

What is your seven-digit Case Number? (required)

Your Case Number can be found on all letters you receive about your cases. If you don't know your case number please call us at [1-800-267-4330](tel:1-800-267-4330).

What is your eight-digit FRO Enrollment ID? (required)

Your Enrollment ID was sent to you on a letter from FRO. If you haven't received a letter or have any questions please call us at [1-800-267-4330](tel:1-800-267-4330).

Enter your seven-digit Case Number and eight-digit FRO Enrollment ID then click **"Next"**

Next

Confirm your identity (2 of 2)

We now require you to verify your date of birth.

Date of birth


Next

Enter your date of birth then click **"Next"**

Terms and Conditions

Acknowledge and accept the “Terms and Conditions”.

Terms and Conditions

Print 

Terms and Conditions of Access to Use of Family Responsibility Office Online (FRO Online)

1.0 You agree to abide and be bound by the following Terms and Conditions for purposes of access and use of FRO Online (including FRO digital forms):

His Majesty the King in Right of Ontario, as represented by the Ministry of Children, Community and Social Services (“the Ministry”), is responsible for the operation of this website (FRO Online) and takes great care to ensure the safety and security of your information and that your information is kept confidential. In return for access to and use of FRO Online (including FRO digital forms), you must agree to be bound by the following Terms and Conditions. If you do not agree to be bound by these Terms and Conditions, do not further access or use FRO Online (including FRO digital forms).

2.0 Authentication for purposes of communication with the Family Responsibility Office through FRO Online (including FRO digital forms)

2.1 FRO Online (including FRO digital forms) access is only granted when a user has completed login and authentication processes


☒ I acknowledge and confirm that I have read, understood and agree to be bound by the Terms and Conditions as set out above

I accept

I do not accept


FRO Online landing page

You now have access to FRO Online.

Ontario 

Français

FRO Online

Your casesMy ProfileMy Ontario Account Logout

Case number
01234567

Summary

Payments

Statement of account

Support obligations

Enforcements

Requests and Documents

Digital forms

Hello, welcome to FRO Online

Below is a summary of the current financial information for case **0504860**.

N/A	N/A	\$919.00
Most recent payment	Most recent payment date	Total outstanding case balance

[View more](#)

Frequently asked questions

[Expand all](#)

Support payments in Ontario

Want to learn more about the Family Responsibility Office (FRO)?

Chapter 3

Logging into FRO Online



Chapter 3 Logging into FRO Online

Logging into FRO Online

FRO Online is available to access your case information 24 hours a day, seven days a week.

After you have completed the registration process, you will be able to sign back into FRO Online using the following link:

Ontario.ca/FROonline

Log back into FRO Online

To log back in, select **“Register/Sign in”**:



FRO Online

Welcome!

Register/Sign In



About this service

You can use this service to get information or report changes about your case with the Family Responsibility Office (FRO).

FRO Online enables you to:

- view your case balance, support payments due and payments made
- view active enforcements
- view your contact information
- send questions, information, documents and digital forms to your case contact
- view and print your statement of account

To register for FRO Online, you need to have:

- an active case with FRO
- your FRO case number
- the eight-digit FRO Online enrollment ID sent to you by mail

If you do not have a FRO Online enrollment ID, you can request one directly at froonline.mcscs.gov.on.ca

If you need to update your Public Secure Information, including your log-in email or password, access your Public Secure account directly at the following link: signin.ontario.ca

Please check back later or [contact us](#) for help if you can't register or log in right now.

Sign in to your “My Ontario Account”



Don't have an account? [Create Account](#)

OR

Sign in to My Ontario Account

Email

The email address you registered with

Password

☐ Remember me

Sign In

OR

Sign-In Partner

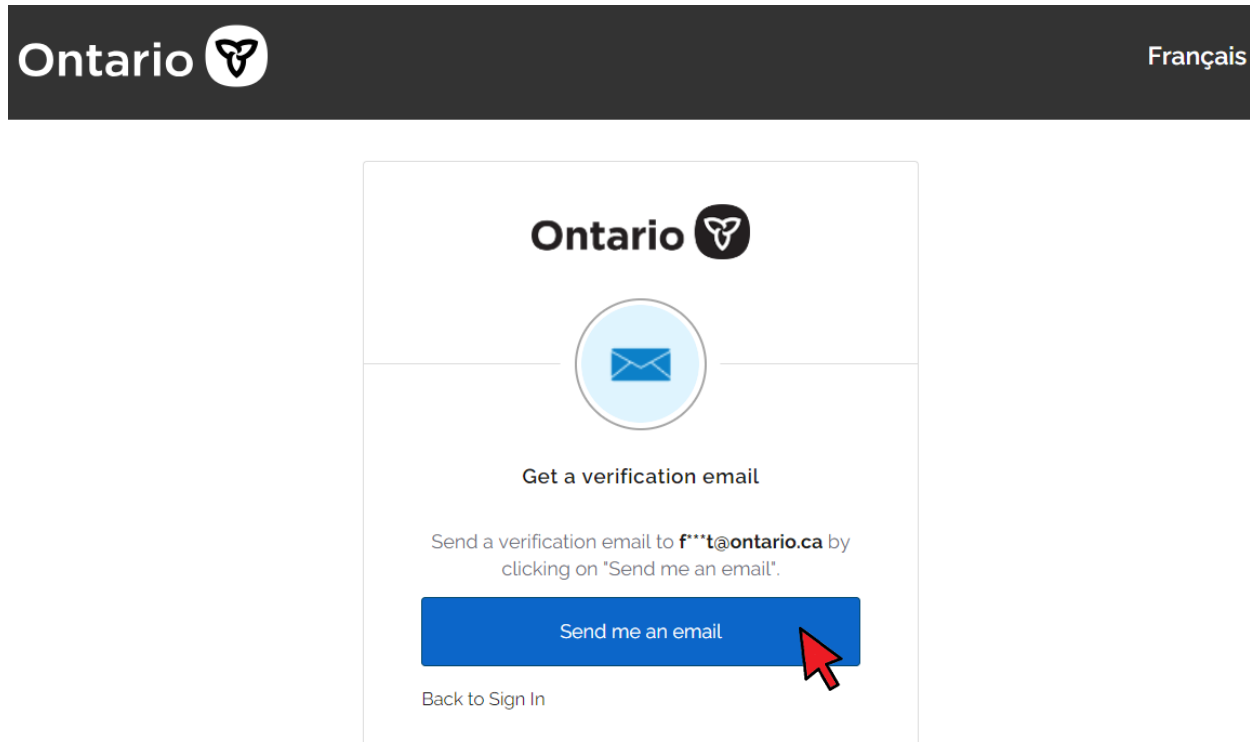
Enter the email address you registered with and your password.

Select “**Sign in**”

If you want to sign in using your banking information, select “**Sign-in Partner**”

Multi-factor authentication (MFA)


As an enhanced security measure, FRO Online requires multi-factor authentication (MFA) via email. When logging in, you will receive a verification code by email, which adds an extra layer of protection to your account. Click “Send me an email” to get your code.



Enter the verification code from your email on the next screen and click “Verify”.

Terms and Conditions

Review the FRO Online “**Terms and Conditions**”, acknowledge and click “**I accept**”:
Terms and Conditions

Print 

Terms and Conditions of Access to Use of Family Responsibility Office Online (FRO Online)

1.0 You agree to abide and be bound by the following Terms and Conditions for purposes of access and use of FRO Online (including FRO digital forms):

His Majesty the King in Right of Ontario, as represented by the Ministry of Children, Community and Social Services (“the Ministry”), is responsible for the operation of this website (FRO Online) and takes great care to ensure the safety and security of your information and that your information is kept confidential. In return for access to and use of FRO Online (including FRO digital forms), you must agree to be bound by the following Terms and Conditions. If you do not agree to be bound by these Terms and Conditions, do not further access or use FRO Online (including FRO digital forms).

2.0 Authentication for purposes of communication with the Family Responsibility Office through FRO Online (including FRO digital forms)

2.1 FRO Online (including FRO digital forms) access is only granted when a user has completed login and authentication processes


☒ I acknowledge and confirm that I have read, understood and agree to be bound by the Terms and Conditions as set out above

I accept

I do not accept


FRO Online landing page

You will be directed to the FRO Online landing page and have access to FRO Online and information about your case(s).

Ontario 

Français

FRO Online

Your casesMy ProfileMy Ontario Account Logout

Case number
01234567

Summary

Payments

Statement of account

Support obligations

Enforcements

Requests and Documents

Digital forms

Hello, welcome to FRO Online

Below is a summary of the current financial information for case **0504860**.

N/A	N/A	\$919.00
Most recent payment	Most recent payment date	Total outstanding case balance

[View more](#)

Frequently asked questions

[Expand all](#)

Support payments in Ontario

Want to learn more about the Family Responsibility Office (FRO)?

Chapter 4

Navigating FRO Online



Chapter 4 Navigating FRO Online

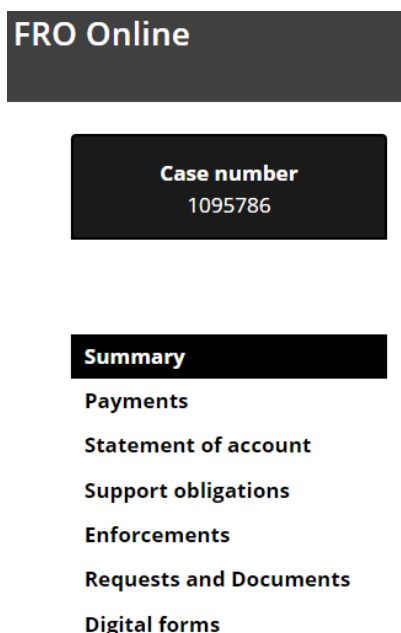
Navigating FRO Online

This section provides instructions for navigating through FRO Online and accessing information by using:

- ❖ side navigation menu
- ❖ Your cases
- ❖ Frequently asked questions
- ❖ My Profile
- ❖ My Ontario Account
- ❖ English and French language selection
- ❖ security session time out
- ❖ Logout

Side navigation menu

From any page in FRO Online, you can access the side navigation menu. On the side navigation menu, you will see a series of tabs where you access:



- ❖ Summary
- ❖ Payments
- ❖ Statement of account
- ❖ Support obligations
- ❖ Enforcements
- ❖ Requests and documents
- ❖ Digital forms

Your cases

From any case, you can select “**Your cases**” on the top navigation bar to go back to your list of cases.



Hello, welcome to FRO Online

Your cases

FRO case number: 01234567	FRO case number: 01234567
Total outstanding case balance: \$25,465.06	Total outstanding case balance: \$18,504.00
Your case role: Support payor	Your case role: Support payor
Support recipient:	Support recipient:

Frequently asked questions

Most pages display a list of “**Frequently asked questions**” at the bottom of the page. Click “**Expand all**” to view all the “**Frequently asked questions**”.

Frequently asked questions

[Expand all](#)



Support payments in Ontario

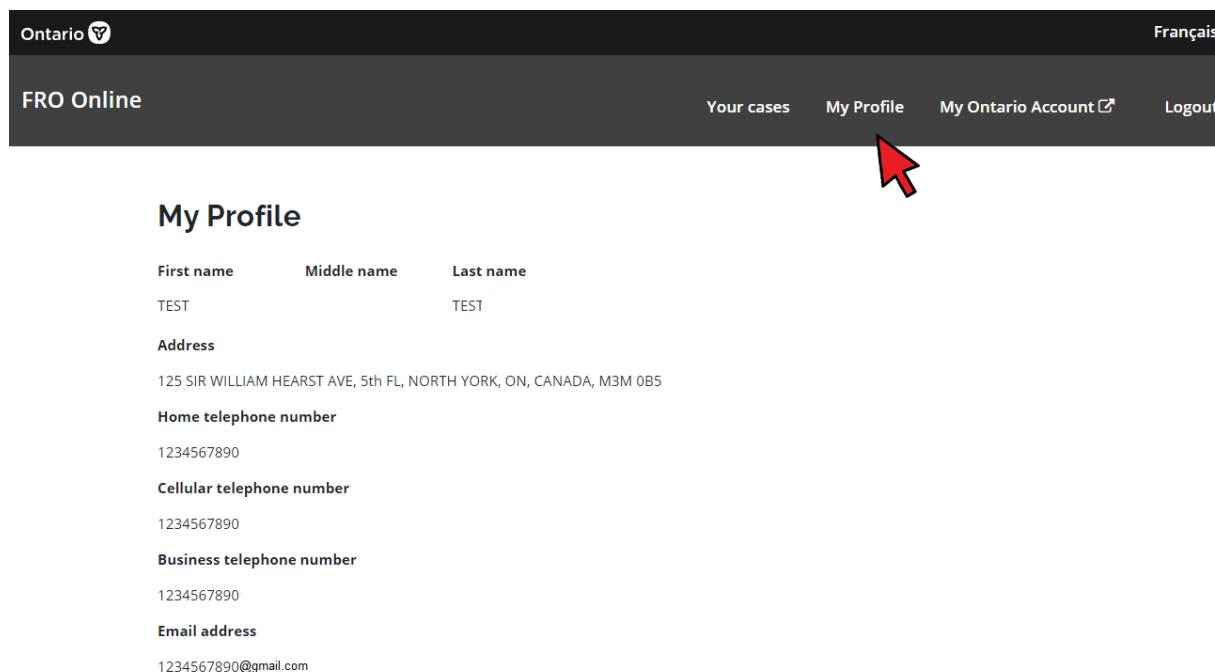


Want to learn more about the Family Responsibility Office (FRO)?



My Profile

On the top navigation bar, you can access your personal information under “**My Profile**”. Here you will see your name, address, phone number(s) and email address. This is your contact information currently on file at FRO.



First name	Middle name	Last name
TEST		TEST

Address

125 SIR WILLIAM HEARST AVE, 5th FL, NORTH YORK, ON, CANADA, M3M 0B5

Home telephone number

1234567890

Cellular telephone number

1234567890

Business telephone number

1234567890

Email address

1234567890@gmail.com



If your contact information is incorrect on the “**My Profile**” page, refer to [Chapter 7 Sending a Request to FRO](#) to learn how to update your information by sending a request to your case contact.

My Ontario Account

Access your “**My Ontario Account**” using the link on the top navigation bar.



English and French language selection

You can toggle between English and French by selecting “**English**” or “**Français**” on the top right corner.



Security FRO Online session time out

Your FRO Online session will time out and log you off if you are inactive for fifteen minutes. You will need to log back in to continue. A warning message will be displayed before you are logged out.

www.froonline.mcass.gov.on.ca says

Your session is going to expire. Please click OK to extend the session.

The session will be extended by 30 minutes 0 seconds. Time remaining before timeout: 1 minutes 0 seconds

OK

Cancel

Logout

To logout securely, click the “**Logout**” link in the top right corner.



Chapter 5

Viewing Your Case Information

Chapter 5 Viewing Your Case Information

Introduction to viewing your case information

This chapter provides instructions for viewing your case information including:

- ❖ support obligations and support orders
- ❖ active enforcements on your case

Support obligations

To view information about your current support obligations and support orders , click on “**Support obligations**”. A list of the active support obligations and support orders will display.

Case number
01234567

Summary

Payments

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Support obligations

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Support obligations

Below is the current support order information on your case and any active support obligations.

Active support obligations

Type	Amount payable	Frequency	Cost of living adjustment
Child Support	\$575.00	Monthly	No
Spousal Support	\$10.00	Monthly	No
Special Expenses	\$10.00	Weekly	No

Support orders

Order date

May 15, 2024

Enforcements

To view information on the current enforcements on your case, click on “**Enforcements**”. A list of all active enforcements on your case will display.

Ontario

Français

FRO Online

Your casesMy ProfileMy Ontario AccountLogout

Case number

01234567

Summary

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Enforcements

Below is a list of enforcement actions that are currently in effect or have begun on this case.

Enforcement description

A lien has been registered under the Personal Property Security Act for arrears owing

The Notice of Intention to make a Federal Licence Denial Application was issued on MAY 11, 2024

The First Notice of Driver's Licence Suspension was issued on SEP 17, 2024

There is a Writ of Seizure and Sale in place



For more information on enforcement actions that FRO can take to collect arrears, please visit the FRO website for [Information on FRO Enforcement](#).

Chapter 6

Viewing Your Case Financials



Chapter 6 Viewing Your Case Financials

Viewing your case financials

In FRO Online, you can view the following financial information on your case:


- ❖ Summary
- ❖ Payments
- ❖ Statement of Account


This section will also cover how to file a Statement of Arrears for unpaid support and interest.

Summary

Once you are logged into your case, you will see the Summary page where you can see your most recent payment, most recent payment date and the total outstanding balance on your case.

The screenshot displays the FRO Online interface. At the top, there is a header with the Ontario logo, the text 'FRO Online', and navigation links for 'Your cases', 'My Profile', 'My Ontario Account', and 'Logout'. A language toggle for 'Français' is also present. Below the header, a box displays the 'Case number' as 01234567. A sidebar menu on the left lists various options: 'Summary' (highlighted with a red arrow), 'Payments', 'Statement of account', 'Support obligations', 'Enforcements', 'Requests and Documents', and 'Digital forms'. The main content area features a 'Hello, welcome to FRO Online' message, followed by a summary of financial information for case 0504860. This information is presented in a table with three columns: 'N/A' for 'Most recent payment', 'N/A' for 'Most recent payment date', and '\$919.00' for 'Total outstanding case balance'. A 'View more' link is provided below the table. Below the summary, there is a section for 'Frequently asked questions' with an 'Expand all' link. Two questions are listed: 'Support payments in Ontario' and 'Want to learn more about the Family Responsibility Office (FRO)?', each with a dropdown arrow.

Ontario  Français

FRO Online Your cases My Profile My Ontario Account  Logout

Case number
01234567

Summary

- Payments
- Statement of account
- Support obligations
- Enforcements
- Requests and Documents
- Digital forms

Hello, welcome to FRO Online


Below is a summary of the current financial information for case **0504860**.


N/A	N/A	\$919.00
Most recent payment	Most recent payment date	Total outstanding case balance

[View more](#)

Frequently asked questions

[Expand all](#)

[Support payments in Ontario](#) 

[Want to learn more about the Family Responsibility Office \(FRO\)?](#) 

Summary expanded

On the Summary page, click “**View more**” to expand the view and “**View less**” to collapse the view..

Case number
0504860

Summary

Payments

Statement of account

Support obligations

Enforcements

Requests and Documents

Digital forms

Hello TEST, welcome to FRO Online


Below is a summary of the current financial information for case **0504860**.

N/A	N/A	\$919.00
Most recent payment	Most recent payment date	Total outstanding case balance
View less		
Most recent support obligation amount		\$10.00
Most recent support obligation date		November 21, 2024
Total owed to recipient		\$519.00
Total owed to third party		\$0.00
Total owed to another jurisdiction		\$0.00
Monies owed to FRO		\$0.00
Fees owed		\$400.00
Total outstanding case balance		\$919.00

Payments (for recipients)

On the “**Payments**” page, recipients will be able to view the following:

- ❖ **Payment Date** is the date the payment was sent to you
- ❖ **Payment Amount** displays the total amount of the payment
- ❖ **Payment Method** is the method of the payment, such as Direct Deposit or Cheque

Ontario  Français

FRO Online [Your cases](#) [My Profile](#) [My Ontario Account !\[\]\(8643c800d78c1bf03560160fce089cec_img.jpg\)](#) [Logout](#)

Case number
0504860

Summary
Payments
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Support obligations
Enforcements
Requests and Documents
Digital forms

Payments

Below is a list of the most recent payments made to you.

Payment date	Payment amount	Payment method
March 24, 2019	\$125.00	Cheque

No more transactions to display

Payments (for payors)

On the “**Payments**” page, payors will be able to view the following:

- ❖ **Payment Date** is the date the payment was received.
- ❖ **Payment Amount** displays the total amount of the payment.
- ❖ **Payment Method** is the method of the payment, such as Pre-Authorized Debit, Regular Cheque, Telebanking or FOAEA Diversion. FOAEA Diversion represents a payment received from the federal government. Payments made through online banking display as Telebanking.

FRO Online

Your cases My Profile My Ontario Account

Case number
0504860

Summary
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Enforcements
Requests and Documents
Digital forms

Payments

Below is the list of most recent payments received from you.

Payment date	Payment amount	Payment method	Action
April 6, 2024	\$101.00	Regular Cheque	Hide details

Source case number: 0504860 Applied amount: \$0.00

Unapplied amount: \$0.00 Overpayment: \$0.00

Refund amount: \$0.00 Reversed amount: \$101.00

Reversal reason: The payment was reversed

April 6, 2024	\$70.00	Regular Cheque	View details
---------------	---------	----------------	------------------------------


Payments (for payors) continued

Clicking “**View details**” under “**Action**” will provide the following additional details about the transaction.

- ❖ **Source Case Number** is the case number the payment was received on
- ❖ **Applied Amount** is the amount of the payment applied to a case
- ❖ **Unapplied Amount** displays the balance of a payment that has not yet been applied towards a case or has not yet been refunded
- ❖ **Overpayment** is a paper credit that is the result of a retro-active adjustment on the case
- ❖ **Refund Amount** is the amount that has been returned to you
- ❖ **Reversed Amount** is the amount of a payment that was reversed because it was applied in error to a case or returned as non-negotiable
- ❖ **Reversal Reason** displays the reason for the payment reversal, such as account closed, payment stopped or non-sufficient funds


Statement of Account

On the “**Statement of Account**” page, you can generate a current Statement of Account that you can view, print or save to your computer. To generate a Statement of Account, click the “**Generate statement of account**” button.

Ontario 

Français

FRO Online

Your casesMy ProfileMy Ontario Account Logout

Case number
01234567

Summary

Payments

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Statement of account

You can get a statement of account by clicking once on the 'Generate statement of account' button below.

Generate statement of account

Once the statement is created, a hyperlink to view the statement will appear under the 'Generated Statement of Account' section.

Click on this link to access your statement of account.

Generated statement of account

Report type	Created date	Report link	Status
Statement of account	November 22, 2024	Statement of account	Successfully generated

Filing a Statement of Arrears for unpaid support and interest

FRO starts recording support owing once your case has been registered with our office. You need to complete a Statement of Arrears form to let us know about any support payments, special expenses or court costs (related to support) you did not receive before your case was registered or which become owed to you at other times during the life of your case with FRO. You also need to use the Statement of Arrears form to claim any interest owing to you for unpaid payments.

The Statement of Arrears may be completed using the:

- ❖ [Statement of Arrears Calculator tool](#)
- ❖ on a computer using the [fillable PDF](#)
- ❖ handwritten in pen, do not use a pencil

You must fill out all areas of the form — any missed information may result in the form being returned to you.

[Learn more about completing a statement of arrears.](#)

Submitting your Statement of Arrears

Once you have completed the Statement of Arrears form, it must be signed/sworn or affirmed in the presence of a [Commissioner for taking affidavits](#), lawyer, Justice of the Peace or Notary Public. Most family courthouses will commission documents for free.

Once your Statement of Arrears has been commissioned, you may submit it as an attachment through the “**Requests and Documents**” page in FRO Online, or mail or fax it to:

Family Responsibility Office
Ministry of Children, Community and Social Services
PO Box 200, Station A
Oshawa, Ontario
L1H 0C5
Fax: 416-240-2401

Once FRO receives your Statement of Arrears, we will review your support order to make sure the amount(s) you are claiming match the terms of the support order. We will then adjust the amount owing on your case. The adjustments will be completed in approximately 30 days.

Chapter 7

Sending a Request to FRO



Chapter 7 Sending a Request to FRO

Introduction to sending a request to FRO

Through FRO Online, you can:

- ❖ send a request directly to your case contact
- ❖ update your address or phone number
- ❖ request a call back
- ❖ upload a document to your request and see when it is received by your case contact

This chapter will explain how to:

- ❖ send a Request to your case contact
- ❖ add an attachment or upload a document to your Request
- ❖ check the status of your Request

Sending a request to your case contact

To send a request to your case contact, select **“Requests and documents”** on the side navigation panel, then click on the **“Submit a request and/or documents”** button.

Ontario

FRO Online

French

Your casesMy ProfileMy Ontario AccountLogout

Case number0504860

SummaryPaymentsStatement of accountSupport obligationsEnforcementsRequests and DocumentsDigital forms

Requests and Documents

Below you can send a request to your case contact and see the status of other requests that you have made.

Submit a request and/or documents

View your request(s)

Date created	Request number	Request type	Status of request	FRO response	Action
November 23, 2024	1-2986894033	Send Arrears Payment Proposal	In Progress	Request under review	View request

Creating the request

Select a **“Request Type”** from the drop-down menu then enter details in the **“Request Details”** box.


Submit a request and/or documents

Select 'Request Type', enter 'Request Details' and click on the 'Submit' button below.

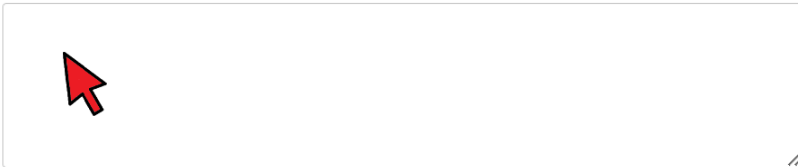

Your request cannot exceed 2000 characters.

Request type (required) *

Select



Request details (required)



Characters remaining: 2000

Upload documents (optional)

Accepted document types are: pdf, jpeg, png, and docx. Attachments cannot exceed 25 MB. You can attach up to ten (10) documents per request.

Drag and drop or [browse](#)

Submit

Cancel

Upload documents

In the “**Upload documents**” section, drag and drop or browse to upload your document(s) to the request, then click **Submit**. You can attach up to ten (10) documents per request. Each document cannot exceed 25 MB.

Submit a request and/or documents

Select 'Request Type', enter 'Request Details' and click on the 'Submit' button below.

Your request cannot exceed 2000 characters.

Request type (required) *

Select ▼

Request details (required)

Characters remaining: 2000

Upload documents (optional)

Accepted document types are: pdf, jpeg, png, and docx. Attachments cannot exceed 25 MB. You can attach up to ten (10) documents per request.

Drag and drop or [browse](#)

Submit

Cancel

Checking the status of your request

To check the status of your request, select **“Requests and documents”**. A list of your requests and forms are displayed. Check to see if the **“Status of request”** and/or **“FRO Response”** fields have been updated.

Requests and Documents

Below you can send a request to your case contact and see the status of other requests that you have made.

Submit a request and/or documents

View your request(s)

Date created	Request number	Request type	Status of request	FRO response	Action
November 23, 2024	1-2986894033	Send Arrears Payment Proposal	In Progress	Request under review	View request



FRO will acknowledge receipt of your request within two business days however different request types can take longer to process. If you have any questions about the status of a specific request, please call your case contact.

Chapter 8

Submit a Digital Form



Chapter 8 Submit a Digital Form

Submitting a digital form


Through FRO Online digital forms, you can securely:


- ❖ complete and submit FRO forms for your open cases
- ❖ view your submitted forms
- ❖ check the status of your form
- ❖ find downloadable forms

Digital forms

From the FRO Online home page, select “**Digital forms**” on the side navigation panel. To start a new form, select “**Available forms**” for a list of forms that you can submit.

The screenshot displays the FRO Online web application interface. At the top, a dark header bar contains the Ontario logo and the text 'FRO Online' on the left, and 'Français' on the right. Below the header, a navigation bar includes links for 'Your cases', 'My Profile', 'My Ontario Account' (with an external link icon), and 'Logout'. The main content area is divided into a left sidebar and a central panel. The sidebar lists several menu items: 'Summary', 'Payments', 'Statement of account', 'Support obligations', 'Enforcements', 'Requests and Documents', and 'Digital forms'. The 'Digital forms' item is highlighted with a black background and a red arrow pointing to it. The central panel is titled 'Case forms for FRO case: 0504860'. Below this title, it says 'Forms that can be digitally submitted'. There are three columns of content under this heading. The first column is titled 'Available forms' and has a red arrow pointing to its button. The second column is titled 'In progress forms'. The third column is titled 'Submitted forms'. Below these columns, there is a section titled 'Forms that can be downloaded' with a button labeled 'Downloadable forms'.

Ontario  Français

FRO Online Your cases My Profile My Ontario Account  Logout

Case number
0504860

Summary
Payments
Statement of account
Support obligations
Enforcements
Requests and Documents
Digital forms

Case forms for FRO case: 0504860

Forms that can be digitally submitted

View FRO form(s) available to submit for this case.

Continue with FRO form(s) you previously started.

View previously submitted FRO form(s).

Available forms In progress forms Submitted forms

Forms that can be downloaded

Download forms that cannot be digitally submitted

Downloadable forms

Available forms

The list of available forms displayed is determined by case role. Recipients will see a different list than payors. Choose a form and click '**Start new form**'.



[Back to case forms](#)

Available forms for FRO case: 99999999

Notice by Support Recipient of Unilateral Withdrawal

Complete this form to withdraw your support order from FRO to pursue your own private enforcement. This form can be used only if you are owed at least one month of support plus \$50.00.

[Start new form](#)



Payor Information

Complete this form to provide information about the support payor that will assist FRO in collecting the support owed to you.

You last submitted this form on : **2023-04-20**

If something has changed, submit a new version of this form.

[View previously submitted forms](#)

[Start new form](#)


Submitting the form

Fill in the required fields on the form. The FRO case number will be pre-populated. **“Step 1 of 7”** shows how much progress you have made on the form.

FRO case number



Step 1 of 7



Electronic signature

After you have completed the form and you are ready to submit it, enter your full name in the electronic signature section, check off the signature confirmation and select **“Submit”**.

Electronic signature

Full name (required)

Signature confirmation (required)

☐ By submitting this form I confirm my agreement to the Terms and Conditions of FRO Online (including FRO digital forms), which includes recognition of my name above as an electronic signature to this document.

Date: 2023-04-30

Save

Submit



In progress forms

The “**In progress**” forms page displays the form(s) you have started working on. On this page you have the option to continue working on a previous form by selecting the “**Continue form**” button or you may click “**Delete**” to delete the form.

Ontario 

Français

FRO Online

 Menu

[Back to case forms](#)

In progress forms for FRO case: 99999999

Notice by Support Recipient of Unilateral Withdrawal

Last Modified: 2023-04-30 18:41:58

 [Delete](#)

[Continue form](#)



Submitted forms

The “**Submitted forms**” page shows all forms that have been submitted. The “**View form**” button allows you to view the submitted form.



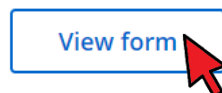
[Back to case forms](#)

Submitted forms for FRO case: 99999999

Payor Information

Last Submitted: 2023-04-20 14:07:23

Request Number: 1-2443913151



Checking the status of your submitted form

To check the status of your form, select “**Requests and documents**”. A list of your requests and forms are displayed. Check to see if the “**Status of request**” and/or “**FRO Response**” fields have been updated.

Requests and Documents

Below you can send a request to your case contact and see the status of other requests that you have made.

Submit a request and/or documents

View your request(s)


Date created	Request number	Request type	Status of request	FRO response	Action
November 23, 2024	1-2986894033	Send Arrears Payment Proposal	In Progress	Request under review	View request



FRO will acknowledge receipt of your form within two business days however different request types can take longer to process. If you have any questions about the status of a specific request, please call your case contact.


Downloadable forms

The downloadable forms page shows forms you can download. Open the Family Responsibility Office (FRO) forms menu to access FRO forms, the Interjurisdictional Support Order (ISO) forms menu to access ISO Application forms and the Hague forms menu to access Hague Application forms.

Ontario 

FRO Online

Franglais

Your casesMy ProfileMy Ontario Account Logout

Case number
01234567

Summary

Payments

Statement of account

Support obligations

Enforcements

Requests and Documents

Digital forms

[Back to case forms](#)

Downloadable forms for FRO case: 01234567

Expand allCollapse all

Family Responsibility Office (FRO) forms

Interjurisdictional Support Order (ISO) forms

Forms to obtain or change a support order under the 2007 Hague Convention

Chapter 9

Want to Learn More About FRO?



Chapter 9 Want to Learn More About FRO?

Want to learn more about the Family Responsibility Office (FRO)?

For more information about the Family Responsibility Office (FRO), please visit any of the following links. Each of these links will open in a new window.

[Information for people who are new to FRO](#)

[Information for people receiving support](#)

[Information for people paying support](#)

[Information on FRO Enforcement](#)

Child and spousal support when one person lives outside of Ontario

For information about child and spousal support when one person lives outside of Ontario and the Interjurisdictional Support Orders Unit, please visit the following link. This link will open in a new window.

[Information for when one person lives outside of Ontario](#)

Do you need a form from FRO?

You will find links to forms commonly used by FRO by browsing the various topics on FRO's website or by visiting the Central Forms Repository. These links will open in a new window.

[Family Responsibility Office \(FRO\) website](#)

[Central Forms Repository](#)

Chapter 10

Family Law in Ontario



Chapter 10 Family Law in Ontario

Want to learn more about family law in Ontario?

For more information about family law in Ontario, please visit any of the following links. Each of these links will open in a new window.

[Family Law Resources](#)

[Family Law Information Centres \(FLICS\)](#)

[Arranging Child Support](#)

Chapter 11

Contact FRO



Chapter 11 Contact FRO

Inquiries about FRO Online

For questions about FRO Online or FRO Online technical support, contact the FRO Online Help Desk (Monday to Friday, 8 a.m. to 5 p.m.):

FRO Online Technical Support

1-855-396-7938 or 416-246-2582

FRO contact information

For all other FRO contact information, please access the [Family Responsibility Office \(FRO\) website](#). This link will open a new window. Here you will find:

- Phone and fax numbers
- Mailing and payment addresses
- How to serve court documents on FRO
- Interjurisdictional Support Orders Unit for payors or recipients living outside Ontario
- How to resolve an issue or service complaint
- How to make a Freedom of Information request

Chapter 12

Glossary of Terms

value, precious. **2** a great amount of worth. • **n.** (usu. in pl.) a valuable property such as jewellery. □

valuation /ˌvæljuːˈeɪʃən/ **n.** value, esp. by a professional.

2 an appraisal of something.

□ **valueate** /ˈvæl-/ **v.tr.** **valueate**

value /ˈvæljuː/ **n. & v.** • **n.** 1 a thing; relative merit or status of a thing. **2 a** the material or money, goods, etc., for which something has a monetary worth as estimated. **3** the amount of a commodity that can be the equivalent of something (e.g. the value of our lost property). **4** the value or price paid for it. **5** the amount of a specified effect.

Chapter 12 Glossary of Terms

Common terms used at FRO

Administrative Fee

A fee the Family Responsibility Office charges to a Support Recipient or a Support Payor for administering a particular action as provided for in [Ontario Regulation 160/00](#) Fees Charged by the Director.

Affidavit

This is a written declaration made under oath before a notary public or other authorized officer attesting to the validity of the information.

Arrears

A support debt that is due if the Support Payor misses one or more required payments.

Assignment of Support

When Support Recipients receive social assistance, they may assign the support order to a social assistance delivery agency (such as Ontario Works or the Ontario Disability Support Program). For those amounts owed during the period of the assignment the support monies are directed to the assignee.

Case Number

A unique seven-digit number assigned to a case when a support order is registered by FRO.

Cost of Living Allowance (COLA)

Also called cost of living adjustment. A COLA is a periodic increase to offset the effects of inflation. FRO will enforce a cost-of-living allowance that complies with [Ontario Regulation 176/98](#) Cost of Living Adjustments-Methods of Calculation.

Default Hearing

In family law cases, a hearing in which a payor is required to come to a family court before a judge, to explain why payment has not been made as required by a support order.

Default Order (Default Judgment)

A judge's order resulting from a court hearing when the support payor is brought before the court on a Default Hearing.

Disbursement

Money paid to a Support Recipient, social assistance delivery agency (such as Ontario Works or the Ontario Disability Support Program) or a reciprocating jurisdiction.

Federal Licence Denial

Under the [FOAEA \(Family Orders and Agreements Enforcement Assistance Act\)](#), the Family Responsibility Office can notify the federal government that the payor is in arrears. The federal government will then either refuse to issue the payor a new passport and/or federal aviation or marine license or suspend the payor's current passport or licence. Specific licenses that can be denied are outlined in the [Schedule of Licences](#) under the FOAEA Act.

FOAEA Diversion

A payment made by the federal government on behalf of the support payor from a federal source of income such as Employment Insurance or an Income Tax refund.

FOAEA

[FOAEA \(*Family Orders and Agreements Enforcement Assistance Act*\)](#) is a federal statute that provides for the release of information that may assist in locating persons in default and other persons and to permit, for the enforcement of support orders and support provisions, the garnishment and attachment of certain moneys payable by Her Majesty in right of Canada.

Garnishment

A process whereby a person who has a court order for payment can demand money owed to a debtor by someone else. Most often, people garnish wages or bank accounts.

Garnishee

A third party who owes money to a debtor but must instead pay it to the court (or in family law cases, to the Family Responsibility Office), to the benefit of a creditor.

GL date

The date when the financial transaction was completed.

Income Source

An income source includes an individual, corporation or other entity that makes a payment to or on behalf of a Support Payor.

Lien

A right over or interest in a Support Payor's property to ensure payment of a debt (e.g. arrears). This process is guided by the [*Personal Property Securities Act \(PPSA\)*](#).

Notice of Default

If a payor falls behind in support payments, the Family Responsibility Office a payor may receive a Notice of Default [*Family Law Rules Form 30: Notice of Default Hearing*](#). This requires the payor to come to court on a specific date to explain not only missed payments owing under the [*Family Responsibility and Support Arrears Enforcement Act, 1996*](#).

Other Lockbox

A term used on the Statement of Account to represent a payment or receipt that was processed to the case.

Overpayment

An overpayment can occur when money is received in excess of what is owed or when an adjustment was made that created an overpayment.

Prescribed Entity

Under [section 47.1](#) of the [Family Responsibility and Support Arrears Enforcement Act, 1996](#), the Director may disclose information about a support payor who is in default of a support order filed in the Director's office to the governing body of a self-regulating profession, or the entity that is responsible for licensing or registering individuals for occupational purposes.

Receipt

A word used on the Statement of Account to describe a payment made by a support payor or source of income on behalf of a support payor.

Re-Filing Fee

A fee charged to both the payor and recipient for repeated filing of a support order or support deduction order as prescribed in [Ontario Regulation 160/00](#).

Registration Against Land

Under [section 42](#) of the [Family Responsibility and Support Arrears Enforcement Act, 1996](#), a support order may be registered in the proper land registry office against the payor's land and on registration the obligation under the order becomes a charge on the property.

Statement of Arrears

A statement of account which provides all support obligations owing, all adjustments made to the account, and all payments received and applied to a FRO case.

Support Accrual

A term used on the Statement of Account to describe an amount of support obligation or expenses owing under a support order.

Support Deduction Notice

A support deduction notice is sent to a Support Payor's employer/income source. This notice directs the employer/income source to deduct support payments from the Support Payor's income and send them to the Family Responsibility Office.

Support Deduction Order

The support deduction order authorizes the Family Responsibility Office to send a support deduction notice to the Support Payor's income source.

Support Obligation

The periodic amount of support that the Support Payor has been ordered by a court to pay or has agreed to pay.

Support Order

An order or agreement for the payment of money toward the support or maintenance of a child or spouse.

Support Payor

The person who is to make the support payments to the Support Recipient.

Support Recipient

The person who is to receive support payments from the Support Payor.

Third Party

A person other than the payor or recipient to act on the payor's or recipient's behalf. A support payor or support recipient may designate this person to request and receive information from the FRO regarding their case.

Total Undisbursed Balance

The total undisbursed balance is money FRO has collected but has not yet disbursed. It is either being held to be paid to a third party at the end of the month or it is owed to the support recipient, but FRO is unable to pay it as FRO has no current mailing address or direct deposit information on file.

Voluntary Arrears Payment Schedule (VAPS)


A plan to pay arrears owing to a Support Recipient in addition to paying the regular support payment obligation. A payment amount is proposed by the Support Payor and must be agreed to by the Family Responsibility Office.

Warrant of Committal

An order requiring that a party be committed to prison for a specified period of time.

Writ of Seizure and Sale

An order for a sheriff to seize and publicly sell a person's property in order to satisfy an order for the payment of money.



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Family Responsibility Office
[Ontario.ca/FROonline](https://ontario.ca/FROonline)

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