

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

FRO Online Guide

January 2024

[Ontario.ca/FROonline](https://ontario.ca/FROonline) 1-800-267-4330 TTY 1-866-545-0083

Ontario 

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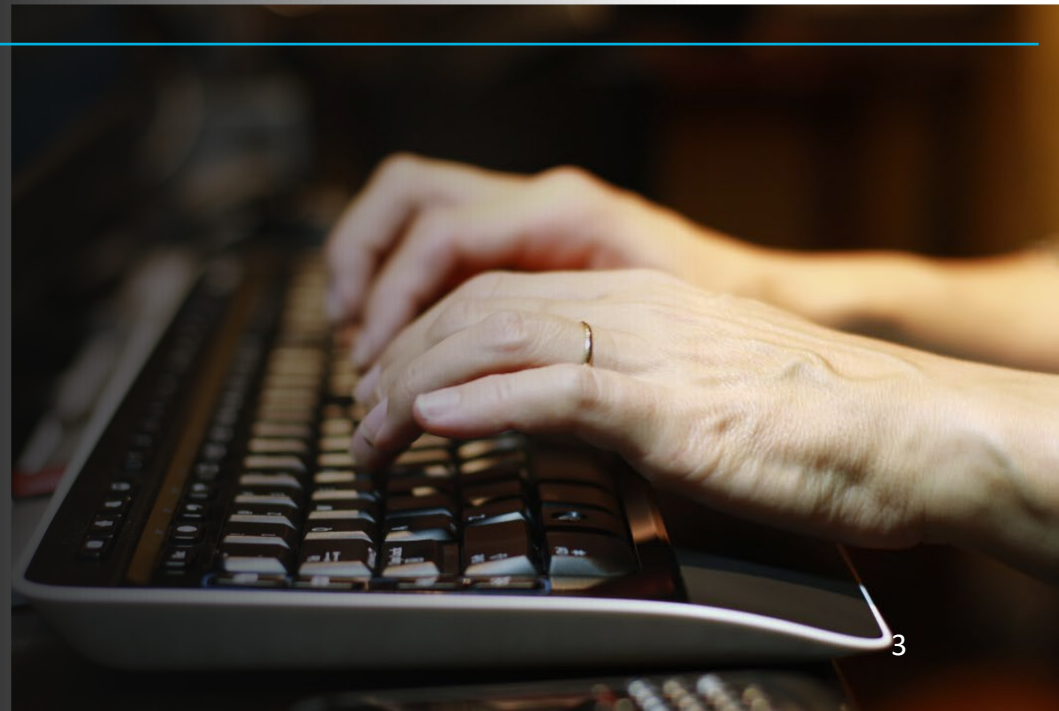
FRO Online

Welcome!

[Register/Sign In](#)

Chapter 1

Introduction to FRO Online



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 uses Public Secure, 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 Public Secure you have two login options to choose from:

- ❖ **“My Ontario” 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 through Public Secure at the following link:

Ontario.ca/FROonline

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

Chapter 2

FRO Online Enrollment



Chapter 2 FRO Online Enrollment

Sign up for FRO Online

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

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

What is needed to request an enrollment 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 enrollment ID at the following link:

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

After we confirm your information, we will mail you an enrollment 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 enrollment ID.

FRO Online enrollment

If you have received your FRO Online enrollment 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 enrollment 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 “My Ontario” account



Create Account

Email*

Password*

I agree to the [Terms of Service](#)

* Indicates required field

Create Account

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**”

Account activation link


Verification email sent

To finish creating an account, check your email.
If you can't find the email, please check your
spam and junk folders.

Check your email for your FRO Online
account activation link

Hello,

The set up of your account is a two-step process. First, please verify
your email address by clicking the following link. Next, you'll be
redirected to a page to complete the activation of your account:

Start Activation

This link will expire in 1 hour.

Click the “**Start Activation**” button in
the email

Ontario 

Please continue to complete the
activation of your account.

Complete Activation

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).

Next 


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



Hello , welcome to FRO Online

Case information

Get information about your FRO case, including:

- your case balance, support payments due and made
- active enforcements
- your contact information

FRO Online enables you to:

- send questions, information and documents to your case contact
- view and print your statement of account

[View case information](#)

Digital forms

This service allows you to securely:

- complete and submit FRO forms for your open cases
- view your submitted forms

As a support recipient, forms you can submit include:

- Registration for Direct Deposit
- Payor Information Form
- Notice by Support Recipient of Unilateral Withdrawal

As a support payor, forms you can submit include:

- Application To Discontinue Enforcement of Ongoing Support
- Personal Pre-Authorized Debit (PAD) Application

[Access forms](#)

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 “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

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**”

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 online information about your case(s).



Hello , welcome to FRO Online

Case information

Get information about your FRO case, including:

- your case balance, support payments due and made
- active enforcements
- your contact information

FRO Online enables you to:

- send questions, information and documents to your case contact
- view and print your statement of account

[View case information](#)

Digital forms

This service allows you to securely:

- complete and submit FRO forms for your open cases
- view your submitted forms

As a support recipient, forms you can submit include:

- Registration for Direct Deposit
- Payor Information Form
- Notice by Support Recipient of Unilateral Withdrawal

As a support payor, forms you can submit include:

- Application To Discontinue Enforcement of Ongoing Support
- Personal Pre-Authorized Debit (PAD) Application

[Access forms](#)

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:

- ❖ FRO Online buttons
- ❖ FRO Online tabs
- ❖ FRO Online hover text
- ❖ FRO Online hyperlinks
- ❖ FRO Online “**Help**”
- ❖ FRO “**Contact Us**”
- ❖ Feedback form
- ❖ Security session time out
- ❖ Accessibility options

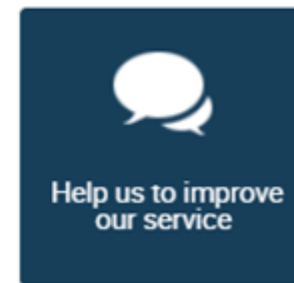
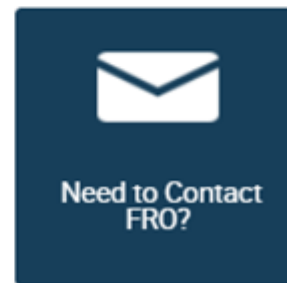
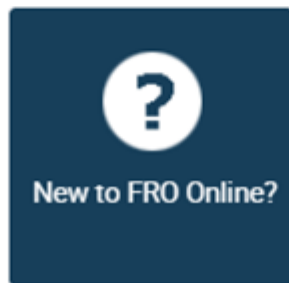
FRO Online buttons

From the FRO Online “**View case information**” home page, you can click on one of the following buttons or icons:

Welcome to Family Responsibility Office (FRO) Online

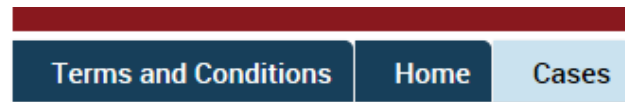
In FRO Online, you can:

- Access your FRO case information, twenty-four hours a day, seven days a week
- Generate and view a statement of account
- Send a request to your case contact
- Complete and submit [Digital Forms](#)



FRO Online tabs

From any page in FRO Online, you can access the “**Terms and Conditions**” or the “**Home**” pages by clicking on the “**Terms and Conditions**” or the “**Home**” tabs in the top left hand corner. Once you have accessed your case list, you will also see the “**Cases**” tab.



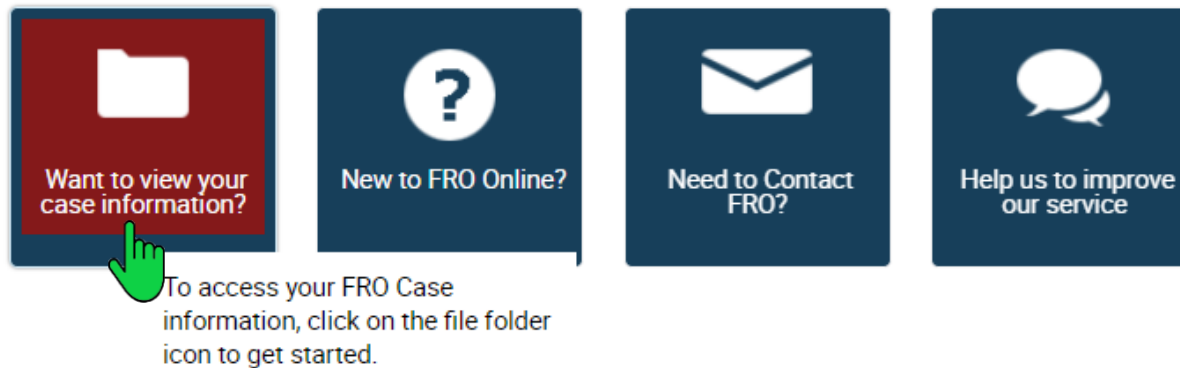
Once you have accessed your case information, you will see a series of tabs. Click on the appropriate tab to access:



- ❖ Your Information
- ❖ Case Support Obligations
- ❖ Case Enforcements
- ❖ Your Requests
- ❖ Financial Summary
- ❖ Your Payments
- ❖ Statement of Account

FRO Online hover text

Throughout FRO Online, you will find hover text that provides more information. When you hover your mouse pointer over a button, information about what you'll find if you click the button is displayed.



FRO Online hyperlinks

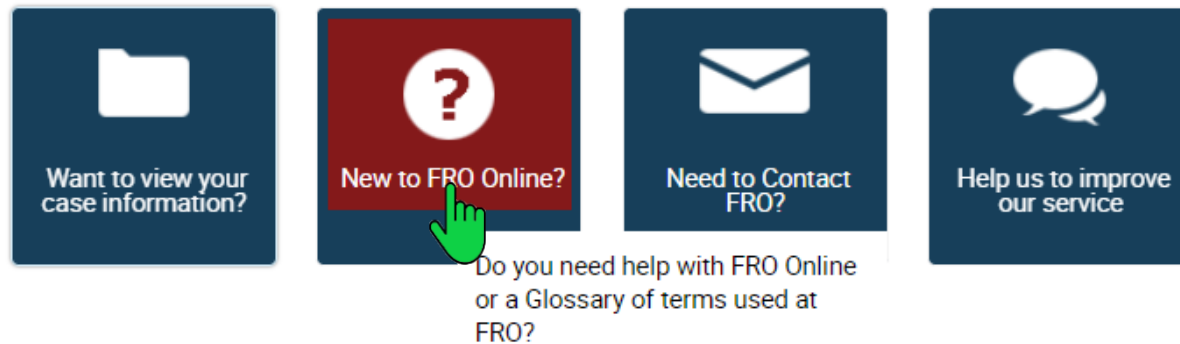
Throughout FRO Online, you will find hyperlinks to more information. Hyperlinks are bolded and display in blue text. When you hover your mouse pointer over a hyperlink, the hyperlink becomes underlined and the pointer changes to a hand.

If you require a form used by FRO, you can visit FRO's website to [access commonly used forms](#).

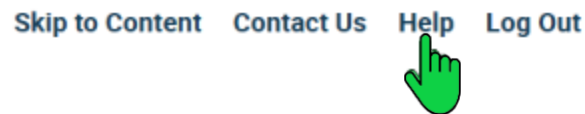
You can download this software for free from [Adobe](#).

FRO Online help

From the FRO Online “**Home**” page, you can access help topics by clicking “**Do you need help with FRO Online?**” icon:

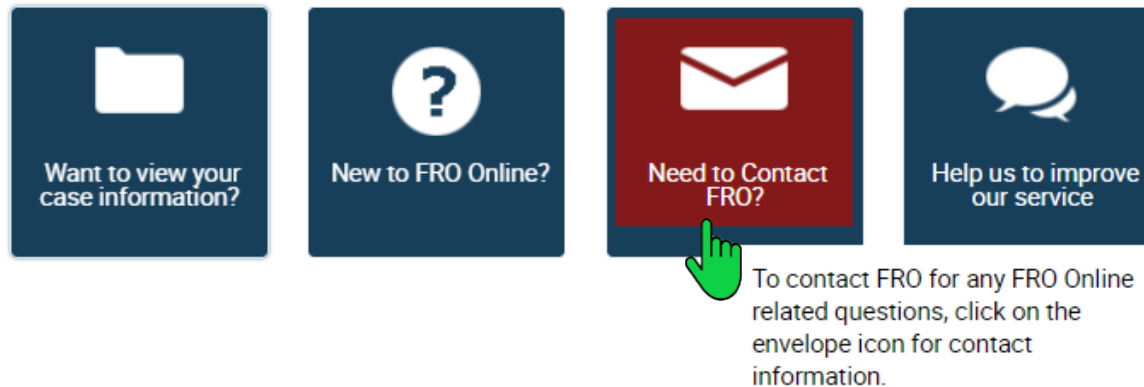


From any page in FRO Online, you can access help topics by clicking the “**Help**” link in the upper right corner:

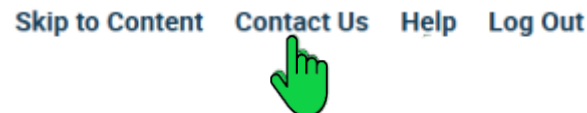


FRO Online contact us

From the FRO Online “**Home**” page, you can access FRO contact information by clicking on the “**Need to Contact FRO?**” icon:

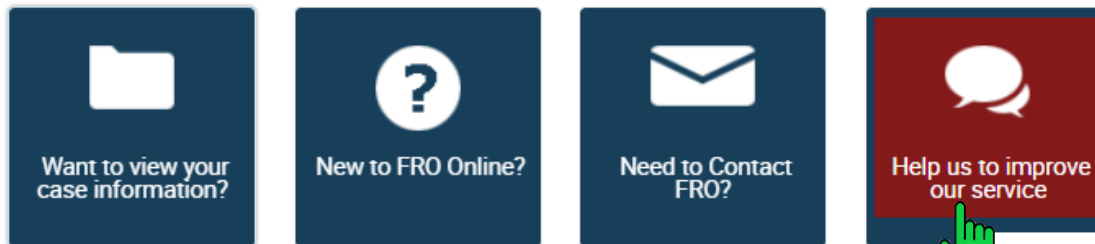


From any page in FRO Online, you can click the “**Contact Us**” link in the upper right corner:



Feedback form

From the FRO Online “**Home**” page, you can leave feedback to help us improve our FRO Online services by clicking on “**Help us to improve our service**”:



To provide your feedback on FRO Online, click on the feedback icon to complete a brief survey.

Here you will be able to complete a short survey about your experience with FRO Online.

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

Accessibility “Skip to Content”

From any page in FRO Online, you can access the “**Skip to Content**” link in the upper right corner. This link gives screen reader users the ability to bypass links at the top of a page and go directly to the main content.

[Skip to Content](#) [Contact Us](#) [Help](#) [Log Out](#)



Accessibility keyboard shortcuts

Below is a list of keyboard shortcuts you can use when navigating FRO Online using a keyboard:

- ❖ To access your case from the case list, press 'Enter' followed by the 'Ctrl + Shift + Space' combination on the selected record
- ❖ To access your Statement of Account from the Statement of Account list, press 'Enter' followed by the 'Ctrl + Shift + Space' combination on the selected record
- ❖ To go to the screen tabs, press 'Ctrl + Shift + T'
- ❖ To go to the view tabs, press 'Ctrl+ Alt + T'
- ❖ To go forward, press 'Alt + Right Arrow Key (→)'
- ❖ To go back, press 'Alt + Left Arrow Key (←)'
- ❖ To open drop down menus when using JAWS, press 'F2' to open each drop down menu. Note that JAWS identifies these as 'text' fields. Once open, use the 'Down Arrow Key (↓)'
- ❖ When adding an attachment, press 'F2' to open the dialogue box to select the document to attach
- ❖ To select all records, use either 'Ctrl + Alt + A' or 'Ctrl + A'
- ❖ To close a dialogue box, press 'Ctrl + Alt + O'
- ❖ To log out, press 'Ctrl + Shift + X'

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:

- ❖ Case status
- ❖ Your contact information currently on file at FRO
- ❖ Support Order information including current support obligations
- ❖ Active enforcements on your case

FRO Online landing page

After you accept the “**Terms and Conditions**” for access to FRO Online, you will be directed to the FRO Online home page. To view your FRO case information, from the FRO Online landing page, click on “**View case information**”:



Hello , welcome to FRO Online

Case information

Get information about your FRO case, including:

- your case balance, support payments due and made
- active enforcements
- your contact information

FRO Online enables you to:

- send questions, information and documents to your case contact
- view and print your statement of account

[View case information](#)



Digital forms

This service allows you to securely:

- complete and submit FRO forms for your open cases
- view your submitted forms

As a support recipient, forms you can submit include:

- Registration for Direct Deposit
- Payor Information Form
- Notice by Support Recipient of Unilateral Withdrawal

As a support payor, forms you can submit include:

- Application To Discontinue Enforcement of Ongoing Support
- Personal Pre-Authorized Debit (PAD) Application

[Access forms](#)

Viewing your case(s)

Select the “**Want to view your case information?**” button:

Family Responsibility Office Online

Terms and Conditions Home

Welcome, TEST TEST ID5!
You last visited our site on 04/20/2023 18:53:37 Sunday, April 30, 2023

Welcome to Family Responsibility Office (FRO) Online

In FRO Online, you can:

- Access your FRO case information, twenty-four hours a day, seven days a week
- Generate and view a statement of account
- Send a request to your case contact
- Complete and submit [Digital Forms](#)

Want to view your case information?

New to FRO Online?

Need to Contact FRO?

Help us to improve our service

To access your FRO Case information, click on the file folder icon to get started.

CONTACT US | ACCESSIBILITY | PRIVACY | TERMS OF USE © King's Printer for Ontario, 2012-23

Viewing Your case(s)

A list of your active FRO cases will be displayed. Click on the case number of the case you want to view:

[Skip to Content](#) [Contact Us](#) [Help](#) [Log Out](#)



Family Responsibility Office Online

- [Terms and Conditions](#)
- [Home](#)
- [Cases](#)

Below is a list of your active FRO cases.
Click on the 'Case Number' for your case information.

Cases

<< < > >> 1 - 1 of 1

Case Number

9999999



Your information

When you click on the case number of the case you want to view, you are directed to the **“Your Information”** tab for that case.



Here you will see your name, address and phone number. This is your contact information currently on file at FRO.



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

Case support obligations

To view information about your Support Order(s) or current Support Obligation(s), click on the “**Case Support Obligations**” tab.



A list of the current Support Orders and Support Obligations on your case will display.

Support Orders



Order Date (DD/MM/YYYY)
09/08/2016
03/08/2016
01/08/2016

Case Obligations



Type	Amount Payable	Frequency	COLA Indicator
Child Support	200.00	Monthly	

Case enforcements

To view information on the current enforcements on your case, click on the “**Case Enforcements**” tab.



A list of all active enforcements on your case will display.



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 financial information on your case under the following tabs:

- ❖ **“Financial Summary”**
- ❖ **“Your Payments”**
- ❖ **“Statement of Account”**

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

Financial Summary

Your Information

Case Support Obligations

Case Enforcements

Your Requests

Financial Summary

Your Payments

Statement of Account

On the “**Financial Summary**” tab, you will be able to view:

- ❖ Total Owed to Recipient
- ❖ Total Owed to Third Party
- ❖ Total Owed to Another Jurisdiction
- ❖ Monies Owed to FRO
- ❖ Fees Owed
- ❖ Total Outstanding Case Balance
- ❖ Overpayment
- ❖ Most Recent Support Obligation Date
- ❖ Most Recent Support Obligation Amount
- ❖ Total Undisbursed Payment Balance (for recipients)
- ❖ Total Unapplied Payment Balance (for payors)

Your Payments (for recipients)

Your Information

Case Support Obligations

Case Enforcements

Your Requests

Financial Summary

Your Payments

Statement of Account

On the “**Your Payments**” tab, 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.

Your Payments (for payors)

Your Information

Case Support Obligations

Case Enforcements

Your Requests

Financial Summary

Your Payments

Statement of Account

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

- ❖ **Payment Date** is the date the payment was received.
- ❖ **Payment Case Number** is the case number the payment was received on.
- ❖ **Payment Source** is the source of the payment, such as Personal, Business or FOAEA Diversion. For telebanking or online payments, the name of the financial institution is displayed.
- ❖ **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.
- ❖ **Payment Amount** displays the total amount of the payment.
- ❖ **Unapplied Amount** displays the balance of a payment that has not yet been applied towards a case or has not yet been refunded.

Your Payments (for payors) continued

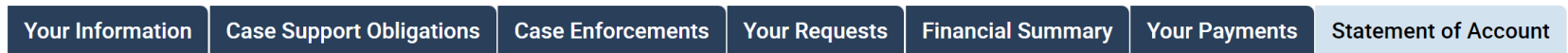
- ❖ **Applied Amount** is the amount of the payment applied to a case.
- ❖ **Overpayment** is a paper credit that is the result of a retro-active adjustment on the case.
- ❖ **Refund Amount** is the amount that has been returned to you.
- ❖ **Reversed Amount** is the amount of a payment that was reversed 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.
- ❖ **Transaction Details:**
 - ❖ **Case Number** shows the case number(s) to which a payment was applied. It will display more than one case number if the payment was prorated between multiple cases.
 - ❖ **Transaction Date** shows the date the payment was received.
 - ❖ **Transaction Type** shows the type of payment.
 - ❖ **Debit Amount** shows the payment adjustment amount.
 - ❖ **Credit Amount** shows a payment allocation or refund amount and is reflected as a negative amount.

Generating a Statement of Account

On the “**Statement of Account**” tab, 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 on the “**Statement of Account**” tab, then click the “**Generate Statement of Account**” button.



You can get a statement of account by clicking once on the ‘Generate Statement of Account’ button below.

Please note:

Information on your statement of account does not include transactions made during the current business day.

Only one statement of account can be generated each day.

Once the statement is created, a link will appear under the ‘Generated Statement of Account’ section.

Click on this link to access your statement of account.

Depending on your internet browser, you may have the option to open, save, and/or print the statement.

The statement of account is in PDF format. If your browser does not have a built-in PDF viewer, you need

Adobe Acrobat® Reader 4.0 or later installed on your computer to see and print PDF files.

You can download this software for free from [Adobe](#).

Generate Statement of Account



Generating a Statement of Account

When the Statement of Account is ready, it will display under the “**Generated Statement of Account**” list. Click on the “**Statement of account**” Report Link.

Generated Statement of Account

<< < > >> 1 - 1 of 1

Report Type	Created Date (DD/MM/YYYY)	Report Link	Status
Statement of Account	14/01/2024	Statement of account	Successfully Generated



In the pop-up box, click “**Download**” then “**Open**” if you want to view and/or print your Statement of Account. Click “**Save**” if you want to save it to your computer.

File Download



You are downloading the Statement of account.PDF file.
You can modify Statement of account.PDF only after it is downloaded.(SBL-UIJ-53077)

Edit

Download

Cancel

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 **“Your Requests”** tab 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:

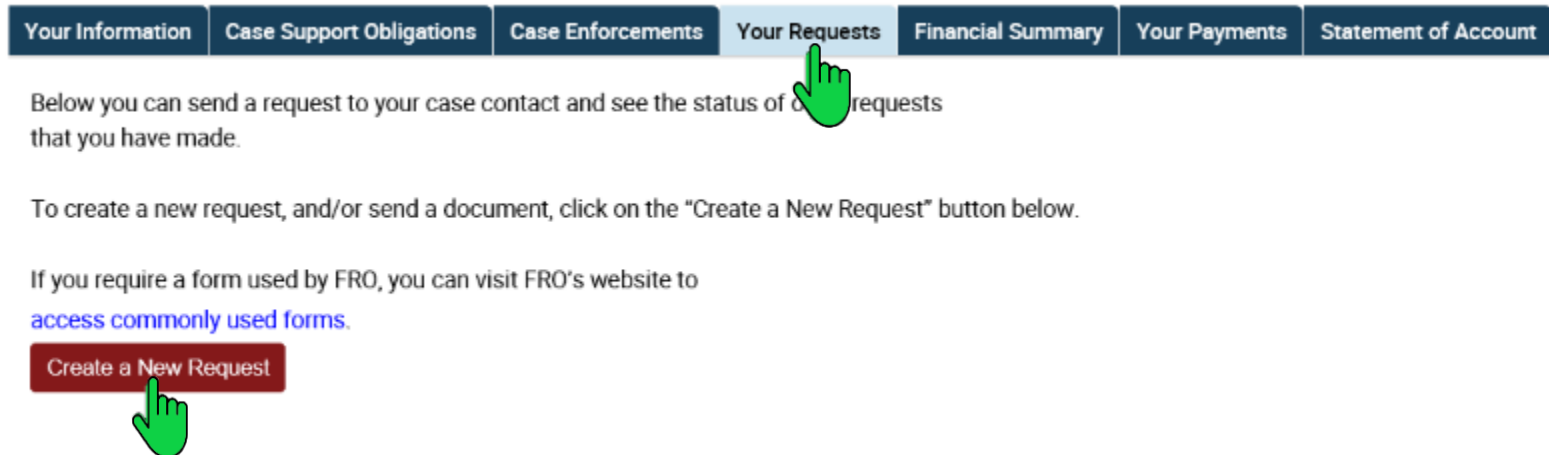
- ❖ Send a request directly to your case contact
- ❖ Update your address or phone number
- ❖ Request a call back
- ❖ Upload a document to your request and see when it is received by your case contact

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, click on the **“Your Requests”** tab, then click on the **“Create a New Request”** button.



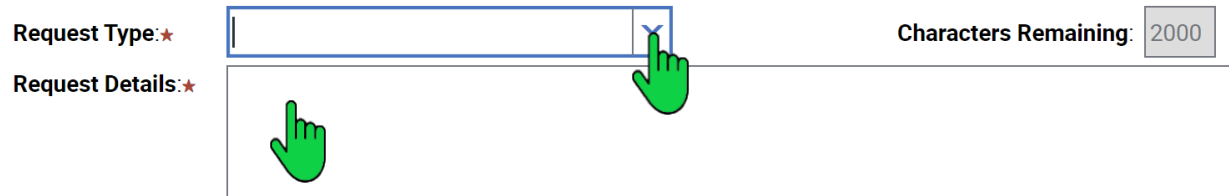
The screenshot shows a navigation bar with the following tabs: Your Information, Case Support Obligations, Case Enforcements, Your Requests, Financial Summary, Your Payments, and Statement of Account. The 'Your Requests' tab is highlighted, and a green hand icon points to it. Below the tabs, there is a text block: 'Below you can send a request to your case contact and see the status of requests that you have made.' followed by 'To create a new request, and/or send a document, click on the “Create a New Request” button below.' and 'If you require a form used by FRO, you can visit FRO’s website to [access commonly used forms.](#)' Below this text is a red button labeled 'Create a New Request' with a green hand icon pointing to it.

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

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

Your request cannot exceed 2000 characters.

A confirmation screen will appear where you will be able to add an attachment.



The screenshot shows a form with two main sections. The first section is labeled 'Request Type:★' and contains a drop-down menu with a green hand icon pointing to it. The second section is labeled 'Request Details:★' and contains a large text input box with a green hand icon pointing to it. To the right of the input box, there is a 'Characters Remaining:' label followed by a box containing the number '2000'.

Sending a request to your case contact

Click the **“Submit Your Request”** button. A confirmation page will be displayed where you can **“Add an Attachment”**.

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

Your request cannot exceed 2000 characters.

A confirmation screen will appear where you will be able to add an attachment.

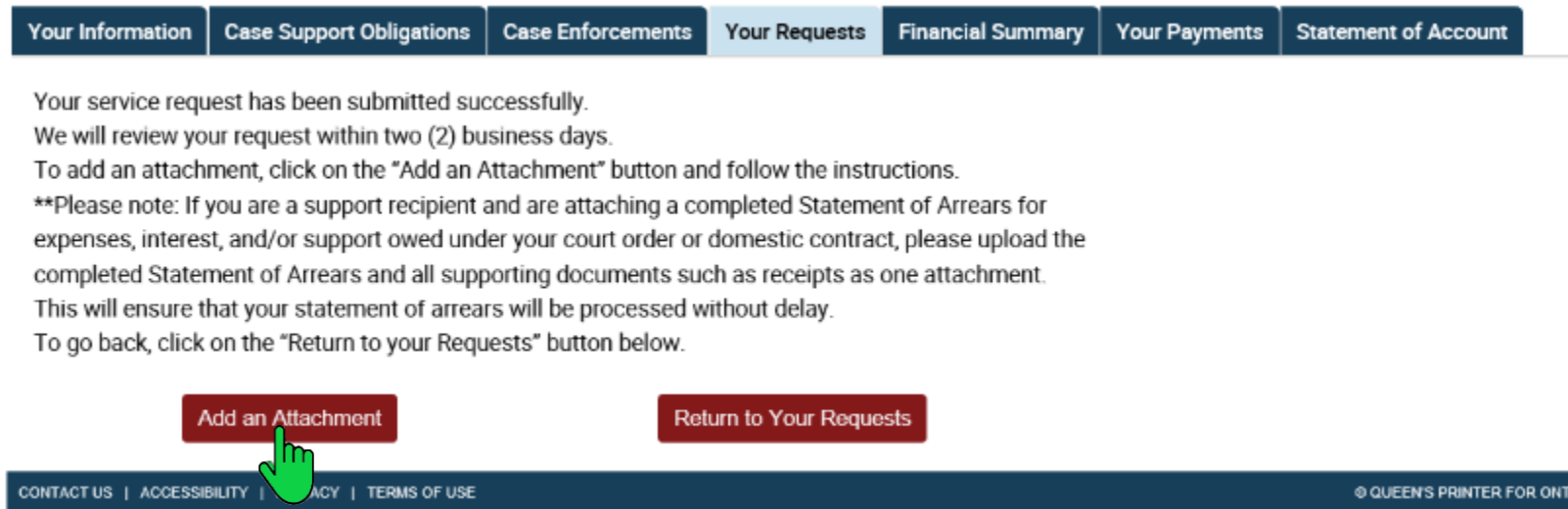
Request Type:★ Characters Remaining: 2000

Request Details:★

Submit Cancel

Adding an attachment to your request

You may add an attachment or document to your request. To add an attachment, click on the “**Add an Attachment**” button.



The screenshot displays a web interface with a horizontal navigation bar at the top containing the following tabs: "Your Information", "Case Support Obligations", "Case Enforcements", "Your Requests" (which is highlighted), "Financial Summary", "Your Payments", and "Statement of Account". Below the navigation bar, the text reads: "Your service request has been submitted successfully. We will review your request within two (2) business days. To add an attachment, click on the 'Add an Attachment' button and follow the instructions. **Please note: If you are a support recipient and are attaching a completed Statement of Arrears for expenses, interest, and/or support owed under your court order or domestic contract, please upload the completed Statement of Arrears and all supporting documents such as receipts as one attachment. This will ensure that your statement of arrears will be processed without delay. To go back, click on the 'Return to your Requests' button below." Below this text are two red buttons: "Add an Attachment" and "Return to Your Requests". A green hand cursor icon is positioned over the "Add an Attachment" button. At the bottom of the page, there is a dark blue footer bar with the text "CONTACT US | ACCESSIBILITY | PRIVACY | TERMS OF USE" on the left and "© QUEEN'S PRINTER FOR ONTARIO" on the right.

The “**Add Attachment**” page will display.

Adding an attachment to your request

Click on the box beside the “**Attachment Name**” field.

To browse your files and select a document, click the small icon to the right of the 'Attachment Name' box. Click on the 'Submit' button to attach the document to your request. For navigation using a keyboard, press 'F2' to open the dialogue box to select the document to attach.

Important: Do not attach forms with credit card details to your request; refer to the 'Contact Us' section for FRO's fax number and mailing address. Attachments cannot exceed five (5) MB. You can attach only one (1) document per request.

Attachment Name:

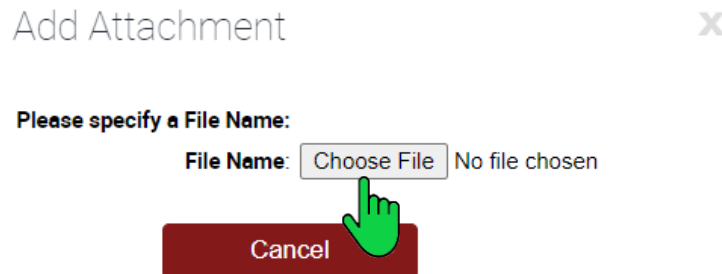


Click “**Choose File**” beside “**File Name**”, then navigate to and highlight the file you wish to add.

Add Attachment

Please specify a File Name:

File Name: No file chosen



Adding an attachment to your request

Click “**Open**” then “**Submit**” to attach the document to your request.

Attachment Name:



Your request with attachment is displayed at the bottom of the page.

View Your Request(s)

<< < > >> 1 - 10 of 10+

Date Created (DD/MM/YYYY)	Status of Request	FRO Response	Type of Request	Request Details	Request Number	Document attached	Attachment Name
11/23/2020 02:45:34 PM	Open		Change my contact information	Please change my address.	1-2184935311	Yes	TEST



You will find links to forms commonly used by FRO by browsing the various topics on the [Family Responsibility Office \(FRO\) website](#) or by visiting the [Central Forms Repository](#).

Checking the status of your request

After you have submitted a Request, you may log in at a later date and check the status of the Request.

To check the status of your Request, log into FRO Online. Click on the “**Your Requests**” tab and scroll to the bottom of the page. A list of your Requests is displayed.

Check to see if the “**Status of Request**” and/or “**FRO Response**” fields have been updated.

View Your Request(s)

<< < > >> 1 - 10 of 10+

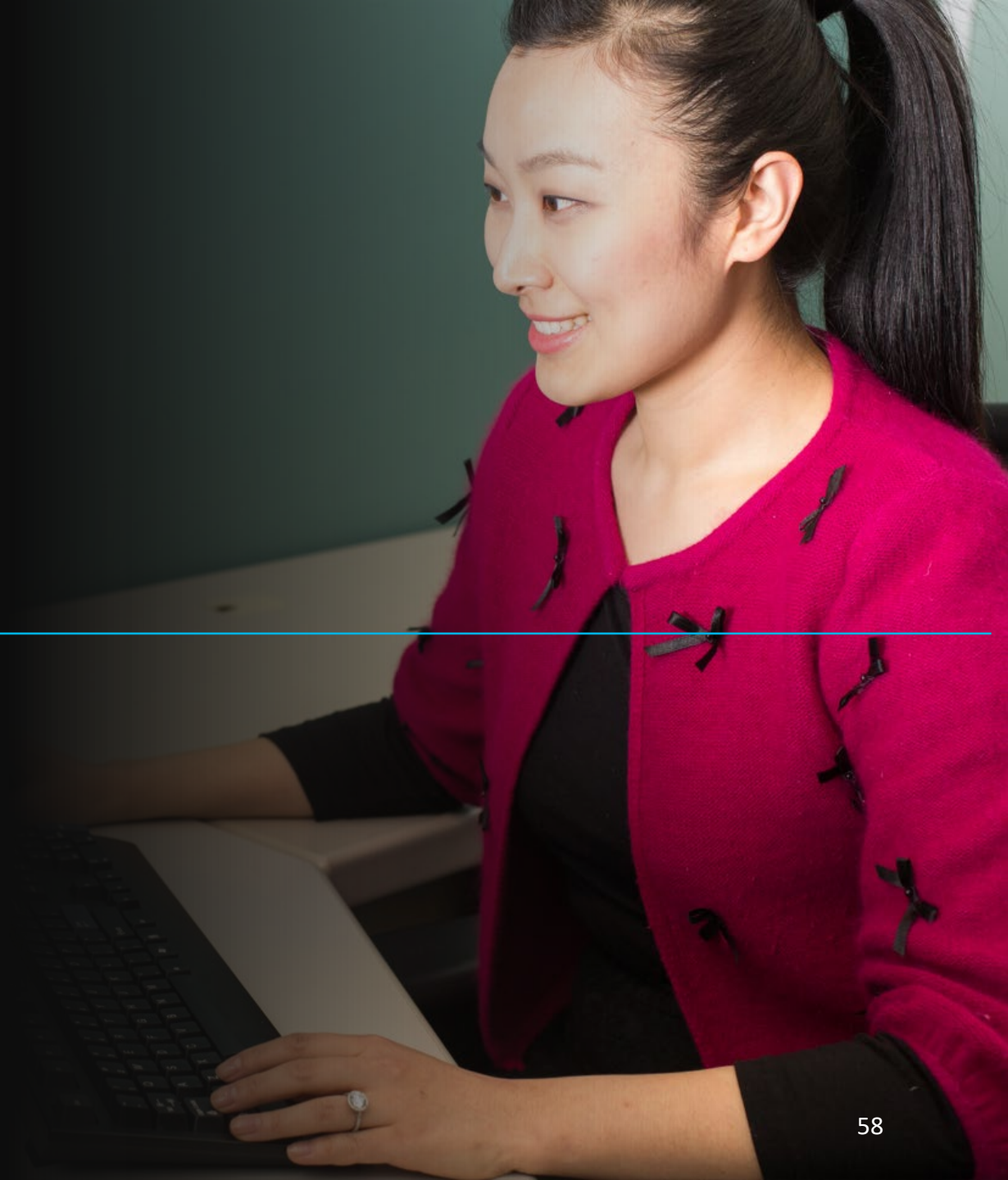
Date Created (DD/MM/YYYY)	Status of Request	FRO Response	Type of Request	Request Details	Request Number	Document attached	Attach
11/23/2020 02:45:34 PM	In Progress	Call your case contact	Change my contact information	Please change my address.	1-2184935311	Yes	



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. Please note that your case contact is not able to email you a response.

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



This is a new service being offered to clients. FRO will continue to add new forms to this service in the months to come.

Digital forms

From the FRO Online landing page, select “**Access forms**”.



Hello , welcome to FRO Online

Case information

Get information about your FRO case, including:

- your case balance, support payments due and made
- active enforcements
- your contact information

FRO Online enables you to:

- send questions, information and documents to your case contact
- view and print your statement of account

[View case information](#)

Digital forms

This service allows you to securely:

- complete and submit FRO forms for your open cases
- view your submitted forms

As a support recipient, forms you can submit include:

- Registration for Direct Deposit
- Payor Information Form
- Notice by Support Recipient of Unilateral Withdrawal

As a support payor, forms you can submit include:

- Application To Discontinue Enforcement of Ongoing Support
- Personal Pre-Authorized Debit (PAD) Application

[Access forms](#)



Case selection page

You will see a list of your cases. Select “**Access case forms**” for the case you want to submit a form on.



[Back to FRO home](#)

Your cases

Please select a case

FRO case number: 9999999

Your case role: Support recipient

Support payor: TEST TEST ID

[Access case forms](#)

FRO case number: 9999999

Your case role: Support payor

Support recipient: TEST TEST ID

[Access case forms](#)



Case forms

To start a new form, select “**Available forms**” for a list of forms that you can submit on the case.



[Back to your cases](#)

Case forms for FRO case: **9999999**

Forms that can be digitally submitted

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

[Available forms](#)



Continue with FRO form(s) you previously started.

[In progress forms](#)

View previously submitted FRO form(s).

[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



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.



The screenshot shows the top navigation bar of the FRO Online system. On the left, it features the Ontario logo and the text "Ontario". On the right, it displays the language "Français". Below this, the text "FRO Online" is visible on the left, and a "Menu" button with a hamburger icon is on the right.


[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.



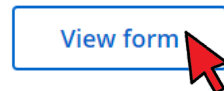
[Back to case forms](#)

Submitted forms for FRO case: 9999999

Payor Information

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

Request Number: 1-2443913151



Checking the status of your submitted form

After you have submitted a digital form, you may log in at a later date and check the status of the form.

To check the status of your form, log into FRO Online and select “**View case information**”. Click on the “**Your Requests**” tab and scroll to the bottom of the page. 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.

View Your Request(s)

<< < > >> 1 - 1 of 1

Date Created (MM/DD/YYYY)	Status of Request	Type of Request	Request Details	FRO Response	Request Number	Document attached
4/20/2023 02:07:23 PM	In Progress	Digital Form Submission	'Payor Information' form submitted	Call your case contact	1-2443913151	Yes



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. Please note that your case contact is not able to email you a response.

Downloadable forms

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

Ontario  Français

FRO Online Your cases Case forms Logout About

[Back to case forms](#)

Downloadable forms for FRO case: 9999999

Expand all

Collapse all

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

[Interjurisdictional Support Order \(ISO\) forms](#)



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

valuation /,vælju:'eɪʃən/ n.

value, esp. by a professional.

2 an appraisal of something.

□ **value** /'væl-/ v. **value**

value /'vælju:/ n. & v. ● n.

thing; relative merit or status.

2 a the material or

money, goods, etc., for which

monetary worth as estimated.

3 the amount of a commodity

be the equivalent of something

our lost property). **4** the value

price paid for it. **5** the amount

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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Ministry of Children, Community and Social Services
Family Responsibility Office
[Ontario.ca/FROonline](https://ontario.ca/FROonline)

Cette publication est également disponible en français.