

Portal Guidance

November 2025



IMPORTANT!

Proponents who are unable to submit a complete proposal through the Build Canada Homes Portal are asked to reach out at this address: BCHInquiries-DemandesMC@bch-mc.ca

You are required to register for a Build Canada Homes Portal Account to submit a proposal to the Build Canada Homes Portal (see below). If you experience any technical issues with the Portal Account Registration process or the Build Canada Homes Funding Portal, please contact: crmsupportsoutiengrc@info.gc.ca for user support.

Introduction

- Proponents must register for a Build Canada Homes Portal Account.
- By accessing the Build Canada Homes Portal, you will be able to create, save, edit, and submit a proposal, as well as view your organization's list of proposal submissions through "My Dashboard".
- Proponents can track the status of their proposal via the Dashboard.
- Proponents who are unable to submit through the Build Canada Homes Portal are asked to reach out at this email address: BCHInquiries-DemandesMC@bch-mc.ca
- Proponents that already have a Build Canada Homes Portal Account can skip to Step 2.

IMPORTANT!

It may take up to 48 hours (Monday to Friday) for your Build Canada Homes Portal account to be established.

Register for your Build Canada Homes Portal Account

- Enter the Build Canada Homes Portal. Please use the most recent version of the following supported web browsers to access the Build Canada Homes Portal:
 - Microsoft Edge
 - Apple Safari
 - Google Chrome
 - Mozilla Firefox
 - Internet Explorer (not recommended)

- If you are a first-time user of the Build Canada Homes Portal, click **Register** if you do not already have a Portal Account.
- Confirm you have read the Privacy Notice Statement.
- Register your account by:
 - providing a valid email address; and
 - creating a username and password.
- You will be redirected to the Profile Page to create your Personal Profile.
- Enter the required information to create your Personal Profile, noting that all fields with an “*” are mandatory.

IMPORTANT!

You will be required to indicate if you belong to an existing organization (with a Build Canada Homes Portal Account) or if you are creating a new account. If you choose “No”, you will be assigned as the Organization Administrator. Selecting “Yes” or “No” is very important to ensure that you can either create a new organization profile or access an existing profile.

- The Organization Administrator is responsible for managing all other “accounts” or “contacts” that can access the Organization Account and Online Proposal. The Organization Administrator will:
 - be notified that someone wants to “join” the Organization Account;
 - be responsible to confirm/approve the other users and determine what privileges they have (for example read only, updates, attest and submit; and
 - be able to designate someone as a delegate to have the same capability as the Organization Administrator.

How do I edit my organization's profile?

- You can edit your organization's profile once you have created a Build Canada Homes Portal Account by clicking on **Manage Profile**:
 - Once you enter your **Profile** page, click on **Manage Organizations**. Here, you will be able to locate your organization.
 - Edit as needed and click **Save**.

Are you a new proponent?

- If your organization does not already exist in the Build Canada Homes Portal, select **No** to the question asking if you belong to an existing organization and a new item will appear on the left navigation – **Create New Organization**.
- Fill in the required fields including:
 - the organization's full legal name in the language of your choice;
 - contact information;
 - organization address;
 - organization type;
 - year your organization was created; and
 - primary point of contact (Note: that the Organization Administrator does not have to also be the primary contact and you may choose a secondary contact).
- Click **Save** to create your Organization Profile.
- Once you have created your organization's profile, you are redirected back to the profile page.
- You should sign out to complete account activation.
- Sign out by clicking on your name in the top right corner and selecting **Sign out**.
- Sign back into your Build Canada Homes Portal Account.
- If you have any issues signing back in, it is recommended that you clear your browser's cache and try again before contacting support.
- Note: If your organization did not previously have an account it may take up to 48 hours (Monday to Friday) to finalize account creation.

Manage your Build Canada Homes Portal Account

With your Build Canada Homes Portal Account within the Build Canada Homes Portal, you can submit a proposal using the Affordable, Supportive and Transitional Housing Form. The Build Canada Homes Portal is the place to access your organization's dashboard, proposal submissions, and online resources.

Managing permissions – Account administrator/owner

If you are the first person in your organization to register for a Build Canada Homes Portal account, you will automatically be the primary contact for your organization's account and also be assigned the role of Account Administrator/Owner.

As Account Administrator/Owner, you will be responsible for:

- Reviewing and approving (or declining) requests from other members of your organization to access the Build Canada Homes Portal and the Affordable, Supportive and Transitional Housing Proposal Form;
- Determining whether an approved team member(s) has “read only” capabilities or “update” (populating a proposal) capabilities;
- Determining whether an approved team member(s) can Attest to and/or Submit project proposals; and
- Determining whether an approved team member(s) can be your “delegate”, which permits them to have the same account privileges as you and undertake the above-noted actions on your behalf (as the team Account Administrator/Owner).

How to grant access to the proposal to members of your organization?

To enable other members of your organization to access the Build Canada Homes Portal and work on the Proposal Form, you must grant them permission through your **Profile** page. It is only after you have made your Build Canada Homes Portal Account that other members of your team can proceed to make their own Build Canada Homes Personal Portal accounts and start a proposal.

First, have your team members create their own Personal Build Canada Homes Portal Accounts. When asked to identify the **Lead Proponent Organization**, ensure that they “link” themselves to your organization. The team member must answer **Yes** that they belong to an existing organization when they create their Build Canada Homes Portal Account. They will select the organization available in a dropdown list from the **Existing Organization List**. It is only through this process that they will be linked to your organization and be able to access your organization’s proposal. Once your team members have created their accounts, you will receive an e-mail notification titled: “Your action required”.

Next, go to your **Profile** page. Click on **Manage Permissions**. Here, you will see a list of individuals who are requesting access to the Organization Profile Account:

- Click the drop-down menu located next to the name and account information.
- Click **Edit**.
- Answer the questions to grant access privileges so that other team members:
 - Can attest
 - Can Submit
 - Be a delegate
 - Have Read Access only

Once you have assigned roles to your team members and saved this information, they will be able to see your Proposal Form in their own accounts under My Dashboard. Any changes that are made

and saved to your Proposal Form by your team will be visible to all accounts linked to the Proposal Form.

My dashboard

Your dashboard will list your ongoing and completed proposal forms at Build Canada Homes. Use the dashboard to navigate to your Proposal Form and keep track of the progress and status of your proposal. You do not need to complete your online proposal in one attempt. The Proposal Form can be saved and edited as many times as necessary.

Submitting a proposal

To submit, you will find a link to the Build Canada Homes Proposal Form on the Build Canada Homes Portal once you log in to your account. This is located next to the dashboard tab.

Proposal Step-By-Step Guide

Once you log into your account you will be able to access the Proposal Step-By-Step Guide to which you are submitting a proposal. The Proposal Step-By-Step Guide is posted in the tab next to the Submit a Proposal option.

Build Canada Homes support

While using the Build Canada Homes Portal, proponents will have access to technical support services at any stage of the proposal process. To contact technical support services, click on **Build Canada Homes support** in the bottom left corner of any page within the Build Canada Homes Portal. If, at any time, your account is inaccessible, please email the support team at crmsupportsoutiengrc@infcc.gc.ca.

Submit a proposal

After creating and confirming your organization account, to access the Proposal Form

- Click **Proposals**.
- Click **Submit**.
- Confirm the “Privacy and Eligibility” Statements
 - Read the Privacy and Third-Party Notice Statement and confirm that you have read the statement by selecting **Yes**.

Organization must be one of the following types:

- Provincial and territorial governments and their agencies including public sector bodies established by or under provincial or territorial statute or by regulation;
- Municipal and local governments and their agencies, and regional municipal organizations;

- Not-for-profit organizations, such as charitable organizations, community, and non-government organizations and rental co-operatives;
- For-profit organizations; or
- Indigenous organizations (for profit and not-for-profit), communities, and governments.