

MYBENEFITS

How do I receive paper mail communication?

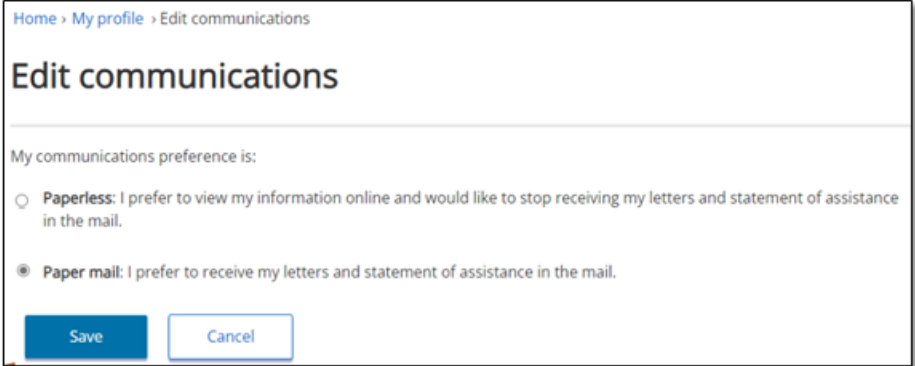
When a client of Ontario Works or ODSP registers for MyBenefits, the file automatically defaults to paperless communication. These are the steps to return to paper communication.

Step 1: Login to MyBenefits (email and password)

Step 2: On the Home page, select: **My profile**

Step 3: Go to Communications and select: **Change**

Step 4: Select your Preference: **Paper Mail**. Click Save. It will look like this:



Home > My profile > Edit communications

Edit communications

My communications preference is:

☐ Paperless: I prefer to view my information online and would like to stop receiving my letters and statement of assistance in the mail.

☒ Paper mail: I prefer to receive my letters and statement of assistance in the mail.

[Save](#) [Cancel](#)

Step 5: You will receive a message to confirm your selection.

How do I disable or deactivate my account?

- You will need to contact your OW or ODSP caseworker. Only the worker can initiate the request on your behalf. You cannot disable or deactivate the account on your own.
- If the caseworker says no, speak to their supervisor.

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