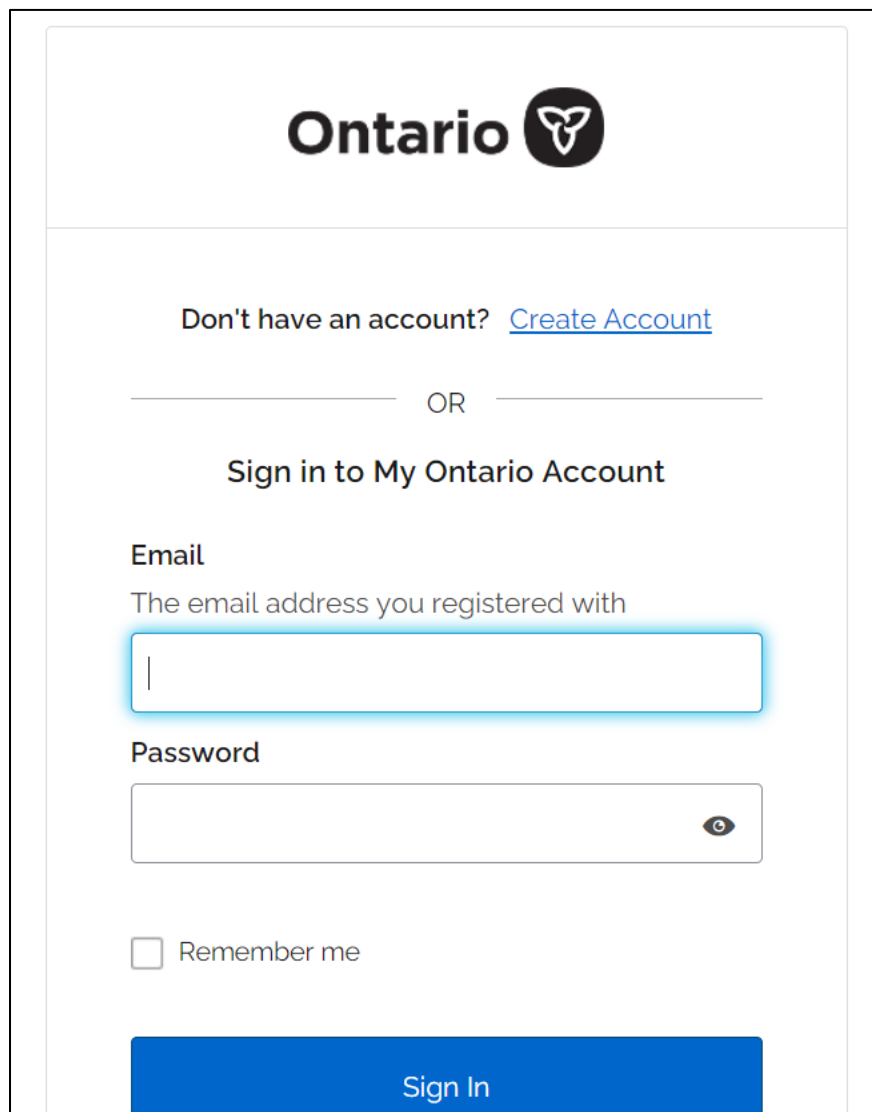


## How to add 'Clean-up fee' for Basic Towing

1.) Log into the self-service portal at <https://www.commercialvehicleservices.mto.gov.on.ca>

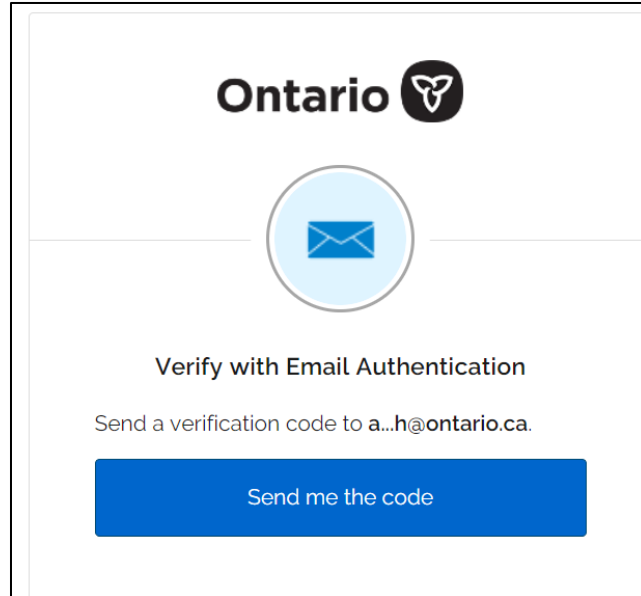
**Note:** To access the self-service portal, the email you use here must match the email that is on your record with the Ministry (the same email that was sent the towing or vehicle storage certificate).



The screenshot shows the login interface for the Ontario My Ontario Account. At the top, the Ontario logo is displayed. Below it, there is a link for users without an account: "Don't have an account? [Create Account](#)". A horizontal line with "OR" in the center separates this from the sign-in section. The sign-in section is titled "Sign in to My Ontario Account". It contains two input fields: "Email" with the placeholder text "The email address you registered with" and "Password" with a toggle icon for visibility. Below the password field is a checkbox labeled "Remember me". At the bottom of the form is a blue "Sign In" button.

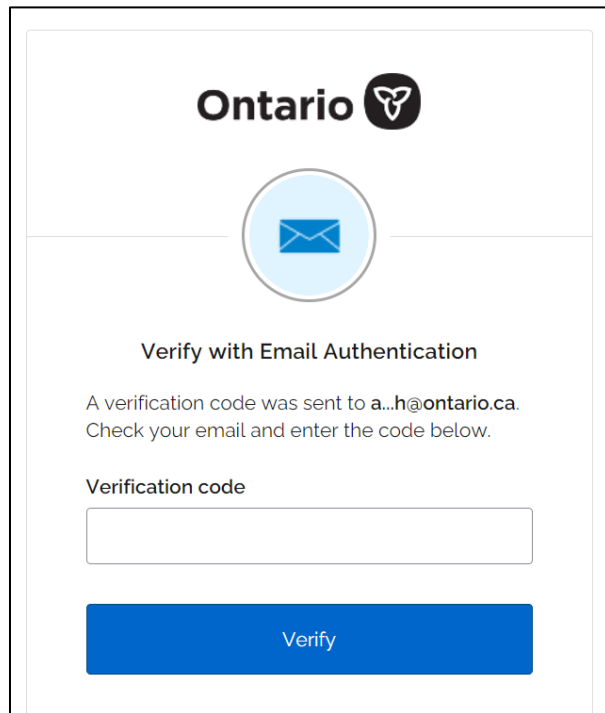
If you require this document in French, please contact our office at [towing@ontario.ca](mailto:towing@ontario.ca)

2.) Select **“Send me the code”**



The screenshot shows the Ontario logo at the top. Below it is a circular icon containing an envelope. The text reads "Verify with Email Authentication" and "Send a verification code to a...h@ontario.ca.". At the bottom is a blue button labeled "Send me the code".

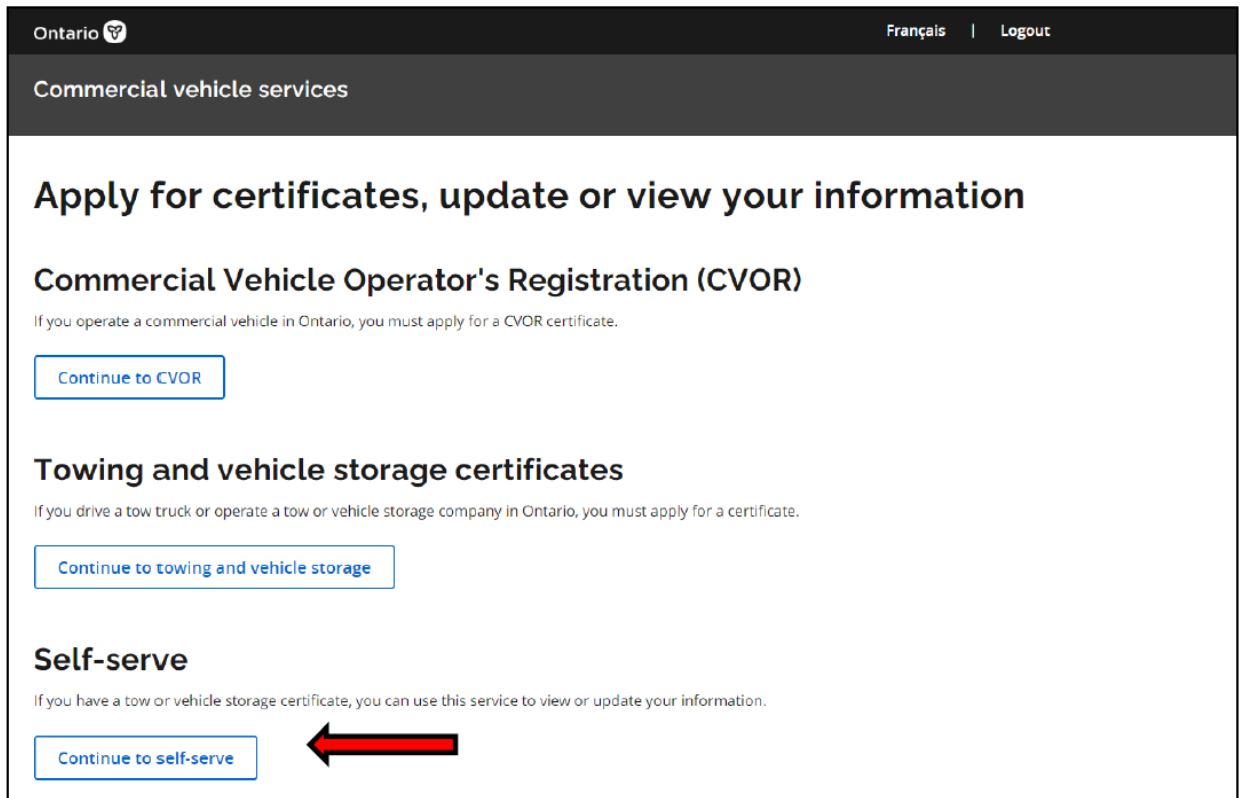
3.) A six-digit code has now been sent to your email. Enter the six-digit code and select **“Verify”**



The screenshot shows the Ontario logo at the top. Below it is a circular icon containing an envelope. The text reads "Verify with Email Authentication" and "A verification code was sent to a...h@ontario.ca. Check your email and enter the code below.". Below this is a text input field labeled "Verification code". At the bottom is a blue button labeled "Verify".

4.) Select **“Continue to self-serve”**.

If you get an error **“Unauthorized access”** it means that the email you logged in with is not listed on a towing or vehicle storage record with the Ministry. Whoever has access to the email on the Ministry record (the email that received the certificate) will need to login to view these pages.



The screenshot shows the Ontario government website interface for commercial vehicle services. At the top, there is a navigation bar with the Ontario logo, the text "Ontario", and links for "Français" and "Logout". Below this is a dark header with the text "Commercial vehicle services". The main content area is white and features three sections:

- Apply for certificates, update or view your information**
  - Commercial Vehicle Operator's Registration (CVOR)**

If you operate a commercial vehicle in Ontario, you must apply for a CVOR certificate.

[Continue to CVOR](#)
  - Towing and vehicle storage certificates**

If you drive a tow truck or operate a tow or vehicle storage company in Ontario, you must apply for a certificate.

[Continue to towing and vehicle storage](#)
  - Self-serve**

If you have a tow or vehicle storage certificate, you can use this service to view or update your information.

[Continue to self-serve](#)

A red arrow points to the "Continue to self-serve" button.

5.) Select your company from the drop-down list and click “Continue”

Commercial vehicle services self-serve

[Public Secure Profile](#)


## Access self-serve

Use this service to select and update your client and certificate information.


**Select your client** (required)

Enter the certificate number and/or choose your client using the dropdown below.

For example 000-000-000 (numeric only).



**176-979-983 TESTING CORPORATION**




[Continue](#)

**Cannot find your client or want to request access?**

[Go to request access for a client](#)

## 6.) Select “Rates”

Ontario  Français | Logout

Commercial vehicle services self-serve Menu

### Client homepage

JENNIFER TEST

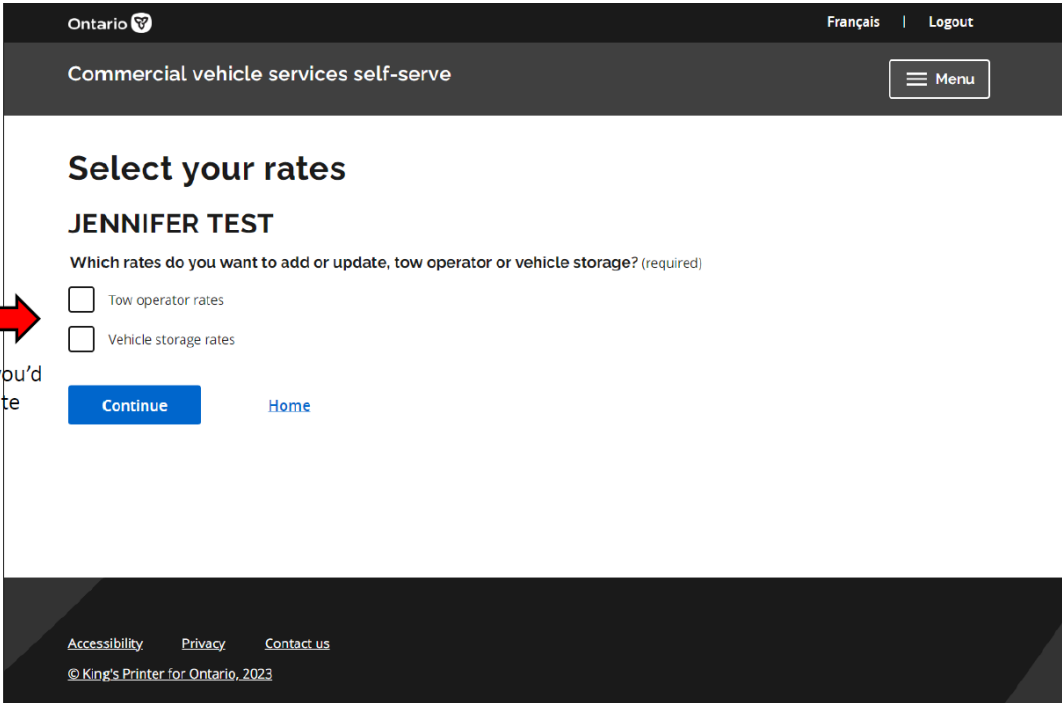
Select the item you wish to view or update.


<b>Certificates</b> View or download your certificates.	<b>Client information</b> Review and update your contact information.	<b>Rates</b> Submit, review and update your rates.	<b>Insurance information</b> Review and update your insurance information.
<b>Drivers and vehicles</b> Review and update the number of drivers and vehicles.	<b>Vehicle storage locations</b> Review and update your storage locations.	<b>Abstracts</b> Obtain a copy of your client record.	<b>Manage user access</b> Add or remove user access for this client.

**My clients**  
Select another client you wish to view and update.

7.) Select the type of rate you want to update (if you only have a tow operator certificate, you will not see this page and can skip to step #8)

If you are looking to add the clean-up fee, this is under “**Tow operator rates**”



Ontario  Français | Logout

Commercial vehicle services self-serve Menu

## Select your rates

JENNIFER TEST

Which rates do you want to add or update, tow operator or vehicle storage? (required)

Tow operator rates

Vehicle storage rates

[Continue](#) [Home](#)

Accessibility Privacy Contact us

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Select which rate you'd like to add/update

8.) Scroll to the bottom of your current rate schedule and select “**Add or update rates**”

Commercial vehicle services self-serve

Menu

## Review your tow operator rates

### 012578 ONTARIO LIMITED

Review and update your active or pending tow operator rates.

#### Active rates

##### Regions you offer tow services in

The regions you select will be used by the public to search online for a tow operator.

[View map to determine regions](#)

##### Central

Toronto/York/Simcoe

##### West

Waterloo

##### Eastern

Ottawa

##### North

Northeast

Durham

London

Kingston

Northwest

Peel

Windsor

Halton/407

Hamilton/Niagara

Save

##### Start date (mm/dd/yyyy)


01/10/2024

Service	Unit of measure	Amount
Towing: Basic tow, towed vehicle up to 4,536 kg GVWR	base rate	\$325.00

To add a future dated rate or update an active rate. Click the button below.

Add or update rates

9.) You can update the regions in which you offer services in if needed or skip to step #10.

Ontario  Français | Logout

Commercial vehicle services self-serve Menu

## Add your tow operator rates

### JENNIFER TEST

You can enter your tow operator rates below. The calendar will default to the first available start date. If you are updating an existing rate, please note you must wait a minimum of 30 days before it becomes effective.

#### Regions you offer tow services in

The regions you select will be used by the public to search online for a tow operator.

[View map to determine regions](#)

Central	West	Eastern	North
<input type="checkbox"/> Toronto/York/Simcoe	<input type="checkbox"/> Waterloo	<input type="checkbox"/> Ottawa	<input type="checkbox"/> Northeast
<input type="checkbox"/> Durham	<input type="checkbox"/> London	<input type="checkbox"/> Kingston	<input type="checkbox"/> Northwest
<input type="checkbox"/> Peel	<input type="checkbox"/> Windsor		
<input type="checkbox"/> Halton/407			
<input type="checkbox"/> Hamilton/Niagara			



Select one (or more) region in which you offer services.



- 10.) Select the **start date** of your new rates. Please note you may only enter a start date that is 30 days from today (hold period). The ministry has developed a one-time process to override the required 30-day hold period for updated rates submitted before August 1, 2024. The override will occur *after* you submit the update.

New rates may take 3 to 5 business days to take effect. You can review the status of your rates by visiting this self-service portal.

The new line item (Towing: Clearing debris) will be at the **bottom** of this table.

Click **“Submit”** when finished.

**Start date** (required)

Select a date from the calendar. The date format is mm/dd/yyyy.

06/15/2024



Service	Unit of measure	Amount
Towing: Basic tow, towed vehicle up to 4,536 kg GVWR	base rate	\$ <input type="text"/>
Towing: Basic tow, towed vehicle from 4,536.1 - 11,793 kg GVWR	base rate	\$ <input type="text"/>
Towing: Basic Tow, towed vehicle more than 11,793 kg GVWR	base rate	\$ <input type="text"/>
Towing: Clearing debris	per hour	\$ <input type="text"/>



Submit

Cancel

- 11.) Once you have received a “success” confirmation, you may **logout** on the top right corner.

Ontario

Français

Logout

Commercial vehicle services self-serve

Menu