



Communication Update

TO:	Mayor and Members City Council
COMMITTEE DATE:	March 6, 2026
SUBJECT/REPORT NO:	My.Hamilton Portal Update
WARD(S) AFFECTED:	City Wide
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The purpose of this Communication Update is to inform Council of the launch of the refreshed My.Hamilton Portal (my.hamilton.ca) and provide an overview of current functionality, strategic alignment and next steps.

Background

The City of Hamilton has launched the refreshed My.Hamilton Portal, marking an important milestone in improving how residents, businesses and community partners access City services.

My.Hamilton provides a single, consistent entry point for common online services, allowing users to submit requests, complete transactions and access information more

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

easily. By enabling residents to track requests and receive updates, the portal enhances transparency and supports more efficient service delivery over time.

The launch complements - and does not replace - existing service channels. Residents continue to have access to phone and in-person support, ensuring services remain accessible to all as digital options expand.

Key Features at Launch

- **21 new online forms / services** are now available through my.hamilton.ca, building on existing services like Vacant Unit Tax, Animal Services donations, and Planning and Economic Development business licensing payments.
- **16 curated external links to services** allow users to quickly access commonly used services and tools, such as Recreation, HSR updates, Engage Hamilton, parking ticket payments, provincial offenses fines and Open Data.
- **Improved navigation and mobile-friendly design** make it easier for users to start and complete tasks on phones, tablets, and desktop devices, anywhere and anytime.
- **Virtual assistant** is available to support login-related questions, helping reduce contacts, with additional capabilities planned as the platform evolves.

Service Access and User Support

The portal has been redesigned to make it easier for residents, businesses and community partners to access and use City services in a clear, consistent and secure way.

- **Low barrier support options:** “Ask a Question” and “Report a Problem” remain available without login, providing easy access for residents who prefer not to create an account.
- **Support and Guidance:** A virtual assistant (chatbot) is available to support login related questions, with expanded capabilities planned as the platform evolves.

Residents can also access [My.Hamilton Portal FAQs | Hamilton.ca](#) directly on the portal or connect with the **Customer Contact Centre** for additional assistance.

Strategic Alignment

The launch of my.hamilton.ca directly supports Council's 2022–2026 priority of Responsiveness and Transparency, specifically Council's direction to “modernize City systems” and “prioritize customer service and proactive communication.” The updated My.Hamilton Portal strengthens the digital pathways residents, businesses, and community partners rely on to interact with the City.

Alongside the launch, staff have begun applying the City's Digital Standards to ensure that my.hamilton.ca, and future services added to the platform, are delivered in a consistent, secure, accessible and user-centred manner.

Communications Supporting the Launch

A coordinated communications plan is supporting the launch of My.Hamilton to build awareness and encourage adoption across the community.

Initial launch activities include:

- A media release
- Social media posts across City channels with supporting graphics
- Updates to Hamilton.ca and a dedicated My.Hamilton FAQs page
- Inclusion in the City's weekly electronic newsletter
- A short launch video

Ongoing promotion will include:

- Targeted advertising
- Posters
- Stand-up banners in City facilities with QR codes
- Counter cards and signage with QR codes to support frontline awareness

- How-to videos
- Promotion on digital screens in City facilities, where possible
- Service-specific social media content tied to portal features

These efforts are designed to ensure residents understand what My.Hamilton is, how to use it, and how it complements existing service channels.

What's Next

Through 2026, staff will continue to:

- Expand the number of services available through my.hamilton.ca
- Enhance platform functionality
- Gradually expand the capabilities of the virtual assistant
- Apply Digital Standards across additional services to ensure a consistent, secure and accessible user experience

Council will be kept informed as the platform evolves and as additional services are brought online.

Acknowledgements

This work reflects strong collaboration across Customer Service, POA and Financial Integration, Information Technology, Digital Communications and service-owning departments, with valuable input from the Accessibility Committee for Persons with Disabilities (ACPD), the Seniors Advisory Committee, and residents. Staff across the organization contributed to this milestone and their efforts are appreciated.

Appendices and Schedules Attached

N/A