

# Marriage Licence Modernization Program

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Presented by:

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Services/Municipal Clerk

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**Municipality of Port Hope**



# Agenda



What is the Marriage Licence Modernization Program (MLM)?



Phased Implementation



Port Hope's Experience



Benefits and Considerations of Next Steps



Demonstration



# Program Overview

**Objective:** Modernize the marriage licence application process in Ontario.

**Method:** Transition from paper-based methods to a digital model.

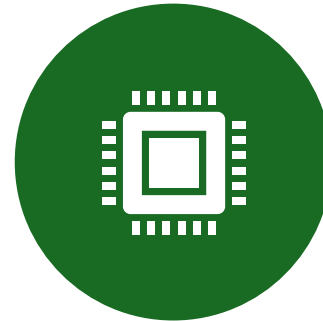
**Launch and Expansion:**

- Launched in 2021 and expanded rapidly.
-

# Phased Implementation



**Phase 1:** Launched electronic signatures and a licence preview tool in spring of 2021 to improve accuracy and user experience.



**Phase 2:** Rolled out a Minimum Viable Product (MVP) in 6 municipalities to test and refine core features.



**Subsequent Rollouts:** Expanded to 5 more municipalities (11 total) in 2023 and continue to make ongoing updates to enhance functionality. 67 municipalities are currently registered as of February 2025.



**End Goal:** Province-wide rollout to all interested municipalities as part of Ontario's digital modernization strategy.



# Key Considerations for Municipalities

**Voluntary Participation:** Municipalities may join or withdraw at any time with 30 business days' notice.

**No Provincial Funding:** Municipalities must assess and resource participation internally.

**No Cost to Join:** However, any local setup or process adjustments are at the municipality's expense.

**Same Licence Stock:** The current provincial marriage licence paper stock remains in use.

**Dual Access Required:** Municipalities must continue to offer both online and in-person options for accessibility.

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# Benefits of Participation

| For Municipalities                 | For the Public            |
|------------------------------------|---------------------------|
| Reduction in Paper and Manual Work | Convenient Online Process |
| Single Standardized Solution       | Faster Turnaround         |
| Faster processing                  | Clear Guidance            |
| Fewer errors and complaints        | Consistent experience     |
| Province Managed System            | Shorter Appointments      |

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# How It Works

**Online Application:** Couples begin the process through the provincial online portal – no paper forms needed.

**Digital Document Submission:** Applicants securely upload their identification and supporting documents online.

**Electronic Signatures:** Forms can be completed and signed digitally.

**Municipal Transition:** Participating municipalities use a central provincial portal, creating a consistent, streamlined experience.

**Reduced In-Person Time:** Applicants only visit the municipal office to finalize and receive their licence.

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# Citizen Portal

An online platform allowing the public to apply for a marriage licence and submit identification and supporting documents electronically.



Step 1 of 7

## Online marriage licence application

### Eligibility

Are you getting married in Ontario? (required)

☐ Yes

☐ No



# Municipal Portal



A platform which enables municipalities to retrieve, review and process application packages alongside printing and communication capabilities.

Ontario

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ServiceOntario

MLM FlexStart

Reporting

Appointments

Administration

Log out

Search for an application

Enter applicant or issuer names, reference number or date received.

Marriage licence applications

+ Create new application package

Active

Archived

| Reference                 | Received    | Ceremony    | Applicant   | Joint applicant | Appointment | Created by   | Archive date | Status      |
|---------------------------|-------------|-------------|-------------|-----------------|-------------|--------------|--------------|-------------|
| <div></div>               | <div></div> | <div></div> | <div></div> | <div></div>     | <div></div> | <div></div>  | <div></div>  | <div></div> |
| <a href="#">25-368463</a> | 2025/08/21  | 2025/11/19  | Jane Smith  | John Doe        |             | Municipality |              | Received    |

# Municipality of Port Hope – Pre MLM



Used fillable PDFs for marriage licence applications.



Appointments took 30–45 minutes due to manual in-office form completion.



Staff had to decipher handwriting and manually enter data, increasing risk of errors.



Data was re-entered into a legacy Access database – unreliable, often crashed.



Single-user limitation in database created workflow bottlenecks.



Transition to SharePoint caused compatibility issues with Access and historical PDFs.

# Invitation to Participate in MLM-Phase 2

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1. Invitation and Agreement
2. Information Requirements
3. Document Review
4. Onboarding Details
5. Non-Participation Protocol





The background is a dark, textured surface, possibly asphalt, with several light-colored arrows pointing in various directions. The text "Next steps" is centered in a white, sans-serif font, with a thin white horizontal line underneath it.

Next steps



# Second Onboarding Survey



COMPLETING SURVEY



PROVINCIAL APPOINTMENT  
BOOKING SERVICES



FLEXIBILITY IN SETUP

# Training Materials

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MLM User Guide

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Training Video

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FlexStart Training Site (new)

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Drop-In Q&A Sessions

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Support Tool

# Updating Municipal Websites

- Reviewed websites of other municipalities in the MLM Program to gather ideas and best practices
- Redesigned webpage to be clear, concise, and user-friendly
- Conducted an internal review to identify and remove process redundancies
- Developed procedures aligned with updated practice and reflected these changes on the website
- Collaborative effort between Legislative Services, Communications, and IT

## Marriages

[Home](#) / [Your Municipal Government](#) / [Licences and Permits](#) / [Marriages](#)



In order to get married in the Province of Ontario, you must obtain a Marriage Licence. Marriage licences are valid for 90 days from the date of issue.

### Apply for a marriage licence

To apply for a marriage licence, please complete a Marriage Licence Application.

[Apply for a Marriage Licence](#)

Once your marriage licence application has been submitted successfully, the Clerk's Office at the Municipality of Port Hope will contact you to schedule an appointment via email or phone to pick up your marriage licence.

For questions about marriage licences please contact the Clerk's Office at **905-885-4544 ext. 0** or **by email**

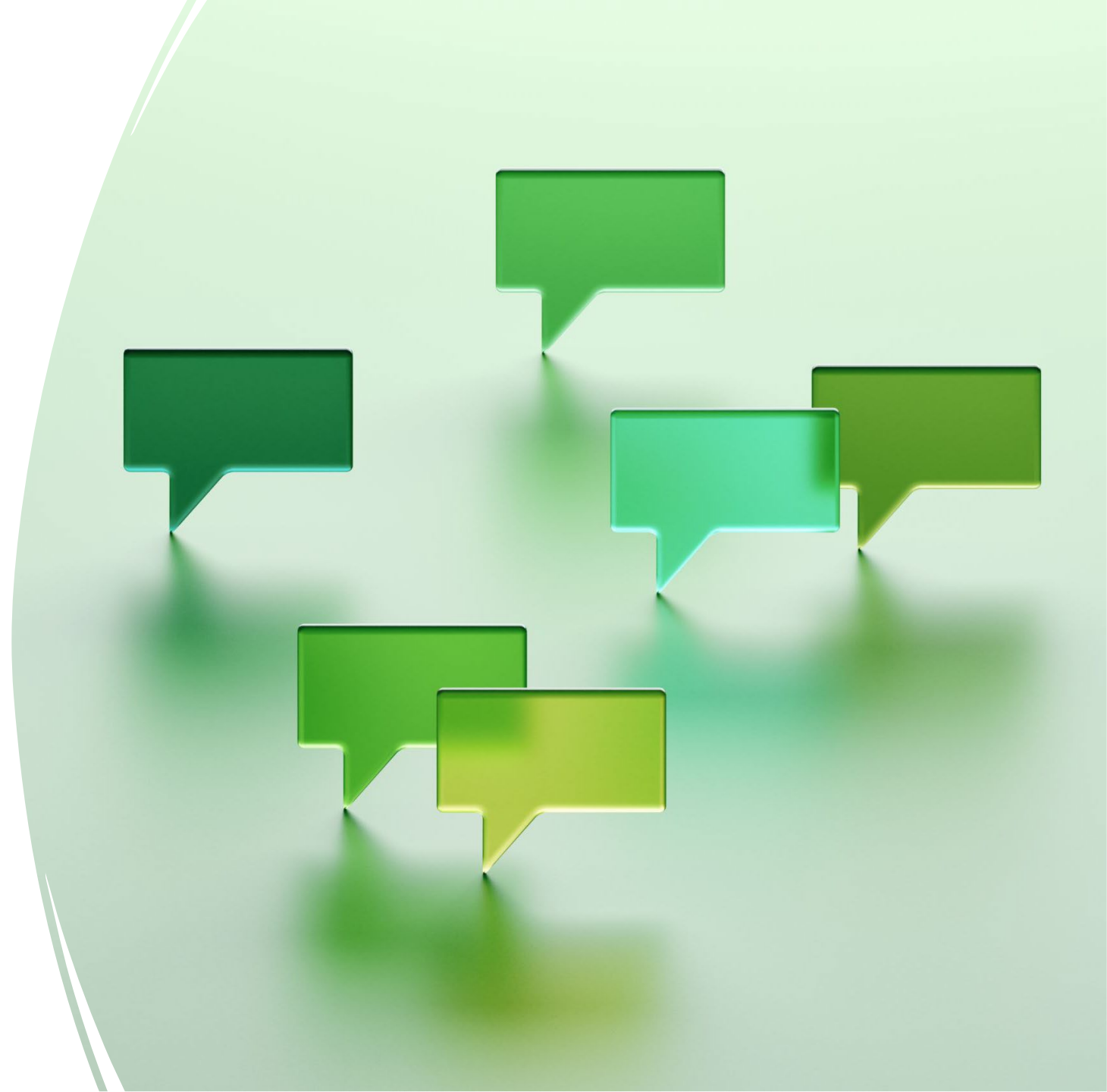
|                                                                                                |   |
|------------------------------------------------------------------------------------------------|---|
| What you need to complete your marriage licence                                                | + |
| Identification requirements                                                                    | + |
| Fees                                                                                           | + |
| Divorce or annulment documentation requirements                                                | + |
| Minimum age requirements                                                                       | + |
| Changing your last name                                                                        | + |
| Marriage Ceremonies                                                                            | + |
| Applying for your marriage certificate / Replacement of a lost, stolen, or damaged certificate | + |

Please note: the Municipality of Port Hope continues to accept in-person applications. Please fill out the **Marriage Licence Application Form** and **email us** a copy to the Clerk's office.

# Communication Efforts/Municipal Promotion

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The Province supplied municipalities with a Communication Resource which contained sample quotes, messaging, and social media graphics in order to enhance public outreach.







# Examples Provided by the Province:

**Option 1:** ServiceOntario is making it easier for soon-to-be-married couples by offering marriage licence applications online in the Municipality of Port Hope! It's quick, easy & convenient!

Visit: <https://www.porthope.ca/en/your-municipal-government/marriages.aspx>

**Option 2:** Now available in the Municipality of Port Hope, couples can apply for a marriage licence using Service Ontario's online system. It's quick, easy & convenient!

Visit: <https://www.porthope.ca/en/your-municipal-government/marriages.aspx>

**Option 3:** Getting married in Ontario? The Municipality of Port Hope offers ServiceOntario's online marriage licence applications. It's quick, easy & convenient!

Get started here: <https://www.porthope.ca/en/your-municipal-government/marriages.aspx>



## Municipality of Port Hope Social Media Promotion



Sponsored Posts.



93.3 myFM Radio Interview.



Additional communication efforts around peak wedding season.



Municipality of Port Hope, Ontario

August 9, 2024 · 🌐

Planning to tie the knot in Ontario? You will need to get a Marriage Licence. In Port Hope, we've made it easier than ever. You can now fill out your marriage licence application online and book an appointment to pick it up. Fast, simple, and efficient! Check it out at [porthope.ca/marriage](https://porthope.ca/marriage)



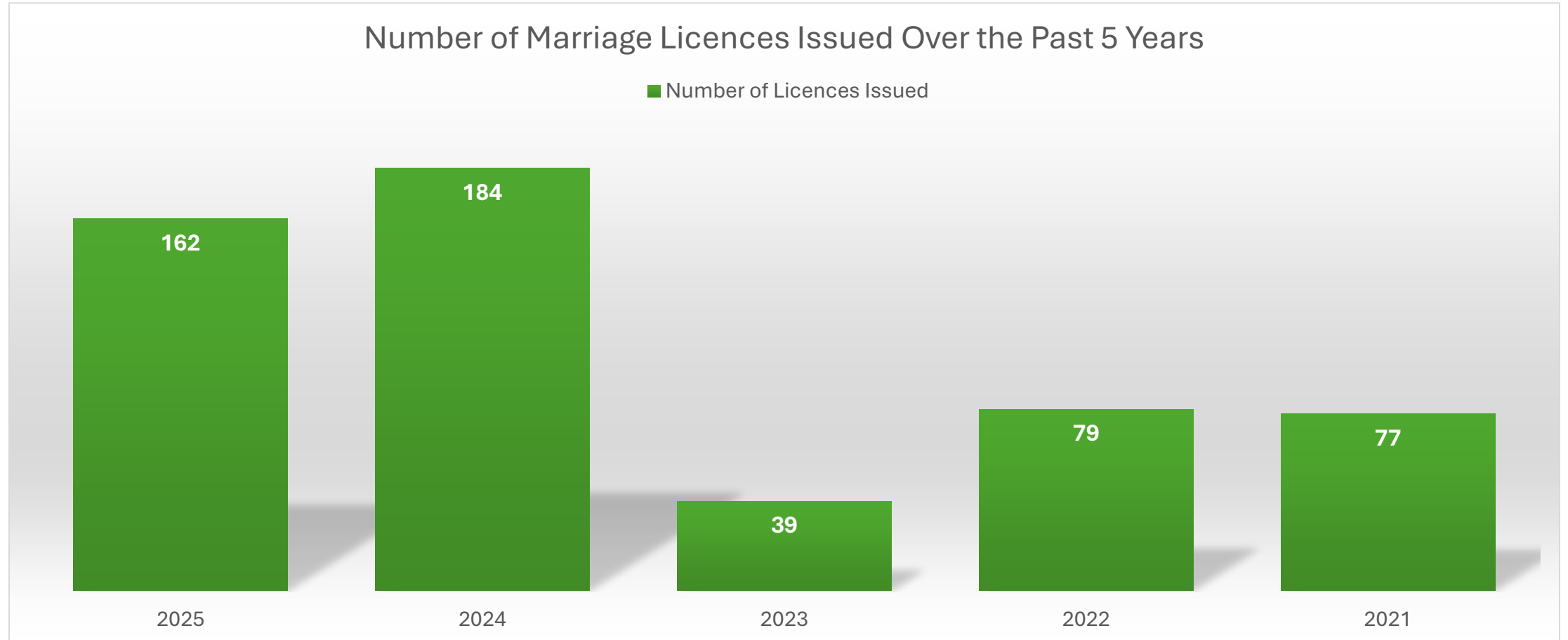
## Brief Timeline

|                          |                                                                                                                                                                                    |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>February 20, 2024</b> | Municipal Clerk completed the MLM-Phase 2 Participation Survey and contacted the Province to express interest in joining the next rollout phase.                                   |
| <b>February 22, 2024</b> | Official invitation to participate in MLM-Phase 2 was received from the Province. An onboarding questionnaire and information deck were also provided.                             |
| <b>February 23, 2024</b> | Received the Marriage Licence Modernization Phase 2 Participation Agreement.                                                                                                       |
| <b>March 22, 2024</b>    | Seconding onboarding survey was sent to gather information required for the backend.                                                                                               |
| <b>March 25, 2024</b>    | MLM Phase 2 User Guide and Training Video received, along with a notice that all staff accounts must be registered by April 3, 2024.                                               |
| <b>April 10, 2024</b>    | Request received for the name and contact information for the Mayor to welcome them to the program.                                                                                |
| <b>April 11, 2024</b>    | Signed copy of the Marriage Licence Modernization Phase 2 Participation Agreement received from the Province.                                                                      |
| <b>April 22, 2024</b>    | Notification received confirming successful setup of the municipality and all associated staff accounts in MLM Phase 2.                                                            |
| <b>April 29, 2024</b>    | Final survey received regarding the municipality's readiness and progress in preparation for the go-live date.                                                                     |
| <b>May 1, 2024</b>       | Communication resource document was received providing quotes, messaging and social media graphics to consider when updating the municipalities websites or social media accounts. |
| <b>May 13, 2024</b>      | Go-Live Date!                                                                                                                                                                      |

# Where are we now?

- **Lead Time:** Licence processing reduced from 45 minutes → under 5 minutes
- **Operational Improvements:** Eliminated manual data entry → fewer errors
- **Staff & Applicant Benefits:** Smoother, faster process → better service for applicants
- **Overall Impact:** Efficient, accurate, and user-friendly process

# Municipality of Port Hope Statistics





The background is a dark, textured surface, possibly asphalt, with several light-colored arrows pointing in various directions. The word "Questions?" is written in a white, sans-serif font in the center, with a white horizontal line underneath it.

Questions?



# Marriage licence issuance process

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# Accessing the MLM Service

- Authorized municipal staff can access the service via a Ministry-provided hyperlink.
- Log in using staff registered email and predetermined password.

Ontario

Français

OPS BPS Secure

Menu

**Notice:**

In compliance with GO-ITS 25.0 security requirements, the minimum password length has been increased from 8 to 12 characters. This change will take effect when your password expires or is reset. You may continue using your current password until it expires.

If you have a PKI certificate

Sign in with PKI certificate

OR

New User? [Register](#)

Sign In

Email Address (Registered email Address)

Password

Sign In

[Forgot Password?](#)



## Municipal Portal for Online Marriage Licence Applications

Welcome to the municipal portal for issuing marriage licences. Please log in to access the online marriage licence application and management system.

### Already Registered?

If you are already registered to use the service, please log in using your credentials to access the portal.

Login

# New Marriage Licence Submission

- Municipalities can set email notification preferences via the Administration tab.
- Notifications may be sent to clerk accounts, administrator accounts, or other designated inboxes.
- Frequency and recipients are fully customizable by each municipality.

## Email notifications

### Recipients

- ☒ All clerk accounts
- ☒ All administrator accounts
- ☒ Other mailbox(es)  
admin@porthope.ca

×

Add

Update notification recipients

# New Marriage Licence Submission - continued

Marriage Application Notification / Notification de demande de mariage



ServiceOntario-Do-Not-Reply@ontario.ca  
To Emma McKerrell; Shrishma Dave; [REDACTED]

😊 Reply

↩ Reply All

➡ Forward

📧

⋮

Mon 4/22/2024 1:16 PM

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello,

Please check the following table for the application notifications you subscribed to:

| Reference Number | Received            | Applicant  | Applicant Address                    | Joint Applicant | Joint Applicant Address              |
|------------------|---------------------|------------|--------------------------------------|-----------------|--------------------------------------|
| 24-755887        | 2024-04-22 01:16 PM | Jane Smith | 56 Queen Street,Port Hope,ON,L1A 3Z9 | John Doe        | 56 Queen Street,Port Hope,ON,L1A 3Z9 |

Thank you

Bonjour,

Veuillez consulter le tableau suivant pour la notification d'application que vous avez souscr :

| Numéro de référence | Reçu                | Auteur/auteur de la demande | L'adresse du auteur/auteur de la demande | Coauteur/coauteure de la demande | L'adresse du coauteur/coauteure de la demande |
|---------------------|---------------------|-----------------------------|------------------------------------------|----------------------------------|-----------------------------------------------|
| 24-755887           | 2024-04-22 01:16 PM | Jane Smith                  | 56 Queen Street,Port Hope,ON,L1A 3Z9     | John Doe                         | 56 Queen Street,Port Hope,ON,L1A 3Z9          |

- New submissions are sent from: ServiceOntario-Do-Not-Reply@ontario.ca
- Notification emails include:
  - Reference Number
  - Date Received
  - Applicant Name & Address
  - Joint Applicant Name & Address



# MLM DASHBOARD

- Upon login, users are directed to the **Active Dashboard**, displaying application packages at various stages of processing.
- Other key components of the program are displayed at the top of the screen.
- To review an application in detail, users can select the reference number of the corresponding marriage licence application.

Ontario  français

ServiceOntario

[MLM FlexStart](#)  [Reporting](#)  [Appointments](#)  [Administration](#)  [Log out](#)

**Search for an application**

Enter applicant or issuer names, reference number or date received.

**Marriage licence applications** [+ Create new application package](#)

**Active** **Archived**

| Reference                 | Received   | Ceremony   | Applicant  | Joint applicant | Appointment | Created by   | Archive date | Status   |
|---------------------------|------------|------------|------------|-----------------|-------------|--------------|--------------|----------|
| <a href="#">25-368463</a> | 2025/08/21 | 2025/11/19 | Jane Smith | John Doe        |             | Municipality |              | Received |

- Selecting the reference number allows staff to review all applicant-submitted information.
- A range of administrative functions is also available within this section of the program.

[Back to dashboard](#)
[Cancel application](#)

# Marriage licence application 25-368463

[Edit application](#)

[Email applicants](#)
[Print draft](#)
[Print licence](#)
[Download application](#)
[Download I/De/supporting documents](#)

**View only**

You are currently in view mode and are unable to make edits to this application. To edit content within this application, select the Edit application button.

| Received   | Modified   | Status   | Interpreter | Created by   | Appointment | Notes | History | Viewable until |
|------------|------------|----------|-------------|--------------|-------------|-------|---------|----------------|
| 2025/08/21 | 2025/08/22 | Received | No          | Municipality | None        |       |         | 2026/08/21     |

## Licence information

Issued by (required)

Issued to (required)

Issued date (required)

Licence number (required)

## Marriage details

Intended place of marriage

County, district, or region

Intended date of marriage

PORT HOPE

Northumberland

2025-11-19

Are both applicants registered or entitled to be registered under [Canada's Indian Act](#)?

No

Applicant

Joint applicant (Partner / Intended Spouse)

### Personal details

**Name**

Jane Anne Smith

**Marital status**

Never married, No annulment of marriage

**Date of birth**

1985-08-08

**Age on the date of licence issued**

40

**Province of birth**

ONTARIO

**Country of birth**

CANADA

### Personal details

**Name**

John William Doe

**Marital status**

Never married, No annulment of marriage

**Date of birth**

1986-10-10

**Age on the date of licence issued**

41

**Province of birth**

ONTARIO

**Country of birth**

CANADA

### Contact information

**Applicant's present address or mailing address**

56 Queen Street

S6

New York, ONTARIO

### Contact information

**Applicant's present address or mailing address**

56 Queen Street

S6

New York, ONTARIO

# Emailing Applicants

- One-way email notifications can be sent to applicants to provide reminders or personalized messages.
- By selecting the blue 'Email Applicants' button, staff can select who to send reminder/personalized messages to, input a subject line, and edit the body of the email.

Email applicants

Close X

Message to: admin@porthope.ca X admin@porthope.ca X

Subject (required)  
25-368463:

Email body (required)  

Undo Bold Italic Underline Link x<sub>2</sub> x<sup>2</sup> Bulleted list Numbered list Decrease indent Increase indent Indent list Outdent list default

Times New Roman 3 A A

"

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Municipality of Port Hope  
905.885.4544 ext. 0  
admin@porthope.ca

"

Send

Marriage licence application 25-368463

Edit application

Email applicants Print draft Print licence Download application Download IDs/supporting documents

i View only

You are currently in view mode and are unable to make edits to this application. To edit content within this application, select the Edit application button.

| Received   | Modified   | Status   | Interpreter | Created by   | Appointment | Notes | History | Viewable until |
|------------|------------|----------|-------------|--------------|-------------|-------|---------|----------------|
| 2025/08/21 | 2025/08/22 | Received | No          | Municipality | None        |       |         | 2026/08/21     |

# Editing Applications

## Licence information

[Cancel edits](#)

Issued by (required)

Select One

Issued to (required)

Select One

Issued date (required)

Licence number (required)

Save changes

## Marriage details

[Edit](#)

Intended place of marriage  
PORT HOPE

County, district, or region  
Northumberland

Intended date of marriage  
2025-11-19

## ServiceOntario

[MLM FlexStart](#) [Reporting](#) [Appointments](#) [Administration](#) [Log out](#)

## Search for an application

Enter applicant or issuer names, reference number or date received.

[Back to dashboard](#)

[Cancel application](#)

## Marriage licence application 25-368463

Email applicants

Print draft

Print licence

Download application

Download IDs/supporting documents

[Edit application](#)



# Printing Marriage Licences

- Verify information and enter licence details.
- Select 'Print Licence' to print directly from the system.
- Complete alignment adjustments before printing.
- Use sample stock for alignment testing.

The screenshot displays the ServiceOntario web application interface. At the top, there is a dark green header with the 'ServiceOntario' logo. Below the header, a navigation bar contains links for 'MLM FlexStart', 'Reporting', 'Appointments', 'Administration', and 'Log out'. The main content area is titled 'Search for an application' and includes a search input field with the placeholder text 'Enter applicant or issuer names, reference number or date received.' Below the search field, there is a 'Back to dashboard' link and a 'Marriage' section with an 'Email applicants' button. A modal dialog box titled 'Print marriage licence' is open in the center of the screen. The dialog box has a 'Close' button in the top right corner. Inside the dialog, there is a section for 'Alignment adjustments (offset)' with a link to 'Switch to French defaults'. Below this, the language is set to 'English'. There are two input fields: 'X axis (left and right)' with a value of '2' and 'Y axis (up and down)' with a value of '1'. Both fields are followed by 'pt' (points). At the bottom of the dialog, there are 'Cancel' and 'Print' buttons. A footer message at the bottom of the page states: 'You are currently in view mode and are unable to make edits to this application. To edit content within this application, select the Edit application button.'

# Appointment Booking Tool

- Enables municipalities to schedule appointments directly in the system.
- Staff can set availability, breaks, appointment duration, and buffer times.
- Allows scheduling of office closures and appointments per time slot
- Provides a two-week view of upcoming appointments.

## Availability

|                                    |      |          |    |          |                                |      |          |    |          |
|------------------------------------|------|----------|----|----------|--------------------------------|------|----------|----|----------|
| <input type="checkbox"/> Monday    | From | Closed ▾ | To | Closed ▾ | <input type="checkbox"/> Break | From | Closed ▾ | To | Closed ▾ |
| <input type="checkbox"/> Tuesday   | From | Closed ▾ | To | Closed ▾ | <input type="checkbox"/> Break | From | Closed ▾ | To | Closed ▾ |
| <input type="checkbox"/> Wednesday | From | Closed ▾ | To | Closed ▾ | <input type="checkbox"/> Break | From | Closed ▾ | To | Closed ▾ |
| <input type="checkbox"/> Thursday  | From | Closed ▾ | To | Closed ▾ | <input type="checkbox"/> Break | From | Closed ▾ | To | Closed ▾ |
| <input type="checkbox"/> Friday    | From | Closed ▾ | To | Closed ▾ | <input type="checkbox"/> Break | From | Closed ▾ | To | Closed ▾ |
| <input type="checkbox"/> Saturday  | From | Closed ▾ | To | Closed ▾ | <input type="checkbox"/> Break | From | Closed ▾ | To | Closed ▾ |
| <input type="checkbox"/> Sunday    | From | Closed ▾ | To | Closed ▾ | <input type="checkbox"/> Break | From | Closed ▾ | To | Closed ▾ |

## Appointment length (required)

## Number of appointments per timeslot (required)

## Appointment buffer

Save appointment preferences

## Closures

< Previous Next >

Date range (from)

Date range (to)

[+ Create new](#)

< Previous Next >

## Upcoming

< Previous [Next](#) >

[Expand all](#)

# Record Retention and Deletion Schedules

- **Primary Storage Platform:** MLM-Phase 2 serves as the main platform for storing marriage licence applications, including IDs and supporting documents.
- **Retention Schedule:** Application data remains accessible for one year after issuance. Cancelled applications are also kept for one year before being permanently deleted.
- **Exclusions:** Marriage licences and payment receipts are not stored within the system.



# Reporting Tool

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| Status                    | Year | Month    | Count |
|---------------------------|------|----------|-------|
| Municipality of Port Hope |      |          |       |
| Archived                  | 2025 | July     | 31    |
| Cancelled                 | 2025 | July     | 2     |
| Archived                  | 2025 | June     | 29    |
| Archived                  | 2025 | May      | 13    |
| Cancelled                 | 2025 | May      | 1     |
| Archived                  | 2025 | April    | 19    |
| Cancelled                 | 2025 | April    | 1     |
| Archived                  | 2025 | March    | 11    |
| Cancelled                 | 2025 | March    | 3     |
| Archived                  | 2025 | February | 9     |
| Archived                  | 2025 | January  | 10    |
| Cancelled                 | 2025 | January  | 1     |
| Totals for all offices    |      |          |       |
| Status                    | Year | Month    | Count |
| Issued                    | All  | All      | 0     |
| Cancelled                 | All  | All      | 8     |
| Archived                  | All  | All      | 122   |

# Reporting Tool - continued

| Reference ▾ | Received ▾ | Issue date ▾ | Viewable Until ▾ | Applicant ▾     | Applicant present address or mailing address ▾          | Applicant permanent address or postal address ▾         | Joint Applicant ▾ | Joint applicant present address or mailing address ▾    | Joint applicant permanent address or postal address ▾   | Created by ▾ | Licence Number ▾ | Issuer ▾       | Status ▾  |
|-------------|------------|--------------|------------------|-----------------|---------------------------------------------------------|---------------------------------------------------------|-------------------|---------------------------------------------------------|---------------------------------------------------------|--------------|------------------|----------------|-----------|
| 25-368463   | 11-Aug-25  |              | 11-Aug-26        | Jane Anne Smith | 14 56 Queen Street, Port Hope, L1A 3Z9, ONTARIO, CANADA | 14 56 Queen Street, Port Hope, L1A 3Z9, ONTARIO, CANADA | John William Doe  | 14 56 Queen Street, Port Hope, L1A 3Z9, ONTARIO, CANADA | 14 56 Queen Street, Port Hope, L1A 3Z9, ONTARIO, CANADA | Municipality |                  |                | Cancelled |
| 25-368464   | 11-Aug-25  | 14-Aug-25    | 11-Aug-26        | Jane Anne Smith | 14 56 Queen Street, Port Hope, L1A 3Z9, ONTARIO, CANADA | 14 56 Queen Street, Port Hope, L1A 3Z9, ONTARIO, CANADA | John William Doe  | 14 56 Queen Street, Port Hope, L1A 3Z9, ONTARIO, CANADA | 14 56 Queen Street, Port Hope, L1A 3Z9, ONTARIO, CANADA | Municipality | G060000          | Emma McKerroll | Issued    |



# Paper-based Application Process

- MLM-Phase 2 requires that all municipalities accept in-person applications to ensure accessible and inclusive services for all applicants.
- In-person applications can be manually entered into the system using the “create new application package” feature on the MLM dashboard

## Create new application package

### Marriage details

Intended place of marriage (required)

Select One

Intended date of marriage (required)

Are both applicants registered or entitled to be registered under [Canada's Indian Act?](#) (required)

☐ Yes

☐ No

### Applicant

#### Personal details

First name

Middle name(s)

☐ No middle name

Current last name

☐ None of the above names are applicable because this applicant has a single name.

When was Applicant born? (required)

Was Applicant born in Canada? (required)

☐ Yes

☐ No

### Joint applicant (Partner / Intended Spouse)

#### Personal details

First name

Middle name(s)

☐ No middle name

Current last name

☐ None of the above names are applicable because this applicant has a single name.

When was Applicant born? (required)

Was Applicant born in Canada? (required)

☐ Yes

☐ No

# Additional Tools - MLM FlexStart Training Site

Recently released in 2025 was MLM FlexStart, a central hub for training resources and support for the MLM program.



MarriageLicence

[Home](#) [Documents](#) [Drop In Schedule](#) [Recycle bin](#)

 Immersive reader

 Share 



# MLM FlexStart

Welcome to the Marriage Licence Modernization (MLM) FlexStart Training Site

This site is your central hub for everything related to the Online Marriage Licence Application Service. Whether you're an administrator setting up your portal or a clerk preparing to process applications, you'll find what you need to launch and manage the service with confidence.

The MLM FlexStart Toolkit provides:

- Step-by-step onboarding support
- Topic-based training materials for both clerks and administrators
- Helpful templates and resources

## Related:

[Learn More About Marriage Licence Modernization](#)

[List of Participating Municipalities](#)

[Onboarding Frequently Asked Questions](#)

[Simplified Training for Active](#)

# Support Tool

- Added in 2025 to the main dashboard.
- Replaces previous Word form and email reporting process.
- Simplifies reporting of technical issues.
- Enables easier tracking of issue status.

Ontario

français

ServiceOntario

[Back to dashboard](#)[Support](#)[MLM FlexStart](#)[Reporting](#)[Appointments](#)[Administration](#)[Log out](#)

## Support

### Issue Reporting Form

This form is intended for municipalities to report issues related to the online marriage licence application portal as part of the Marriage Licence Modernization (MLM) initiative. For non-urgent questions, training-related clarifications, or general how-to support, please refer to the resources available on the MLM FlexStart Training SharePoint site. This site includes training materials, FAQs, common issues, and a feedback form to help us continuously improve content based on your input. If your inquiry is related to training content or guidance, please use the feedback form on the training site rather than submitting it here. To help us resolve technical issues efficiently, please answer all questions as completely and accurately as possible.

### Contextual information

**What service is the issue related to?** (required)

☐ Municipal Online Marriage Licence Portal

☐ Municipal Portal Login

☐ MLM FlexStart SharePoint Site Access

# Overall Benefits of the Marriage Licence Modernization Program



GREATER PROCESS  
EFFICIENCY AND  
TIME SAVINGS



ERROR REDUCTION  
THROUGH DIGITAL  
ENTRY



IMPROVED  
ACCESSIBILITY FOR  
APPLICANTS



REDUCED REWORK  
AND EXTRA  
PROCESSING



EMPOWERED AND  
ACCOUNTABLE  
APPLICANTS



PROACTIVE ERROR  
IDENTIFICATION



STREAMLINED  
APPOINTMENT  
SCHEDULING



Thank you for listening!  
Are there any questions?

