

About the DIRECT application

DIRECT is a web portal for Ontario drug manufacturers to use to easily create, manage and track submissions to the Ontario Ministry of Health.

Getting started

Follow these steps to get started.



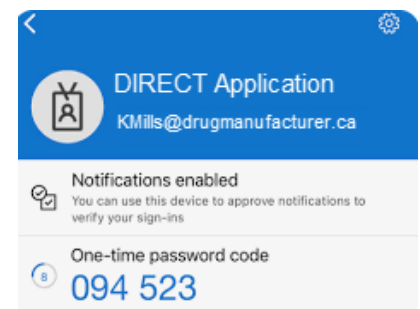
Step 1: Send an email to DIRECT@ontario.ca.

Subject: DIRECT Access

Body: My organization requests access to the DIRECT portal.



Step 2: The ministry will provide information regarding DIRECT onboarding and Identity Service Provider (IdP) details via email in approximately 1-2 business days.



Step 3: Provide the details requested by the ministry to continue the set-up process (e.g., users' names, emails).

How to Get Help

Enrolment and Business-Related Questions about the Portal:

- DIRECT@ontario.ca



Technical Issues or Questions:

- Call 'Inquiry Services' 1-800-262-6524 (after the language prompts, press 2-3), or email SSContactCentre.MOH@ontario.ca
- Monday – Friday 8 a.m. – 5 p.m.

Submissions List

After logging-in, DIRECT displays your organization’s list of submissions made through DIRECT — the list will be empty at first. You can create a new submission by clicking the <+ Create Submission> button. Once your organization has created at least one submission, including any that are ‘Draft’, you can search and/or sort the list.

Ontario

John Smith

DIRECT

Drug Intake, Review, Evaluation, Contracts, Transactions

Submissions

Submissions

+ Create Submission

Search by Primary File Number or Product Name

Q

Status

ALL

Sort By

Submitted Date Newes...

Latest Announcement - Last Updated 2025-10-01

View the [Latest Announcement](#) to get the latest news about the DIRECT system.

P00003047-2026-04-02

Allerion 10 mg

Status

Submitted

Manufacturer

VitalCure Medications

Primary Contact

Smith, John

Status Updated

2026-04-02

Submission Category

Drug Submissions

Product Type

Biosimilar Product

Submission Type

New Biosimilar

Active Ingredient(s)

LYMPHOCIDONE ACETATE

Dosage Form

Tablet

View

Key Features in DIRECT

Tips to help navigate.

Success

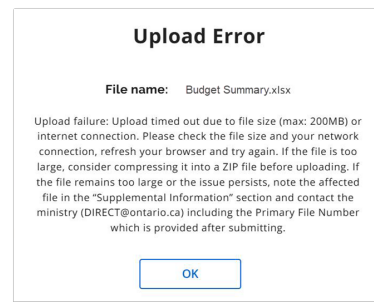
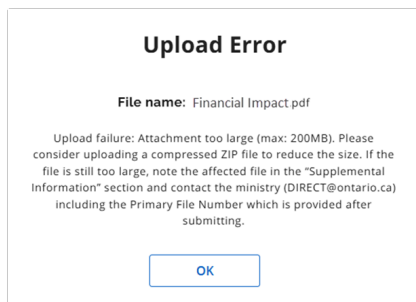
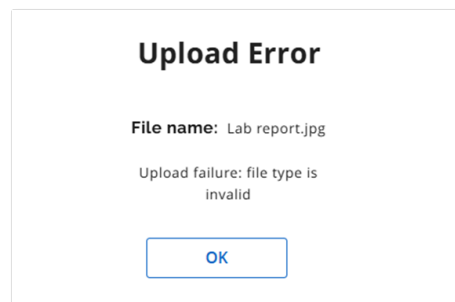
Green checkmarks indicate you have provided all required information.

Required Information

Red exclamation marks indicate you need to provide required information.

Uploading Files in DIRECT

Key things to know to make your uploads easier.



File Types

The following file types can be uploaded to DIRECT:

.DOC, DOCX, .TXT, .MSG, .RTF

.PPT, .PPTX

.XLS, .XLSM, .XLSB, .XLSX, .CSV

.ZIP, .7Z, .TAR

.TIF, .TIFF, .GIF, .PDF

Other file types are not accepted, and an error message will display if you attempt to upload them.

File Size

There is a limit of 200MB per individual file attachment.

If a message displays, consider uploading a compressed ZIP file to reduce the size. If the file is still too large, note the affected file in the “Supplemental Information” section and contact the ministry (DIRECT@ontario.ca) including the Primary File Number which is provided after submitting.

Timeout Message

There are timeout restrictions when adding an attachment, due to large files and/or slow internet connections.

If the message appears, check the file size and your network connection, then refresh and try again. If the file is too large, compress it (ZIP) before uploading. If the issue persists, note the file in the “Supplemental Information” section and contact the ministry at (DIRECT@ontario.ca), including the Primary File Number provided after submission.

Did you know?



DIRECT submissions benefit from an extended deadline where DIRECT new multiple source product submissions are accepted until 11:59 p.m. Eastern Time (ET) on the published deadline date. The 3:00 p.m. deadline remains in effect for new multiple source product submissions sent by email. Deadline dates are available on the Drug Submissions webpage.

Frequently Asked Questions

Question	Answer
Where do I find the submission requirements?	Always refer to the ministry's Drug submissions website for the most up to date submission requirements.
How can I track and monitor the statuses of my submissions made in DIRECT?	You will still receive emailed copies of NDSS and Recommendation letters. The Submission List will display the most current submission status for each submission.
I can see which fields are "required" in DIRECT, but which ones are mandatory to submit?	If information indicated as required cannot be provided due to exceptional circumstances, a 'rationale' can be entered for most fields. You can provide an explanation and continue to submit the submission. It is mandatory to provide the Primary Contact to submit.
Can I delete a 'draft' submission in DIRECT?	As long as it is in draft status and has not been submitted to the ministry, you can delete the submission. Select <More Actions>, then <Delete Submission>.
Where do I submit the cover letter and signed template letters in DIRECT?	When using DIRECT, a cover letter is not required. You can provide attestations within DIRECT, in place of signed template letters.
Why don't I see my organization's submissions in DIRECT?	Only submissions entered in DIRECT are visible. Historical submissions and submissions emailed to the ministry will not appear in DIRECT.

Quick steps

How to Manage Contacts

1. Log in to DIRECT and click on your name in the top right corner of the screen, then select the <Manage Contact List> link.
2. To add a new contact for your organization, select the <+ Add Contact> link. The Contact Details Pop-up Window opens.
3. Enter all required details for the new contact, then select the <Add> button.
4. If the new contact requires access to DIRECT, contact the ministry (DIRECT@ontario.ca) including the name & email of new contact(s).

NOTE: Please notify the ministry of any changes to your Primary Contact. (Refer to the Guidelines for more details.)

How to Provide Additional Information

At this time, additional information can only be provided via DIRECT for submissions where an NDSS Letter is issued deeming the submission incomplete. In all other situations, please provide the additional information via email (DIRECT@ontario.ca).

1. Open the submission in DIRECT and click on the <+ Add Additional Information> link in the Correspondence section.
2. Supporting document(s) can be added by dragging and dropping it, or by clicking the Browse Files option. Multiple files can be uploaded.
3. Select the Comments/Notes field and enter any information requested in the NDSS letter, then click the Submit button.

Resources

Links to supporting materials.



- [Drug Submissions website](#)
- [DIRECT Training Aids website](#)
- [DIRECT Main website](#)