Applying for College

The "How to" Guide for Applicants who are Canadian Citizens or Permanent Residents

November 2023

OCAS

Contents

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

2

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

3

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

4

Applying for College

Going to college is a big deal, and it's exciting - whether you're just finishing high school or thinking about upgrading your skills. The process of applying can be confusing and overwhelming.

This guide walks you through the entire process using the ontariocolleges.ca website – from doing the research to accepting an offer. (We do have a mobile app; it's introduced in a separate section.)

This guide also calls out some important details that you must keep in mind.

Let's get started!

The Application Process at a Glance

The process looks something like this:

1. Research programs and colleges.
2. Create an account.
3. Create an application.
4. Request your transcripts.
5. Pay the required application and transcript fees.
6. Gather and submit other supporting documents, if required.
7. Monitor your application for status updates and offers.

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

5

Important Dates to Keep in Mind

As long as there are open spaces in the program, you can add it to your application. However, there are some important dates to keep in mind, especially for highly competitive programs that fill up quickly.

Early October: Online Application Opens

- Applications are available online for programs that start the following fall.

November 1: Earliest Offer Date

- Colleges may begin sending offers of admission.

February 1: Equal Consideration Date

- Applications **received and paid for on or before this date** are considered equally by the colleges. It is critical to apply to highly competitive programs by this date.

- Applications are still processed after this date, but are considered on a first-come, first-served basis by the colleges.

May 1: Confirmation Deadline

- Most offers of admission must be confirmed by this date.

- The colleges will determine the due date to confirm offers made after May 1.

    To find the expiry date of your offer of admission, check the **Offers** page on **Your Dashboard** or the offer package that you received from the college.

Mid-June: Tuition Deposit Due

- The colleges require payment of a tuition deposit in mid-June to secure your spot in the program. Each college sets its own tuition deposit amount and payment deadline and will inform you of the details.

For more details, go to the Important Dates and Deadlines for Ontario College Applications page on our website.

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

6

Prepare to Apply

Gather the required information

Before you create your account and an application, take some time to gather the required information.

Here's a checklist:

- Username: The email address that you'll use to log in to your account.
- Valid contact email address.

  This email address is used by ontariocolleges.ca and by the colleges to communicate important information. While it's ideal that the username and contact email addresses are the same, they can be different.
- Home mailing address, including the postal code.
- Valid contact phone number.
- Ontario Education Number (OEN) and Student number.

  These numbers should be on your high school report card or transcript.
- Post-secondary student number – These are required if you attended Ontario colleges or universities and are requesting transcripts.

Important information about the application

Here are a few things that you must keep in mind as you work through the application process:

- The application processing fee is **non-refundable**. Fees are subject to change. For information about fees, go to the Application Fees page on ontariocolleges.ca.
- There might be additional fees to request transcripts.
- You can choose a **maximum of 5 programs**, with **no more than 3** at any one college.
- All program choices must start within the same academic year (August - July).
- **DO NOT** create more than one account.

  Within one account, you can create more that one application – each one for a different application cycle.
- You cannot change your first name, last name, date of birth, OEN, or academic data.

  To make changes to your personal information, contact ontariocolleges.ca.

  If there are problems with your high school grades, contact your guidance counsellor or the school.
- The application works best in certain web browsers.

You can find more details in the corresponding sections in this guide.

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

7

Do Your Research

So, do you know what programs you'd like to consider, and where to take them?

You might already know what you want to apply for. If not, you can use the resources on the website:

- Browse or search for college programs.
- Use the College Map to find a campus near you.
- Check out the college websites for more details about their programs and admission requirements.
- Attend a college recruitment event to meet college representatives.

Search for programs

You can search for specific programs or explore the available programs, organized by category or by college.
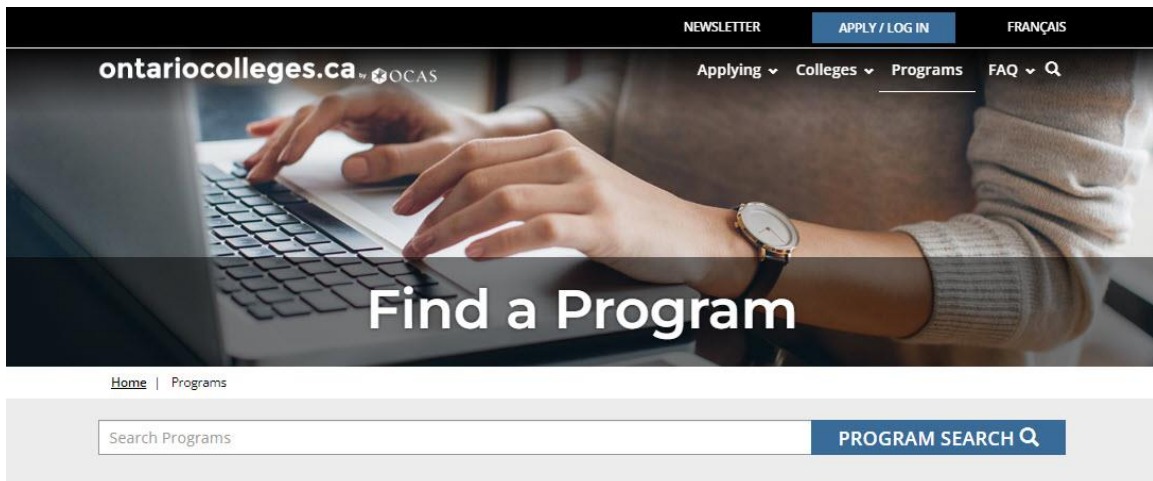
Search for a specific program

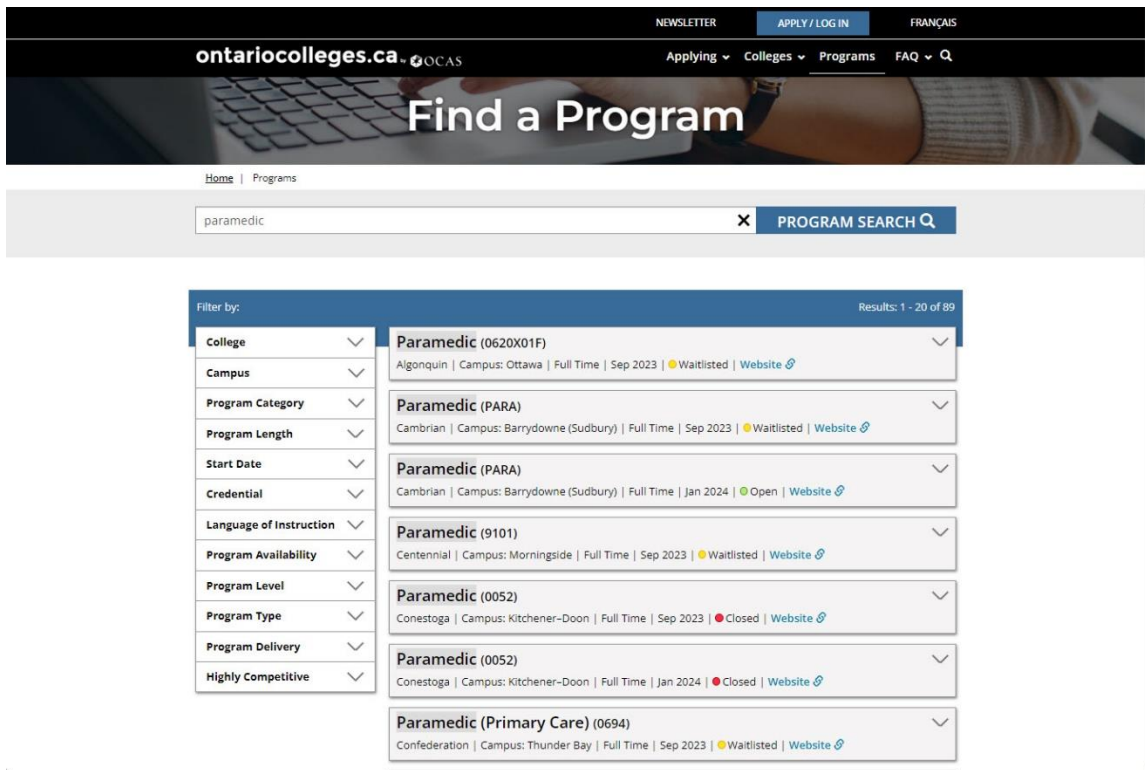1. Go to ontariocolleges.ca.
2. In the banner, select **Programs**.
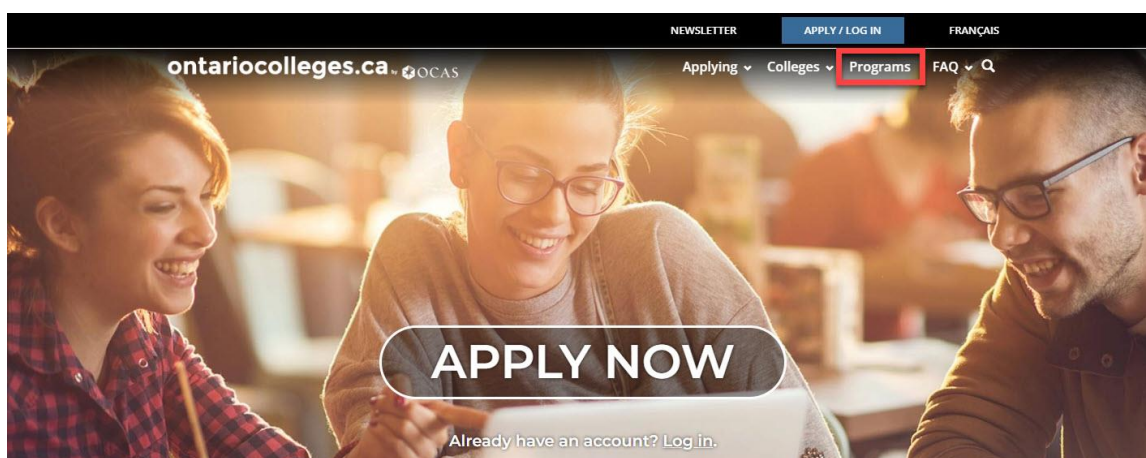
3. To search for a specific program, enter a name or topic in the Program Search field; for example, "paramedic."

4. Select **Program Search**.

A list of programs is displayed.

5. Use the filters to refine the search results.

For example, you might want to see only those Paramedic programs that take less than one year to complete.

6. Examine the filtered list.

   Looking at the example, you can see which colleges offer paramedic-related programs that take less than one year to complete. You can also see which ones are Open – these are accepting applications, and at which college campus the program is offered.
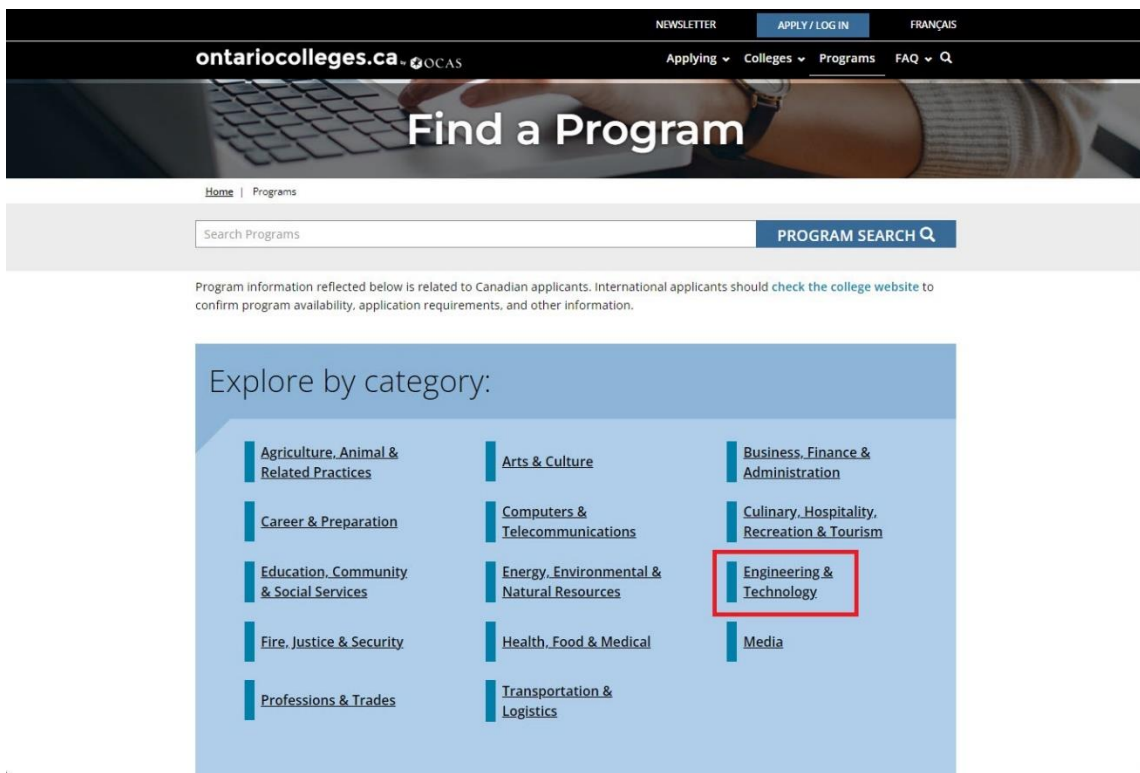
7. Notice the Website link.

   It takes you to the program details on the corresponding college website. Take some time to review the information – particularly the details about admission requirements.
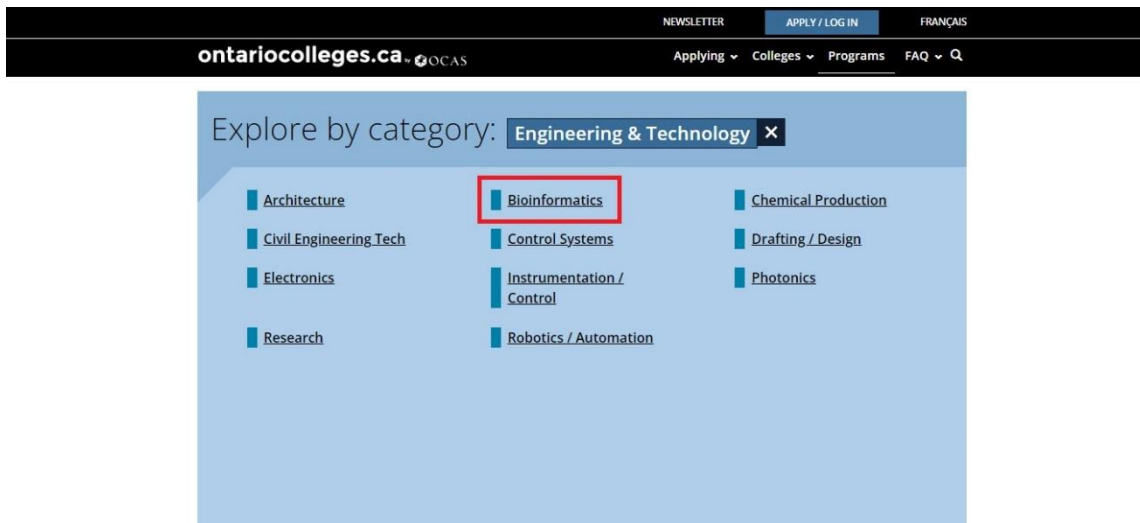
Explore the programs by category

You might not know exactly what programs you want to apply for, but you have ideas about the types of things that you're interested in. On the **Find a Program** page, you can browse the different categories of programs.

For example, if you're interested in Engineering, you can explore the associated programs.

1. In the **Explore by category** section, select a category. For example: **Engineering & Technology**.

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

10

You can see the related program, organized by subcategories.

2. Select a subcategory; for example, Bioinformatics.

A page opens with information about the field of study that you selected and a list of all the related programs.

3. Use the filters to refine the list of programs.
4. Select **Website** to go to the program information on the college website.

Explore the programs by college

Perhaps you'd like to attend a college that is in a particular area of Ontario, or one that is close to your home.

1. Use the map on the website to see which colleges are in the area.

   Once you've identified a college, you can browse the list of programs that are offered.

   For example, let's say you've decided that you want to stay close-to-home and attend Humber.

2. In the Explore by college section, select a college. For example: Humber.

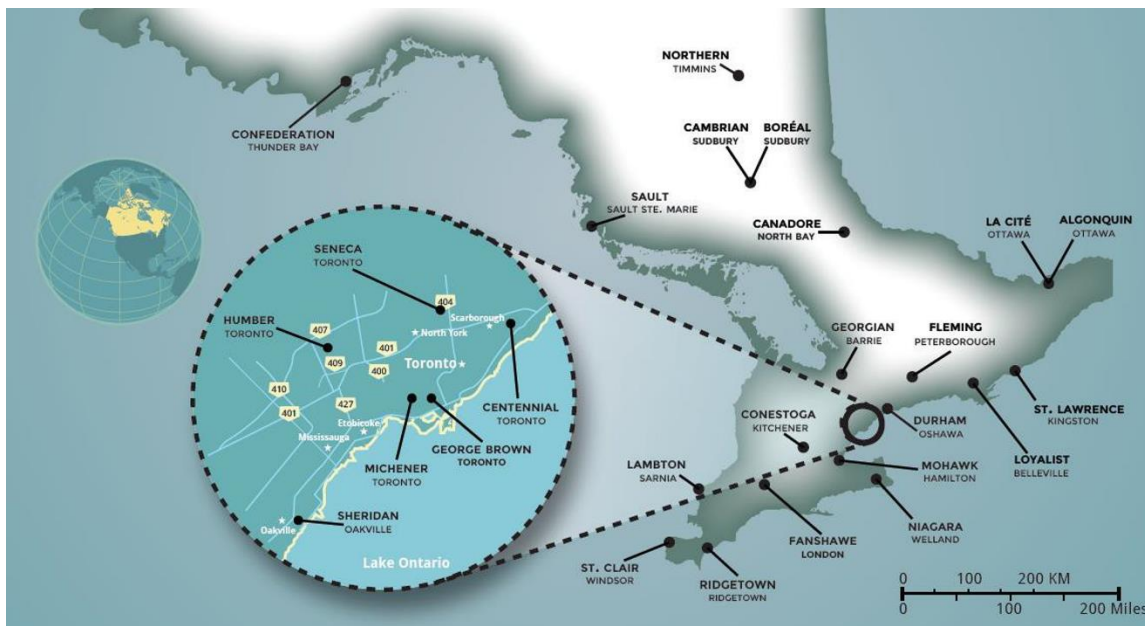A page opens with information about the college, a map of its location, and a list of all the available programs.

3. Use the filters to refine the list of programs.
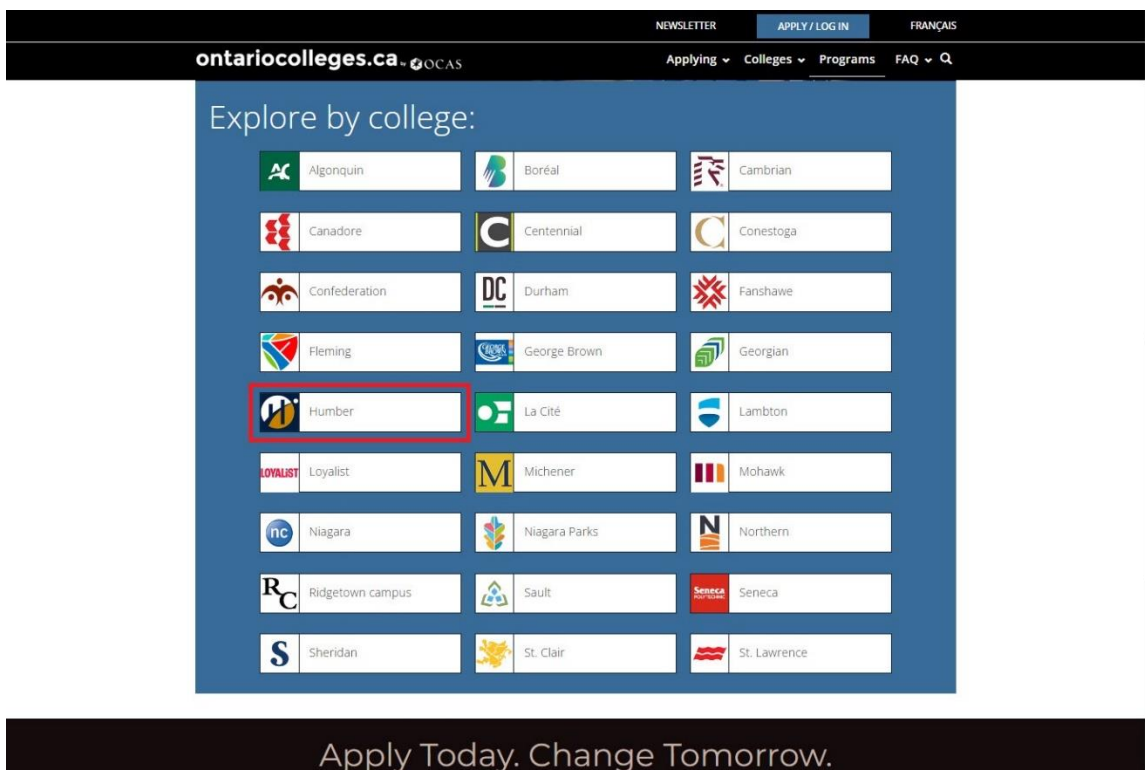4. Select **Website** to go to the program information on the college website.

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

14

What are Highly Competitive programs?

Many of the programs that start in the fall have more qualified applicants than there are seats – these are the highly competitive programs.

For more information, go to the Highly Competitive Programs page on our website.

Curious about which programs are highly competitive? You can see a list on the Find a Program page on the website.

Attend College Events

There are several resources that you can use to learn about colleges, events they are hosting, and the programs they offer. We've highlighted a couple here. For a complete list of Events, go to the New and Events page on our website.

College Information Program (CIP)

The CIP Tour is an excellent opportunity to meet representatives from the colleges and get more information to help you make decisions about postsecondary education. For details and the tour schedule, go to the CIP Schedule page on our website.

Connecting with the colleges

We've posted resources from each of the colleges in one place. To learn more about virtual open houses, information sessions, and more, go to the College Recruitment page and select a college logo.

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

15

Create an Account

So, you've done some research and are ready to start your application. The next step is to create an account with ontariocolleges.ca. (If you haven't already do so.)

Your ontariocolleges.ca account allows you to:

- Apply to any of Ontario's public colleges.

- Review and update your college application.

- Request Ontario high school transcripts (from participating schools).

- Request transcripts from public colleges or universities in Ontario.

- View and accept offers of admission.

If you already have an account, **do not** create another one. Simply log in and start an application. For detailed instructions, go to Log in to your account.

To create an account:

1. Go to ontariocolleges.ca and select **Apply Now**.
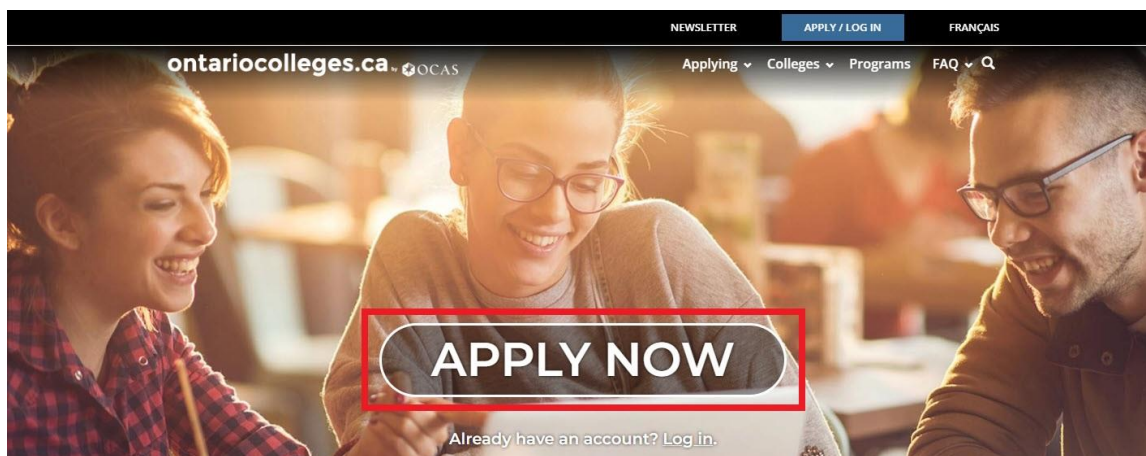
2. On the Canadian Applicants card, select **Apply Now**.

16

You can now choose to use either your Google account or a different email address to create and log in to your OCAS account.
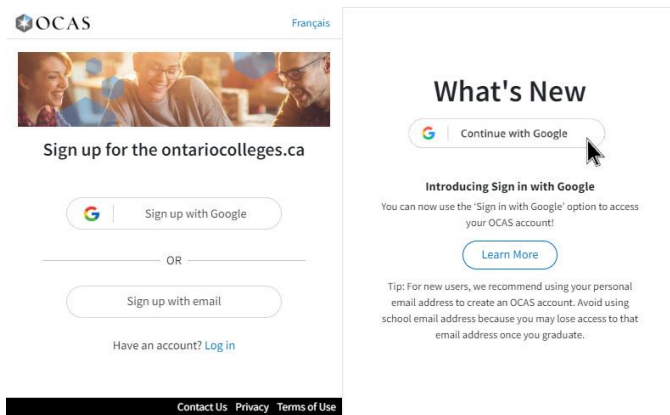
3. Choose one of the following sign-up options:

    - Sign up with Google

    - Sign up with email

Create an ontariocolleges.ca account using your Google account

1. Click **Sign up with Google**.
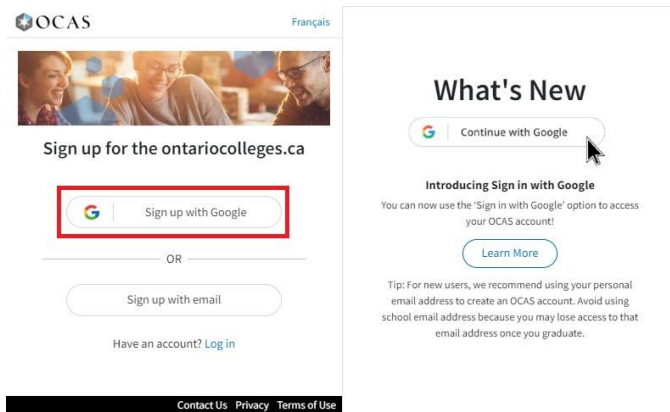
2. Enter your Google email address and click **Next**.

3. Enter your Google password and click **Next**.

4. The Complete Registration page opens and displays the name from your Google account. If required, update your first and last name to match the name on your legal documents.

    You will be able to add your middle name and preferred names later in the application process.

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

17

5. [Complete the remaining steps in the account creation process](#).

Create an ontariocolleges.ca account using your email address

1. Click **Sign up with email**.

2. On the **New User** page, in the **Account Details** section, enter your Legal name and a valid email address.

   IMPORTANT: Make sure you complete this information carefully. You cannot change your first name or last name once the account is created.

You will be able to add your middle name and preferred names later in the application process.
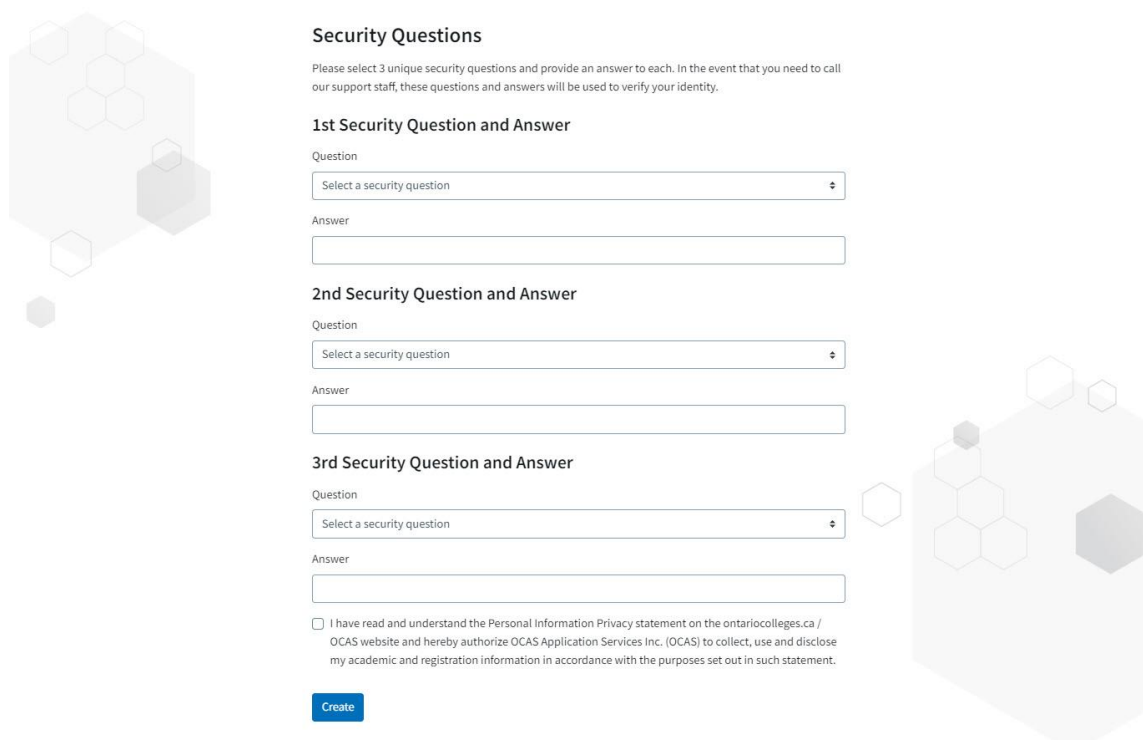
3. Create a password for the account that satisfies the following criteria:

    - Between 8 and 16 characters in total

    - At least three of the following:

        - a lowercase letter (a-z)

        - an uppercase letter (A-Z)

        - a number (0-9)

        - at least one of these special characters:

        @ # $ % ^ & * - _ + = [ ] { } | \ : ' , ? / ` ~ " ( ) ; .

4. Complete the remaining steps in the account creation process.

19

Continue the Account Creation Process

1. In the **Security Questions** section, choose questions from the list or create your own.

Make sure you choose questions and answers that you'll remember later. We use this information to verify your identity if you contact us for help.

2. Click the **OCAS Privacy Policy** link to read the privacy statement and then select the **Personal Information Privacy statement** check box.

3. Select **Submit**.

You will receive an account activation email message; it will be sent to the address that you used when you created the account.

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

20

4. Follow the instructions in the activation email message to activate your new ontariocolleges.ca account.

Issue: There is an existing account with the same username

It might happen that, while trying to create a new account, you get a message stating that there is already an account with that username. This means that the email address that you are using to create the new account is already being used for another account.

If you created an account some time ago, the account might still be active. Try logging in using the email address. If you can't remember the password, follow the steps to reset your password.

If that doesn't work, contact our Customer Contact Centre by phone or live chat. They'll be happy to help you access your account.

Issue: There is an existing account with the same name and date of birth

While creating your new account, when you log in and try to enter your date of birth, you might get a message stating that there is already an account with the same First name, Last name, and date of birth. This could mean that you already have an account.

DO NOT create a new account with a different or incorrect date of birth. Contact our Customer Contact Centre by phone or live chat. They'll be happy to help you set up or get access to your account.

What if I already have an account?

If you already have an ontariocolleges.ca account, simply go to the website and log in.

For instructions, go to Log in to your account and complete steps 1 through 3.

For information about what to do if you encounter issues trying to log in, go to Password and Log in Issues.

I want to change my username

If required, you can change the username on your ontariocolleges.ca account.

Note: If you've previously used an email address to create an account, you cannot use it as the new username.

If you change the username, and if the email address for the username is different from the contact email address:

- All email messages related to your username and log in, such as password reset requests, are sent to the username email address

- All other email messages are sent to the email address in the Contact Information section of your profile.

To change your username:

1. Log in to your ontariocolleges.ca account.

2. On **Your Dashboard**, in the banner, select your name and select **My Account**.

3. In the navigation pane, select **Manage Email**; then select **Change Email**.

4. On the **Change Email** page, enter the email address for your new username in both fields; then select **Change Email**.

5. Follow the instructions on the screen to confirm the email change.

Log in to Your Account

1. Go to ontariocolleges.ca and select **Log in**.
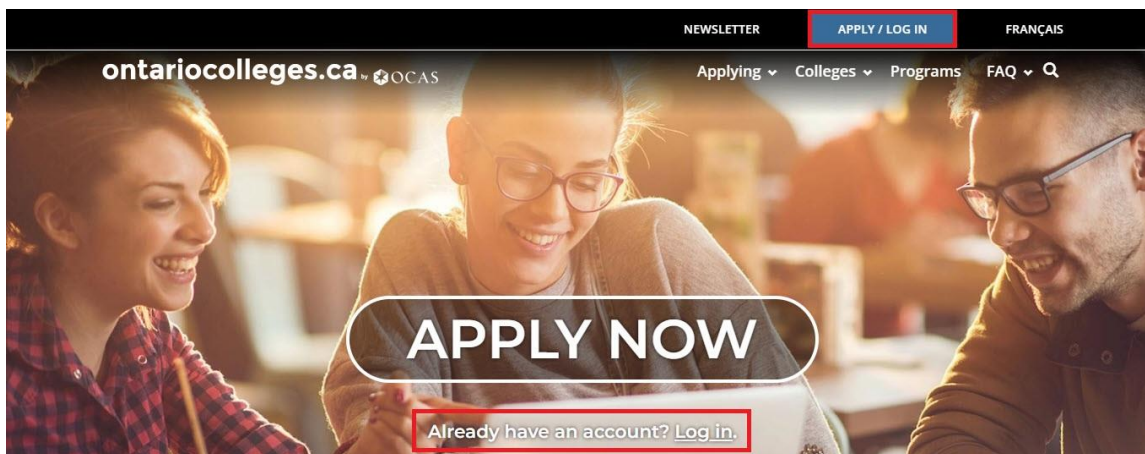
2. On the **Log In** page, on the **Canadian Applicants** card, select **Log In**.
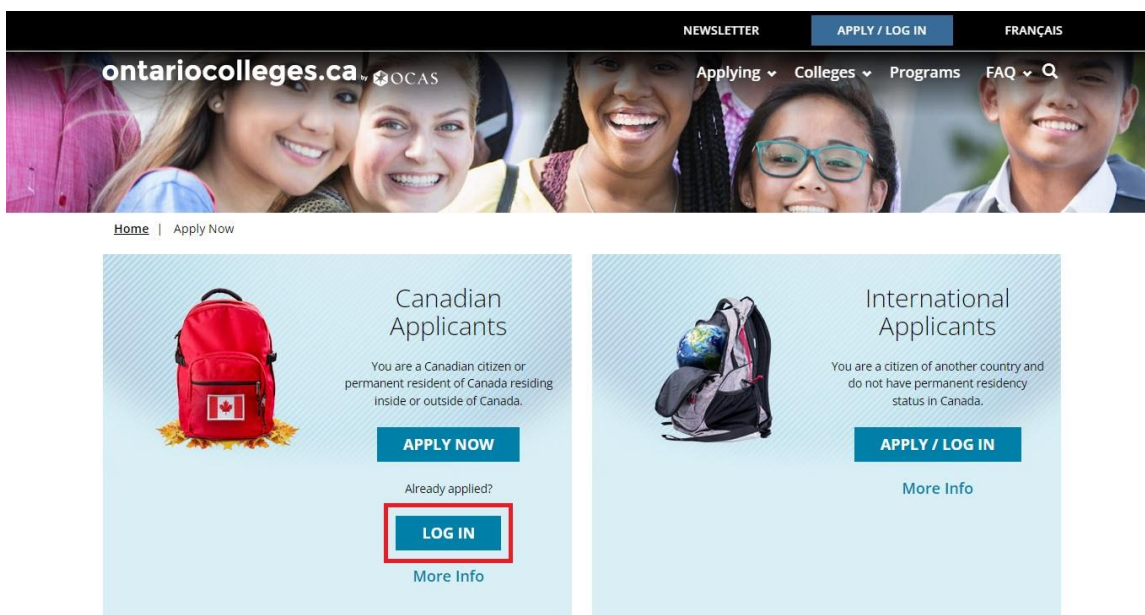
You can choose how you want to sign in to your ontariocolleges.ca account. Choose one of the following sign-up options:

- Log in using a Google account
- Log in with an email address

Log in Using Your Google Account

1. In the Sign in dialog box, select **Continue with Google**.
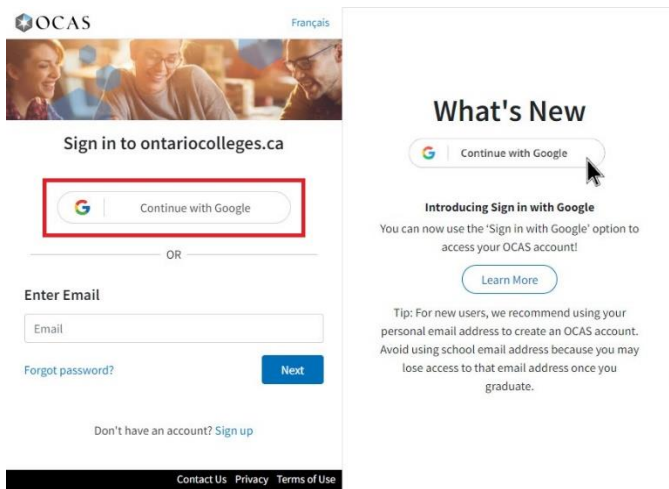
2. Enter the email address for your Google account and select **Next**.

3. Enter your password and select **Next**.

    Your Profile page opens.

Log in Using your email address

If you already have an existing account, simply complete steps 1 through 3.

If you are logging in to a new account, complete all the steps to finish setting up the account.

1. In the Sign in dialog box, enter the email address you used to create your ontariocolleges.ca account and select **Next**.
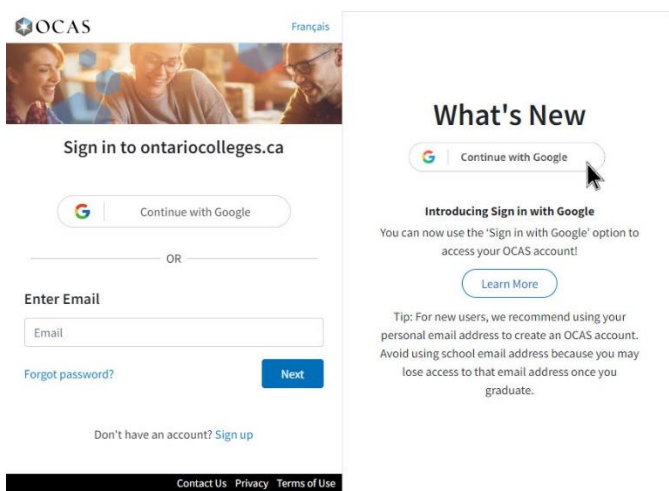
2. Enter your password and select **Next**.

    (If you can't remember your username or password, follow the instructions in Password and Log in Issues.)

3. On the **New Applicant** page, enter your **Date of Birth**.

    IMPORTANT: Be sure to enter your date of birth correctly; once it's saved, you cannot change it. To get it corrected, you must contact our Customer Contact Centre by phone or live chat.

    If you like, you can also add **Middle Names**.

4. Select your **Country of Citizenship**.

5. If you select a **Country of Citizenship** other than Canada, you must also indicate your **Status in Canada**. Select one of the items in the list.

    Depending on the status that you select, you might see a message with additional instructions. Here are some examples:

    If you select **Permanent Resident or Landed Immigrant**, you are advised that you might need to submit additional documentation.

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

26

If you select **Study Permit/Student Visa**, you are advised to apply as an international applicant.

If you select **Other**, you are advised to change the status to the one you expect to have while attending college.

6. Provide the required details for the status that you chose.

7. Select **Continue**.

8. The **Privacy Consent** page opens where you are asked to review and accept the Privacy Policy.

    IMPORTANT: Be sure to review the complete Privacy Policy. It explains how we use the information that you provided as part of your college application.
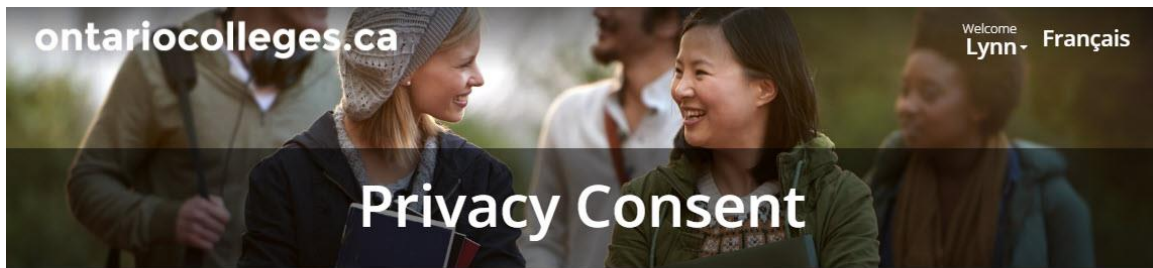
This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

27

When you've finished reading the statement, select the check box. If you do not accept the OCAS Privacy Policy, you will not be able to complete your college application.

9. Select **Submit**.

10. On the **Communications Preferences** page, review the information about email communication. If you would like to receive email from ontariocolleges.ca, select the **I agree** check box.

11. Select **Submit**. Your new account profile opens where you can begin adding personal information and details about your education.

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

28

Complete Your Profile

Now that you've got your account set up and you can log in, it's time to add details about yourself and your education.

Add Personal Information

Start by adding personal details, such as your first language, mailing address, and status in Canada.

Note: You cannot change your Legal last name, Legal first name, and date of birth. If any of these must be corrected, contact our Customer Contact Centre by phone or live chat.

1. On the **Personal Information** card, select **Get Started**.

Basic Information

The **Personal Information** page opens, where you can add optional details such as Middle Name or Preferred Name.

Note that you cannot change your first name, last name, or date of birth.

2. (Optional) If you like, you can add the following details:

- Title

- Middle names

- Preferred name – If you have a short name or nick name that you prefer to be called, add it here.

- Previous legal last name – If your school records or other documents use a different last name, add it here. Otherwise, you can leave it blank.

  Note: Your previous legal last name is especially important for post-secondary transcript requests since you cannot specify a previous legal last name when you declare post-secondary education.

3. Select a **Gender Identity**, your **First Language**, and indicate whether your parents or guardians attended post-secondary schools.

Address & Contact

1. Add a valid mailing address, phone number, and email address.

   Note: This email address is the one that colleges will use to communicate with you.

Citizenship & Residency

1. In the **Citizenship & Residency** section, the **Country of Citizenship** and **Status in Canada** that you selected when you created the account are displayed. You can change these details, if required.

2. If you are a Canadian Citizen and consider yourself to be a person of Aboriginal descent, select **Yes**; then select one of the Aboriginal Ancestry check boxes.

3. Select your **Country of Birth** from the list.

Sponsorship

1. Select a **Sponsorship** response from the list.

   Note: Financial aid, such as OSAP, a bursary, or a scholarship that you are receiving are not considered as sponsorship.

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

32

Applicant Diversity Census

If you choose, you can provide details about yourself that relate to equity, diversity, and inclusion such as ethnic group, religion, or sexual orientation.

Read the information carefully; then for each category, select the check boxes that apply to you. If you choose not to provide details, select **Prefer not to answer**.

Military Connected Learners

If you choose, you can indicate that you, or a member of your immediate family, are currently serving or are a veteran.

When you have completed all the sections, select **Save & Continue**.

Your contact details are displayed in the **Your Profile** page, on the **Personal Information** card.
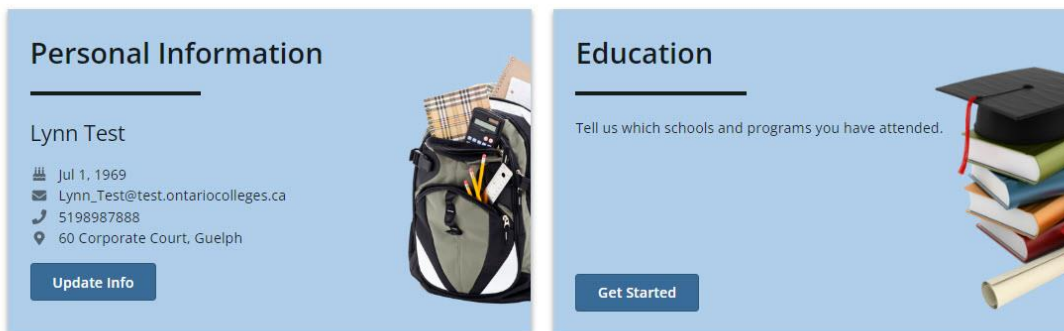
Add Your Education

We encourage you to add all the high school and post-secondary education that you've taken.

Note: If the application fee is unpaid, and you have not previously applied to college and you have declared more than one school, you can delete an education record from your profile. The Education section must include at least one school.

After the fee is paid, or if you have paid for an application in a previous cycle, you can only make some changes, such as dates attended. If you need to make other corrections, contact our Customer Contact Centre by phone or live chat.

1. On the **Your Profile** page, on the **Education** card, select **Get Started**.

34

The **Education** page opens.

2. Under **Education Status**, select your answer for each question:

- Are you currently enrolled in a high school course?

  If you select **No**, the following question is displayed:

  - Have you graduated from high school or earned a high school equivalency?

3. To add your education, select **Start Declaring Education**.

    You can add details about the following types of education. (The links take you directly to the specific instructions in this guide.)

    - Canadian High School Education – in Ontario or out of Province

    - Canadian College Education – in Ontario or out of Province

    - Canadian University Education – in Ontario or out of Province

    - Academic Upgrading

    - International Education

4. When you've finished adding your education, the **Your Profile** page opens, and you can see the schools listed on the **Education** card.

    Here's what our example applicant's profile looks like:

Add an Ontario High School

1. On the **Education** page, select **Start Declaring Education**.

2. On the **New Education** page, in the **Type of Education**, list, select **Canadian High School Education**.

3. In the **Province** list, select **Ontario**.

4. Select **Find an Ontario High School**.

5. Search for the school. In the results, **Select** the school.

IMPORTANT: Make sure that you select the correct school. If you choose the wrong school, any transcript requests you make later in the application process might fail. (The associated transcript fee payment is non-refundable.)

Note: If you are a Home-Schooled student, enter **Home** and select **Home/Private Non-Accredited High School** in the list.

6. Enter the remaining details.

Canadian High School Education

Please provide as much detail as possible for this education record.

Province:

Ontario ▲▼

School Name:

🔍 Find an Ontario High School

Are you currently attending this institution?

Yes | No

Attended From Date:

Month ▲▼ | Year ▲▼

The date you started attending this institution.

Ontario Education Number (OEN):

OEN

If you do not know your OEN, please contact your high school counsellor; otherwise you can enter 0 to continue.

Student Number:

Student Number

If you do not know your Student Number please enter 0.

First Name on School Record:

Lynn

Last Name on School Record:

Test

OEN and **Student Number**: These numbers should be on your report card. If you cannot find them, contact the school. If you are a **current** high school student, the OEN is particularly important for ensuring that your grades are correctly posted to your OCAS account. If you cannot find your OEN, simply enter **0**.

Last Name on School Record: If your last name was different when you attended high school, make sure you enter it here. This detail helps the school locate your transcripts.

7. Select **Save & Continue** or **Save & Add Another**.

A Note for Current Ontario High School Students Only:
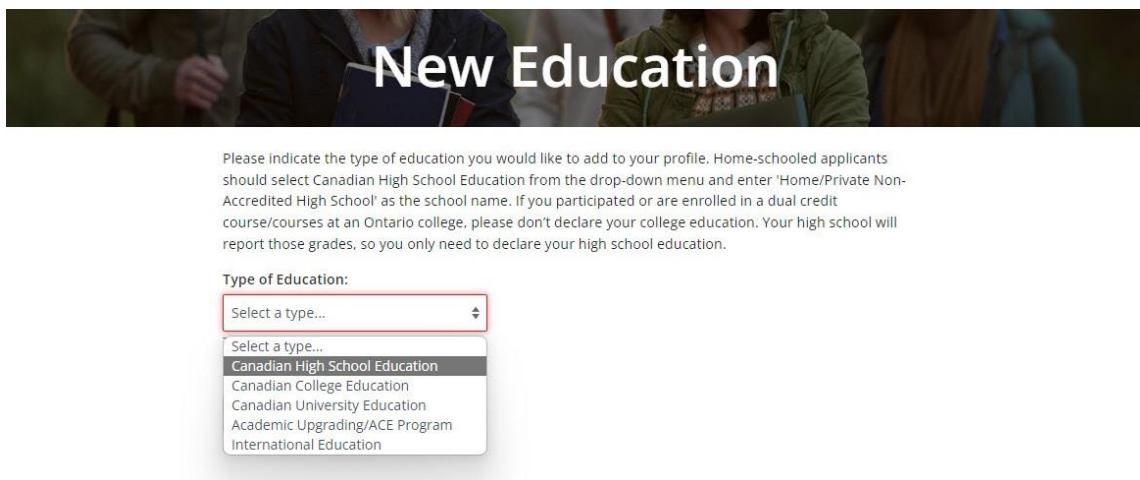
Most high schools automatically forward your grades to ontariocolleges.ca. You must let your guidance counsellor know that you're applying to an Ontario college.

If you do not see your grades in the **Docs** section of **Your Dashboard**, contact your guidance counsellor.

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

38

Add an Out-of-Province High School

1. On the **Education** page, select **Start Declaring Education**.
2. On the **New Education** page, in the **Type of Education** list, select **Canadian High School Education**.

3. In the **Province** list, select a province.

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

39

4.   Select a **city**, and then enter the name of the high school.

5.   Enter the remaining details; then select **Save & Continue** or **Save & Add Another**.

Add an Ontario College

1.   On the **Education** page, select **Start Declaring Education**.

2.   On the New Education page, in the Type of Education list, select Canadian College Education.

3.   In the **Province** list, select **Ontario**.

Canadian College Education

Please provide as much detail as possible for this education record.

Province:

Ontario

Ontario College:

Select a college...

Are you currently attending this institution?

Yes   No

Attended From Date:

Month   Year

The date you started attending this institution.

Major:

Major

Credential received or to be received by first day of college:

Select a credential...

Student Number:

Student Number

If you do not know your Student Number please enter 0.

4.   In the **Ontario College** list, select a college.

IMPORTANT: You **must** select a college from the list. If you manually enter the name, when you create an application, you will not have the option to submit an online transcript request.

Note: If you cannot find the school in the list, scroll down to the bottom, and select **Other**.

For example, if you attended a private college in Ontario, select **Other** and add the details.

5.   Enter the remaining details about the program and when you attended.

6.   Enter your student number. The college will use this number to locate your transcripts.

7.   Select **Save & Continue** or **Save & Add Another**.

Add an Out-of-Province College

1. On the **Education** page, select **Start Declaring Education**.
2. On the **New Education** page, in the **Type of Education** list, select **Canadian College Education**.

Canadian College Education

Please provide as much detail as possible for this education record.

Province:

Nova Scotia

College Name:

College Name

Are you currently attending this institution?

Yes   No

Attended From Date:

Month   Year

The date you started attending this institution.

Major:

Major

Credential received or to be received by first day of college:

Select a credential...

3. In the **Province** list, select a province.
4. Enter the name of the college.
5. Enter the remaining details about the program and when you attended.
6. Select **Save & Continue** or **Save & Add Another**.

Add an Ontario University

1. On the **Education** page, select **Start Declaring Education**.

2. On the **New Education** page, in the **Type of Education** list, select **Canadian University Education**.

Canadian University Education

Please provide as much detail as possible for this education record.

Province:

Ontario

Ontario University:

Select a university...

Are you currently attending this institution?

Yes   No

Attended From Date:

Month   Year

The date you started attending this institution.

Level of Studies:

Select a level...

Major:

Major

Credential received or to be received by first day of college:

Select a credential...

Student Number:

Student Number

If you do not know your Student Number please enter 0.

3. In the **Province** list, select **Ontario**.

4. In the **Ontario University** list, select a university.

   IMPORTANT: You **must** select a university from the list. If you manually enter the name, when you create an application, you will not have the option to submit an online transcript request.

   Note: If you cannot find the school in the list, scroll down to the bottom, and select **Other**.

   For example, if you attended a private university in Ontario, select **Other** and add the details.

5. Enter the remaining details about the program and when you attended.

6. Enter your student number.

7. Select **Save & Continue** or **Save & Add Another**.

Add an Out of-Province University

1. On the **Education** page, select **Start Declaring Education**.

2. On the **New Education** page, in the **Type of Education** list, select **Canadian University Education**.

Canadian University Education

Please provide as much detail as possible for this education record.

Province:

[British Columbia ▲▼]

University Name:

[University Name]

Are you currently attending this institution?

[Yes] [No]

Attended From Date:

[Month ▲▼] [Year ▲▼]

The date you started attending this institution.

Level of Studies:

[Select a level... ▲▼]

Major:

[Major]

Credential received or to be received by first day of college:

[Select a credential... ▲▼]

3. In the **Province** list, select a province.

4. Enter the name of the university.

5. Enter the remaining details about the program and when you attended.

6. Select **Save & Continue** or **Save & Add Another**.

Add Academic Upgrading

If you took high school courses through Academic Upgrading at a college in Ontario, you must add this type of education to your profile.

1. On the **Education** page, select **Start Declaring Education**.

2. On the **New Education** page, in the **Type of Education** list, select **Academic Upgrading**.

3. In the **Ontario College** list, select a college.

4. Enter details about when you attended the program.

5. Enter your student number.

6. Select **Save & Continue** or **Save & Add Another**.

Add International Education

1. On the **Education** page, select **Start Declaring Education**.

2. On the **New Education** page, in the **Type of Education** list, select **International Education**.

International Education

Please provide as much detail as possible for this education record.

Institution Type:

Select a type...

Country:

Select a country...

Institution Name:

Institution Name

Are you currently attending this institution?

Yes | No

Attended From Date:

Month | Year

The date you started attending this institution.

Year / Level Achieved:

Select a level...

3. Select the **Institution Type** and the **Country**.

4. Enter the name of the institution.

5. Enter the remaining details about the program and when you attended.

6. Select **Save & Continue** or **Save & Add Another**.

   After you save the new International Education, you will receive a message about International Credit Assessments. A notification about the message is displayed on your Dashboard.

The message looks something like this:

For more information about international credential assessments, see Internationally Trained Applicants.

Delete an Education record

If you make an error while entering your education, it might be possible to delete the entry.

Note: You can only delete an education record if the application fee is unpaid, if you have listed more than one school, and if you have not previously applied to college.

To delete an Education record:

1. On **Your Dashboard**, select **Profile**; then select **Update Education**.

2. In the Education record that you want to remove, select the **Education Actions** icon, and select **Delete Record**.

Create an application

Now that you've added your personal information and education, you can start a college application.

A bit about the application cycle

Each application covers programs that start between August and the following July. This means that when you create an application, you can add programs that start within that academic year.

For example, if you create a 2024/2025 application, you can add programs that start between August 2023 and July 2024. Start dates in this cycle are typically September 2024, January 2025, and May 2025.

IMPORTANT: Remember that there is a fee for each application. So, if you want to create applications for two different cycles, you must pay two application fees – one for each cycle. Remember: the application fee is **non-refundable**. For more information, see the Application Fees page on ontariocolleges.ca.

On **Your Dashboard**, you see cards for each of the possible application cycles; for example, the 2023/2024 application and the 2024/2025 application.

Here's what our example applicant's dashboard looks like:

We'll walk through the process of creating an application for the 2024/2025 application cycle:

- Start an application for a particular cycle
- Add program choices
- Order transcripts
- Review your application
- Pay the required fees (non-refundable)

Start an application and add program choices

1. On **Your Dashboard**, on the 2024 – 2025 Application card, select **Apply Now**.

The application page opens. You can see that you are on the first of four steps in the process.
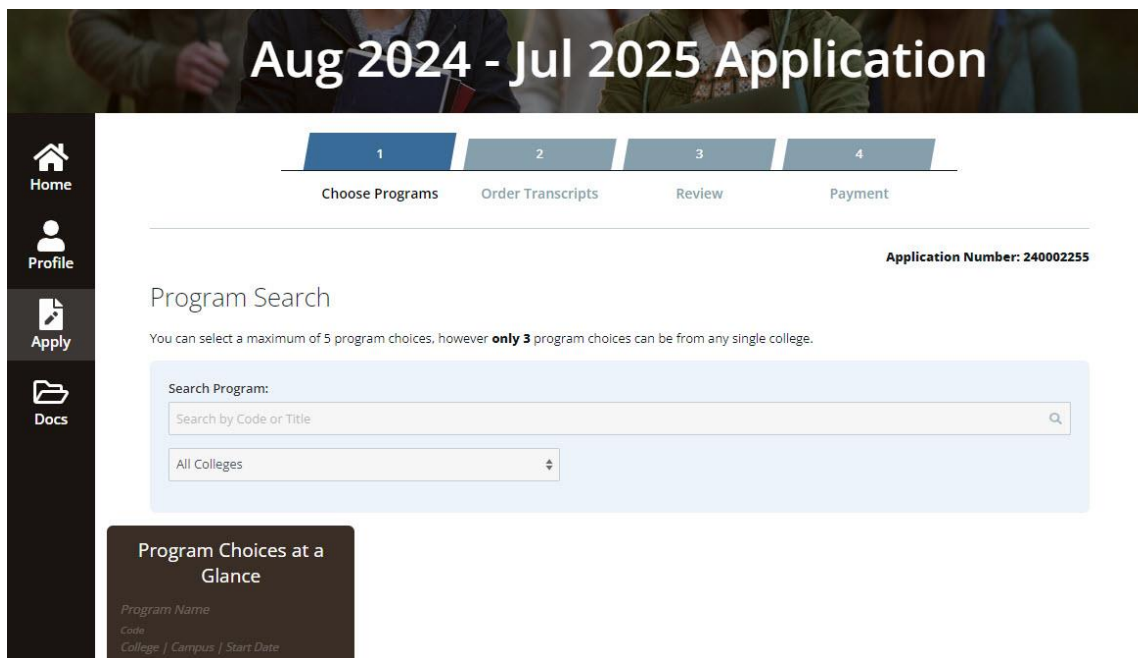
2. In the **Search Program** field, enter the program name (or a part of the name.) For example: **architectural technology**.

A list of all the available programs is displayed under **Program Search Results**.

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

50

3. To refine the list, select a college.

4. To add a program to your application, find the program in the list and select **Add**.

5. Repeat the steps to find and add other programs.

    In the example, the applicant selected Sheridan, Mohawk, and George Brown.

    Remember that you can add a **maximum of 5 programs**, with 3 from a single college.

Note: Some programs might offer Advanced Standing. In the example, you can see that the applicant selected a program at George Brown that offers Advanced Standing.
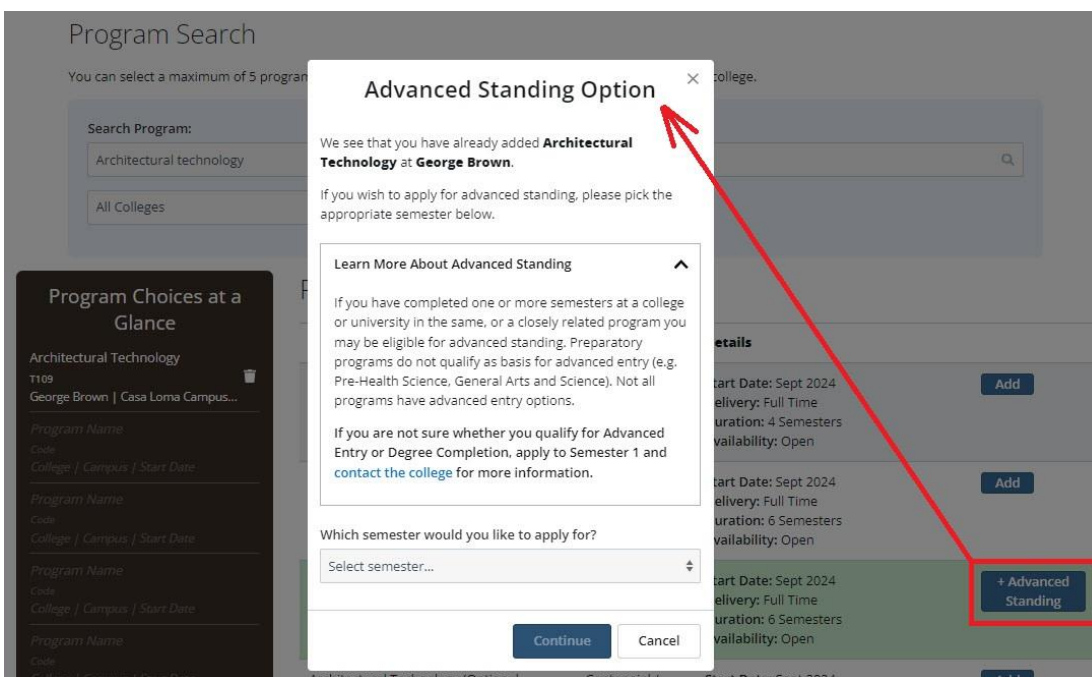
Note: If you did not declare previous post-secondary education, you will not see the **Advanced Standing** option.

If you want to apply for a semester higher than Semester 1 and the option is not available, the college might require you to apply for Semester 1 and then apply for credit transfers. For more information about credit transfer between colleges and universities, go to ontariocolleges.ca.

6. When you're finished choosing programs, select **Save & Continue**.

Note: You can come back to your application at any time and add or remove program choices.

7. In the **Your College History** section, for each college that you chose, select the appropriate responses:

Last Applied – If you previously applied to a program at the college, select a year in the list. Otherwise, select **Never**.

Last Attended – If you previously attended the college, select a year in the list. Otherwise, select **Never**.

In the example, you can see that the applicant previously applied for and attended Sheridan College.

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

52
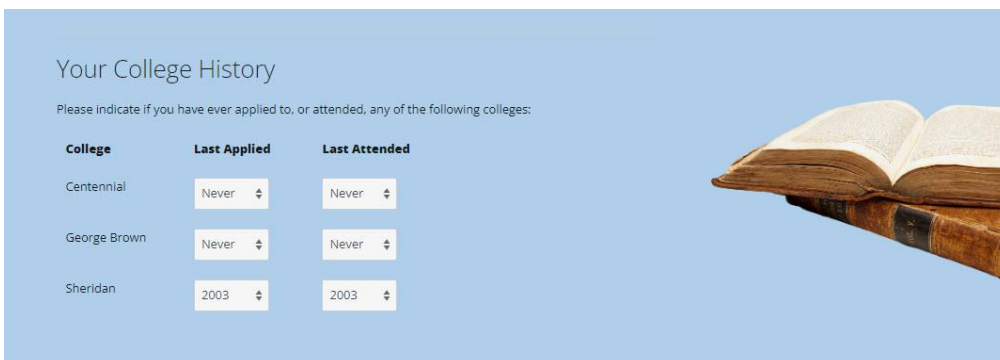
8. Select **Save & Continue**.

    The **Your Transcripts** page opens where you can request transcripts from high schools and post-secondary institutes in Ontario.

Request transcripts

On the **Your Transcripts** page, you have the option to request official transcripts from each of the schools in Ontario that you attended. (This option is only available for schools that participate in the electronic transmission of grades). For more detailed information about the types of transcripts and how they are processed, see Transcripts.

Some schools charge a fee to prepare and provide the transcripts; you can see the amount in each suggested transcript. Note that the fee amounts are subject to change.

Note: If you are **currently in high school**, you do **not** need to request your transcript. The school will send us your grades. If you do not see your grades in the **Docs** section of **Your Dashboard**, contact your guidance counsellor.

In the example, you can see that the applicant can submit transcript requests for her high school, college, and university education.

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

53

1. To request a high school transcript, select **Request**.

   Notice that in the example, there is a $20 fee for the transcript.

2. To request a college or university transcript, select the corresponding **Request**.

   If you are currently attending the post-secondary institute, in the **Send Date** list, select a date, and select **Request**.
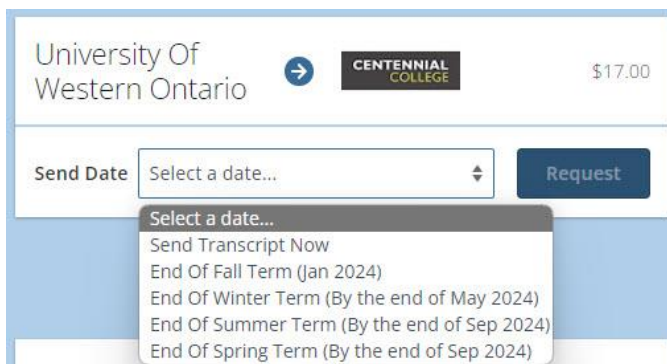
   Note: If you are **not** currently attending the post-secondary institute, select **Send Transcript Now**.

   In the example, notice that there are two Mohawk requests - one for Centennial College and one for George Brown College. Because the applicant has graduated from Mohawk, she can request the transcripts be sent now.

   In the same example, notice that there are two University of Western Ontario requests – one for each of the colleges that the applicant is applying to. Since she is currently attending this university, she must choose when she wants the transcript sent.

Transcript request notifications

When each transcript request that you submitted is fulfilled, you are notified of the status change:

- You will receive an email notification.
- A message is displayed in the Message Centre on your dashboard.

You are also notified in the following circumstances:

- The transcript cannot be found.
- There is no academic data.
- Your account with the school is on financial hold.

International Credential Assessments

If you added international education to your profile, you'll see the **International Credential Assessment** section on the **Your Transcripts** page of the application. Here's what it looks like:

1. If you have an existing credential assessment, enter the **Reference Number**.

2. In the **Evaluator** list, select the organization that completed the evaluation.

   IMPORTANT: Adding the reference number and Evaluator here **does not** automatically generate a request for the credential assessment document. You must **contact the evaluating organization** and ask them to send us a copy of the report.

3. After you've requested all the transcripts that you need, and entered the credential assessment details, select **Save & Continue**.

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

55

Review your application

At this point, you've added your personal and education information, chosen a least one college program, and requested transcripts.

On the **Review** page, you can see all the information in a single view. Take time to really review the information and make sure that it is complete.

- Did you forget some education that you want to include?
- Do you want to add another program choice?
- Do you need to request another transcript?

1. Review the information in each section. If you need to make changes, select **Edit**.

   The corresponding page opens where you can make the required updates.

2. Once the information is accurate and complete, select the **I confirm** check box.

3. Select **Continue to Payment**.

Pay the required fees

Before we can begin to process your application, you must pay the Application Fee and any transcript-related fees.

The **Payment** page, the final step in creating an application, shows you a list of the programs you chose, the transcripts that you requested, and the associated fees.

Here's what the **Payment** page looks like for our example applicant.

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

56

Transcript Requests

Institution	Destination	Transmission	Amount	
M M Robinson High School (Burlington ON)	All Applied Colleges	Send Transcript Now	$20.00	Remove
Mohawk	George Brown	Send Transcript Now	$0.00	Remove
Mohawk	Centennial	Send Transcript Now	$0.00	Remove
University Of Western Ontario	Centennial	End Of Fall Term (Jan 2024)	$17.00	Remove
University Of Western Ontario	George Brown	End Of Fall Term (Jan 2024)	$17.00	Remove
Transcript Processing Subject to HST ❓			$5.00	
		Subtotal	**$59.00**	

HST (13%) (HST Number: 87667 1413 RT 0001) $0.65

Fees Outstanding $184.65 (CAD)

Prepaid Vouchers: If you have a prepaid voucher, enter the code in the Prepaid Voucher Code field and click Redeem, otherwise click Pay Outstanding Fees to pay online. ❓

Prepaid Voucher Code   Redeem

Pay Outstanding Fees

1. In your application, verify that the list of programs is correct.

2. Verify that the list of transcripts you requested is correct. If you want to delete a transcript request, simply select **Remove**.

3. If you have a prepaid voucher, enter the code, and select **Redeem**.

   If there are remaining fees, continue to step 4, otherwise, submit your application.

4. Select **Pay Outstanding Fees**.

5. On the **Pay by Credit Card** page, if you have a credit card or a debit card that can be used like a credit card, enter the required details.

Pay by Credit Card

Transaction Amount: $184.65 (CAD)

Order ID: ORD-357798-K0H3B7

Please enter the following details exactly as they appear on your credit card.
Do not put spaces or hyphens in the card number.

Cardholder Name

Full Name

Card Number

Expiry Date

Month ⬍   Year ⬍

Card Security Code ❓

Press 'Process Payment' to charge your card. Only press the button once. Using the 'Back', 'Refresh' or 'Cancel' button after you press the 'Process Payment' button will not stop the transaction from being processed and may result in a double charge.

Process Payment   Cancel Transaction

Refer to ontariocolleges.ca for additional payment methods if you are unable to complete the payment process above.

*Note: If you do not have a credit card, check your debit card. If it has a credit card logo you can use your debit card like a credit card!

6. Confirm that you've entered everything correctly and select **Process Payment**.

A payment verification message is displayed, and you will receive a confirmation email message.

If you get a message on the screen that your payment was declined, check that you entered the details correctly. If you did, and the payment still gets declined, call the bank or financial institution.

For more information about application fees, methods of payment, and vouchers, see the following pages on our website:

- [Application Fees](#)
- [FAQ: Application Fees](#)

Monitor your application

It is important to periodically log in and see if there are any updates to your application; particularly if you are waiting for an offer of admission.

When you log in, **Your Dashboard** opens and you can see any new messages, documents, or offers.

As you can see in the example applicant's dashboard, there are four new messages.

Have my transcript requests been processed?

You can easily check the status of the transcript requests on **Your Dashboard**.

In the following example, you can see the Transcript Summary on the **Application** card.

1. To see the detailed status of the transcript requests, on the **Application** card, select **Review Transcripts**.

   The status of each online request is listed in the **Requested Online Transcripts** section of the page.

2. To see the transcripts that have been processed, select **View Received Documents**.

   The transcripts are listed on the **Your Documents and Transcripts** page.

Tip: You can also open the **Your Documents and Transcripts** page by selecting **Docs** in the navigation pane.

How do I know if my information was sent to the colleges?

At some point, you might wonder if your application and personal information was sent to colleges. You can quickly find out by looking at the activity history.

1. On **Your Dashboard**, select **College Sync**.

   The Activity History page opens where you can see the colleges that you applied to. In the following example, each card indicates that the information was **Sent**.

2. To see the details for a specific college transmission, select the corresponding **View Details**.

3. To return to the main Activity History page, select **Back**.

Accept an Offer

November 1 is the earliest date that colleges can start sending out offers of admission. Offers will continue to be issued until program seats are filled or waitlists are established.

It takes time for us to receive the data from the colleges, so offers of admission might not be posted to your ontariocolleges.ca account immediately. Log in to your account regularly to check your offers of admission.

For more information, go to Offers of Admission on our website.

Accepting an Offer

To accept an offer of admission to college:

1. Log in to your ontariocolleges.ca account.

2. On **Your Dashboard**, in the navigation pane, select **Offers**.

    As you can see in the following example, the number of offers is displayed in the banner, and the offers are listed in the Available Offers section of the page.

    Note that each offer has an **Expires** date. Some offers will continue to be Available after the expiry date and other offers will become Unavailable as soon as the offer expires.

3. Decide which offer of admission you want to accept, then select **Accept**.

4. If the offer is from a college that has enabled SIN collection, a SIN collection dialog box opens. Read the explanation provided, enter your SIN, and click **Continue**.

5. Note: If you make an error in your SIN, contact our Customer Contact Centre by phone or live chat for help.

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

61

Note: If you choose not to provide your SIN, click **Proceed Without SIN**.

6. Select **Yes, accept this offer**.

Once you have accepted an offer, ontariocolleges.ca will send a confirmation email to the contact email address specified in your account profile.

Here's what the confirmation email to our test account looks like:
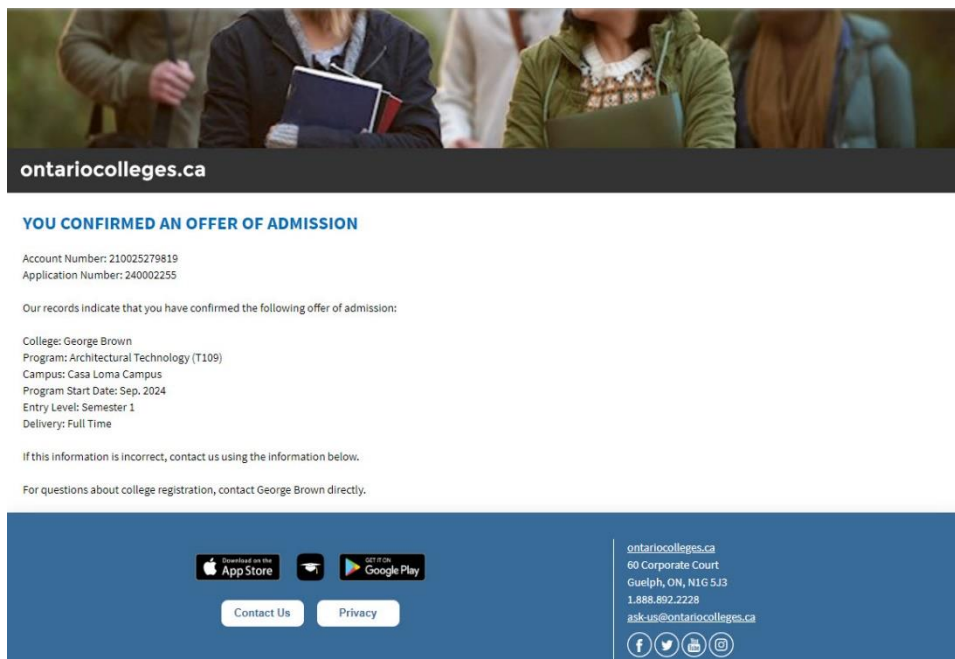
The other colleges to which you have applied will receive notification of your accepted offer.

Note: You cannot defer an offer of admission. If you want to take the program at a later date, you must create a new application.

What if I change my mind and want to accept a different offer?

If you applied to more than one program, you might receive more than one offer of admission.

You can accept only one offer at a time. However, if you change your mind or receive another offer that you prefer, you can change your acceptance - as long as the offer has not expired.

When you change your acceptance, the previous acceptance is automatically declined.

If you want to confirm an offer that has already expired, it might still be available. If so, you can confirm it. If the offer is not available, you can contact the college to let them know that you want to confirm the offer and to ask them if they can extend it.

Note: You can only confirm an offer once per day. If you have already confirmed an offer and change your mind later that day, you must wait until the next business day to confirm the new offer.

Declining Offers

If you are accepting an offer of admission, there is no need to decline any other offers. However, if you decide not to attend a college program that you have applied for, you can decline all offers.

1. Log in to your ontariocolleges.ca account.

2. On **Your Dashboard**, in the navigation pane, select **Offers**.

3. At the bottom of the page, select **Decline All Active Offers**.

IMPORTANT: This will also decline any offer that you have already accepted.

Transcripts

This guide provides some information about transcripts – what we mean by Official, and the different types that we accept. For more details, go to the transcripts information on our website.

What is an Official transcript?

An official transcript is a record of your grades that has been issued by the school you attended. Transcripts ordered online through your application are considered to be official.

Types of Transcripts

There are several different situations and corresponding types of transcripts:

- Current Ontario High School students
- Former Ontario High School students
- Academic Upgrading students
- GED holders
- Mature students
- Home-Schooled students
- Ontario Public College or University students
- Ontario Private post-secondary students
- Out-of-Province students
- Internationally trained applicants

Current Ontario High School Students

You are considered a current Ontario high school student if you are taking at least one high school course. Most high schools send your grades to ontariocolleges.ca for you, so be sure to let your guidance counsellor know that you are applying to college.

You can verify that your most current grades are posted correctly in your application by checking the **Documents and Transcripts** page. If something is missing or incorrect, tell your guidance counsellor right away.

Once your grades are received, they will be sent to your college choices within 1 to 2 business days.

Former Ontario High School Students

You are considered a former Ontario high school student if:

- You graduated with an Ontario Secondary School Diploma or Ontario Secondary School Certificate
- You attended high school in Ontario but did not graduate and are no longer attending

You must provide your transcript as part of your application. For some schools, you can request the transcript electronically.

Note: If you attended more than one high school, you should check with the schools to find out which one has your full transcript. You can then submit a transcript request from that school.

There is a fee for electronic transcript requests that varies by high school, as well as a non-refundable $5.00 transcript processing fee that is applied per order. You'll see the charges when you move to the **Payment** page of the application.

After you've paid for your application and transcript request, your request is sent to the high school, and they will send your transcript to ontariocolleges.ca for you.

If your high school does not support electronic transcript requests, you must contact them directly and ask them to send an official transcript in a sealed envelope directly to ontariocolleges.ca. To be considered official, your transcript must be received directly from the school.

It can take 10 to 14 business days for ontariocolleges.ca to receive and process your electronic transcript. Once received, we'll post your information in the **Documents and Transcripts** section of **Your Dashboard** within 1 business day. It is then sent it to your college choices within 2 to 3 business days.

For paper transcripts, please add an additional 2 to 3 business days to the timeline.

Note: If your Ontario high school grades are already posted, and there have been no changes to your courses or marks, you do not need to provide another transcript.

Academic Upgrading

If you're currently taking academic upgrading at an Ontario college, or if you've taken it in the past, you must provide your college transcript as part of your application. You can request it electronically as part of your application.

Depending on the institution providing the transcript, you might be charged a fee. If so, you'll see the fee on the **Your Transcripts** page and on the **Payment** page of your application. A non-refundable $5.00 transcript processing fee will also apply to each transcript request order.

It can take 10 to 14 business days for ontariocolleges.ca to receive and process your electronic transcript. Once received, we'll post your information in the **Documents and Transcripts** section of **Your Dashboard** within 1 business day. It is then sent it to your college choices within 2 to 3 business days.

GED Holders

If you've taken and passed the GED (General Education Development) test, you must provide your test results as part of your application. Contact the institution where you took your test and ask them to mail your official results to ontariocolleges.ca.

To be considered official, your GED results must be received directly from institution.

The time it takes for ontariocolleges.ca to receive your results will vary by institution. Once received, we'll post your information in the **Documents and Transcripts** section of **Your Dashboard** and send them to your college choices within 1 to 2 business days.

Mature Students

You are considered a mature student if you are19 years of age or older by the first day of college and do not have a high school diploma (Ontario Secondary School Diploma or Ontario Secondary School Certificate) or General Education Diploma (GED).

As a mature student, you can complete the college application on ontariocolleges.ca. However, because mature student processes vary from college to college, contact your college choices directly to see if they have any extra requirements.

IMPORTANT: If you completed high school, even decades ago, you are not considered a mature student; you are a high school graduate.

Home-Schooled Students

If you're currently attending, have previously attended, or have completed home-schooling, you must provide a transcript as part of your application. Contact the home-school directly and ask them to mail your official transcript to ontariocolleges.ca.

The time it takes for ontariocolleges.ca to receive your results will vary by institution. Once received, we'll post your information in the **Documents and Transcripts** section of **Your Dashboard** and send them to your college choices within 1 to 2 business days.

Home-school student processes vary from college to college, so contact your college choices directly to see if they have any extra requirements.

Ontario Public College or University Students and Graduates

If you're applying to a college you've attended in the past, are currently attending, or have already graduated from, your records will still be on file at the college, and you don't need to provide a transcript to that college.

In all other cases, you must provide one copy of your transcript to each of the colleges you wish to attend as part of your application. If you have more that one active application, you must request a separate transcript for each one.

You can request copies of your transcript electronically on the **Your Transcripts** page of your application.

Paper Ontario public college or university transcripts **are not accepted**. Even if you currently have a paper copy of your transcript, you must order an electronic version.

Depending on the institution providing the transcript, you might be charged a fee. If so, you'll see the fee on the **Your Transcripts** page and on the **Payment** page of your application. A non-refundable $5.00 transcript processing fee will also apply to each transcript request order.

It can take 10 to 15 business days for your transcript to reach the destination college. Once the institution fulfills your request, if your transcript was sent electronically, we'll post your information in the **Documents and Transcripts** section of **Your Dashboard** within 1 business day and send it to your college choices within 1 to 2 business days. If a printed transcript was mailed directly to the colleges, no information is posted in your account.

IMPORTANT:

- If you add new colleges to your application at any time, or add a new application to your account, you must make new college or university transcript requests and pay the fees again.

- If you are currently attending an Ontario public college or university, please check if the colleges you are applying to require you to send your transcript now, at end of term, or both.

- If you recently graduated from an Ontario public college or university, please wait until your final marks and credential information have been posted before ordering your transcript.

- Ordering an End of Term transcript does not guarantee that credential information (Academic Award) will be posted on your transcript. Before ordering your transcript, contact your college or university to determine when the credential information will display on your transcript. You will need to order an immediate "Send Now" transcript at that time.

- Also, see the Notes on the [Transcripts](#) page of our website.

Ontario Private Post-Secondary Institution Students and Graduates

If you're currently attending, have previously attended, or have graduated from a private post-secondary institution within Ontario, you must provide your transcript as part of your application. Contact the institution directly and ask them to mail your official transcript to ontariocolleges.ca. To be considered official, your transcript must be received in a sealed envelope from the institution.

The time it takes for ontariocolleges.ca to receive your transcript will vary by institution. Once received, we'll post your information in the **Documents and Transcripts** section of **Your Dashboard** and send it to your college choices within 1 to 2 business days.

Out-of-Province Students and Graduates

(Outside of Ontario, but within Canada)

If you have education experience from outside of Ontario, but still within Canada, you must provide your high school or post-secondary transcripts as part of your application. Contact the institutions directly and ask them to mail your official transcripts to ontariocolleges.ca. To be considered official, your transcripts must be received in a sealed envelope from the institution.

The time it takes for your transcripts to reach ontariocolleges.ca will vary. Once received, we'll post your information in the **Documents and Transcripts** section of **Your Dashboard** and send it to your college choices within 1 to 2 business days.

Internationally Trained Applicants

If you have education from outside of Canada, you might need to provide a Credential Assessment Report as part of your application.

There are two commonly used credential assessment organizations:

- International Credential Assessment Service of Canada (ICAS)

  Provides general (document-by-document) assessments and comprehensive (course-by-course) assessments for both secondary and postsecondary studies.

- World Education Services (WES)

  Provides general (document-by-document) assessments for both secondary and postsecondary studies and comprehensive (course-by-course) assessments for postsecondary studies only.

  You can request to have the WES evaluation sent directly to OCAS. In your WES account, select **ontariocolleges** as the recipient. Do not manually enter the address.

  When requesting the evaluation, be sure to select **Academic Purposes**.

Depending on the programs you're applying to, one service might be preferred over the other, so contact your college choices directly for more information. When your evaluation is complete, request that the evaluating organization send it to ontariocolleges.ca.

The time it takes for your report to reach ontariocolleges.ca will vary. Once received, we'll post your information in the **Documents and Transcripts** section of **Your Dashboard** and send it to your college choices within 1 to 2 business days.

For more information about applying to college as a newcomer to Canada, go to the Applying to College as an Immigrant Student page on our website.

Supporting Documents

Depending on the admission requirements of the program you are applying to, you might have to provide supporting documents as part of your application.

Here are the most commonly requested types of documents. (The links take you directly to the specific instructions in this guide.)

Test Results

- GED
- English Language Proficiency
- French Language Proficiency
- Health Occupation Aptitude Exam (HOAE)
- Other test results

Canadian Citizenship & Residency Documents

College or Program-Specific Documents

- Other Supporting Documents

IMPORTANT:

- When you send us documents, include a note with your ontariocolleges.ca application or account number to ensure we can match your documents to your account.
- The time it takes for your test results to reach ontariocolleges.ca will vary. Once received, we'll post your information in the **Documents and Transcripts** section of **Your Dashboard** and send them to your college choices within 1 to 2 business days.
- If you're applying to several colleges, you only need to provide **one copy** of your documents.
- Supporting documents received by ontariocolleges.ca **will not be returned**.

- **DO NOT** send copies of your Health Card, SIN card, Immunization records or receipts.

Test Results

GED Results

Once you've completed a GED test, contact the institution where you took the test and ask them to send your official results to ontariocolleges.ca. To be considered official, the results must be received in a sealed envelope from the institution.

If possible, ask the institution to include your ontariocolleges.ca application or account number to ensure we can match your GED results to your account.

English Language Proficiency

If you're applying to a program taught in English and English is not your first language, you might be asked to provide proof of English language proficiency. You can have your English language skills evaluated by several organizations. For a list, see the Test Results section of the [Supporting Documents](#) page on the website.

Once you've completed an English Proficiency test, contact the testing organization, and ask them to send your official results to ontariocolleges.ca. To be considered official, the results must be received in a sealed envelope from the organization.

If possible, ask the testing organization to include your ontariocolleges.ca application or account number to ensure we can match your results to your account.

French Language Proficiency

If you're applying to a program taught in French and French is not your first language, you might need to complete a test to determine your French language skills. Contact your college choices directly for full requirement details.

Health Occupation Aptitude Exam (HOAE) Results

The Health Occupations Aptitude Exam (HOAE) is a standardized pre-admission test for certain health and medical programs at Ontario colleges. Check the program requirements or contact your college choices to find out if the HOAE is a requirement for the programs to which you're interested in applying.

After you've completed and passed the HOAE, the examining college will automatically forward your results to ontariocolleges.ca.

Other Test Results

Depending on the college and program you are applying to, you might need to complete additional testing to meet the program admission requirements. For full requirement details, contact your college choices directly.

Once you've completed any required testing, contact the testing organization, and ask them to send your official test results to ontariocolleges.ca. To be considered official, your test results must be received in a sealed envelope from the organization.

If possible, ask the testing organization to include your ontariocolleges.ca application or account number to ensure we can match your results to your account.

Canadian Citizenship and Residency Documents

If you're an immigrant applicant (you live in Canada, but are not a Canadian citizen), the colleges might ask for proof of your status in Canada. Definitions of proof of residency vary by college, so contact your college choices to see what documents are accepted. Common examples include permanent resident cards, refugee letters, study permits, and visas.

To provide your proof of residency to ontariocolleges.ca:

- Make clear a photocopy of your proof of residency document. **Do not** send original documents to ontariocolleges.ca. These documents **will not be returned**.

- Include a note with your ontariocolleges.ca application or account number to ensure that we can match your documents to your account.

- Mail the copy of your proof of residency document to ontariocolleges.ca (60 Corporate Court, Guelph ON N1G 5J3)), or send a clear PDF copy to ask-us@ontariocolleges.ca.

Note: If you're applying to several colleges, you only need to provide **one copy** of your proof of residency document.

College or Program-Specific Documents

Depending on the programs you're applying to, you might need to provide specific documents as part of the admission requirements. Contact the colleges directly to find out if any program-specific documents are required and ask if you need to send them to the colleges or to ontariocolleges.ca.

To provide your college or program-specific documents to ontariocolleges.ca:

- Make clear photocopies of your documents. We do not require the originals. These documents will not be returned.

- Include a note with your ontariocolleges.ca application or account number to ensure we can match your documents to your account.

- Mail the copy of your proof of residency document to ontariocolleges.ca (60 Corporate Court, Guelph ON N1G 5J3) , or send a clear PDF copy to ask-us@ontariocolleges.ca.

Other Supporting Documents

Proof of Name or Date of Birth Change

If you entered your name or date of birth incorrectly when completing your application, or if your name has changed since you created your application, you must provide a copy of your identification as proof of your name or date of birth.

To provide your identification to ontariocolleges.ca:

- Make a clear photocopy of your identification. We do not require the original.

- Accepted types of identification include your birth certificate, change of name certificate, marriage certificate, driver's licence, or passport.

- Attach a note stating that you need to update your name or date of birth.

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

70

- Include your ontariocolleges.ca application or account number to ensure that we can match your documents to your account.
- Mail the copy of your identification and note to ontariocolleges.ca (60 Corporate Court, Guelph ON N1G 5J3), or send a clear PDF copy to ask-us@ontariocolleges.ca.

Other Documents

If you're required to provide other documents as part of your application, check with the colleges to find out if you need to send these documents to ontariocolleges.ca or directly to the colleges.

To provide other required documents to ontariocolleges.ca:

- Make clear photocopies of your documents. We do not require the originals. These documents will not be returned.
- Include a note with your ontariocolleges.ca application or account number to ensure we can match your documents to your account.
- Mail the document copies to ontariocolleges.ca (60 Corporate Court, Guelph ON N1G 5J3), or send a clear PDF copy to ask-us@ontariocolleges.ca.

Password and Log in Issues

I forget my username

Your username is the email address that you used to create the account. (It might not be the same email address that you currently use for communication purposes.)
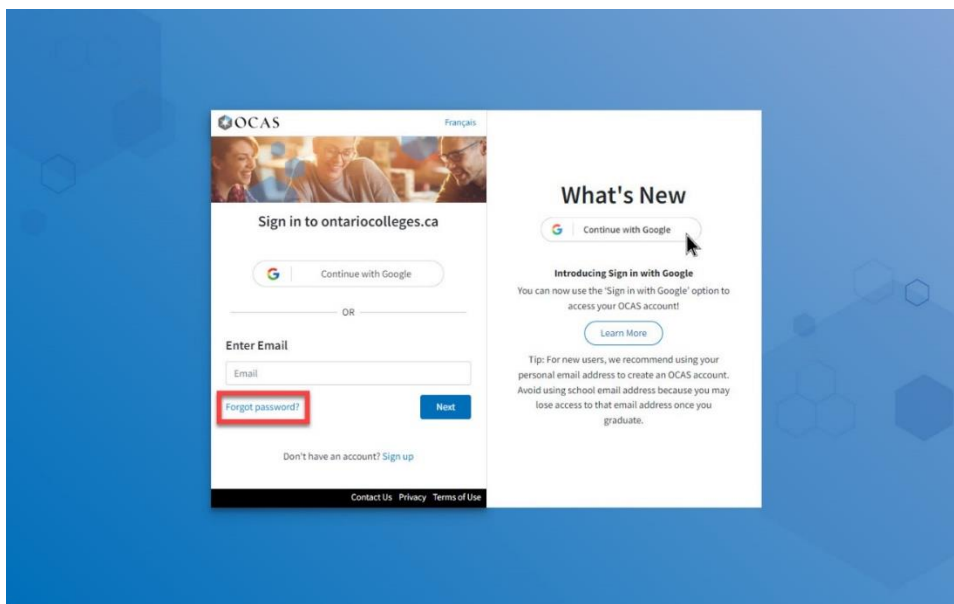
If you can't remember the username, try to recall what email address you might have used and enter it. If you need help, contact our Customer Contact Centre by phone or live chat.

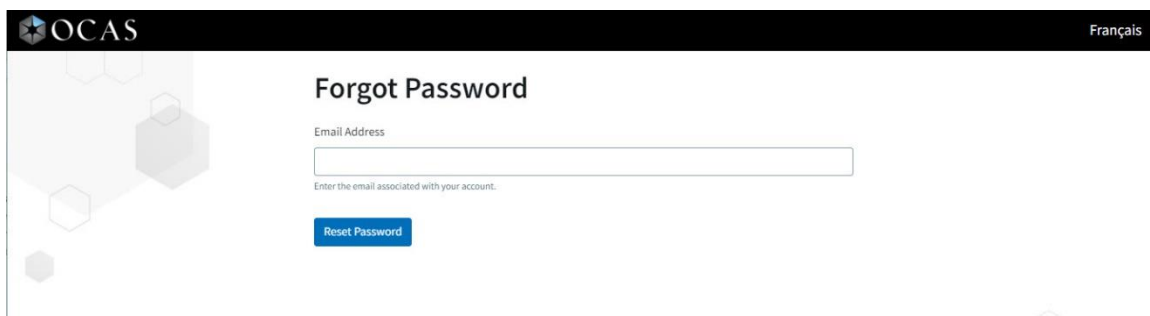## I can't remember my password

If you remember your username, but not the password, you can easily request a password reset.

1. In the **Sign in** dialog box, select **Forgot password**.

2. On the **Forgot Password** page, enter the email address that you used to create the account.

3. Select **Reset Password**.

   You will receive an email with your existing username and a link to set a new password.

   If you don't receive an email in your Inbox, check your Spam or Junk folders. If the email is there, mark it as **Not Junk** or **Safe** to ensure that all future communications regarding your application reach your Inbox.

   If the email is not in your Inbox or Spam folder, contact our Customer Contact Centre by phone or live chat for more help.

My password doesn't work

Make sure that you have entered your username and password correctly. Remember that the password is case-sensitive.

If you're still having trouble, you can use the **Forgot password** link to reset your password.

If you're still having difficulties, contact our Customer Contact Centre by phone or live chat.

I forget my security questions

If you can't remember the answers to your security questions, contact our Customer Contact Centre by phone or live chat.

Yes, there is a Mobile App

You can apply to colleges in Ontario using your favourite mobile device. The ontariocolleges.ca app is available for iOS and Android devices.

The ontariocolleges.ca app, by OCAS, allows you to:

- Create an OCAS account and your college application

- Log in to your existing application

- Search and add programs to your application

- Request transcripts from Ontario secondary and post-secondary institutions

- View your Ontario secondary school grades

- Pay for and submit your application

- View, accept, and decline offers of admission

- Track your progress easily using the convenient dashboard and notifications

- Get help with your application through in-app chat support

- For more information and to download the app, go to ontariocolleges.ca.

Supported Browsers

The online application works best in the following web browsers:

- Microsoft Edge

- Firefox - latest version

- Chrome - latest version

- Safari 13+ and iOS 13+

If you are using an unsupported browser, you might experience difficulties while filling out the application.

Frequently Asked Questions (FAQ)

We have an extensive list of Frequently Asked Questions and answers on our website. Go to ontariocolleges.ca and explore the categories in the **FAQ** list.
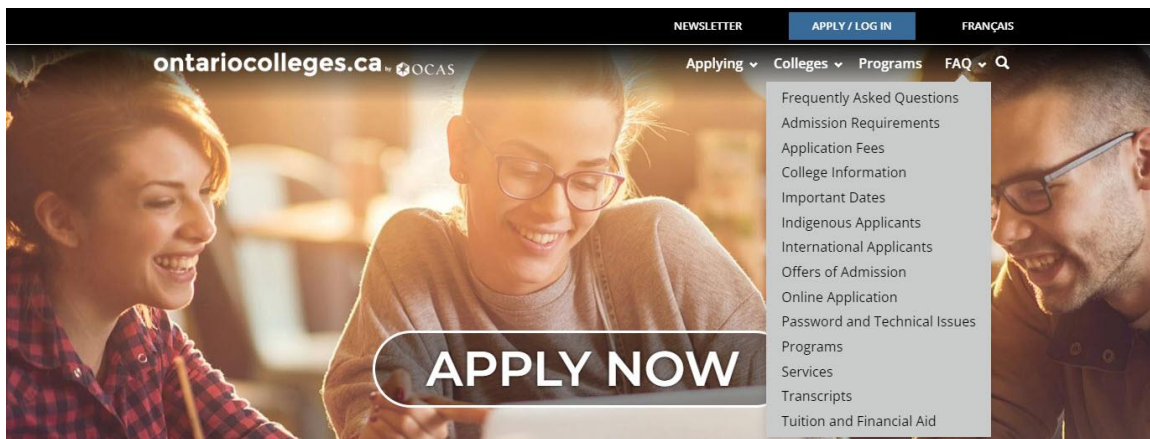
Resources

There is a lot of information about the application process on our website. Here are links to some of the resources that you might want to check out.

- Important dates and deadlines

- Application fees

- Program types

- Skilled trades

- Admission requirements

- Immigrant applicants

- U.S. applicants

- Offers of admission

- Transfer credits

- Applying as an International Student

Need More Help?

For Application help:

- Check out the FAQ

- Chat with us in real time by selecting **Live Chat** on our website

- Email us at ask-us@ontariocolleges.ca

- Call us at 1-888-892-2228

To correct high school grades:

- Contact your guidance counsellor

For information about offers of admission:

- Contact the colleges that you've applied to

Feedback

Let us know what you think about this user guide. Was it helpful? Is it missing some key information?

If you are looking for something specific, or have suggestions about what we might add, please let us know. Contact us at ask-us@ontariocolleges.ca.

Connect with Us

facebook.com/ontariocolleges.ca

@ontariocolleges

ontariocolleges.ca

This document, and all assets related to it, are strictly confidential and are considered the intellectual property of OCAS.

75