

International Application Service

Applicant Portal User Guide

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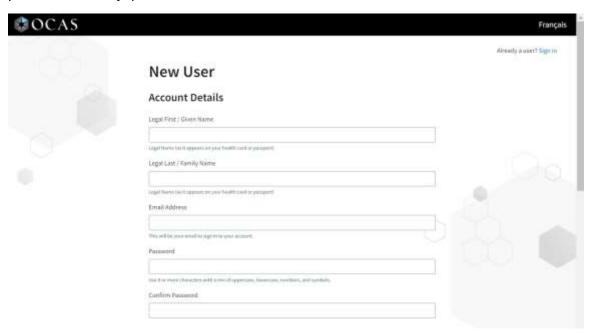
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Access the Applicant Portal

Create Your Account

1. When you click Apply Now on the college website, or https://international.ocas.ca/applicant, you will be directed to the Applicant portal where you can sign up and create an account. You will be prompted to provide your legal name, date of birth, email address, create a password, and three password recovery questions.



2. Once you create your account you will be sent an activation email. Check your email to continue.



3. Click the activation link to activate your account.

Log in to the Applicant Portal

Follow the steps below to sign into an existing account.

If you have forgotten your password, refer to the <u>Reset Forgotten Password</u> section.

If you need to register a new account, refer to the <u>Create Your Account</u> section.

- 1. Go to the login page on the college's international website or go to https://international.ocas.ca/applicant.
- 2. Enter the email address and password that you chose while registering your account.



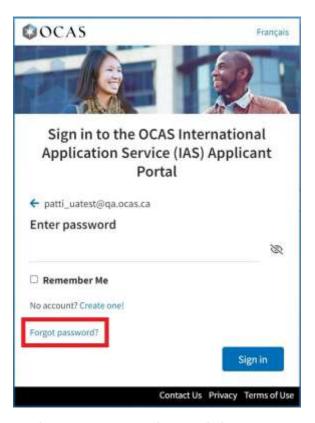
3. Click Sign in.

Change My Password

Reset Forgotten Password

- 1. Go to https://international.ocas.ca/applicant.
- 2. Enter the email address you used to create the account and click **Next**.
- 3. On the next screen, click Forgot password.





- 4. On the Forgot Password page, click **Reset Password**.
- Check your email for an Account Assistance message.If you don't see it, check the Junk folder.
- 6. Click the link to reset your password.
- 7. On the Password Reset page, create a new password 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:

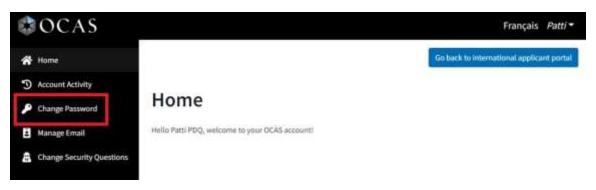
8. Click Create.

Change Password When Signed In

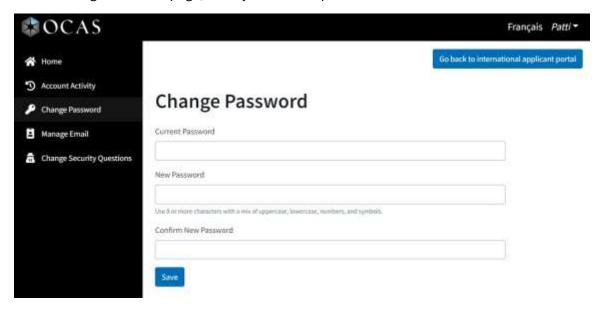
- 1. Sign into the applicant portal.
- 2. Click on the icon with your initial in the top right corner of the screen to access your account details.



- 3. Click **My Account**. You will be redirected to the account management page.
- 4. On the account management page, click **Change Password**.



5. On the Change Password page, enter your current password.



- 6. Create a new password 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:

7. Confirm the new password and click **Save**.

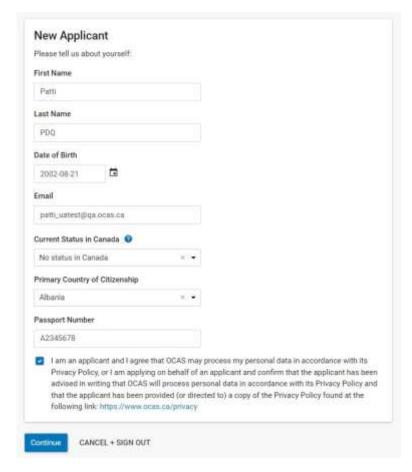
You will be logged out and prompted to log back in with the new password.

Start an Application

When you log in to your account for the first time, you will have to fill out the New Applicant details.

New Applicant Details

- 1. Fill out your personal information:
 - First Name
 - Last Name
 - Date of Birth
 - Email
 - Current Status in Canada
 - Primary Country of Citizenship
 - Passport Number



Note: Please enter your name exactly as it is shown on your Passport.

It is possible to define only a first name or only a last name (in this case, leave the other name field blank).



Names written in either all capital or all lower-case letters will be automatically corrected to the correct case.

2. Select the acknowledgement checkbox to indicate that OCAS may process the data that you've entered; then click **Continue**.

Select a College

A list of available colleges will be displayed.

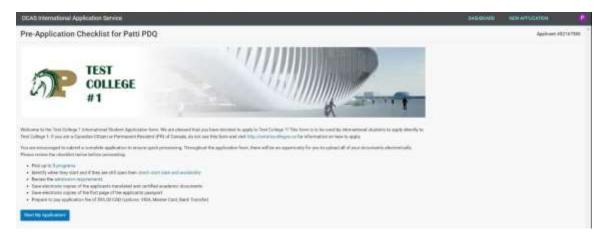
You will only be able to view the colleges using the ocas.ca international portal, if you would like to apply to a college you don't see on the available colleges list, please contact that college's International department to learn how to apply there.



Pre-Application Checklist

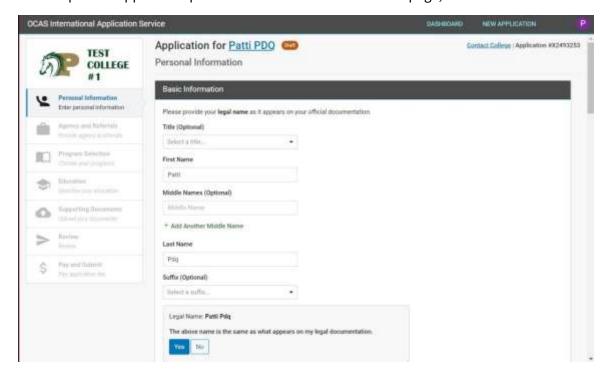
When you select a college, you will be taken to a pre-application checklist, which provides information such as how many programs you can apply to, admission requirements, program start dates, availability, and application fees.

Once you have read through this information, click **Start my Application**.



Personal information

The next step in the application process is the Personal Information page, as shown below.



Basic Information

- 1. Enter **Title** (for example: Mr., Dr., or Miss). This step is optional.
- 2. Enter **First Name**, also known as Given Name.
- 3. If needed, enter a Middle Name.
 - Use the **Add Another Middle Name** button to add any additional Middle names if they appear on official documentation.
- 4. Enter **Last Name**, also known as Family Name or Surname.
- 5. If applicable, enter a **Suffix**.
- 6. Confirm that the legal name is the same as what appears on legal documentation. Once this information is correct, click **Yes**.
- 7. If you have a casual name that you use, click **Add Casual Name**, enter the details, and click **Done**.
- 8. Confirm that your **Date of Birth** is correct.
- 9. Select your Country of Birth.
- 10. Select **Gender** identity.
- 11. Select First Spoken Language (Mother Tongue).



Citizenship

1. Select Current Status in Canada.

Status in Canada:

- Select No Status in Canada if you intend on applying for a visa/study permit but have not yet.
- Select Study Permit / Student Visa if you are already in Canada on a Study Permit (A copy of the study permit will be required).
- Select other options as necessary
- 2. Confirm **Citizenship** information that was previously entered.
- 3. Confirm Passport Number.

Address

- 1. Enter mailing address. Ensure that you use a valid mailing address.
- 2. If you currently live at this address, select the **Yes** button to the question 'Is your current address the same as your mailing address?'.

If you live at a different address, select the **No** button, and enter your current address

Contact Information

1. Enter at least one phone number.

You may enter any additional phone numbers or email addresses where you would prefer to be contacted.

- 2. Enter all needed details for an Emergency Contact.
- 3. Click Save + Continue.

Note: If any information is missing or incomplete, you will be returned to the Personal Information page and missing fields will appear red in color.

Fill out all fields that are red. Once all fields are filled out correctly, you will proceed to the next step

Agency and Referrals

Agency Details

Are you working with an Agent? (Yes or No)

If Yes

- 1. Click the **Yes** button under the question 'Are you working with an Agent?'
- 2. An Agency will be pre-selected from the dropdown.



3. Indicate authorization for agent to act on your behalf in all matters concerning application for admission to the college.



4. Click Save + Continue.

If No

- 1. Click the **No** button.
- 2. Click Save + Continue.

Referral Details

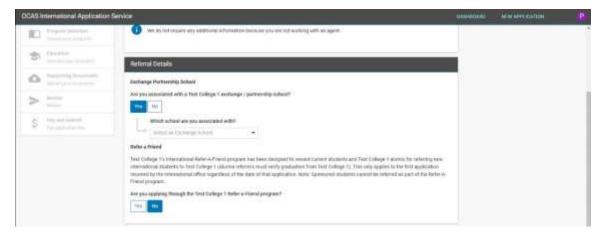
If you were referred by either a student at the college or an exchange partnership school, you will be able to declare that on this page, which will allow the application fee to be waived.

Exchange Partnership School

- 1. If you were referred through an exchange with a partner school, click **Yes**.
- 2. Select the name of the school the applicant is associated with from the drop-down menu and click **Save + Continue**.

Refer a Friend

- 1. If you were referred by a student at the college through a "Refer a Friend" program, select **Yes** under that section.
- 2. Enter the name of the referring student, their student ID, and email address.
- 3. Click Save + Continue.





Existing Student Information

If you attended the college previously, enter that information here.

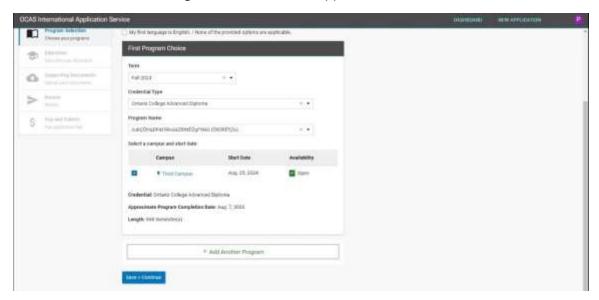
- 1. Click Yes.
- 2. Enter your college student ID and college email address.
- 3. Click Save + Continue.

Program Selection

1. Select the option that best describes your level of English proficiency.



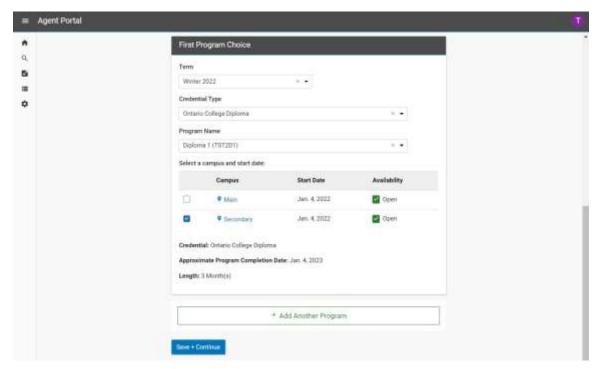
Once selected, the 'First Program Choice' box will appear below.



- 2. Select the **Term** when you would like to begin study. Be certain to account for time to acquire visas and relocate to the program destination, if applicable.
 - Fall: Programs that start between August and November
 - Winter: Programs that start between December and March



- Spring: Programs that start between April and July
- 3. Select the Credential Type you prefer.
 - Any Credential Type: Select this to view all programs
 - Degree: Eight semesters (four years) of study
 - Ontario College Diploma: Four semesters (two years) of study
 - Ontario College Advanced Diploma: Six semesters (three years) of study
 - Ontario College Certificate: Two semesters (one year) of study
 - Ontario College Post-Graduate Certificate: Require previous post-secondary certificate or diploma for admission: Length varies
 - Other: Length varies
- 4. Select the program you would like to apply to from the Program Name drop-down menu.
- 5. Once a program is selected, its availability at various campuses will be shown below. Select the desired campus and start date for the program. If the selected program is offered at multiple campuses and start dates (referred to as an intake), you will see multiple options; click the checkbox beside the desired campus and start date combination.



- 6. If you want to apply for more than one program at the college, click **+ Add Another Program**, and repeat the steps.
- 7. Once you have added at least one program choice, click **Save + Continue**.

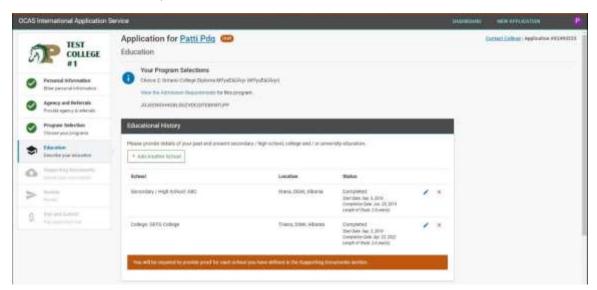


Note: You may select a program only if it has a Campus and Start Date with an availability of Open or Waitlisted. You may not apply to a program intake that is closed.

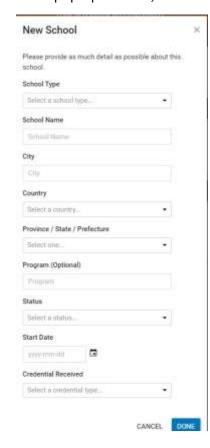
Education

You must list at least one school you have attended in order to continue with the application.

1. In the Education section, click Add School.



2. In the pop-up window, fill out the details of the Applicant's previous and current schooling.

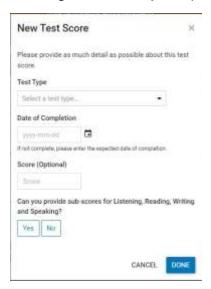


The following are some of the Credential Received options:

- For secondary / high school: Senior Secondary / High School Graduation Diploma
- For college: Diploma, Certificate, Graduate Certificate, or Degree
- For university: Degree, Master, Doctorate, Bachelors, or other
- 3. Click Done.
- 4. Use the **+ Add Another School** button to include any additional schooling information. Please list all relevant education background.
- 5. You may use the 'Edit' or 'Delete' buttons to the right of each school to modify details or remove schooling information from your account.

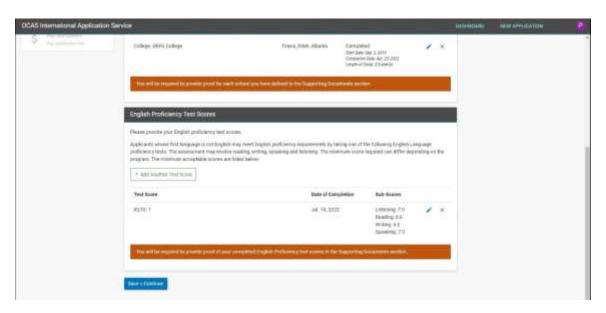
If English Proficiency Test Scores are available, enter them using the following steps:

- 1. In the English Proficiency Test Scores section, click the **Add Test Score** button.
- 2. In the pop-up window, fill out the details of your test scores. If you have a test date booked for their English Proficiency test, provide this in the Date of Completion field.



- 3. If available, add a detailed breakdown of test scores for Listening, Reading, Writing and Speaking.
- 4. Click Done.
- 5. Use the + Add Another Test Score button to include any additional Test Score information.
- 6. You may use the 'Edit' or 'Delete' buttons to the right of each Test Score to modify details or remove Test Score information from your account.





Note: Check each college's admission requirements to ensure that the College will accept the specified English Proficiency test type and scores.

Supporting Documents

Now that you've added your education and English proficiency details, the next step is to upload the supporting documents.

The Supporting Documents page is organized into groups, based on the following document categories:

Proof of Citizenship

Note: A passport is a required document for Proof of Citizenship.

- Academic Documents for each school entered on the Education page
- **Test Scores** for the type of English Proficiency reported

You must provide at least one supporting document for each set of test scores entered on the Education page.

If the test is not yet completed, provide a document that shows proof of enrollment or proof of the scheduled test date.

Visa Documents

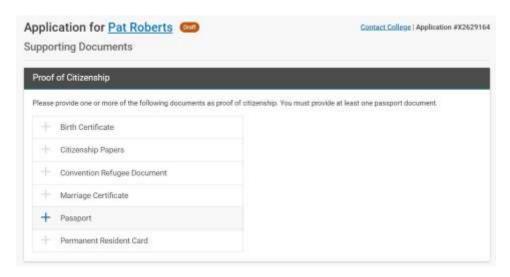
Program Specific Document Requirements

Examples: Portfolios, Proof of Deposit or Tuition Payment, Resume, or CV

The following steps explain how to add a Birth Certificate as Proof of Citizenship. The process is the same for each type of supporting document that you need to add.

1. In the Proof of Citizenship section, click **Birth Certificate**.



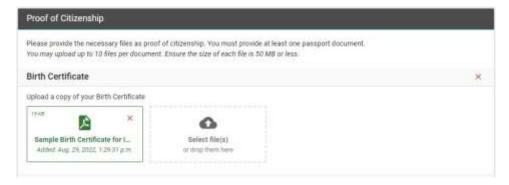


2. Click the Select file(s) area to select the document to upload or drag and drop a document from your computer onto the upload window.

Note: The scanned documents or photographs that you upload must be of good quality and easy to read.



The Birth Certificate document is added to the application. Documents in accepted formats will appear in green. Documents in unaccepted formats will show an error.



After you upload a document, the system checks for duplicate files, based on the file name and size. If an uploaded file matches one already in the system, a warning message is displayed. You must remove the duplicate file before continuing with the application.



- 3. If you want to add another Proof of Citizenship document, click **+Add Another Document** and repeat the steps.
- 4. To add another type of document, scroll down the Supporting Documents page to the appropriate section, click the type of document that you want to add, and repeat the steps.
- 5. When you are finished adding the documents, click **Save + Continue**.

Are You Missing Required Documents?

The application can be saved as Draft state; this allows you to return to the Agent portal at a later date/time and upload the remaining documents, then submit the application at that time.

It's also possible to provide additional supporting documents after the application is submitted, such as Final Academic Transcripts or English Test Scores.

Review

- 1. Review the information to ensure accuracy and completeness and use the **Change** button at the top of each section to go back to an earlier section in order to make revisions or corrections.
- 2. Scroll down this page to review the provided Program Selections, Education, English Proficiency, and Supporting Documents.
- 3. If everything is correct, click **Continue** to proceed to the payment screen

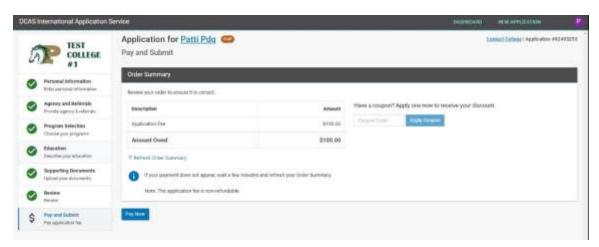




Payment and Submit Application

Review Order Summary and Apply Coupon

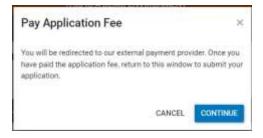
- 1. Review the Order Summary. If there is an active Fee Waiver (as part of the agreement the Agency has with the particular college), then you will see the appropriate fee waiver reduction amount. No payment is required if the full application fee is waived.
- 2. If you have a coupon, enter the code in the Coupon Code box and click the 'Apply Coupon' button to receive a discount.



Initiate Payment

- 1. When you are ready to pay for the application, click **Pay Now**.
- 2. On the pop-up window, click **Continue**.

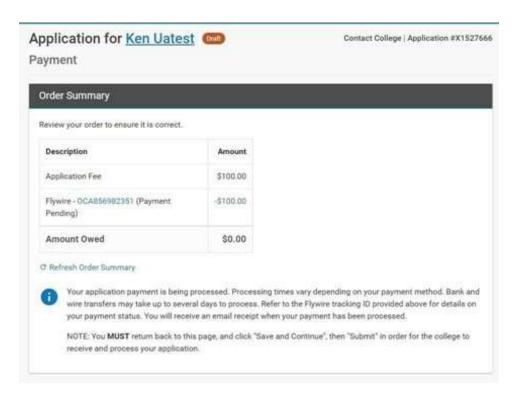
You will be redirected to an external payment provider, Flywire, to complete the payment.



Make Payment Through Flywire

- 1. If you have a Flywire account, sign in to complete the payment. If not, register a new account.
- 2. Complete and confirm the relevant payment information; then click **Continue Payment**.
- 3. If applicable, follow the instructions to complete the payment and click **Return to OCAS**.
- 4. Once the payment has been made, Flywire must process the payment before you can submit the application.





When Flywire has processed the payment, the payment status will be changed to Guaranteed and you will be informed by email.

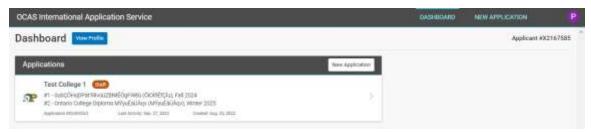
If the payment has been cancelled for whatever reason, you will also receive an email notification.

- After the payment status has been updated to Guaranteed, click Save + Continue.
 You will see a confirmation message on the next page.
- 6. Click **Done** to return to the Applicant dashboard.

View Application Status

- 1. Log into your account.
- 2. From the Dashboard view, information about your college applications will display. Click on the Application you would like to view details for.

The application status is displayed next to each application in the list. Applications can either be in 'Draft', 'Review' or 'Closed' status.





The College will make a decision on one or more Program Selections included on the application:

- **Waitlisted** can be issued when there are no seats available in the program. There is no guarantee that the college will issue an offer when the applicant is put on the waitlist.
- **Declined** may be used when there is no intention to further pursue that program selection on the application. Furthermore, in some cases, declined may be used to indicate when a decision has been made on other program selections
- Pre-Admitted
- Offered

Responding to Applications that "Need More Information"

During the initial review of the application, the college may find errors or require additional information. When this happens, the state will be set to "Needs More Information", and you will receive an email notification. Follow the steps below to provide the corrections or missing information.

Review the Instructions

On the Application Details page, you will see a section at the top, 'Additional Information Required', along with the notes and instructions from the college. The college may request corrections to:

Personal Information, Education, or Supporting Documents.

The example below shows corrections for Supporting Documents.

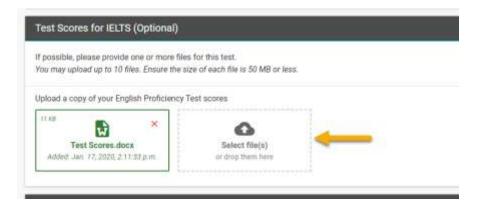
Read the instructions carefully, then click the 'Change' button.



Make the Necessary Corrections

The appropriate page in the application will appear – the example below shows the Supporting Documents. Following the instructions provided above, locate the necessary Supporting Document that requires the missing information.





- 1. An upload window will appear. You may drag and drop a document from your computer onto the upload window, or you may click the 'Select files(s)' area to select a document for upload.
- 2. Scroll to the bottom of the page and click 'Save' button to save changes.

Resubmit Application

On the Application Details page, click **Resubmit**.
 After resubmission, the application state will change to Resubmitted.

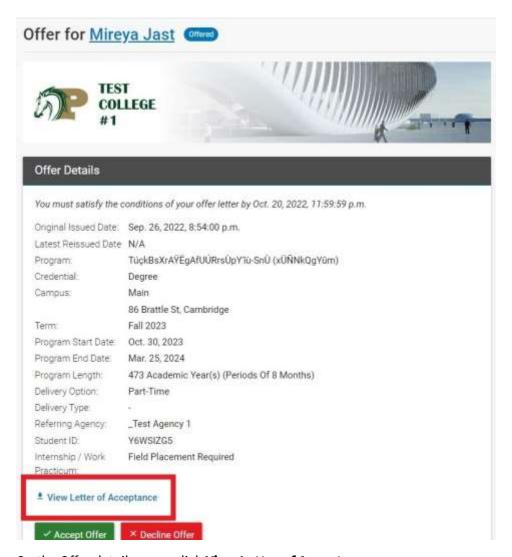
Responding to an Offer

The college may issue an offer on:

- A program selection that was included on the application
- An Alternate Offer (a different program, or a different intake)
- An ESL/EAP Program (English Proficiency)

Some colleges may also include "Future Program / Intake" details on the Letter of Acceptance.





1. On the Offer details page, click **View Letter of Acceptance**.

If a previous letter of acceptance was received, there will be a View Previous Letters link.

- 2. Select Accept Offer or Decline Offer.
- 3. Click **Continue**. The status of your offer will now display with your selection.

Accept a Pre-Admittance

Some colleges may issue a "Pre-Admitted" letter before a standard Letter of Acceptance (Offer Letter) is provided. You must satisfy the specified conditions in the Pre-Admit letter before you receive a standard Offer Letter. The conditions could be a deposit payment or completion of specified English Proficiency or Academic requirements.

The Pre-Admit Letter looks similar to the standard Offer Letter, with one main distinction: Across the top, there is an indication "THIS LETTER CANNOT BE USED FOR VISA PURPOSES". You cannot use this letter to apply for a visa or study permit. However, the content and format of the letter is adequate to allow you to apply for financial aid (such as a bank load) to assist with the application. A sample of the Pre-Admit letter is shown below.





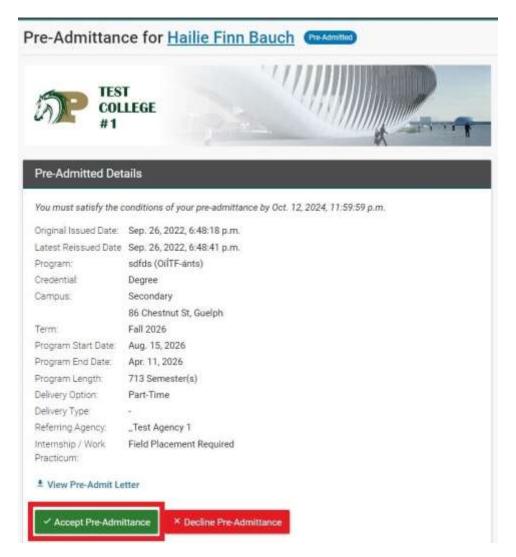
In your Applicant Portal, the status will show as Pre-Admitted.

A Pre-Admit letter can contain conditions, just like an Offer Letter. Once you have satisfied the conditions of the Pre-Admit letter, there is an option to convert the Pre-Admit state to a standard "Offer", and you will receive a standard Offer Letter to facilitate the rest of your application.

To accept a Pre-Admittance offer:

1. On the Pre-Admittance details page, click **Accept Pre-Admittance**.



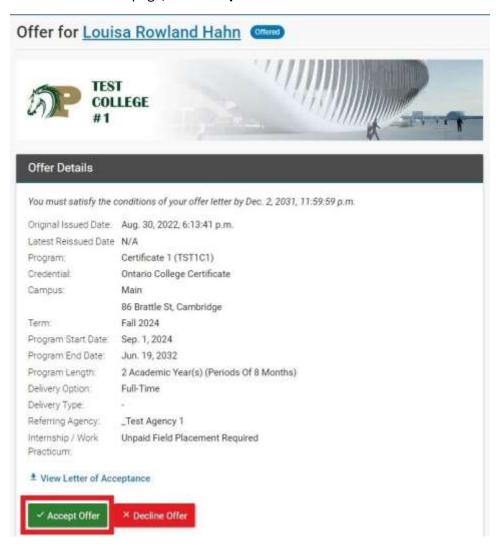


2. A confirmation message opens. Read the information provided and click **Continue**.

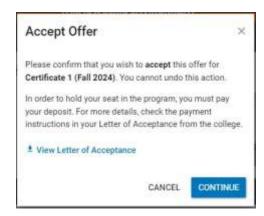
Once the college acknowledges that the necessary conditions of the Pre-Admit have been addressed, the college will issue a standard Offer (with an updated Letter of Acceptance).

Accept an Offer

1. On the Offer details page, click Accept Offer.

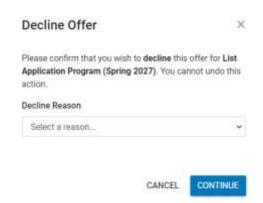


2. A confirmation message will appear. Read the information provided and click **Continue** to confirm acceptance of the offer.



Decline an Offer

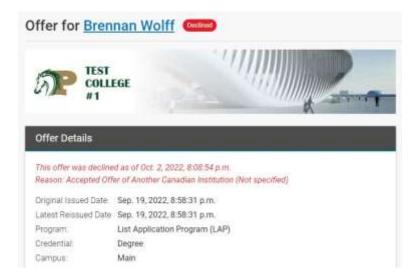
- 1. On the Offer details page, click **Decline Offer**.
- 2. A confirmation message opens. Read the information provided and select a **Decline Reason** from the list.



Available reasons for declining an offer include:

- Accepted Offer of Another Institution in Another Country
 Agent or applicant may provide the country
- Accepted Offer of Another Canadian Institution
 Agent or applicant may provide the name of the Institution
- Financial Problem
- Family Problem
- Other (Enter a reason)
- 3. Click Continue.

The Offer page opens, and the Declined status and reason are displayed at the top of the page.



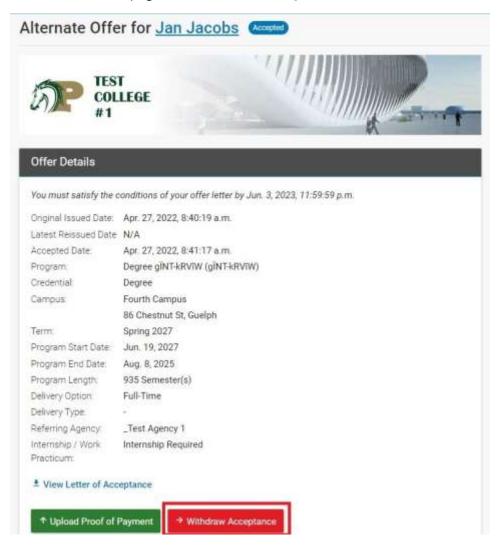


Offers with Future Intakes

Issue "1 + 1 (Future Program)" in the cases where the Offer Letter contains an offer on one program, and a "consideration" for a second or future program based on successful completion of the first program. This is commonly used when the student must complete an English Proficiency Program (EAP) as a condition of starting studies in their full-time program selection.

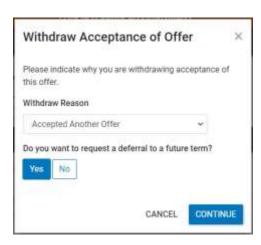
Withdraw an Accepted Offer

1. On the offer details page, click **Withdraw Acceptance**.



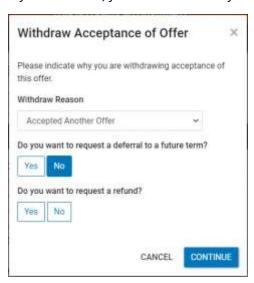
2. A confirmation message will appear. Read the information provided and select the withdraw reason from the dropdown.





3. If you wish to request a deferral, click **Yes** and when you click **Continue** you will be taken to the deferral request screen.

If you select **No**, you will be asked if you wish to request a refund.



4. If you select **Yes**, you will be taken to the refund request screen when you click **Continue**.

If you selected **No** for both options, the offer status will be changed to 'Withdrawn,' and there will still be the option to request a deferral or refund later from the offer screen.

Upload Documents for Conditional Offers

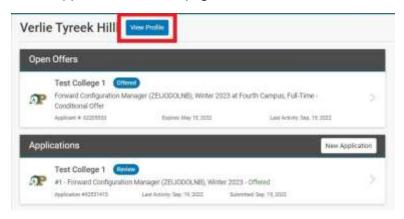
- 1. From the Dashboard view, click on open offers.
- 2. On the offer details page, note the offer conditions at the bottom.



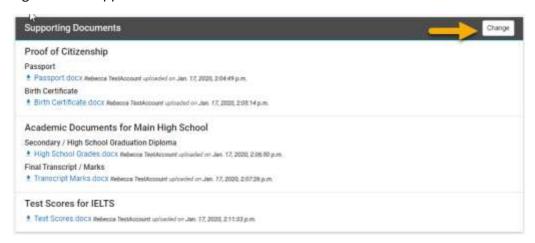
3. Click on your name at the top to go to the applicant dashboard page.



4. On the applicant dashboard page click **View Profile**.



5. On the applicant profile page, scroll down to the bottom and click the **Change** button at the top right of the 'Support Documents' section.



6. In the relevant section, click **Add Another Document**, then select the relevant file from your computer to upload.

Offer Revoked

A college may Revoke the offer for various reasons.

- Acceptance Deadline Passed
- Campus Change
- Did Not Show Up



- No Seats Available in the Selected Intake
- Payment Not Received
- Program Change
- Transferred to Another Institution
- Visa Delayed
- Visa Rejected
- Other (entered by the college)

You will receive and email notifying if an offer has been revoked. No further actions are available when an offer shows as 'Revoked'.

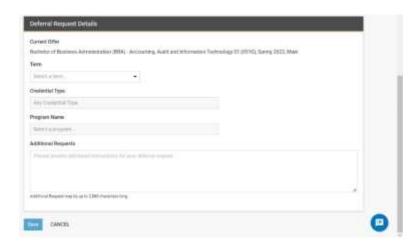
Request a Deferral

In a case where the acceptance of an offer has been withdrawn after a payment is made, you can request a deferral.

1. On the offer details page of a withdrawn offer, click the 'Request Deferral' button.



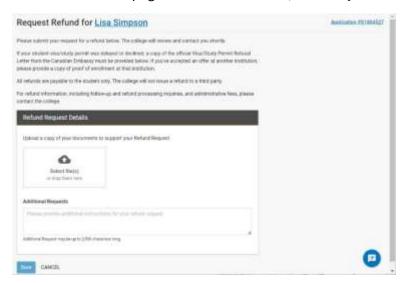
- 2. In the Deferral Request Documents section, upload documents to support the request.
- 3. In the Deferral Request Details section, select a **Term**, **Credential Type**, and **Program Name** from the lists.
- 4. In the **Additional Requests** text box, provide additional information to support the deferral request; then click **Save**.



Request a Refund

If you have withdrawn the acceptance of an offer, and you don't want to defer the offer, you can request a refund instead.

1. On the offer details page of a withdrawn offer, click **Request Refund**.



- 2. In the Refund Request Details section, upload documents to support the request.
- 3. In the **Additional Requests** text box, provide additional information to support the refund request; then click **Save**.

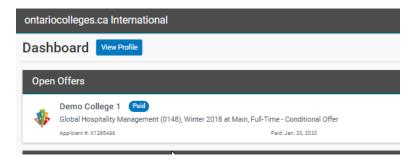
View Deposit / Payment Receipt

Once the college receives the necessary payment (deposit amount or tuition amount as defined in the Letter of Acceptance), the Offer state will change to "Paid". A payment receipt is available for download in the portal in order to assist with visa/study permit application.

1. From the Dashboard view, select the Offer you wish to view.

Note: the offer status must be 'Paid' or 'Pre-Registered' to view deposit receipt.





2. On the offer details page, click the 'View Payment/Deposit Receipt' link.



Upload Visa / Study Permit

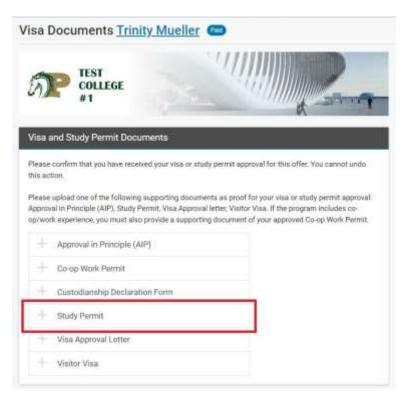
When your Visa or Study Permit application is approved, you must notify the college through the portal.

- 1. From the Dashboard view select the Offer you wish to view
- 2. On the offer details page, click **Visa Received**.



- 3. A confirmation message will appear. Read the information provided and click **Continue** to confirm that you have received the necessary visa documents for the offer.
- 4. A message will appear at the top of the screen prompting you to upload a copy of your visa documents.
- 5. Click **Upload Visa Documents** button to go to your profile page.
- 6. On the profile page, scroll down to the 'Visa Documents' section and select the visa document that you wish to upload.



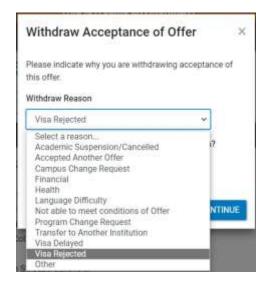


- 7. Select the relevant file from your computer to upload.
- 8. Click Save + Continue.

Visa Declined

In the event your Visa/Study Permit application is Declined (or not received on time for the start of classes), you should notify the college using the 'Withdraw Acceptance' button in the 'Offer Details' page.

- 1. On the 'Offers' page, select the offer you wish to withdraw acceptance from.
- 2. Select **Withdraw Acceptance** and the following window will appear:



- 3. In the Withdraw Reason, select Visa Rejected. You will then be asked if you want to request a deferral. If you say Yes, you will be taken to the deferral request page when you click Continue.
 If you select No, you will see a question asking if you want to request a refund.
- If you select Yes, you will be taken to the Request Refund page when you click Continue.
 If you select No, the offer state will be changed to "Withdrawn" and you will have the option to request a refund or deferral later.



Need Help?

Visit us at https://www.ocas.ca/en/contact-us

Telephone

Toll Free (in Canada): 1.888.892.2228

Phone: 519.763.4725

Email

ask-us@ocas.ca

Live Chat Hours

Monday to Thursday: 8:30 am - 5:30 pm ET

Friday: 8:30 am - 4:30 pm ET

