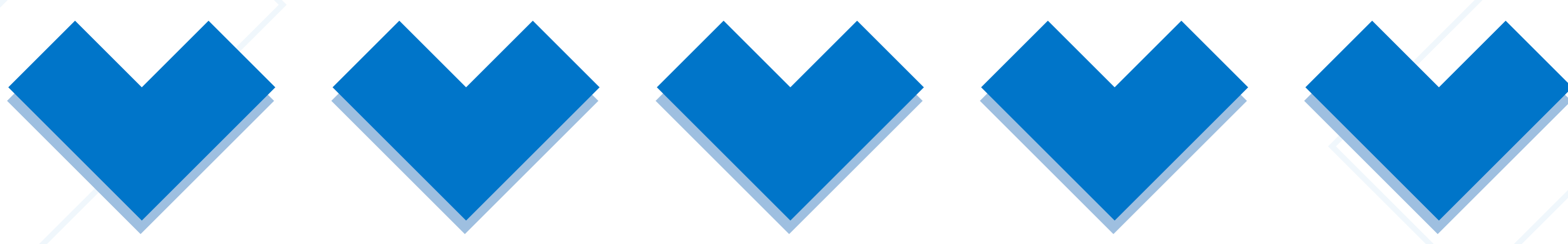


OUR TOP FIVE START-OF THE-SEMESTER QUESTIONS... ANSWERED!

We're always here to help. In fact, we've hand-picked our five most commonly asked questions we get at the beginning of the semester.



Q: HOW CAN I VERIFY MY ENROLMENT FOR RESP, CPP AND/OR VISA FUNDING PURPOSES?

A: Once you've fully registered in fall semester courses, you can print your Verification of Enrolment letter from [MyCampus](#)—you'll find the link on the right-hand side of the **OT undergraduate** tab, within the **helpful links** section, under the **student records** heading.

Service Canada will accept an [attestation through your online student account](#). Submitting your Verification of Enrolment letter will meet the new requirements.

Q: WHEN ARE MY FEES DUE?

A: Your fees are paid on a semester-by-semester basis. Fall semester fees are due on **Monday, September 20**. Stay up-to-date by viewing the [important dates and deadlines](#) in our Academic Calendar.

You can see what you owe per term by checking your **account summary by term** on [MyCampus](#). You'll find this link on the **OT undergraduate** tab, within the **helpful links** section, under the **paying your fees** heading.

Q: WHY CAN'T I ADD OR DROP A COURSE?

A: After a certain amount of time, you've likely missed too much course material and it doesn't make sense to add a new course. Alternatively, if you've committed too much of the semester to a course, you won't be able to drop it and get your money back.

To find the varying dates for adding and dropping courses—and when you can get a full or partial refund—familiarize yourself with our [Academic Calendar](#).

Q: HOW CAN I CONFIRM MY EARNED HOURS?

A: Your earned hours are based on the amount of course credit hours you've successfully completed, as well as any transfer credits you may have received.

Log into [MyCampus](#) and navigate to your **student profile** page. Your earned hours are shown as **overall hours** on the top banner.

Q: WHAT SHOULD I DO IF I'M BEING ASKED FOR A PIN WHEN TRYING TO ACCESS SELF-SERVICE OPTIONS IN MYCAMPUS?

A: Some users are currently experiencing login issues while trying to access self-service options in [MyCampus](#).

If you're experiencing this issue, you will need to log in through either **Firefox** or **Safari**, as those are the only supporting browsers at this time.

If you have any other questions, you can contact us at connect@ontariotechu.ca. Make sure to send the communication from your student email account, and include your full name and student number.

If you wish to speak to someone on the phone, give us a call at 905.721.3190. Our phone lines are open Mondays, Tuesdays, Thursdays and Fridays from 9 a.m. to 4 p.m., and Wednesdays from 11:30 a.m. to 4 p.m.