



Please find FAQs (frequently asked questions) below

To assist you during the enrollment period, please refer to the PGME Website for any questions regarding mandatory requirements as follows:

- **New** trainees: <https://med.uottawa.ca/postgraduate/current-trainees/new-hire>
- **Returning** trainees: <https://med.uottawa.ca/postgraduate/current-trainees/returning>

Q: When are enrollment requirements due?

A: 30 days prior to start date (unless indicated otherwise); see [Supplemental Information](#) on PGME website for details. Refer to “Are you a New Hire?” or “Are you a Returning Trainee?”.

Q: I’m not able to log in to the Student Center via uoZone. I receive the message “Username or password incorrect”. How can I reset my password?

A: Log into the Student Center via uoZone using the same credentials as your uOttawa email (the username is the prefix only, e.g. jsmith100). If you are still experiencing difficulties, please complete the form at the following website: <https://med.uottawa.ca/information-management/help-form>

Q: I don’t know my student I.D.; where can I obtain it?

A: Your student I.D. can be found in [uoZone](#).

Q: Where should I report on the first day of work?

A: If you haven’t yet received your schedule, please contact your [Program Administrator](#).

Q: In completing my CPSO application, what do I put as my training address?

A: You must provide your program's address, as this becomes the contact info that will be used by pharmacies for prescription refills.

Q: It's one month away from the start of my training and my medical protection is not yet in place; what do I do?

A: Please [contact CMPA](#) in early June by phone:

Within Canada: 1-800-267-6522

International: 613-725-2000

Q: How do I obtain a uOttawa student I.D. badge (optional)?

A: You are eligible to obtain a University of Ottawa student identification card. You can obtain your card by applying [online](#), and can pick it up at the [uOttawa Card Services](#). When completing the online form, you must choose "Ottawa" as your Campus. If you already have a University of Ottawa student card, you are not required to get a new one.

Q: Is the ACLS required prior to starting my training?

A: This is at the discretion of your program. Please verify with your [Program Administrator](#).

Q: I've recently moved and need to update my address. How can I do this?

A: You can change your address in the [Student Center via uoZone](#).

Q: I am new to Ottawa and am looking for a family doctor. Do you know how I can find one?

A: By contacting the Faculty Wellness program at: wellness@uOttawa.ca. Visit their website at: <https://med.uottawa.ca/professional-affairs/faculty-wellness-program/code-99> for details.

Q: I'm applying for a mortgage and need a letter confirming my salary. How can I get this?

A: Please send an email to: pgme@uottawa.ca.

Q: I am looking to rent an apartment? Do you have any suggestions?

A: For information on accommodations, we invite you to visit the following Web pages:

University of Ottawa.

<http://www.uottawa.ca/housing/>

High-rise apartment located right beside the General Hospital and the Children's Hospital of Eastern Ontario (CHEO).

<http://www.lavantagesuites.ca>

Short-term accommodations provided by the Ottawa Hospital, Civic Campus.

<https://www.ottawahospital.on.ca/en/patients-visitors/planning-your-stay/where-to-stay/interns-residence/>

Other sites.

<http://www.Medshousing.com>

<http://www.kijiji.ca/b-real-estate/ottawa/c34|1700185>

http://www.prop2go.com/SearchApartmentResults.aspx?type=Apartments_for_Rent&city=Ottawa

<https://www.sohoresidences.ca/>

Q: Am I eligible to apply for the U-Pass? (U-Pass is a pass for the City of Ottawa transportation system.)

A: You can opt-in for the U-Pass through your uoZone. Once you opt-in, you will be charged fees on your student account. This is not included as part of your registration fees.

<https://www.uottawa.ca/uottawacard/upass/opt-in>

Please refer to the following resources for details regarding enrollment requirements:

- **Checklist** – to access, consult the [Student Center via uoZone](#)
- **Important contact information:**
 - Faculty Wellness, Hospital Medical Education Offices, How to find a family physician, University of Ottawa services, Professional Association of Residents of Ontario (PARO), and the Ontario Medical Association
(OMA): <https://med.uottawa.ca/postgraduate/current-trainees/registration/important-contacts>
 - PGME team, CPSO, CMPA, and the Office of Risk Management: https://med.uottawa.ca/postgraduate/sites/med.uottawa.ca/postgraduate/files/pgme_trainee_enrollment_requirements_postgraduate_training_inforgraphic_10apr2019_0.pdf

- Medtech: <https://med.uottawa.ca/information-management/help-form> or 613-562-5800 x5648

- **Covid-19**

The PGME office would like to share some resources with you that might be helpful during this difficult time. Please find the “COVID-19 Physician Wellness Resources and Supports” document, as well as other resources here: <https://med.uottawa.ca/postgraduate/updates-regarding-covid-19>.

- **CPSO updates:** <https://www.cpso.on.ca/News/COVID-19-Updates>
- **CMPA updates:** <https://www.cmpa-acpm.ca/en/news/2020/2020-covid-19-cmpa-protection>

- **uOttawa registration fees (\$840) – effective July 1, 2021**

You must pay your registration fee directly to Financial Services via InfoService at the University of Ottawa - they will contact you with further details.

- On-site InfoService and telephone services are closed until further notice. For information and queries, please [chat with us](#) online from 9 a.m. to 4:30 p.m., Monday to Friday or [contact us](#) using our online form.

You will receive an invoice and communications from the Financial Resources Office on how to pay your Registration fee, and **you will require your University of Ottawa student I.D./account number in order to do so. Your student I.D. can be found in [uoZone](#).** Please note that you cannot start training until your fees have been completely paid.

Visa Trainees: If you are sponsored by the Saudi Arabian Cultural Bureau, your registration fees will be paid directly by the sponsor.

Wishing you much success in your training!

PGME Office