This email account is not being monitored

Please find FAQs 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](https://med.uottawa.ca/postgraduate/current-trainees/new-hire)
- **Returning trainees**: [https://med.uottawa.ca/postgraduate/current-trainees/returning](https://med.uottawa.ca/postgraduate/current-trainees/returning)

**Q: When are enrollment requirements due?**
**A:** May 6th, 2020 unless otherwise stated.

**Q:** I’m not able to log in to the Enrollment Website. I get the message “Username or password incorrect”. How can I reset my password?
**A:** You log into the Enrollment website 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](https://med.uottawa.ca/information-management/help-form)

**Q:** I don’t know my student number; where can I obtain it?
**A:** Your student number can be found on your enrollment notice and in the instructions received from Medtech regarding your uOttawa e-mail account creation.

**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](https://med.uottawa.ca/postgraduate/current-trainees/returning).

**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 can get it 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.
- Due to the COVID-19 situation, this service is currently closed. Please monitor their website for updates.

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: Please inform your program administrator, who will then forward the information to our office.

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?
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/c34l1700185
http://www.prop2go.com/SearchApartmentResults.aspx?type=Apartments_for_Rent&city=Ottawa

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
- Due to the COVID-19 situation, this service is currently closed. Please monitor their website for updates.

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

- Checklist – to access, consult the Enrollment Website

- Important contact information:

  - Faculty Wellness, Hospital Medical Education Offices, How to find a family physician, University of Ottawa services, PARO, and OMA: https://med.uottawa.ca/postgraduate/current-trainees/registration/important-contacts
- **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](https://med.uottawa.ca/postgraduate/updates-regarding-covid-19).

- **CPSO updates**: [https://www.cpso.on.ca/News/COVID-19-Updates](https://www.cpso.on.ca/News/COVID-19-Updates)

- **uOttawa registration fees ($805)**
  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](https://med.uottawa.ca/postgraduate/updates-regarding-covid-19) online from 9 a.m. to 5 p.m., Monday to Friday or [contact us](https://med.uottawa.ca/postgraduate/updates-regarding-covid-19) using our online form.

If you are unable to find the answer to your question after thoroughly reviewing the PGME Website, and your enrollment package, please contact:

**pgmesup@uottawa.ca**

Wishing you much success in your training!