



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](#)
- [Returning trainees](#)

Q: When are enrollment requirements due?

A: 30 days prior to your start date (unless indicated otherwise).

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](#) 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](#).

Q: How do I access my Compliance Checklist?

A: Proceed to the uOttawa website for [Current Students](#) (Google Chrome recommended). Scroll down until you see the link for "uoZone" under "Key Resources". Log in using your uOttawa email credentials. Once logged in, click on "Student Centre" under the "Applications" tab. You will find your compliance checklist there.

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.

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](#) for more information.

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 Housing](#)

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

- [Short-term accommodations provided by the Ottawa Hospital, Civic Campus](#)
- <http://www.Medshousing.com>
- <http://www.kijiji.ca/b-real-estate/ottawa/c3411700185>
- <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. Visit this [website](#) for more information on opting-in.

Q: Where can I find important contact information such as Faculty Wellness, University of Ottawa services, Professional Association of Residents of Ontario (PARO), etc)?

A: You can find contact for many services on the following [website](#).

Q: How do I pay my registration fees (\$875 for July 2022-June 2023)?

A: You must pay your registration fee directly to Financial Services via InfoService at the University of Ottawa - they will contact you using your uOttawa email with further details. You can find more information on payment methods [here](#).

You will require your University of Ottawa student I.D./account number in order to pay. 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.

Q: I reviewed the PGME Website and FAQs and still require additional information. Who can I contact?

A: You can contact pgme@uottawa.ca for any questions.

