



Enrolment

Frequently Asked Questions

- **To assist you during the enrolment period, please refer to the PGME Website for any questions regarding mandatory requirements:**

[New Trainees](#)

[Returning Trainees](#)

- **When are enrolment requirements due?**

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

- **I'm not able to log in to the Student Centre via uoZone. I receive the message "Username or password incorrect". How can I reset my password?**

Log into the [Student Centre](#) (scroll down and select 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 Medtech form at the following [website](#).

- **I do not know my uOttawa email address. Where do I find this?**

You would already have received your uOttawa email and need to get that set up. Please note that some email account settings will place emails received from the University into their Junk, Clutter, or Spam folders. Check and monitor all folders for receipt of your uOttawa email credentials. If you cannot find it, please contact Medtech.

It is imperative to continuously monitor your uOttawa email throughout your training in order to receive important communication from the PGME office, the Office of Clinical Placement Risk Management, as well as Paymaster for residents. You are responsible for checking your uOttawa email regularly.

- [MedTech \(IT\) for username and password help](#)

- [Login to your @uOttawa.ca email](#)
- [Configuring your uOttawa e-mail on a mobile device \(Scroll to the bottom of the page\)](#)

➤ **How do I access my Compliance Checklist?**

Proceed to the uOttawa website for [Current Students](#) (Google Chrome recommended). Scroll down until you see the link for “uoZone” under “Access your accounts”. 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.

➤ **I don't know my student I.D. number; where can I obtain it?**

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

➤ **Where should I report on the first day of work?**

If you haven't yet received your schedule, please contact your [Program Administrator](#) (click on Programs).

➤ **In completing my CPSO application, what do I put as my training address?**

You must provide your program's address at the hospital where you will be working, as this becomes the contact info that will be used by pharmacies for prescription refills. Please **do not** use the PGME Office address.

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

Please contact [CMPA](#) by phone: 1-800-267-6522 (in Ottawa area: 613-725-2000).

➤ **How do I access the required PGME training modules?**

In preparation for your upcoming training with the University of Ottawa, we ask that you complete the modules found on your [Brightspace account](#) – under “Access your accounts” on the Current students webpage.

You can access [Brightspace](#) with your uoZone credentials. If you have any issues accessing your account or the content, please reach out as soon as possible to pgme@uottawa.ca.

➤ **How do I obtain a uOttawa student I.D. card (optional)?**

You are eligible to obtain a University of Ottawa student identification card. You can obtain your card [in-person](#) or by applying [online](#) and picking it up at the uOttawa Card Services. If you already have a University of Ottawa student card, you are not required to get a new one.

➤ **Is the ACLS required prior to starting my training?**

This is at the discretion of your program. Please verify with your [Program Administrator](#) (click on “Programs”). Registration links will be emailed to all trainees by July 1. For more details on ACLS, please view the following [website](#).

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

You can change your address in the [Student Centre via uoZone](#). Once logged in, click on *Applications, Student Centre* and then *General Info* at the top of the page.

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

By contacting the Faculty Wellness program at: wellness@uOttawa.ca. Visit their [website](#) for more information.

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

Send an email to pgme@uOttawa.ca and we will provide you with a letter.

➤ **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 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](#)
- [Airbnb short-term rentals](#)
- [Medhousing](#)

- [Kijiji Real Estate](https://www.realtor.ca/on/ottawa/real-estate?gad_source=1&gclid=Cj0KCQjw3tCyBhDBARIsAEY0XNno89ssEZQorhDQigA1kNBSmllVhIA198utG_popaB8KJKRX5qbNgaAqhREALw_wcB)https://www.realtor.ca/on/ottawa/real-estate?gad_source=1&gclid=Cj0KCQjw3tCyBhDBARIsAEY0XNno89ssEZQorhDQigA1kNBSmllVhIA198utG_popaB8KJKRX5qbNgaAqhREALw_wcB
- [Facebook Marketplace](#)
- [Soho Residences](#)
- Rental Management Groups:
 - near TOH-General & Riverside campus and CHEO: [Fleming Property Management](#), [Hazelview Properties](#), [Richlin Apartments](#), [Minto Residential Rentals](#)
 - near TOH-Civic campus and uOttawa Heart Institute: [Curran Property Management & Sleepwell Property Management](#)
 - Others: [CLV & Fahel & Co](#)

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

You are not eligible for the U-Pass.

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

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

➤ **How do I pay my registration fees? (\$980 for July 2025-June 2026)**

We recommend that you pay for your registration fees directly on your financial institution's website or application. The fee is payable to **University of Ottawa** and your **student I.D. number** is the account number. Your student I.D. number can be found in [uoZone](#).

Normally, payments you make online appear on your statement within **72 hours**. Please note that you cannot start training until your fees have been completely paid. You can find more information on payment methods [here](#).

If you are sponsored by the Saudi Arabian Cultural Bureau, your registration fees will be paid directly by the sponsor. Please do **not** pay.

➤ **Where is my electronic Letter of Appointment (eLOA) and when will it be submitted?**

You will receive an Enrolment Notice from PGME, which will include instructions on accessing your eLOA. Your eLOA will only be available once you receive the notice.

- Start a session in your [uoZone](#) account
- Select Applications from the menu bar, followed by Student Centre
- In the Student Centre, you'll find the eLOA/COA link on the left side
- When on the eLOA page, select the drop-down menu, and choose the option 2025-2026
- Remember to include the CPSO number or six-digit AP number (eg. AP123456), if you are a new trainee, and click SAVE. Your AP number can be found on the CPSO website in the member/login portal. Please note, it is different from the application number. It would have been issued to you once you applied. If you are unsure where to find your AP number, please reach out to the CPSO so they can advise.
- Select SIGN and select SAVE.
- **PGME submits the eLOAs automatically** on a weekly basis, but it will take time to appear on your member portal depending on the CPSO processing time.

➤ **I accidentally used the wrong 6-digit number for my CPSO application number (AP number) when submitting my eLOA through the Student Centre. Are you able to reset the application number on my eLOA confirmation?**

Please send an email to pgme@uottawa.ca and include your corrected six-digit AP number. We will edit this and reset your eLOA for you to resign. Please expect 2-3 business days before this appears on your end.

➤ **Immunization questions:**

PGME works with the Clinical Placement Risk Management (CPRM) office to ensure trainees are up-to date on their requirements. The CPRM office will reach out to you regarding requirements and deadlines. For more information, please visit their website: [Program Requirements - CPRM | Faculty of Medicine](#)[Program Requirements - CPRM | Faculty of Medicine.](#)

For specific questions pertaining to your file/requirements, please reach out to pgmed@uottawa.ca directly.

Note, once submitted these requirements are not automatically updated on the checklist. Members of the CPRM team will need time to process these documents and mark these items as complete on your compliance checklist.

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

You can contact pgme@uOttawa.ca for any questions.