



carms 

AWS Help Manual

January, 2010

There may be revisions to the manual from time-to-time in order to clarify some of the procedures.

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1. WELCOME!

Welcome to CaRMS, the Canadian Resident Matching Service, a computerised system designed to simplify the residency matching process. We are a not-for-profit, fee-for-service Organization that works in close co-operation with medical schools and students to provide this service.

2. APPLICANT WEBSTATION (AWS)

The Applicant Webstation (AWS) is used by final-year medical school students and graduates applying for residency, and enables them to:

- ◆ Register with CaRMS utilizing the Internet;
- ◆ Create *Personal Letters* to include with their application;
- ◆ Select programs and apply for residency;
- ◆ Assign documents to the programs they have applied to;
- ◆ Pay for the services provided by CaRMS using a fully-secured, electronic process.

3. BEFORE YOU BEGIN

3.1 Minimum System Requirements

- ◆ 25 MB's of Hard Drive space available for the AWS application;
- ◆ Intel Pentium II 300 MHZ processor (or equivalent clock speed for non-Intel hardware);
- ◆ 32 MB RAM;
- ◆ 33.6 Kbps modem;
- ◆ Web Browser minimum: Firefox 3.5 or Internet Explorer 7;
- ◆ Mac Users can use Safari, but please note that there is NO technical support available from CaRMS.

3.2 Browser Settings

3.2.1 Firefox

- ◆ On the Menu bar at the top of the page choose *Tools, Options*;
- ◆ Click the *Privacy* tab,
- ◆ Choose *Use custom settings for history* from the dropdown list next to *Firefox will*;
- ◆ check *Accept Cookies from sites*;
- ◆ Click the *Content* tab;
- ◆ Make sure the *Load images automatically and Javascript* buttons are checked.

3.2.2 Internet Explorer

- ◆ On the Menu bar at the top of the page choose *Tools, Internet Options*;
- ◆ Click the *General* tab, click the *Settings* button under *Browsing History*, this will bring you to *Temporary Internet Files and History Settings*;
- ◆ Make sure the *Check for newer versions of stored pages* section has the *Every Visit to Page* radio button clicked;
- ◆ Click the *Privacy* tab;
- ◆ Move slider to the very bottom until 'Accept all cookies' is indicated beside the slider. Click *Apply*;
- ◆ Click *OK* to close the window.

3.3 Clearing Browser Cache Settings

When you are using a public computer to access AWS you MUST clear the browser's cache. This is a common practice when using a public computer to access confidential web sites.

3.3.1 Firefox

- ◆ On the Menu bar at the top of the page choose *Tools, Options*;
- ◆ Click the *Privacy* tab;
- ◆ Choose *Use custom settings for history* from the dropdown list next to *Firefox will*;
- ◆ Check the *Clear History when Firefox closes*;
- ◆ Click the *Settings* button;
- ◆ Make sure all boxes in the *History section* are checked;
- ◆ Click *OK*.

3.3.2 In Internet Explorer

- ◆ On the Menu bar at the top of the page choose *Tools, Internet Options*;
- ◆ Click the *General* tab, Go to the *Browsing History* section;
- ◆ Check the *Delete Browsing History on Exit* button;
- ◆ Click *Apply*;
- ◆ Click the *OK* button to close the window.

3.4 Navigation

Be sure to ONLY use the internal navigation in the application. There are various ways to manoeuvre throughout the AWS system. **Do NOT use the browser's *back* button! This may cause loss of saved information.**

3.5 Error / Warning Messages

Throughout the entire process, be aware of warning and error messages that may appear on screen.

- ◆ Error message will appear in red at the top of the page as well as after the error. Information can not be saved until all information tabs with error messages have been corrected.
- ◆ If you request the document assignment function before completing your program selection and submission, the system will redirect you to the program selection page or ask you to submit an invoice. You cannot assign documents to programs prior to submitting your application and your program selections.

4. GETTING STARTED

The opening page of AWS has two *Log In* options – *New User* when you first visit, and *Returning User*, for each subsequent visit.

After your registration is processed, you will receive a *TOKEN* by e-mail. We recommend you copy and paste your *Token* into the appropriate field, as an error will prohibit you from entering the system. Tokens are 20-characters long, and include symbols, so count your entry to ensure it is the right length.

Bookmark the AWS page for ease of return.

4.1 New User Log In

Do not start the process of creating your *User Name* and *Password* until you are prepared to accept your contract and pay your registration fee.

All fields are case-sensitive, so ensure that everything you type is correct.

Items containing an asterisk (*) are mandatory. This rule applies throughout the application.

On the *New User Log In* page, enter:

- *Token**;
- *Create a User Name**;

NOTE: Your *User Name* must be unique to the entire AWS system. If the *User Name* you choose has already been used, a message will let you know to choose a different name.

- *Password**; between 7 and 10 characters;
- *Confirm Password**;
- *Create a Security Question and Answer**.

NOTE: The *Security Question* should be an easily remembered question. The answer should be entered in the **SAME field (line) as the question and should be different from your password. It will be used for authentication purposes when dealing with the CaRMS Help Desk.**

When you log in for the first time, the CaRMS Applicant Contract will appear -- read it and print a copy for your records. At the bottom, click the *I Accept* button to move on to the application. If you disagree with the contract, click the *I Decline* button. If you decline, you can not move forward with the process, and need to contact CaRMS immediately.

NOTE: Electronic acceptance of this contract is as legally binding as your signature.

Once you accept the contract, you will be required to enter your address, in a new page, to help in identifying the rate of tax you must pay on your registration fee.

You should also ensure that your school of graduation is correct. For IMGs, "International Medical School" will appear on this page.

Once you have used your token, an e-mail will be sent to you from CaRMS confirming you have used the token.

4.2 Returning User Log In

In the *Returning User Log In* box, enter:

- *User Name**;
- *Password**;

Click on the *Log In* button.

4.3 Forgot Your Password?

If you have forgotten your password, contact the CaRMS help desk at 1-877-227-6742. You will need your CaRMS applicant code, which is located in the top left of your AWS application. You will also require the answer to your *Security question*. If you have forgotten the answer, you must be prepared to fax CaRMS valid picture identification (i.e. driver's license).

4.4 Logging Out

LOG OUT once you have completed each session. The *Log Out* link is located on the top right hand corner of each page. Before you Log out, be sure to **SAVE** your information one last time.

NOTE: If you forget to log out, the application will automatically log you out after **30** minutes. This does NOT save your work, however, so be sure to save your work whenever you make changes.

5. HOME PAGE

WHEN COMPLETING THE APPLICATION, BE SURE TO CLICK ON THE 'SAVE' BUTTON TO RETAIN YOUR CHANGES BEFORE MOVING TO ANOTHER PAGE.

AWS is comprised of four individual sections:

- **My Application;**
- **My Documents;**
- **My Program Selections and Assignments;**
- **My Account.**

To check which **Supporting Documents** are required by each university go to the carms.ca homepage and click on the match you are applying to (R1, R3, R4) → **Program Information** → **Program Description** → **desired university or program.**

Types of supporting documents include:

Medical School Transcript; Medical Student Performance Record (formerly called a Dean's Letter); A Personal Letter; Letters of Reference; Extra Documents; and a Photograph.

5.1 Some Rules

- ◆ Program choices can only be submitted after you have completed and submitted the My Application section;
- ◆ Documents can only be assigned to a program after you have submitted and paid for that program;
- ◆ **SAVE** after you have entered information on each page. You CAN change information you have saved;
- ◆ **SUBMIT MY APPLICATION** is the button you will click ONLY ONCE when you have completed your application.

YOU CANNOT CHANGE INFORMATION AFTER YOU HAVE SUBMITTED YOUR APPLICATION.

5.2 Timetable

Click on the *Timetable* link found on the *Home Page*. This will display the CaRMS timetable which provides you with milestones for completing each section.

PRINT the timetable for future reference.

NOTE: The TIMETABLE may change throughout the matching cycle, so please keep checking it to avoid missing important deadlines. Any changes will have to be detailed in your “Update Notes” after you submit your application.

6. MY APPLICATION: PRE-SUBMISSION

Your application CAN be changed until you decide to submit it.

Click on the *My Application* link in the main menu headings. To the left are links to the 14 application categories: **Personal Data, Undergraduate Education, Graduate Education, Medical Education, Clinical Electives, Residency Training, Other Training, Work Experience, Volunteer Experience, Research Experience, Publications/Presentations, Activities & Interests, Examinations, and Declaration.**

6.1 Application Rules

Click on *My Application* in the main menu headings for detailed *Application Rules*.

- Please note that your e-mail address, home address and your home phone number are vital for programs and for CaRMS to be able to contact you during the application and selection process.
- It is your responsibility to ensure the information in your application is correct.

6.2 Bilingual Application (Skip this section if you are only applying in English)

Applicants who want to apply to programs in both English and French faculties have the option of filling out their application in both official languages. You must request this option from CaRMS before submitting your application by e-mailing:

requestbilingual@carms.ca

The data fields requiring a name, address, etc. need only be entered once. For most text boxes, you will have the opportunity to prepare one in English and one in French.

When you are ready to submit your program selections and have completed the bilingual application, you will be able to assign the French version or the English version of your application to the appropriate programs.

You will be able to preview both applications separately by clicking either the *Preview My French Application* or *Preview My English Application* button.

6.3 Checklist

The *Checklist* link appears near the bottom left side of the *My Application* section. It is no longer available once your application has been submitted.

The *Checklist* helps you track the progress of your application. When all of the categories of the application are considered complete, you can submit your application.

A category is considered complete when all of the mandatory fields are filled in. By default, the *Activities & Interests* page will show as complete.

6.4 General Instructions for Filling out Your Application

Here are some guidelines to follow when filling out the categories in the *My Application* section of AWS. Please note that while most of these guidelines are applicable to all categories, each category has its own unique instructions.

- ◆ Please note that you can save, edit and update information only until you submit the application. After that, changes must be listed in *Update Notes*.
- ◆ You can choose the box at the top of most categories indicating that you did not have any experience applicable to this category.

6.5 Application Preview

As you complete your application, you can preview the content by:

- ◆ Clicking on the *Preview My Application* button in the *My Application* section;
- ◆ Click on the *Printer Friendly* button followed by the *Print* button to print a copy of your application for your records.

NOTE: Applicants with bilingual applications must preview their English and French applications separately.

6.6 Personal Data

This page contains information which may be updated at any time during the application cycle, even after you have submitted your application. **It is your responsibility to keep this information current at all times.**

NOTE: Your birth date and social insurance number will only be revealed to the postgraduate office to which you are matched for contractual purposes.

- ◆ Please follow the example below when entering phone numbers:
 - Canada or United States: (999) 999-9999 x999
 - Overseas: +9-999-999-9999 x999

6.7 Undergraduate Education

Undergraduate Education refers to schooling done before medical school, but after high school. You should list all of your undergraduate endeavours, complete or incomplete.

- 1) An **Area of Study** is the field in which you earned your degree (i.e. Science).
- 2) A **Degree** is the title of the degree you received or would have received (i.e. Bachelor of Science).

6.8 Graduate Education

Graduate Education refers to your studies for a Masters or a PhD. You should describe your graduate pursuits, complete or incomplete.

6.9 Medical Education

- ◆ Ensure that the first time you fill out this form you describe your medical education;
- ◆ You will need to contact the CaRMS office by e-mail (help@carms.ca) if you wish to create multiple records for medical education or if the pre-selected medical school is incorrect;
- ◆ If your medical education was interrupted, you must include the reason for the interruption in the “*If yes, please give your reason and provide details*” box;
- ◆ IMG candidates will have their school of graduation verified by the Medical Council of Canada (MCC). Until the CaRMS office receives your file from the MCC, your *School of Graduation* status will be listed as **pending**;
- ◆ If you have received your MINC number, be sure to enter it in the available space. If you have not received a MINC number, leave the field blank.

NOTE: Do not use this area to describe participation in an elective rotation.

6.10 Clinical Electives

Clinical Electives are sessions of hands-on medical training that you completed during medical school in a clinical environment. In the *Description* box, describe any electives you have completed or are in the process of completing. **Please note that the list of electives CaRMS provides in the drop down menu on AWS comes directly from the Royal College.**

This list should not include mandatory electives that you do not get to select. You are only requested to include elective options that you selected.

NOTE: If your elective is not included as one of the listed disciplines, choose the most appropriate discipline and elaborate in the *Description* box.

6.11 Residency Training - History of Postgraduate Medical Training

Residency training refers to clinical training done after medical school (this may lead to licensure). If you were registered in any *Post-Medical* or *Residency Training*, you must list your experiences in this category. This includes short-term or incomplete training.

6.12 Other Professional Training / Certifications

Describe any other non-clinical training or certification that you received.

NOTE: Assessments you received as an International Medical Graduate should go under the *Examinations* category of the application.

6.13 Work Experience

Describe all relevant employment experience. Begin with the most recent.

6.14 Volunteer Experience

Describe any volunteer positions you have held relevant to your application, beginning with the most recent. Volunteer positions are those for which no university credit or monetary payment is issued.

6.15 Research Experience

Describe any research (completed or in progress) conducted through official research work at a university, business, or in the field or laboratory.

- ◆ *Your Role* refers to the position which you held during the research project (i.e. primary researcher).

6.16 Publications / Presentations

This category can be used to describe any posters and presentations, or any papers and abstracts that you have written which have been published or accepted for publication.

NOTE: Check the *Pending* box if your publication has been accepted, but is not yet published.

For posters and presentations follow these instructions:

- ◆ *Title* should state if the project is a poster or a presentation;
- ◆ *Publication/Venue*: If it is a publication, this field should state the journal in which the article was or will be published. For presentations, this field should state the location where the presentation took place or will take place;
- ◆ *Date* is the date on which the presentation took place or will take place.

6.17 Activities & Interests

Include in this category any Committees, Memberships, Professional Associations, any other courses related to your Medical Education, and any hobbies, interests, honours, awards or accomplishments you wish to share with all of the programs you are applying to.

You should also list all the languages that you speak and/or write fluently. Hold down the control (Ctrl) key while selecting multiple languages. For languages not listed, type them *Other Language(s)* box.

NOTE: This section is not mandatory, and is considered complete even if it is left blank.

6.18 Examinations

Examinations that are related to medical licensure in Canada or the United States are listed here. If you have retaken examinations, only report your most recent attempt.

Note: Coversheets are auto generated as you fill in the mandatory fields. You may have to scroll to the right in order to see the link to print the cover sheet. Also, it is important to note that all examinations are automatically assigned to all programs applied for.

6.18.1 Current Year Canadian Medical School Graduates

NOTE: The Medical Council of Canada Qualifying Examination is not listed as it is understood students will be taking this exam at the end of their final year.

- ◆ An entry for each examination is mandatory unless you have checked the box indicating that the examinations are not applicable.

- ◆ You must fill out each box if you have not selected the box mentioned above. You will need to fill out the following sections:
 - ◆ U.S. Medical Licensure Examination Step 1 *
 - ◆ U.S. Medical Licensure Examination Step 2 * (CK)
 - ◆ U.S. Medical Licensure Examination Step 2* (CS)
 - ◆ U.S. Medical Licensure Examination Step 3 *

6.18.2 Prior Year Canadian Medical School Graduates

- ◆ An entry for each examination identified is mandatory unless you have checked the box indicating that you have not taken any of the examinations.
- ◆ The exams included in this section are:
 - ◆ Medical Council of Canada Qualifying Exam Part I
 - ◆ Medical Council of Canada Qualifying Exam Part II
 - ◆ U.S. Medical Licensure Examination Step 1 *
 - ◆ U.S. Medical Licensure Examination Step 2 * (CK)
 - ◆ U.S. Medical Licensure Examination Step 2* (CS)
 - ◆ U.S. Medical Licensure Examination Step 3 *

6.18.3 United States Medical School Graduates

- ◆ An entry for each examination identified is mandatory unless you have checked the box indicating that you have not taken any of the examinations.
- ◆ The exams included in this section are:
 - ◆ Medical Council of Canada Evaluating Exam
 - ◆ Medical Council of Canada Qualifying Exam Part I
 - ◆ Medical Council of Canada Qualifying Exam Part II
 - ◆ U.S. Medical Licensure Examination Step 1 *
 - ◆ U.S. Medical Licensure Examination Step 2 * (CK)
 - ◆ U.S. Medical Licensure Examination Step 2* (CS)
 - ◆ U.S. Medical Licensure Examination Step 3 *

6.18.4 International Medical Graduates

- ◆ The exams included in this section are:
 - ◆ Medical Council of Canada Evaluating Exam
 - ◆ Medical Council of Canada Qualifying Exam Part I
 - ◆ Medical Council of Canada Qualifying Exam Part II

If you report taking a Medical Council of Canada (MCC) examination, your scores will be automatically loaded into AWS once we have received the results from the MCC. Test results typically arrive two to three months after they are written. We post only your most recent test results, if tests have been taken more than once. If we have not received your test scores from the MCC, your status will be listed as pending. Please note, we require that you send in a hard copy of your results sheet once you receive it.

- ◆ U.S. Medical Licensure Examination Step 1 *
- ◆ U.S. Medical Licensure Examination Step 2 * (CK)
- ◆ U.S. Medical Licensure Examination Step 2* (CS)
- ◆ U.S. Medical Licensure Examination Step 3 *
- Examen de connaissance de la langue Française (OQLF ou CMQ)*
- Examen des sciences cliniques médicales du CMQ*
- TOEFL (Test of English as a Foreign Language) Examination *

Graduates of international medical schools who have taken the *TOEFL* (Test of English as a Foreign Language) must indicate if their score was generated from a paper, Internet-based or computer exam.

NOTE: The TOEFL/TSE institution code for CaRMS is 8309, department code 00.

- TSE (Test of Spoken English) Examination *
- Provincial Evaluations:
 - Clinical Skills Assessment and Training (CSAT)
 - The Clinician Assessment for practice Program (CAPP)
 - Clinician Assessment and Professional Enhancement (CAPE)
 - Non-registered Specialist Assessment Program (NRSAP)
 - Alberta IMG Program Assessment Process (AIMG)
 - BC IMG Assessment Program (BCIMG)
 - CEHPEA (CE1) – Pre January 2008

- CEHPEA (CE1) – Post January 2008

Results documents for 2008 CEHPEA (CE1) assessments will be received by CaRMS directly from CEHPEA.

Applicants reporting exam results should submit the appropriate documentation to be scanned.

The Examen de connaissance de la langue Française (OQLF ou CMQ) and Examen des sciences cliniques médicales du CMQ are exams written by international medical students/graduates who want to apply to the four faculties in Quebec.

Any and all provincial assessments can be entered at the bottom of the *Examinations* page. You may only enter each assessment once.

6.18.5 Cover Sheets

After filling in all mandatory boxes and clicking the *Save* button, cover sheets for all exams are auto-generated.

6.19 Declaration

You must select the most appropriate choice from the *Citizenship Status in Canada* dropdown box. The appropriate supporting documentation can be created in the 'My Documents' section, under 'Citizenship Documents'.

NOTE: All questions concerning Medical Licensure MUST be answered.

- ◆ Click on the appropriate *Yes* or *No* radio button pertaining to your past history or health status. If you answer *Yes*, describe the details in the *Please give your reason and provide details* box;
- ◆ Click the appropriate radio button to answer the question about your Current Canadian Medical Licensure. If you selected *None*, you must answer all the questions displayed. If you selected *Independent/Unrestricted*, or *Provisional/ Restricted/Special*, you must select the province in which you have a license and all of the questions **must** be answered;
- ◆ If you answered *Yes* to any of the questions, please provide details in the appropriate box;
- ◆ Click the appropriate *Yes* or *No* radio button to answer the question pertaining to your ability to carry out the responsibilities of a resident;
- ◆ Describe any *Limiting Aspects* you may have in the appropriate box.

6.20 Application Submission

There are 14 parts to the *My Application* section of the *Applicant Webstation*.

SAVE YOUR WORK AS YOU GO THROUGH THE APPLICATION. YOU SHOULD ONLY SUBMIT YOUR APPLICATION WHEN YOU ARE SURE THAT YOU HAVE ACCURATELY COMPLETED ALL THE SECTIONS.

After submitting your application you **will not** be able to change any information regarding your submission except for your *Personal Data* which you should keep current at all times.

All boxes in the *Checklist* must be empty in the *incomplete* column beside the categories before you can submit your application.

Upon submitting, you will be taken to the *Privacy Statement* page which also confirms you want to submit your application. Click on the *Submit My Application* button once you have carefully read the information on this page.

6.21 Privacy Statement

This statement describes the safety and security aspects of the CaRMS web site.

AWS uses SSL (Secure Socket Layer).

CaRMS does not provide or release names or e-mail addresses of AWS users to any third party without prior permission.

7. MY APPLICATION: POST-SUBMISSION

Once your application has been submitted the *Update Notes* section will appear above the *Preview My Application* button on the left menu bar.

To print a copy of your application select *Preview My Application*, click on the *Printer Friendly* button and select *Print*.

You will be able to view all of the information entered in the *My Application* section; however, *Personal Data* and *Update Notes* are the **only** sections that can be modified after submission.

7.1 Withdraw

You may withdraw your application from the Match before or after your application has been submitted. This action withdraws your name from the Match and from every program you have applied to. Programs will be notified that you have withdrawn your application.

To *Withdraw*, click the *Withdraw* link on the left hand side of the *My Application* section.

- In the fields provided explain your reasons for your withdrawal;
- Click on the “Withdraw my application” button;
- If you are absolutely certain you wish to withdraw, confirm by clicking “ok” once it appears.

NOTE: The *Withdraw Application* button disappears after the withdraw deadline, which is when the Rank Order List period closes.

You may reinstate your application at any time before the withdraw deadline. However, if you reverse your withdrawal after the *Program File Review Period* has started, it will be your responsibility to bring your reinstatement to the attention of the programs you applied to.

To *Reinstate*, click the *reinstate application* link on the left hand side of the *My Application* section;

- ◆ Click on the *Reinstate Application* button;

- ◆ If you are sure you want to reinstate your application, click on the *OK* button when the warning box appears.

7.2 Update Notes

The *Update Notes* section becomes available only after your application has been submitted. This field can be used to make updates or notes to your application (i.e. changes to your electives, clarification of any other changes to your submitted data or the addition of new exam scores). These notes can be seen by all programs to which you have applied. Please check Program Descriptions to see if individual programs accept documents after File Review commences.

- ◆ Type your notes in the “*Your Update Notes*” box.

NOTE: CaRMS recommends that you begin each note with the current date, followed by your typed comments. Each note should be entered in chronological order keeping the most recent at the beginning. The programs will be able to see the contents in the box called *Your Update Notes*. If you remove a piece of information it will no longer be available to the programs.

8. MY DOCUMENTS

The link to the *My Documents* section of the application is found in the main menu headings. These categories are included under the *My Documents* section of the application:

Create Personal Letter; Citizenship; Photograph; List of References; Extra Documents; List of Cover Sheets; Document Tracking; and Return Documents

Supporting documents cannot be viewed by programs until you submit your *Document Assignments* and the *Program File Review Period* is open. The major supporting documents for an application file include:

Medical School Transcript; Medical Student Performance Record / Dean’s Letter; Letters of Reference; Personal Letter; Photograph; proof of citizenship; examination/assessment results; and Extra Documents

8.1 Supporting Document Rules

NOTE: To ensure documents are scanned into your file on time, be sure to follow the Milestones that CaRMS assigns for each phase of the Match cycle.

Please note that all copies of documents should be notarized or certified. It is generally best to send copies of documents, rather than the originals.

Exceptions: Medical school transcripts and MSPRs for Canadian graduates are sent directly from the institution of graduation, and will be original documents. Similarly, reference letters are sent directly from referees, and will be originals, as well.

8.1.1 Medical School Transcript

- ◆ The *Medical School Transcript* must be sent to the CaRMS office. Contact the Registrar’s office at your medical school to request that your official *Transcript* be sent directly to the CaRMS office;

- ◆ If your transcript is in a language other than English or French, it must be translated. Only send the translated copy to CaRMS for processing;
- ◆ A cover sheet is NOT required for your *medical school transcript*.

8.1.2 Medical Student Performance Record / Dean's Letter

- ◆ A *Medical Student Performance Record (formerly called a Dean's letter)* is a letter from the Dean or Principal of your medical school indicating your activities and your performance, both academic and extra-curricular, during your clinical rotations. It can also recommend you for further medical training;
- ◆ If your *Medical Student Performance Record* is not in English or French, please have it translated. Only send the translated copy to CaRMS for processing;
- ◆ A cover sheet is NOT required for your *Medical Student Performance Record*.

8.1.3 Letters of Reference

- ◆ Each program has a specific requirement for the number and type of *Letters of Reference* it would like to receive. Details can be found by going to the CaRMS website and clicking on the appropriate match. Then click on: *Program Information* → *Program Description* → *and the University or Program you are interested in*;
- ◆ Guidelines for reference writers can be found on the CaRMS web site as well as on the *Request for Letter of Reference Cover Sheet*.

CaRMS will only process a *Letter of Reference* if it is accompanied by an *AWS Request for Letter of Reference Cover Sheet*.

- ◆ For more information, see section 8.5.

8.1.4 Personal Letter

See section 8.2.

8.1.5 Photograph

See section 8.4.

8.1.6 Extra Documents

You may assign extra documents that have been requested by programs to your application. To attach an extra document you must create an extra document record, and print an *Extra Document Cover Sheet*. **For more information, see section 8.6.**

8.1.7 Citizenship Documents

See section 8.3.

8.2 Create Personal Letter

Personal Letters are required by most programs, details of which can be found on each *Program Description* page on the CaRMS web site, in the Program Directory.

- *Personal Letters* are typed directly into the workstation. They can also be cut and pasted into AWS;
- Once you have assigned a *Personal Letter* to a program, the contents of the letter cannot be changed.

To create a *Personal Letter* in the *My Documents* section, click on *Create Personal Letter* category on the left side of the page.

Please refer to the *Program Descriptions* on the CaRMS web site for specific information required in your *Personal Letter* by each program. The letter's *Title* should be as specific as possible to avoid confusion.

On the first line of each *Personal Letter*, we suggest you enter your full name and school of graduation.

You may create a *Personal Letter* for each program if you wish.

- ◆ Create numerous letters by clicking on the *Create Personal Letter* button after you finish composing your current submission;
- ◆ Click on *Preview Personal Letter* to proof-read your letter;
- ◆ Click on the *Print* button in *Preview Personal Letter* to print your letter.

Creating personal letters from AWS

- ◆ Type in the title;
- ◆ Type your personal letter in the box provided. Please note that there is a 10,000 character maximum. Please see program descriptions for details regarding the requirements of the personal letters;
- ◆ Click on the "Save" button;

Copying and pasting your personal letter into AWS

- ◆ Copy your letter from the program (such as MS Word);
- ◆ Paste your personal letter in the box provided. Please note that there is a 10,000 character maximum. Please see program descriptions for details regarding the requirements of the personal letters;
- ◆ Type in the title;
- ◆ Click on the "Save" button.

8.3 Citizenship Documents

Select the type of citizenship document you wish to use from the dropdown menu. Once you have entered the document type, click 'save' and then click 'finalize'. The document spot will appear at the bottom of the screen, along with a button enabling you to print its accompanying cover sheet.

You may create spaces for multiple citizenship documents.

8.4 Photograph

CaRMS will only accept digital photographs uploaded electronically in the Applicant Webstation.

In the *My Documents* section, click on *Photograph* on the left side of the page:

- ◆ Provide a wallet-sized (2.5" x 3.5") colour or black and white photograph. Click the "Browse" button to locate your photograph on your computer. The file must be .jpg format (approx. 256 kbs). Click "Upload";
- ◆ The photo can be a colour or black and white photograph of yourself;
- ◆ The photograph will be resized to the standard height of 3";
- ◆ CaRMS will forward your photograph to those programs to which you assign it;
- ◆ Your photograph will only be revealed to the programs you have assigned it to at the beginning of the national interview period.

8.5 List of References

This category is where you define who your referees will be and where you print the *Request for Letter of Reference Cover Sheets*.

NOTE: Each *Letter of Reference* record must be finalized separately.

8.5.1 Creating a New Reference

Reference Writer Details refers to the referee's name, place of work (for your information only) and address.

Reference Letter Details refers to the type of letter your referee should prepare. You can choose either a generic, discipline specific or program specific letter. This selection will help you to identify the letter and assign it to the correct program later.

- ◆ Each time you create a new record, ensure you have a blank page by clicking the *Add Another Reference* button;

- ◆ Multiple reference letter requests can be made to one reference writer. A cover sheet must be created for each. Please ensure you are using the "Discipline", "Program" or "Other" options when creating your personal letter cover sheets to ensure you are able to differentiate between letters of reference. Anything selected using these options will not be visible to the programs to which you have applied.

8.5.2 Editing a Reference

If you have NOT finalized a *Letter of Reference* record and would like to make changes:

- ◆ Click on the appropriate title in the *List of References* at the bottom of the page. This will bring the information into the fields at the top of the page;
- ◆ Make the required changes and click on *Save*;
- ◆ If the record is complete, click on the *Finalize* button in order to be able to print the *Request for Letter of Reference Cover Sheet*.

8.5.3 Deleting a Reference

A *Letter of Reference* record may be deleted before it has been finalized, but not after it has been finalized or submitted to a program.

To delete a *Letter of Reference* record:

- ◆ Click the *Delete* button to the far right of the title you would like removed in the *List of References*. Note: This will also remove the document from your electronic document tracking;
- ◆ If the *Delete* button is not available, the *Letter of Reference* record cannot be removed as it has already been finalized or assigned to a program.

8.5.4 Print Request for Letter of Reference Cover Sheet

Once a *Letter of Reference* record has been finalized, a *Print a Request Letter* button will appear. This produces a *Request for Letter of Reference Cover Sheet* which is essential to the identification of the *Letter of Reference* and must be given to the reference letter writer with instructions to return it to the CaRMS office attached to the completed *Letter of Reference*.

A cover sheet must accompany each *Letter of Reference* sent to CaRMS.

- ◆ After you have created and finalized a *Letter of Reference* record to include in your *List of References*, click on the *Print Request Letter* button beside the title of the record, then press *Print*;
- ◆ Sign the cover sheet and then forward it with instructions to the specified reference letter writer(s), including the date the referee must send the letter to CaRMS. You can fax the cover sheet to your referee; however, neither reference letters nor cover sheets can be faxed to CaRMS.

NOTE: You should specify an earlier deadline than the one listed on the CaRMS timetable so that your referee has some leeway to get the letter to CaRMS by the milestone.

If there is no *Print Request Letter* button, the *Letter of Reference* record has not been finalized. You must click on the title of the *Letter of Reference* record, on the bottom half of the page, then click the *Finalize* button.

8.6 Extra Documents

Click on the *Extra Documents* category on the left side of the page. Enter information for each extra document you would like processed by CaRMS. Send the appropriate cover sheet along with the document to CaRMS. Only documents arriving with a cover sheet will be processed, with the exception of *Medical School Transcripts* and *Medical Student Performance Records / Dean's Letters*.

NOTE: Send only abstracts to CaRMS. If an Extra document is more than five pages in length, only the first five pages will be scanned.

8.6.1 Creating a New Extra Document

The *Extra Document's Title* should be as specific as possible. The programs will not see the title, but a detailed title will help you to avoid confusion when you are assigning documents to programs.

- ◆ Ensure you have a new page by clicking the *Add Another Document* button;
- ◆ Once you are completely satisfied with the information, click the *Finalize* button. This will remove the *Save* button and reveal the *Print Cover Sheet* button.

NOTE: All records must be finalized separately.

8.6.2 Editing an Extra Document

If you have not finalized your *Extra Document* and would like to make changes:

- ◆ Click on the desired title in the *List of Extra Documents* at the bottom half of the page. This will bring the information into the boxes at the top of the page;
- ◆ Make the required changes and click on the *Save* button;
- ◆ Click on the *Finalize* button to print the cover sheet.

NOTE: All edited records must be finalized separately.

8.6.3 Deleting an Extra Document

An *Extra Document* may be deleted before and after it has been finalized, but not after it has been assigned and submitted to a program.

NOTE: If the *Delete* button is not available, the document has already been assigned and submitted to a program.

8.6.4 Printing Extra Document Cover Sheets

An *Extra Document Cover Sheet* must accompany each *Extra Document* sent to CaRMS.

- ◆ After you have created an *Extra Document* record it will be viewable on the bottom half of the page in the *List of Extra Documents*. Click on the *Print Cover Sheet* button beside the title, then *Print*;
- ◆ Sign your *Extra Document* cover letter and send it directly to CaRMS with the associated document.

NOTE: If there is no *Print Cover Sheet* button, you must click on the title of the *Extra Document* in the *List of Extra Documents* and click the *Finalize* button. Each record must be finalized separately.

An *Extra Document Cover Sheet* is essential to the identification of the *Extra Document* and must be attached to your document and submitted to CaRMS or it will not be processed.

8.7 Document Tracking

In the *My Documents* section, click on *Document Tracking* on the left of the page.

This report lists the documents you created. A date to the right of the document, under the *Document Scanned at CaRMS* column, indicates it has been processed and scanned by CaRMS. *No* indicates CaRMS has not processed the specified document. This list does not indicate if or where a document has been assigned.

- ◆ Click the *Printer Friendly* button to print the report, and then click *Print*.

8.8 Return of Documents

Applicants can choose to have their documents returned to them at the address listed on the Applicant Webstation *Personal Data* page after the match is complete. CaRMS will return eligible documents to Applicants unless the medical school to which the Applicant matches requests their documents.

NOTE: Documents that are not returned to Applicants will be destroyed three years after the match is complete. CaRMS does not return photocopies or letters of reference to applicants.

In the *My Documents* section, click on *Return Documents* on the left side of the page:

- ◆ Click the *Make Payment* button;
- ◆ Complete the current invoice

9. MY PROGRAM SELECTIONS AND ASSIGNMENTS

The *My Program Selections and Assignments* section of the AWS has four (4) categories: *Program Selection*; *Selections Report*; *Document Assignment*; and *Interview Schedule*.

The act of submitting the application in the *My Application* section is completely separate from the submission of your program selections. Programs selections are only submitted to CaRMS with an explicit act of submitting an invoice (even if there is no amount owing).

9.1 Program and Documents Selection Rules

9.1.1 Selected Versus Submitted

It is important to point out the difference between *Selected* and *Submitted* in the context of programs and document assignments.

On the *Program Selection* page, when a program is *Selected*, it will appear in the *Selected Programs to be Submitted* box. When a program is *Submitted*, it will no longer be listed in the *Please Select a Program* box or the *Selected Programs to be Submitted* box, but will be listed in the *Selections Report*. A date will appear in the far right column opposite the program indicating when it was submitted to your application.

When a document is *Submitted* to a program, it will appear in the *Assigned Document* column of the *Selections Report* with the submitted date in the column to the right of the document's title.

9.1.2 Timing

Programs can only be submitted **after you have completed and submitted your application**. Programs may be selected and saved at any time. These selections will be saved, but are not submitted (applied), until you have made payment.

Documents can only be assigned to a program after you have selected and submitted that program. Please review the timetable to see when programs will become available for selection.

9.1.3 Bilingual Application Assignment (skip if English only)

When you are ready to submit your program selections, you will be required to assign the French or the English version of your application to individual programs. Your assignment can be changed right up until the *Program File Review Period* opens.

9.1.4 View Program Directory

To view the *CaRMS Program Directory*, click on the *View Program Directory* button at the bottom of the *Program Selections* page.

The *CaRMS Program Directory* is an up-to-date listing of postgraduate programs available at 17 Canadian medical schools. It is revised frequently as programs are updated, requirements change, and other new information is sent to CaRMS by the various medical schools across Canada.

Depending on your search requirements, you can click on either of the following buttons: *Specialty* and *University*.

9.2 Program Selection

In the *My Program Selections and Assignments* section, click on *Program Selection* on the left side of the page.

Note: This link disappears after the withdrawal date has passed.

After creating an application with supporting documents, Applicants must choose programs to which they would like to send their electronic application file. This can be done by viewing programs by university or by discipline.

- ◆ In order to be selected for application, programs in the *Please Select a Program* box *must be* highlighted and then added to the *Select Programs to be Submitted* box;
- ◆ At the end of the selection process, the group of programs must be submitted in preparation for document assignment;
- ◆ The *CaRMS Program Directory* is linked to this page in order to facilitate the reviewing of Program Descriptions before selecting programs to be submitted;
- ◆ To see which programs are available, use the *View By* option which displays programs by university or discipline.

Selection by University

- ◆ Click on the *University* radio button;
- ◆ Click on the drop-down to the right of *Select a University*;
- ◆ Click on the appropriate selection;
- ◆ Click on the desired program identified in the *Please Select a Program* box;
- ◆ Hold down the control key while selecting multiple programs;
- ◆ Click on the *Add* button to add your selection to *Selected Programs To Be Submitted*;
- ◆ To remove a program from your selection, click on the desired program and select *Remove*.

Selection by Discipline

- ◆ Click on the *Discipline* radio button to the right of *View By*.

Remaining steps are the same as *Selection by University*.

Submit Your Program Selections

Once you are sure the programs you would like to send your application to are in the *Selected Programs to be Submitted* box, click the *Submit* button on the *Program Selection* page. You will be forwarded to the invoice page where you must pay the balance on your account.

NOTE: You can always add more programs, but your application CAN NOT be withdrawn from a particular program. You cannot de-select or remove programs after a program has been submitted.

Assign Application Language (Requested Feature)

Once an Applicant who has completed a bilingual application clicks the *Submit* button, they will be required to select the language of the application they would like to send to a program. After assigning, click *Submit* and you will be forwarded to the invoice page where you must pay the balance of your account.

Preview Your Invoice

To review the invoice that resulted from your selection of programs, click on the *Current Invoice* button on the left hand side of the page in the *My Account* section of the application.

Note (R-1 only): Four program selections are included with your registration fee. Each program selected after the first four will cost \$24.00.

9.3 Selections Report

In the *My Program Selections and Assignments* section, click on *Selections Report* on the left side of the page.

This page shows you all the *Submitted Programs* you chose to send your electronic application to, along with the *Assigned Documents* you submitted to each program and the *Date of Submission*.

- ◆ Click on the *Printer Friendly* button and then click on *Print* to print a copy of this report for future reference.

9.4 Document Assignment

In the *My Program Selections and Assignments* section, click on *Document Assignment* on the left side of the page.

This link will only function if you have selected and submitted at least one program. This link disappears after the withdrawal date has passed.

- ◆ The programs that you have selected and submitted will appear in the *Program Submitted* box. These programs will require you to assign documents to them;
- ◆ Each document assigned will be sent electronically to the specified program. It is highly recommended that you stay close to the guidelines set by the program.

NOTE: Before assigning a *Letter of Reference* or *Extra Document*, check that CaRMS has received it. To determine this, click on *Document Tracking* in the *My Documents* window.

- ◆ CaRMS advises that the action of assigning should wait until you see the scanned date on AWS.

9.4.1 Document Assignment and Submission

Once you assign documents to a program, they are considered submitted to that program, but they can be removed until PWS opens for file review. Some documents, like *Medical School Transcripts*, will appear by default as mandatory documents and they can not be removed.

- ◆ To assign a document and submit it to a program, highlight a program in the “Program Submitted” box and click *Select Program*;
- ◆ Click on the box to the left of each of the documents in the *Assign the Document to this Program* column that you want to assign to that program. Click on the *Program Supporting Documents Requirement* link to verify what supporting documents that program requires;
- ◆ Click on the *Save* button;
- ◆ The documents you have assigned will now appear in the *Unassign this Document from this Program* box;
- ◆ Check the *Selections Report* to verify which documents have been assigned and submitted to which programs;
- ◆ Warning: If the *Document Assignments* are not saved, your electronic application file will be available to programs, but will be missing the supporting documents.

9.4.2 Document Un-assignment

To un-assign a document:

- ◆ Select the program to which the document assignment is incorrect from the *Program Submitted* box and click on *Select Program*;
- ◆ Click on the box to the left of each of the documents in the *Unassign this Document from this Program* column that you want to unassigned;
- ◆ Click on the *Save* button;
- ◆ The documents you have unassigned will now appear in the *Assign the Document to this Program* column;
- ◆ Check the *Selections Report* to verify which documents have been assigned and submitted to which programs;
- ◆ Click the *Printer Friendly* button and then click the *Print* button in the Selections Report, to print and keep a copy for your records.

9.5 Interview Schedule (First Iteration Only)

The interview schedule is a calendar indicating the dates specified by programs for interviews. The calendar only shows the programs you have selected and/or submitted.

Some programs have not provided CaRMS with interview dates or have specified they will interview at any time during the designated interview period. These programs will not appear in the calendar, but will be listed on the bottom half of the page.

9.6 Rank Order List

NOTE: This link will only appear during the ranking period.

The *Rank Order List* allows you to enter the Match. By selecting programs and submitting them in order of preference, you can now be matched for residency training.

In the *My Program Selections and Assignments* section, click on *Rank Order List* on the left side of the page.

NOTE: CaRMS will not accept transmission difficulties as an excuse for missing the deadline. The deadline date and time are FINAL

9.6.1 Creating and Submitting Your List

- ◆ Enter rank numbers in the boxes to the left of the programs you have applied to and would like to put on your *Rank Order List*. Remember to rank programs in order of preference;
- ◆ Click the *Save* button. The *Rank Order List* page will be split into two sections with your ranked programs at the top and your unranked programs at the bottom;
- ◆ Once your *Rank Order List* is complete, click the *Submit 1 of 2* button;
- ◆ On the confirmation page, click the *Submit 2 of 2* button. Your list is now ready to be used in the Match. You will still be able to make changes to your *Rank Order List*.

Note: You must remember to re-submit your list every time a change is made.

Once your list has been submitted you will receive a confirmation e-mail from CaRMS.

When you are ranking your choices, verify that the names of the program you have ranked are the correct ones.

It is not necessary to include all programs you have selected in your rank order list. You may choose to omit programs you are no longer interested in being matched to.

Interviews are not a prerequisite for ranking. Applicants may rank whichever programs they wish, regardless of whether or not they received interviews with those programs.

Note: Only lists that have been *submitted* will be used in the Match.

9.6.2 Editing Your List

To modify your submitted *Rank Order List*:

- ◆ Click the *View my ROL* button on the *Rank Order List* page; click *Edi;t*
- ◆ Your *Rank Order List* will remain unchanged until you click the *Save* button;
- ◆ Once you have completed your changes, **re-submit** your *Rank Order List*.

9.6.3 Deleting Programs from Your List

To remove a program from your *Rank Order List*:

- ◆ Check the *Remove* box to the right of the program you would like deleted from your *Rank Order List*; Click *Save*.

After saving your list, the remaining ranks on your list will then be re-displayed, closing any gaps that may have been created.

You will still need to re-submit your *Rank Order List*.

9.6.4 Inserting and Moving Programs in Your List

You can insert new programs into your *Rank Order List* or move programs within the list that have already been saved.

To insert a new program into your *Rank Order List*:

- ◆ Enter a rank number in the box to the left of the program in the *Unranked Programs List* that you would like to add to your *Rank Order List*; Click *Save*.

To move a program already in your *Rank Order List*:

- ◆ Enter the new rank number in the *Move To* box to the right of the program in the *Ranked Programs List* that you would like to move; Click *Save*.

These modifications affect your entire list. Rank orders will change to reflect your changes.

9.6.5 Couples Seeking Matches Together

In order to participate in the Match as a couple you must identify your partner in AWS after the ROL period begins (you will only have to do this once). Your partner must also identify you as their partner.

- ◆ Click the *Couple* button;
- ◆ Enter your partner's 5-digit CaRMS code and last name in the spaces provided; Click *Save*.

Each partner must enter his/her side of the list of paired programs independently into the ranking system. After **both** of you have correctly identified your partner in the ranking system, and entered your choices, you can select the *Display/Print* button to view a confirmation of your entries.

9.6.6 Continuing as a Single

If during the matching process you decide you would like to continue as a single:

- ◆ Click the *Continue as Single* button to return to the ranking worksheet page.

NOTE: This will remove your entire *Rank Order List* and you will have to start your list over again.

9.6.7 Displaying and Printing Your List

We recommend you print your *Rank Order List* information, which you can do at any time by clicking the *View ROL* option.

10. MY ACCOUNT

10.1 Current Invoice

In the *My Account* section, click on *Current Invoice* on the left side of the page to view your invoice.

10.2 Payment History Report

In the *My Account* section, click on *Payment History Report* on the left side of the page.

This page shows the history of all charges and payments for CaRMS services, by date.

- ◆ Click on the *Printer Friendly* button to print out a copy of the *Payment History*;
- ◆ Click on the *Make Payment* button to go to the *Current Invoice* page.

11. CONTACT US

We value any comments that our users may have. We encourage you to contact us with ideas, feedback or questions. Click *Contact Us* at the top or bottom of the page to do so.

You will require your *CaRMS Applicant Code*, found on the *Personal Data* page in the *My Application* section, if you need to contact the CaRMS Help Desk.

12. POLICIES AND CONTRACT

CaRMS policies page can be accessed by clicking on the *Policies* link in the top and bottom menus.

Information on the CaRMS contract can be accessed by clicking on the *Contract* link found only in the bottom menu.

13. HELP (TIPS ON USING AWS)

The *Help* page can be accessed by clicking on *Help* in the top or bottom menus.

Should you require further assistance or would like to ask a question, provide feedback, or make a suggestion, e-mail the CaRMS Help Desk at help@CaRMS.ca.

You can also call the CaRMS Help Desk, Monday to Thursday, 8:00hr to 18:00hr, Friday 8:00hr to 16:00hr ET, at 1-877-227-6742.