



Enter your case-specific enquiry using the [online web form](#). Include as much detail as possible and if this form is in reference to an application in progress, be sure to accurately select whether your application was an in-Canada application or an application made to a visa office outside of Canada.

Be sure to fill out all applicable fields and provide a clear explanation in the text box. After you click 'next', you will have an opportunity to upload documents, if necessary.

_____: take timestamped screenshots of your submission and the confirmation page once you make submission.

: If you have an application in progress, there is no guarantee that the information will be seen by the officer who will assess your application.

_____, describe the nature of the issue and include screenshots of the error that you are receiving.

To speak to an agent, follow these steps:

_____ Between Monday-Friday 8am-4pm (local time; except statutory holidays), dial 1-888-242-2100.

_____ Dial 1 for service in French (if applicable). Otherwise, wait for the following options.

_____ Press 1 to input Unique Client Identification (UCI) Number (this can be found on your study permit). If you don't have one or do not want to provide yours, press 2.

Dial 1 for questions about an application or candidate profile, updating personal information or replacing documents

Dial 2 for victims of abuse or to report abuse or fraud

Dial 9 to hear the options listed again

