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Introduction

PARIS Overview

The Program Approval and Registration Information System (PARIS) is a public-facing, secure web application used to support the administration of a Private Career College (PCC) under the authority of the Private Career Colleges Act and its regulations.

An individual uses PARIS to:
- View the orientation video about the PCC registration process and requirements;
- Request a Business Name Approval; and
- Submit inquiries to the Private Career Colleges Branch (PCCB).

Once an application is submitted, an individual can also:
- Check the status of an application;
- Send updates; and
- Withdraw an application / inquiry.

Business Name Approval

If a business name includes the term “institute” or “college” (or the French equivalent), a business name approval application must be completed to receive Ministry consent. You must produce proof of business name approval when you register as a new Private Career College. No fees are associated with a business name approval application.

Using this Guide

This guide provides step-by-step instructions for individuals to use PARIS. This guide is a reference for the system only. No business functions outside the system are included.

- Tips appear with a hand symbol: 
- Important notes appear with an information symbol: 
- Cross references within the document can be identified by green underlined text. Click on the link to jump to that section.

Getting More Information / Assistance

- On most pages in PARIS you will see a link to relevant guidelines that will assist you when completing that section. Click Show Guidelines.
- See the appendix for a list of terms and abbreviations.
- For questions and technical support, email: PCC@ontario.ca
Performing Common Tasks

Logging In

You require a log in and password to access PARIS. If you have not enrolled in PARIS, see the PARIS Enrolment Guide for New Users.

1. Open your Internet browser such as Internet Explorer.

2. Enter the following address: https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/login.xhtml then press [Enter]. The Log in or register page appears.

3. Enter your Email Address and Password then click Log In. The Dashboard appears.

Logging Out

Click Log Out. The Log in or register page appears.
Performing Common Tasks

Updating Your User Information / Password

1. Click the Welcome link. The User Information page appears.

2. Update the information.
   - If you are changing your password, your new password must be at least 12 characters in length, contain at least one uppercase character, at least one lowercase letter, a special character and at least one number.

3. Click Save. A confirmation message appears.

Updating Your Email Address

You cannot change your email address directly in PARIS. Submit an inquiry to the ministry indicating your new email address. For details on sending an inquiry see page 21.
### Understanding Page Layouts

**Dashboard**

- After you log in, the first page to appear is the Dashboard.

(Your page may show different options)

- To access the Dashboard from any page, click the Dashboard link.

- The Dashboard is organized into three sections:
  1. **To-Do** section identifies draft applications and inquiries that have not been submitted to the Ministry. Applications and inquiries returned by the Ministry for your action also appear in this section.
     - If a draft application is inactive for six months or active for one year, it will be removed from the To-Do section upon notification from the Ministry.
  2. **Waiting for Response** section lists applications and inquiries you have submitted to the Ministry.
  3. **Ministry Decision** section lists applications the Ministry has released a decision on.
     - Items remain in the Ministry Decision section for 90 days. Items will be available through the search module after that.

- Items in each section are collapsed under a banner.

The number beside the arrow in the banner indicates the number of items in the list. Click the banner to expand the section and view the items.
Other Pages

- If you submit an application, you will be working in another type of page.
- The left navigation pane displays a menu. A light grey background indicates where you are in an application. In the above example, the current page is the “Summary”.
- Information entered in an application is validated by the system. A checkmark next to the application heading indicates that the section is complete.
- The top centre identifies the user role currently logged in and provides a quick link to the Dashboard. This section also contains the link to the Log Out function.
- The top right section displays the Application ID and current Application Status.
- Do not use the browser’s back arrow at the top of the web page. Use the Next and Back buttons found on the PARIS pages to move to the next / previous page.
- You can close the browser at any time, but unsaved information will be lost.
Searching – Generic Process

1. Open the section you want to search in such as business name approval or inquiry.

2. Click the Search Application or Search Inquiry link. The Search Criteria page appears.

   ![Search Criteria Page Example](Example of a search criteria page for a Business Name Approval application)

3. Enter the search criteria.
   - To find all the records, leave the search criteria blank.
   - Search criteria is not case-sensitive; you can enter information in UPPERCASE or lowercase.

4. Click the Search button. The results appear in a table below the search criteria section.

   ![Search Result Table Example](Example of a search result table for a Business Name Approval application)

5. Click the blue Application ID link to open the item.
Viewing Details

1. After you perform a search, a table appears with the search results. Notice that the Application ID number is a blue link.

2. Click the blue ID link. The Summary page appears.

3. Click the arrow to expand a certain section. 
   - Click **Show Details** to expand all sections in one step.

Uploading a Document

*Introduction*

Supporting documents can be attached (uploaded) to an inquiry or application.

You can upload the following types of files:
- Microsoft Word
- Microsoft Excel
- Image
- Text
- Adobe PDF

- If the document is larger than 10MB, it must be split into smaller files and uploaded separately.
Uploading a Document

1. If the Supporting Documents page is not on your screen, click the Supporting Documents link.

2. Click Upload Additional Document. The following page appears.

3. Enter the Document Type.

4. Enter additional information about the document in the Description field.

5. Click Browse. The Choose File to Upload page appears.

6. Select the file to be uploaded.

7. Click Open.

8. Click Save. The file name appears in the table at the bottom of the page.

9. Click Save & Return. The Supporting Documents page appears.
Performing Common Tasks

10. Verify that the file has been added to the table.

11. If the document is correct, click \[\text{Upload}\]. The \emph{Supporting Document} page appears showing the date of the uploaded document.

12. Click \[\text{Save \& Return}\].

13. Click \[\text{Next}\]. The \emph{Application Summary} page appears.

\textit{Removing an Uploaded Document}

Following are instructions on removing an uploaded document.

1. Access the \emph{Supporting Documents} page.

2. Click \[\text{Upload}\] to open the page with the “Remove” button.
Performing Common Tasks

Withdrawing an Application / Inquiry

You can withdraw an application or inquiry that you have started, saved, or submitted to the Ministry.

1. **If the application / inquiry has not been submitted:** Open the application from the To-Do section of the Dashboard.

   ![To-Do Section](image)

   **To-Do**
   
   - New PCC Registration
   - Draft
   - Application ID: Debs School
   - Legal Name: Debs School
   - Operating Name: Debs School 14

   If you have submitted the application / inquiry: Open it from the Waiting for Response section of the Dashboard.

   ![Waiting for Response Section](image)

   **Business Name Approval / New Business Name Approval / Summary**

<table>
<thead>
<tr>
<th>Organization</th>
<th>Application ID</th>
<th>Application Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Name Approval Application</td>
<td>BNA-28850887</td>
<td>Draft</td>
</tr>
</tbody>
</table>

2. **Click Withdraw:** A confirmation message appears.

3. Click OK to continue.
   - The application / inquiry is removed from the Dashboard.
Viewing the Orientation Video

Introduction

The video walks through the Private Career College registration process and requirements. A new applicant must view the PCC Registration Orientation Program video before applying for registration to operate a private career college.

The video takes approximately 30 minutes to view.

The video is also available on the Private Career Colleges Branch portal.

Viewing the Video

1. Click Orientation. The video starts.
    Generally, the video advances automatically. Click the Next and Previous buttons to move manually through the slides.
    You can jump to sections or repeat sections already completed.
    To read a transcript of the narrative: click Transcript.
    If you cannot finish the orientation in one sitting, the system will save the location where you left off. The next time you run the orientation, the system will ask you if you want to continue or start again.

2. Once the video is finished, click I have finished. The Declaration and Consent page appears.

   (If you are reviewing the video again, the I have finished button will not appear.)

3. Click the I Agree check box.

4. Click Submit.
Getting a Business Name Approved

Introduction

If you want to use the term “College” or “Institute” (or their French equivalents) in your business name you must have approval from the Ministry. Once you receive approval you must upload the Business Name Consent letter to your application to register as a Private Career College.

There is no fee associated with submitting a Business Name Approval (BNA) application.

Application Process
Step 1: Start the Application

⚠ A Business Name Approval application must be completed only if you want to use the term “College” or “Institute” (or their French equivalents) in your proposed business name.

💬 As you work through the application, more questions / fields may appear based on your input.

1. Click Business Name Approval.
2. Click the New Business Name Approval link. The application appears.
3. Enter the information.

   A red asterisk indicates a mandatory field.

4. Click **Save & Next**. The **Supporting Documents** page appears.

   - A green checkmark in the navigation bar indicates that the section is complete.
The application status is “Draft”.
The draft application can be found in the To-Do section of the Dashboard.

Step 2: Upload Supporting Documents (optional)

For details see page 7.

Step 3: Review and Submit the Application

1. If the Application Summary is not on your screen, click the Summary link.

2. Click .

3. Review / edit the application if required.

To edit a section:

(1) Click Revise.  (2) Make the changes.  (3) Click Save (4) Click the Summary link.

4. Click Submit. The Declaration and Consent page appears.

5. Read the Declaration and Consent then click I Agree. A confirmation message appears.

6. Click Exit

➢ A notification is emailed to you.
Getting a Business Name Approved

- The application status changes to “Under Review” and appears in the Waiting for Response section.

Step 4: Wait for the Ministry Decision

Introduction

While you wait for the ministry decision you can withdraw your application or make revisions.

Withdrawing an Application

You can withdraw your application at any time. See page 10 for details.

Revising an Application

Making Revisions Requested by the Ministry

You will be notified by email if the Ministry requires more information or a revision.

1. Click on the link in the email, then log in to PARIS.

2. From the To-Do section locate the application with the “Incomplete” status.

3. Click the blue application ID link. The Summary page appears.
4. Click Show Details.
   - The application expands.
   - If an application is “Incomplete”, the Ministry will include comments. There are several areas where comments can be found on the Summary page.

![General Comments](image)

- Only those sections of the application that require additional information or a revision will be unlocked. The unlocked sections of the application can be identified by a Revise link.

5. To edit a section:
   5.1. Click Revise. The section opens.
   5.2. Make the change(s).
   5.3. Add external comments then click Save.
   5.4. Click Save & Next until you get to the Application Summary page.
   5.5. Click Submit. A confirmation message appears.
   5.6. Click I Agree.
   5.7. Click Exit.
   - A notification is emailed to you.
   - The application moves to the Waiting for Response section with a status of “Under Review”.

**Revising an Application with an “Under Review” Status**

If you want to make a change to an application whose status is “Under Review,” you must submit an inquiry to the Ministry requesting to have a section of an application opened for revision. In the inquiry, indicate which section(s) of the application you want to change. For instructions on sending an inquiry about an application, see the next section.

**Sending an Inquiry about a Submitted Application**

You can submit an inquiry related to the application. To send in inquiry not related to the application, see Making an Inquiry starting on page 20.
1. Open the application and access the **Application Summary** page.

2. Click [Create Inquiry]. The **Inquiry Details** page appears.

3. Follow the steps on creating an inquiry starting on page 22.

**Step 5: View the Ministry Decision and Letter**

After the Ministry reaches a decision, the system emails you the response. The ministry decision appears in the **Ministry Decision** section in the Dashboard.

ℹ️ A ministry decision remains in the Dashboard for 30 days. If you want to review a decision that is no longer in the Dashboard, you must search for it.

1. Click on the link in the email then log in to PARIS.

2. In the **Ministry Decision** section of the Dashboard, locate the application.

   ![Ministry Decision](image)

   The ministry decision appears at the top of the table.

3. If the application is not rejected, there is a letter uploaded to the file; there is no letter if the application is rejected.

4. Click the **Summary** link. The **Summary** page appears.

5. Expand the **Communication Letter** section.
6. Click the blue document link.

7. Click Open. The document appears in PDF format.

8. Print / save the document as required.

9. Close the document when you are done. Click ✗.
Making an Inquiry

Introduction

The inquiry function is designed so that you can research questions from a list of Frequently Asked Questions (FAQs). If you cannot find the answer from the list of FAQs, you can submit an inquiry to the Ministry directly from PARIS. If you want to make an inquiry about a specific application, see page 17.

Inquiry Process

Check the list of Frequently Asked Questions (FAQ)

If answer is not in FAQ create an inquiry

- Inquiry is in To-Do section until submitted
- Status is “Draft”
- Revisions can be made
- Inquiry can be withdrawn

Applicant reviews / edits then submits the inquiry

- Ministry may request more information / revisions
- Inquiry is in To-Do section
- Status is “Incomplete”

Ministry reviews the inquiry

- Inquiry is in Waiting for Response section
- Status is “Under Review”
- Inquiry can be withdrawn

Ministry emails the decision

- Inquiry is in Ministry Decision section
Submitting an Inquiry

*Step 1: Check the List of Frequently Asked Questions (FAQ)*

1. Click **Inquiry**.

2. Click the **New Inquiry** link. The **Inquiry Information** page appears. 
   - As you work on your inquiry, it will be available in the **To-Do** section with the status of “Draft”.

3. Select the **Inquiry Category** from the dropdown list.

4. Select the **Inquiry Topic** from the dropdown list.

5. If a **Sub-category** appears, select an option.

6. Click **Search FAQ**. A list of frequently asked questions appears based on the category and topic you selected.
7. **To read the answer:** Click on the blue question link. The answer appears below the question.  
**To hide the answer:** Click on the question link again.

**Step 2: Submit an Inquiry (if required)**

If your question has not been answered in the FAQ list, you can submit an inquiry to the Ministry.

1. From the bottom of the Inquiry Information page, click **Create Inquiry**. The **Inquiry Details** page appears.

2. Review the requestor information. Update your information if it is incorrect. (See page 3 for details).

3. Select the **Inquiry Category** and **Inquiry Topic**.

4. Type your question or inquiry in the box at the bottom of the page. 
   - Your inquiry is limited to 4,000 characters. If there is not enough room for your question, you can type it in a word processor then upload it as a supporting document in step 6 below.

5. Click **Save & Next**. The **Supporting Documents** page appears.
6. Add supporting document(s) if required. See page 8.

7. Click Next. The Inquiry Summary page appears.

8. Click Show Details. The sections expand.

9. Review / revise the inquiry information. To make a revision: (1) Click Revise. (2) Make the changes. (3) Click Save. (4) Click the Inquiry Summary link.

10. Click Submit. A confirmation message appears.

11. Click Exit. The inquiry appears in the Dashboard’s Waiting for Response section with the status of “Under Review.” You will receive an email from the system after the Ministry has reached a decision.
Step 3: Wait for the Ministry Response

Withdrawing an Inquiry

You can withdraw your inquiry at any time. See page 10 for details.

Handling a Request for More Information

You will receive system-generated emails from PARIS. Some notifications are for information purposes only, however some emails indicate that action is required. If action is required:

1. From the email, click the blue link. The PARIS login page appears.
2. Log in to PARIS.
3. Open the inquiry in the To-Do section with the “Incomplete” status. The Inquiry Summary page appears.
4. Click . External comments appear for your review and action.
5. Take the appropriate action based on the External Comments.
   - Unlocked sections require additional information / or revision. The unlocked sections of the complaint can be identified by the word Revise.
   1) Click Revise. The section opens.
   2) Make the revisions.
   3) Click until you land on the Summary page.
   4) Enter your Comments to the Ministry. This may include an explanation of the changes you made.
6. Click . The inquiry is in the Waiting for Response section.
Step 4: Review the Ministry Response

You will receive an email from the system with the Ministry’s response.

1. Click on the link in the email then log in to PARIS.

2. Locate the inquiry:
   - If the inquiry is in the **To-Do section**:
     1. Open the inquiry.
     2. Read the inquiry response.
     3. You can:
        - Withdraw your inquiry: Click **Withdraw**.
        - Close the inquiry: Click **Close-Resolved**.
        - Send back a response: Enter a comment, click **Save** then click **Submit**.

   - If the inquiry is in the **Ministry Decision Section** with the status “Closed – Resolved”, the ministry has closed the inquiry. There are no other details provided when an inquiry is closed.
<table>
<thead>
<tr>
<th>Term or Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Name Approval</td>
<td>The process of an applicant submitting a Business Name Approval application for using a controlled term (College or Institute) in their Legal / Operating Name to the Ministry of Training, Colleges and Universities, Private Career College Branch.</td>
</tr>
<tr>
<td>Inquiry</td>
<td>The process of an applicant submitting an inquiry to the Ministry of Training, Colleges and Universities, Private Career College Branch.</td>
</tr>
<tr>
<td>Ministry</td>
<td>Ministry of Training, Colleges and Universities</td>
</tr>
<tr>
<td>MTCU</td>
<td>Ministry of Training, Colleges and Universities</td>
</tr>
<tr>
<td>Orientation</td>
<td>The process of an applicant completing the orientation video before they start using the PARIS system to submit applications.</td>
</tr>
<tr>
<td>PARIS</td>
<td>Program Approval and Registration Information System</td>
</tr>
<tr>
<td>PCC</td>
<td>Private Career College</td>
</tr>
<tr>
<td>PCCA</td>
<td><em>Private Career Colleges Act, 2005.</em> The PCCA and its regulations are the specific laws that govern the PCC sector in Ontario.</td>
</tr>
<tr>
<td>PCCB</td>
<td>Private Career Colleges Branch</td>
</tr>
</tbody>
</table>