PARIS
Program Approval and Registration Information System

Reference Guide for Students

February 2019
# Table of Contents

## Introduction ................................................................................................................... 1
- PARIS Overview ............................................................................................................. 1
- Using this Guide ............................................................................................................. 1
- Getting More Information / Assistance .......................................................................... 1

## Performing Common Tasks ......................................................................................... 2
- Logging In ......................................................................................................................... 2
- Logging Out ....................................................................................................................... 2
- Updating your Contact Information / Password ............................................................. 3
- Updating Your Email Address .......................................................................................... 3
- Understanding the Dashboard .......................................................................................... 4
- Uploading a Document ..................................................................................................... 5
  - Introduction ....................................................................................................................... 5
  - Uploading a Document in a Supporting Documents List ........................................... 5
  - Uploading an Additional Document ............................................................................. 7
  - Viewing an Uploaded Document ................................................................................... 9
  - Removing an Uploaded Document .............................................................................. 9
- Working on a Draft Inquiry / Complaint ......................................................................... 10
- Withdrawing an Inquiry / Complaint .............................................................................. 11

## Submitting an Inquiry .................................................................................................. 12
- Introduction ....................................................................................................................... 12
- Inquiry Process ................................................................................................................. 12
- Submitting an Inquiry ...................................................................................................... 13
  - Step 1: Check the List of Frequently Asked Questions (FAQ) ................................... 13
  - Step 2: Submit an Inquiry (if required) ........................................................................ 14
  - Step 3: Wait for the Ministry Response ...................................................................... 15
    - Introduction ................................................................................................................... 15
    - Withdrawing an Inquiry ............................................................................................... 16
    - Handling a Request for More Information ................................................................ 16
  - Step 4: Review the Ministry Response ...................................................................... 17

## Student Complaints ..................................................................................................... 18
- Introduction ....................................................................................................................... 18
- Complaint Process ........................................................................................................... 18
- Understanding the Complaint Page ................................................................................ 19
- Submitting a Student Complaint .................................................................................... 20
  - Step 1: Start the Complaint .......................................................................................... 20
  - Step 2: Enter the Complaint Details ............................................................................ 21
  - Step 3: Upload Supporting Documents ...................................................................... 23
  - Step 4: Review, Revise and Submit the Complaint ..................................................... 23
  - Step 5: Wait for the Ministry Response ...................................................................... 24
    - Introduction ................................................................................................................... 24
    - Withdrawing a Complaint ............................................................................................. 24
    - Handling a Request for More Information .................................................................. 24
  - Step 6: View the Ministry Decision ............................................................................ 26
    - Introduction ................................................................................................................... 26
Viewing a Decision Letter ................................................................. 26
Viewing a Complaint ........................................................................ 27
Editing a Complaint ........................................................................ 27
    Editing a Complaint Located in the To-Do Section ..................... 27
    Editing a Complaint Located in the Waiting for Response Section 29

Appendix: Glossary ........................................................................ 30
Introduction

PARIS Overview
The Program Approval and Registration Information System (PARIS) is a secure web application available to students of a registered private career college (PCC).

Students can use PARIS to:
- Submit inquiries; and
- Submit a student complaint to the Superintendent of Private Career Colleges.

- Once an inquiry or complaint is submitted, a student can also:
  - Check the status of their submissions;
  - Send updates; and
  - Withdraw their inquiry / complaint.

Using this Guide
This guide provides step-by-step instructions for students on using PARIS.

- A cross-reference link within the guide can be identified by green underlined text. Click on the link to jump to that section.
- Tips appear with a hand symbol: ✂
- Important notes appear with an information symbol: 📝
- On most pages in PARIS you will see a link to relevant guidelines that will assist you when completing that section. Show Guidelines
- See the appendices for a list of terms and abbreviations/acronyms.

Getting More Information / Assistance
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 registered 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

1. Click Log Out. The Log In page appears.
Performing Common Tasks

Updating your Contact Information / Password

1. From the top of the screen click Welcome. The User Information page appears.

![User Information screen capture](image)

*(Partial window sample only)*

2. Update the information.
   - If you are changing your password, your new password must be at least eight characters in length, contain one upper case character and one number.

   ![Password field](image)

3. Click **Save**. A confirmation message appears at the top of the page.

4. Click **Exit**.

**Updating Your Email Address**

You cannot change your email address in PARIS. Submit an inquiry to the Private Career Colleges Branch (PCCB) indicating your new email address. For details on sending an inquiry see the information starting on page 13. (Step 2.)
Understanding the Dashboard

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

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

- The Dashboard is organized into three sections:
  1) The To-Do section identifies draft inquiries/complaints that have not been submitted to the Private Career Colleges Branch (PCCB). Inquiries/complaints returned by PCCB for your action also appear in this section.
    - If a "draft" inquiry/complaint 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) The Waiting for Response section lists inquiries/complaints that you have submitted to the Ministry.

  3) The Ministry Decision section lists inquiries/complaints 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.
Uploading a Document

Introduction

Supporting documents can be attached / uploaded to an inquiry or complaint.

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 in a Supporting Documents List

For a complaint, PARIS lists the documents you must upload to support your complaint.

1. Open the complaint.

2. Click the Supporting Documents link. The Supporting Documents page appears.

3. Click the appropriate Upload button. The following page appears.
4. (Optional) Enter information about the document in the Description area.

5. Click \(\text{Browse...}\). The Choose File to Upload page appears.

6. Select the file to be uploaded.

7. Click \(\text{Open}\).

8. Click \(\text{Save & Return}\). The file name appears in the Supporting Documents list.

9. Verify that the file has been successfully attached. Look at the Status column of the Supporting Documents list. The document Status should indicate “Draft”.
Uploading an Additional Document

You can upload a document to support your inquiry / complaint.

1. Click the Supporting Documents link. The Supporting Documents page appears.

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

3. Enter the Document Type.

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

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

6. Select the file to be attached then click Open.
7. Click Save & Return. The file name appears at the bottom of the table.

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

9. If the document is correct, click Upload. The Supporting Documents page appears showing the uploaded document.

10. Click Save & Return.
Performing Common Tasks

Viewing an Uploaded Document

1. Click the Supporting Documents link. The Supporting Documents page appears.

2. Click the blue file name link. The File Download window appears.

3. Click Open. The document opens.

4. When you are done, click close.

Removing an Uploaded Document

1. Click the Supporting Documents link. The Supporting Documents page appears.
2. Click the applicable link. The following page appears.

![Supporting Documents]

2. Click the applicable link. The following page appears.

![Version: V1]

3. Click . The document disappears from the list.

4. Click .

**Working on a Draft Inquiry / Complaint**

**To save an inquiry / complaint and return to it later:**

Click . A confirmation message may appear. The inquiry / complaint can be found in the To-Do section with a status of “Draft”.

![To-Do]

**To continue working on a draft inquiry / complaint:**

Look in the To-Do section in the Dashboard.
Performing Common Tasks

Click the blue Inquiry ID link.

**Withdrawing an Inquiry / Complaint**

You can withdraw an inquiry or complaint at any time.

1. From the Dashboard, open the inquiry / complaint. The *Summary* page appears.

(Example of the Inquiry Summary page)

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

3. Click **OK**.
Submitting an Inquiry

Introduction

The inquiry function is designed so that you can review answers to a list of Frequently Asked Questions (FAQs). If you cannot find the answer you are looking for, you can submit an inquiry to PCCB directly from PARIS.

Inquiry Process
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 using the FAQ list, you can submit an inquiry to the Ministry.

1. 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** from the dropdown list.

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

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

6. Type your question in the box at the bottom of the page.
   - **Notice:** There is a limit of 4,000 characters. If there is not enough room for your question, you can upload a Word document as a supporting document in step 8.
7. Click **Save & Next**. The **Supporting Documents** page appears.

8. Add supporting document(s) if required. For details see page 7.

9. Click **Next**. The **Inquiry Summary** page appears.

10. Click **Show Details**. The sections expand.

11. 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.

12. Click **Submit**. A confirmation message appears.

13. Click **Exit**

   ➢ The inquiry appears in the Dashboard’s **Waiting for Response** section with the status of “Under Review”.

---

**Step 3: Wait for the Ministry Response**

**Introduction**

While waiting for the response:

- You may withdraw the inquiry. See the next section for details.
- You may be asked to provide more information.
Withdrawing an Inquiry

An inquiry may be withdrawn at any time. See page 11.

Handling a Request for More Information

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

1. From the email, click the blue link. The PARIS login page appears.
2. Log in to PARIS.

<table>
<thead>
<tr>
<th>To-Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inquiry</td>
</tr>
<tr>
<td>Incomplete</td>
</tr>
<tr>
<td>Inquiry ID</td>
</tr>
<tr>
<td>INQ:1158</td>
</tr>
</tbody>
</table>

3. Open the inquiry in the To-Do section with the “Incomplete” status. The Inquiry Summary page appears.
4. Click Show Details. 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. An unlocked section can be identified by the word Revise.
     1) Click Revise. The section opens.
     2) Make the revisions.
     3) Click Save & Next 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 Submit. 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 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>Ministry Decision</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inquiry</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Closed - Resolved</td>
</tr>
<tr>
<td>Inquiry ID</td>
</tr>
<tr>
<td>INQ-1331</td>
</tr>
</tbody>
</table>
Student Complaints

Introduction

To submit a complaint, you must be a student of a registered private career college and either currently or formerly enrolled in an approved vocational program.

Note: You must proceed through the private career college’s student complaint procedure and only if you are not satisfied with the resolution provided to you by the private career college can you submit your complaint to the Superintendent of Private Career Colleges.

Complaint Process
Understanding the Complaint Page

- You can see the **Complaint ID** and current **Status** at the top of the page.

- To determine where you are in PARIS look at the navigation pane. A grey background indicates which section of an inquiry / complaint you are currently in.

- Information entered in an inquiry / complaint is validated by the system. When a section is complete, the system puts a green checkmark next to the section heading in the menu.

- Do not use the browser’s back arrow at the top of the web page; your data may not display correctly. Use the **Next** and **Back** buttons found on the PARIS pages.
Submitting a Student Complaint

Step 1: Start the Complaint

1. Click the [Student Complaint] button. The menu expands.

2. Click the New Student Complaint link. The New Student Complaint page appears.

3. Answer the question “Have you followed the steps outlined in the Private Career Colleges student complaint procedure?”

4. If you selected “No”, a message appears.

You must go through the private career college’s student complaint procedure before you can submit a student complaint to the Superintendent. If you were unsuccessful in contacting the private career college regarding your complaint or are unable to contact the private career college as a result of a severe collapse of communication, you may submit your complaint to the Superintendent by sending a New Inquiry in PARIS.

5. If you selected “Yes”, a [Next] button appears.

6. Click [Next]. The Student Information page appears.
Step 2: Enter the Complaint Details

1. If the Student Information section is incorrect, update the information. (See the instructions starting on page 3.)

2. Complete the Private Career College Information.
   - A red asterisk * indicates a field is mandatory and must be completed. Example:

   ![Campus Location Name: *](image)

   - If your entry is incomplete or incorrect, a red error message appears near the field when you attempt to go to the next page or submit. You will not be able to continue until the error is corrected. Following is a sample error message.

   ![Campus Location Name: *](image)

   - A greyed-out field cannot be edited.

   - To enter a date:
     (1) Click 📅. A calendar appears.
(2) Click on the date required. If you do not see the date use the arrows:
  o  Click the < > arrows to scroll by month.
  o  Click the <<   >> arrows to scroll by year.

  ▪  To type a date manually, use the format dd/mm/yyyy.

3. In the Complaint Details type in your complaint then click .

4. Type in what you want the private career college to do to resolve your complaint then click .

5. Read the Notice of Collection of Personal Information.

6. If you agree to having the information shared with another association or body, click the Yes radio button .

7. Click . The Supporting Documents page appears.
Step 3: Upload Supporting Documents

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

2. Upload any documentation you have to support your claim.
   - For details see Uploading a Document in a Supporting Documents List starting on page 5.
   - To upload a document that is not in the list see Uploading an Additional Document on page 7.

3. Click Next. The Student Complaint Summary page appears.

Step 4: Review, Revise and Submit the Complaint

1. If the Student Complaint Summary page is not on the screen click the Student Complaint Summary link.
2. Click Show Details. The sections expand.

3. Review the information.

4. If a revision is required:
   4.1. Click Revise.
   4.2. Make the correction.
   4.3. Click Save & Next.
   4.4. Click Student Complaint Summary link.

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

6. Read the declaration and consent. If you agree, click I Agree. A “Submitted Successfully” message appears.

7. Click Exit.
   ➢ Your complaint is submitted to the Ministry.
   ➢ Your complaint appears in the Waiting for Response section of the Dashboard with a status of “Under Review”.

**Step 5: Wait for the Ministry Response**

**Introduction**

While waiting for the response, you can withdraw the complaint. You may also be asked to provide more information.

**Withdrawing a Complaint**

A complaint can be withdrawn at any time. See page 11.

**Handling a Request for More Information**

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

1. From the email, click the blue link. The PARIS login page appears.

2. Log in to PARIS.
3. Open the complaint in the To-Do section with the “Additional Information Required” status. The **Student Complaint Summary** page appears.

4. Click . External comments appear for your review and action.

5. Take the appropriate action based on the requested Comments.

   Unlocked sections require additional information / or revision. An unlocked section 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. Submit your changes. The complaint is in the **Waiting for Response** section.

**Step 6: View the Ministry Decision**

**Introduction**

You will receive an email when the Superintendent has completed the review of your complaint and findings have been made. If the complaint has not been rejected, you will also receive a Ministry decision letter.

**Viewing a Decision Letter**

1. Click the link in the email notification you received then log into PARIS.

2. Expand the **Ministry Decision** section in the Dashboard. Ministry Decisions remain in the Dashboard for 90 days.

3. Click the blue complaint ID link. The **Student Complaint Summary** page appears.

4. Click **Ministry Response**. The table expands.

5. Click the **Student Complaint Decision Letter** link. A **File Download** page appears.

6. Click **Open**. The letter appears in .pdf format.
To save the letter:
1) From the menu, Select File ➪ Save As. The Save As page appears.
2) Choose the location / folder. You can change the File Name.
3) Click Save.

7. Close the window.

**Viewing a Complaint**

1. Click

2. Click the View Student Complaints link. The View Student Complaints page appears.

3. Click the blue Complaint ID link. The Student Complaint Summary page appears.

4. Click Show Details to display information in read-only mode.
   Click Hide Details to collapse the detailed view.

**Editing a Complaint**

*Editing a Complaint Located in the To-Do Section*

You can edit a complaint only if it is in your To-Do list.

1. From the To-Do section, click the Draft link. The page expands.
2. Click the blue Complaint ID number. In the above example you would click **STC-413**. The **Student Complaint Summary** appears.

3. Click **Show Details**. The sections expand.

4. Click the applicable **Revise** link.

5. Update / add the information.

6. Click **Save & Next** until you return to the **Student Complaint Summary** page.

7. Click **Submit**. The **Declaration and Consent** page appears.

8. Read the declaration and consent. If you agree click **I Agree**.
   - If you do not agree you will not be able to submit your complaint.

   - Your complaint is submitted to the Ministry.
   - A confirmation message appears.
   - Your/complaint appears in the **Waiting for Response** section of the **Dashboard**. (Click **DASHBOARD**.)
Editing a Complaint Located in the Waiting for Response Section

A complaint cannot be edited if it is in the *Waiting for Response* section. The complaint is locked once the complaint status changes to "Under Review". You can however, send an inquiry / comment to the ministry about your complaint.

1. Open your complaint found in the *Waiting for Response* section.

2. Click "Create Inquiry". The *Inquiry Details* page appears.

3. Select the *Inquiry Category*.

4. Select the *Inquiry Topic*.

5. Scroll down to the *Inquiry Section – Comments* section.

6. Enter the message then click "Save & Next".

7. Add supporting documents if required.

8. Click "Next".

9. Click "Exit".
## Appendix: Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Superintendent</td>
<td>Superintendent of Private Career Colleges</td>
</tr>
<tr>
<td>Ministry</td>
<td>Ministry of Training, Colleges and Universities</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, 2005</td>
<td>Private Career Colleges Act</td>
</tr>
</tbody>
</table>