



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.

If calling with questions about Afghanistan or Ukraine, listen to additional information provided at this time.

If calling with questions about Israel, Gaza, or the West Bank, listen to additional information provided.

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