

Partner Portal User Guide

For High School Counsellors

October 2023

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Introduction to the Partner Portal

As a High School Partner, you have access to several tools that can help you manage your students' records and help them through the application process. One of those tools is the Partner Portal.

The Partner Portal is a central location where you can perform the following tasks:

- [Search for a student's application](#)
- [Upload grade files](#) for the students who are currently attending your school
- [Add or update grades](#) for a particular student
- [Run reports:](#)
 - See which students have full, partial, or no grades loaded
 - See which students have confirmed an offer to a college program

You must first register to get access to the Partner Portal. For detailed instructions, see [Register for Partner Portal Access](#).

After you've registered for access, and it is confirmed, you can [log in to the Partner Portal](#).

Detailed information about logging in and using the Partner Portal is available in the corresponding sections of this guide.

If your school or school board supports the Electronic Transcript Management System (eTMS), you might have access to upload grade files to the [eTMS](#) Portal.

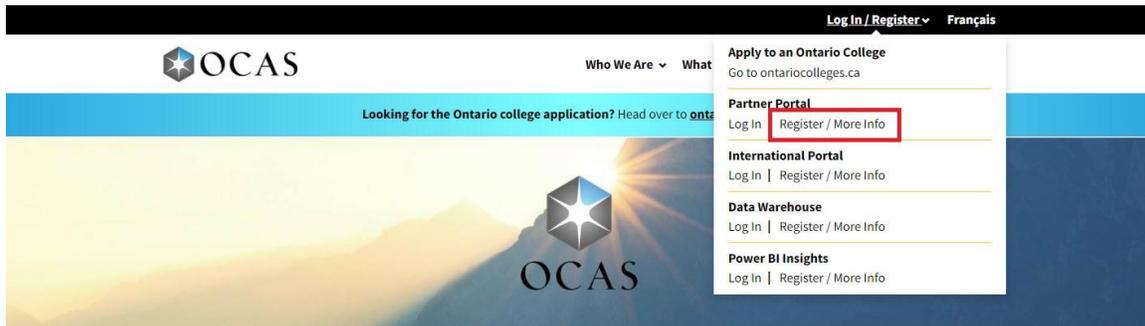
Your school or school board might also have access to the OCAS Vouchers Portal. For more information about vouchers and the Vouchers Portal, contact us at service@ocas.ca.



Partner Portal Registration

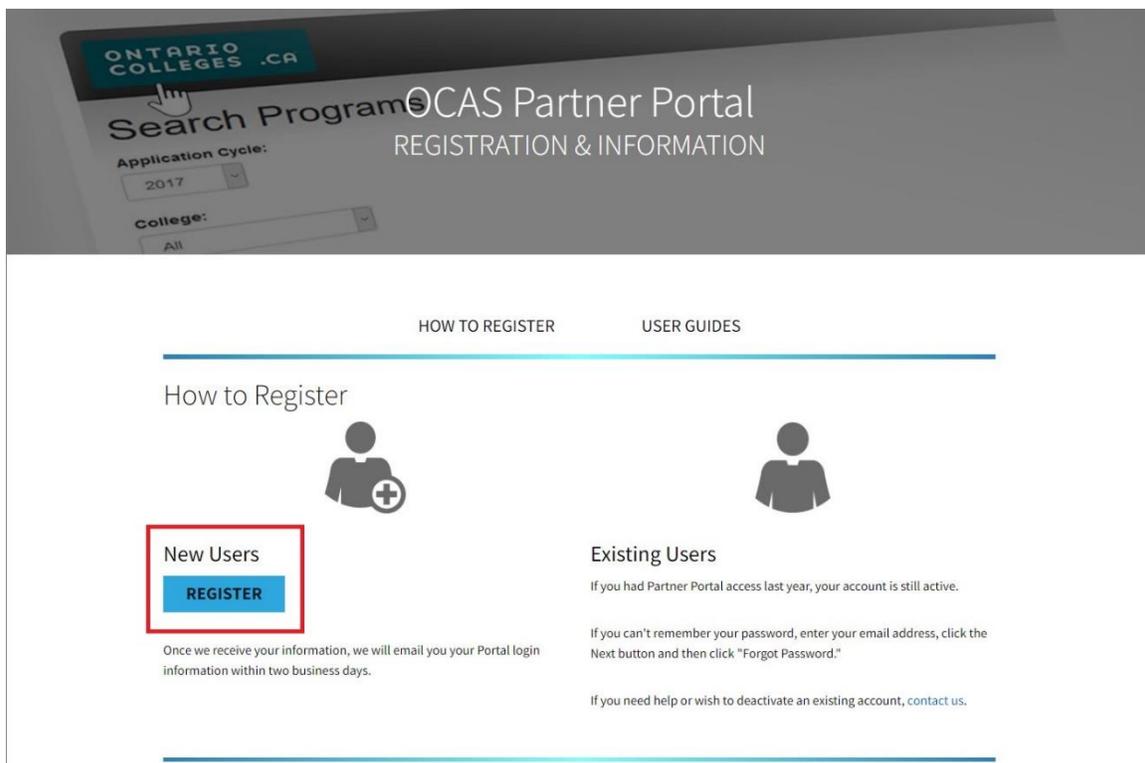
Register for Partner Portal Access

1. Go to <https://www.ocas.ca/>.
2. Select **Log In / Register**.
3. In the dropdown list, under **Partner Portal**, select **Register / More Info**.



The Registration & Information page opens.

4. Select **Register**.



The Partner Portal Registration page opens.



- In the **I am** section, select your role and enter the name and Mident for your school.

Partner Portal Registration

Use this form to request access to the OCAS Partner Portal and OCAS' electronic Transcript Management Service (eTMS). **If you are an applicant who wants to apply to college, please go to www.ontariocolleges.ca.**

I am a:

High School Employee
 School Board Employee
 College Employee

High School Name

Mident (Must be 6 digits)

Contact Information

Name

First	Last
-------	------

Email

Phone Number **Position Title**

(555) 555-5555	Work title
----------------	------------

- Enter your contact information, including a valid email address.
- If you will be using the Partner Portal to manage electronic transcript requests for previous high school students, under **Opt into eTMS**, select **Yes**.

Opt into eTMS:

If your institution uses OCAS' Electronic Transcript Management Service (eTMS) to manage transcript requests from former students, you can request access here.

Do you want access to eTMS?

Yes
 No

Terms of Use

I agree to the OCAS Portal Terms of Use regarding privacy, confidentiality and security.

Are you a robot?

I'm not a robot 

SUBMIT

Questions or issues? Email us.

- Select the check box to confirm that you agree with the Terms of Use.
- Select the CAPTCHA check box.
- Select **Submit**.

You will receive a confirmation email within 1 to 2 business days, when your registration is processed. Be sure to check your Junk mail folder.

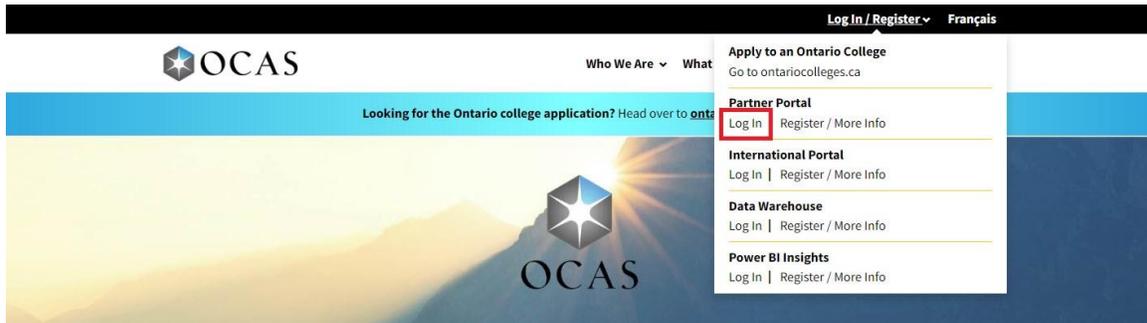
Note: If you work with more than one high school, you must submit a separate registration with a different email address for each one.



Partner Portal Login

Log in to your account:

1. Go to <https://www.ocas.ca/>.
2. Select **Login / Register**.
3. In the dropdown list, under **Partner Portal**, select **Login**.



The Sign In dialog box opens.

Remember to bookmark the page for quick access to the portal.

4. Enter your email address and select **Next**.

A screenshot of the 'Sign in to Partner Portal' dialog box. It features the OCAS logo at the top left and the word 'Français' at the top right. The main heading is 'Sign in to Partner Portal'. Below this is a label 'Enter Email' followed by a text input field containing the placeholder text 'Email'. A blue 'Next' button is positioned to the right of the input field. At the bottom, there are links for 'Contact Us', 'Privacy', and 'Terms of Use'.

5. Enter your password and select **Sign in**.

A screenshot of the 'Sign in to Partner Portal' dialog box. It features the OCAS logo at the top left and the word 'Français' at the top right. The main heading is 'Sign in to Partner Portal'. Below this is a blue arrow icon followed by the email address '890227.test@test.ontariocolleges.ca'. Underneath is a label 'Enter password' followed by a password input field with a visibility toggle icon. There is a 'Remember Me' checkbox and a 'Forgot password?' link. A blue 'Sign in' button is at the bottom right. At the bottom, there are links for 'Contact Us', 'Privacy', and 'Terms of Use'.

The Partner Portal opens.



Recover your Password

If you can't remember your log in credentials, you can submit a request to reset your password.

1. In the Sign In page, select **Forgot password**.



OCAS Français

Sign in to Partner Portal

← 890227.test@test.ontariocolleges.ca

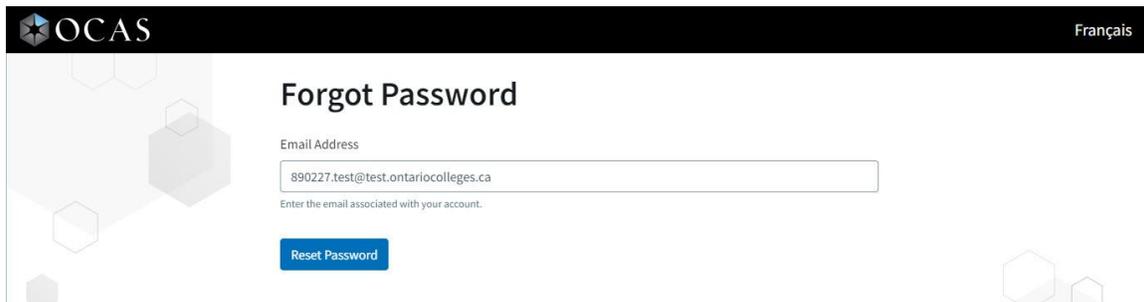
Enter password

Remember Me

Forgot password?

Contact Us Privacy Terms of Use

2. In the Forgot Password page, enter the email address that you used when registering for the Partner Portal account; then select **Reset Password**.



OCAS Français

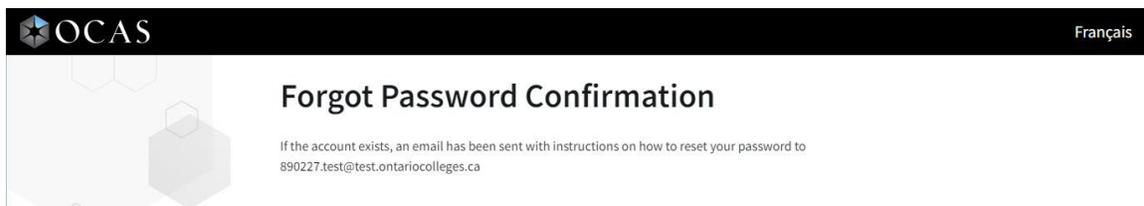
Forgot Password

Email Address

890227.test@test.ontariocolleges.ca

Enter the email associated with your account.

You will receive an email with instructions on how to reset your password.



OCAS Français

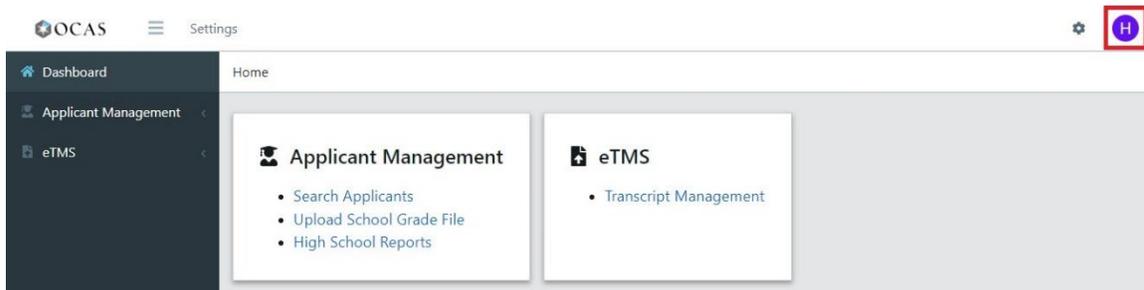
Forgot Password Confirmation

If the account exists, an email has been sent with instructions on how to reset your password to 890227.test@test.ontariocolleges.ca

Change Your Password

To change your Partner Portal password:

1. In the Partner Portal banner, select your ID icon.



OCAS Settings

Home

Dashboard

Applicant Management

eTMS

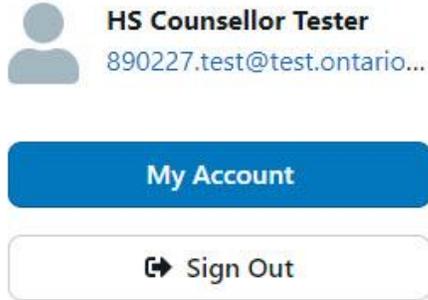
Applicant Management

- Search Applicants
- Upload School Grade File
- High School Reports

eTMS

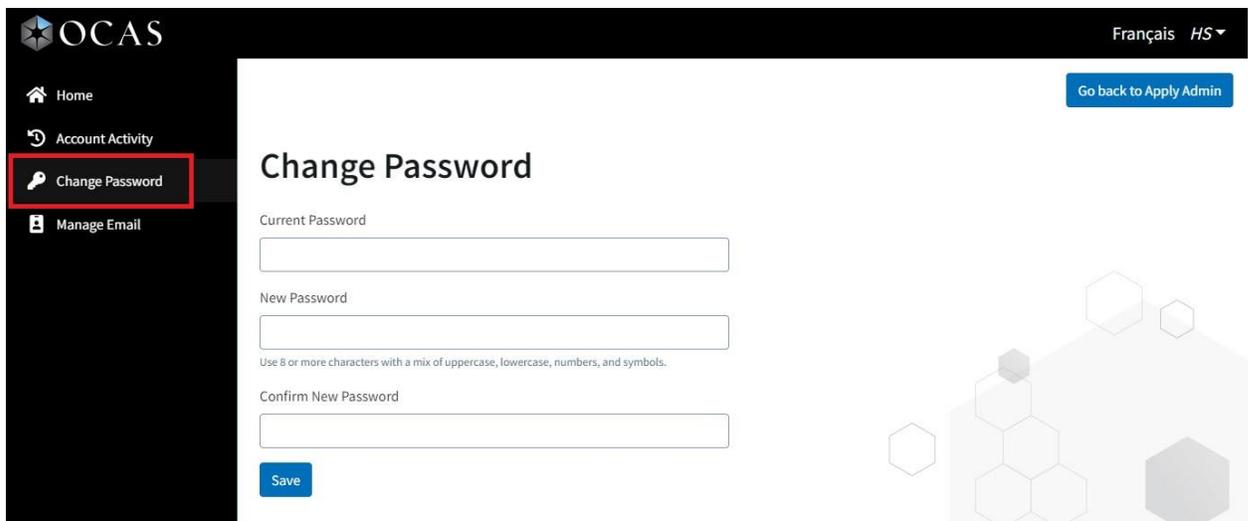
- Transcript Management

2. In the menu, select **My Account**.



The My Account Home page opens.

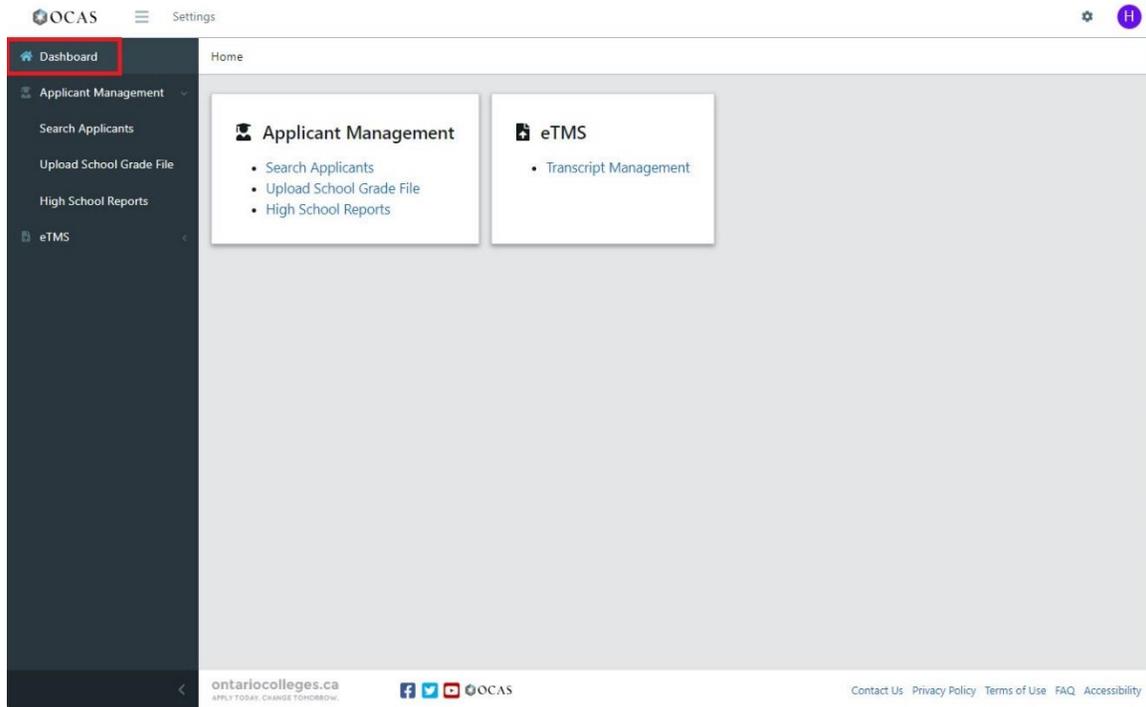
3. In the navigation pane, select **Change Password**.



4. Enter your current password and a new password; then select **Save**.
5. To return to the Partner Portal Home page, select **Go back to Apply Admin**.

Get Familiar with the Partner Portal

As you can see in the following illustration, key tasks are organized into groups.



You can access the menu items from the navigation pane on the left, or from the grouped links in the Home page.

Note: You might not see all the portal functionality in the Dashboard; you see only those functions to which you were granted access.

Applicant Management tasks:

- [Search Applicants](#) – Search for and view applicants from your school
- [Upload School Grade File](#) – Upload academic data files
- [High School Reports](#) – Generate common reports

eTMS tasks:

- [Transcript Management](#) – Manage the transcript requests submitted by former students

Search Applicants

Locate applicants from your High School

You can search for applicants who are currently attending your high school.

1. In the navigation pane, expand **Applicant Management** and select **Search Applicants**.

You can also select **Search Applicants** in Home pane.

The Search Criteria page opens.

The screenshot shows the OCAS web application interface. On the left is a dark navigation sidebar with the following items: Dashboard, Applicant Management (expanded), Search Applicants (highlighted with a red box), Upload School Grade File, High School Reports, and eTMS. The main content area is titled 'Home / Search Applicants' and contains a 'Search Criteria' form. The form has the following fields: Application Number (Application #), Account Number (Account #), Ontario Education Number (OEN) (123456789), First Name (First Name), Middle Name (Middle Name), Last Name (Last Name), Previous Legal Last Name (Previous Last Name), Date of Birth (Month, Day, Year dropdowns), Email (example@email.com), City (City), Postal Code (Postal Code), Phone Number (Phone #), Payment Status (Select a status... dropdown), and Application Cycle (Select a year... dropdown). At the bottom of the form are 'Search' and 'Clear' buttons. The footer of the page includes the OCAS logo, social media icons, and links for Contact Us, Privacy Policy, Terms of Use, FAQ, and Accessibility.

2. Enter search criteria in at least one field.

Note: The search uses strings to find matches. If you enter a few letters, such as “tes”, the results will include all the records that contain that text string.

Tip: To see a list of all applicants from your High School, leave all fields blank and select **Search**.

3. To limit the search results, select an **Application Cycle**.
4. Select **Search**.
5. By default, the results are sorted by ascending account number. Select **Sort** to change how the results are sorted.



Note: If there are more than 200 search results, an error message is displayed. To narrow the results, enter additional search criteria.

Applicants				Sort
Patti Test B				Active
plh2018b@test.ocas.ca Aug. 30, 1996	Account #: 210050857215	OEN: Created: Dec. 11, 2018	Application #: Modified: Sep. 10, 2021	
Patti Test C				Active Unpaid
plh2018c@test.ocas.ca Jan. 1, 2000	5190000000 Account #: 210059561727	5190000000 OEN: 000000000 Created: Feb. 25, 2021	Canada Application #: 212472612 Modified: Sep. 10, 2021	

6. To open the applicant's full record, select an item in the search results.

Can't Find a Student?

There are a couple of reasons why you might not be able to find students:

- The student did not start an application.
- There is an application, but the student did not declare that he is currently attending your school.

Note: You may notice that a student is included in the High School Applicant Report, but you cannot find them when doing a search. The report includes all students who attended your school; however, the search results only include current students.

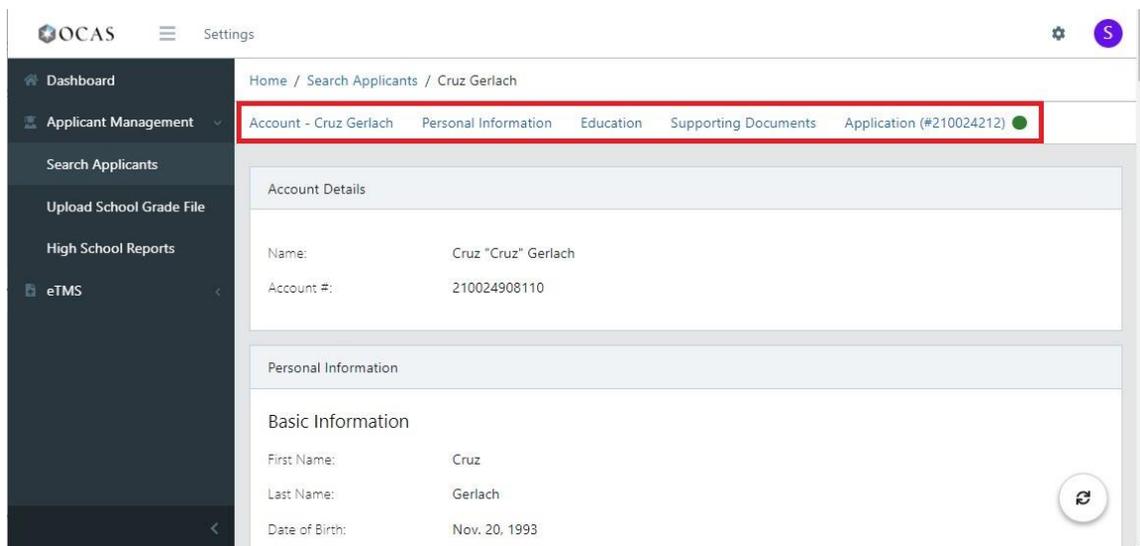
For more information, see the [corresponding FAQ on ocas.ca](#).

If you still can't find the application, contact us at service@ocas.ca.



View an Applicant's Information

To view the applicant's information, scroll down the page, or use the links at the top of the Home page to jump to specific sections the application.



The details are organized into the following sections and subsections:

- Account – Applicant's full name and account number
- Personal Information:
 - Basic demographic information
 - Contact information
 - Citizenship & Residency
- Education – Details about the secondary and post-secondary education that the applicant declared
- Supporting Documents – List of any documents that are attached, such as transcripts, certificates, test results, etc.
- Application (number) – Details about the specific application, including the number, status, and program choices the applicant made.

Add or Edit an Academic Record

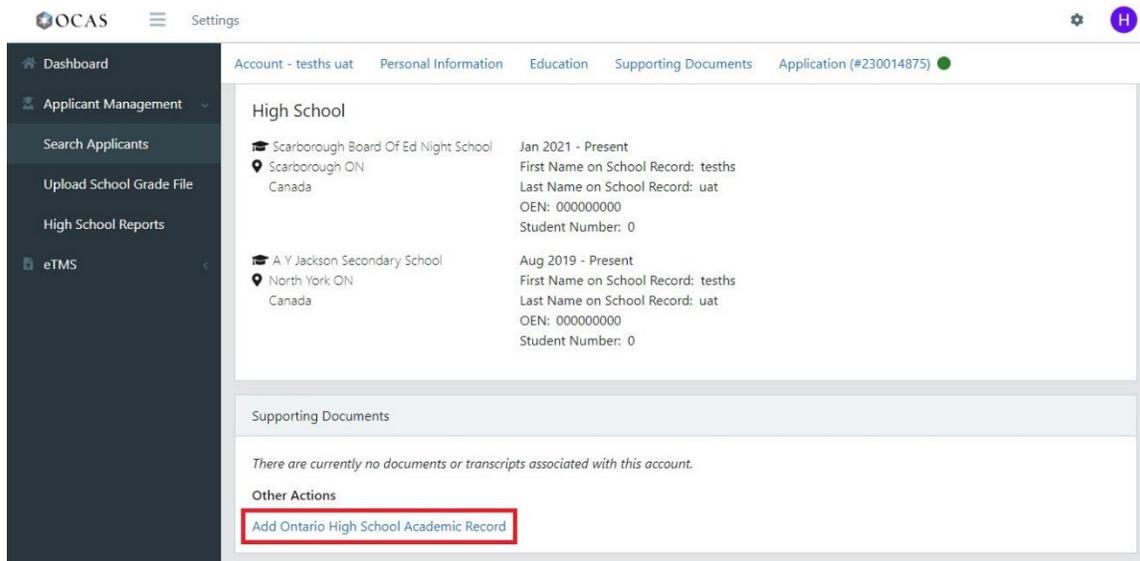
If required, you can manually update a student's academic record. For example, you might need to add a grade, or update a course grade and status.

Note: If you uploaded a file and noticed that some grades did not automatically merge with the accounts, you do not need to manually update each one. Contact OCAS by phone or by email and ask us to merge the grades for you.

Add New Academic Data

If there is no academic record in an applicant's account, you can manually add the details.

1. In the Supporting Documents section, select **Add Ontario High School Academic Record**.

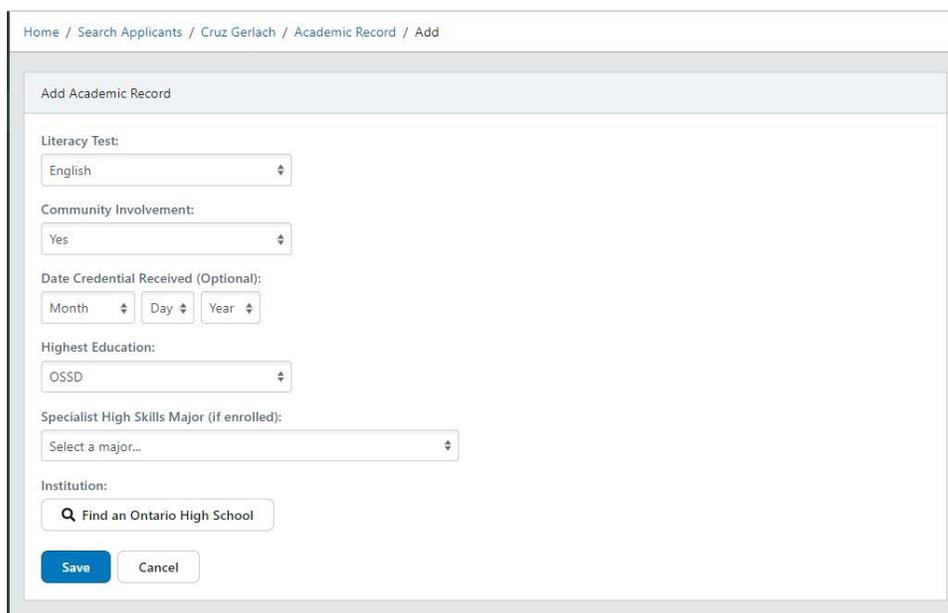


The screenshot shows the OCAS application management interface. The top navigation bar includes the OCAS logo, a settings icon, and a user profile icon. The main navigation menu on the left includes Dashboard, Applicant Management, Search Applicants, Upload School Grade File, High School Reports, and eTMS. The main content area is titled 'High School' and displays two entries:

School Name	Location	Start Date	End Date	First Name on School Record	Last Name on School Record	OEN	Student Number
Scarborough Board Of Ed Night School	Scarborough ON, Canada	Jan 2021	Present	tesths	uat	000000000	0
A Y Jackson Secondary School	North York ON, Canada	Aug 2019	Present	tesths	uat	000000000	0

Below the table is a 'Supporting Documents' section with the message: 'There are currently no documents or transcripts associated with this account.' At the bottom, there is an 'Other Actions' section with a red-bordered button labeled 'Add Ontario High School Academic Record'.

2. Use the dropdown lists to complete all required fields.



The screenshot shows the 'Add Academic Record' form. The form includes the following fields:

- Literacy Test: English (dropdown)
- Community Involvement: Yes (dropdown)
- Date Credential Received (Optional): Month, Day, Year (dropdowns)
- Highest Education: OSSD (dropdown)
- Specialist High Skills Major (if enrolled): Select a major... (dropdown)
- Institution: Find an Ontario High School (search button)
- Save (button) and Cancel (button)

3. If the student has graduated, be sure to update the **Date Credential Received**.
4. To add your school, under **Institution**, select **Find an Ontario High School**.

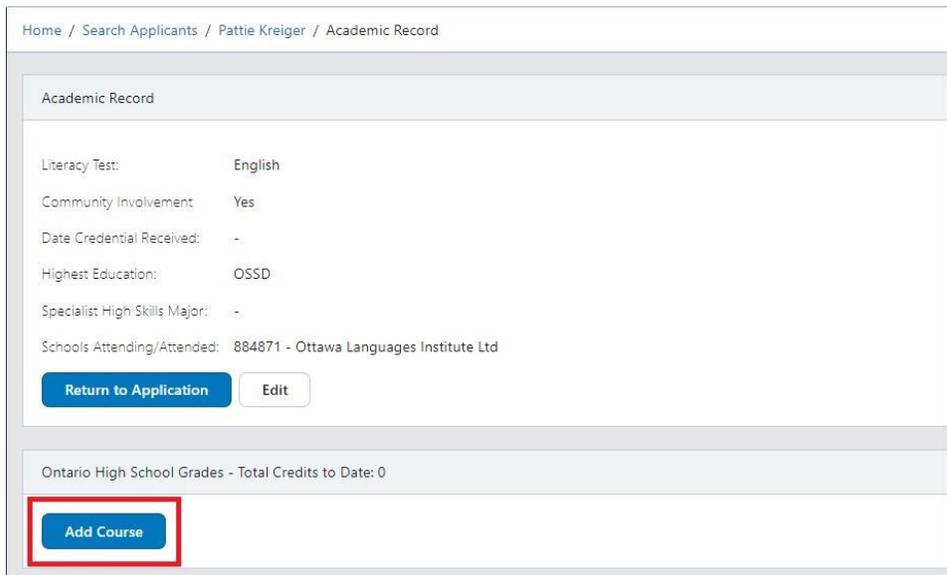


The screenshot shows a search modal titled "Find an Ontario High School" with a close button (X) in the top right corner. Below the title, there is a search prompt: "Search by School Name, City or Mident". A text input field contains the placeholder text "School Name, City or Mident". Below the input field, there is a smaller prompt: "Search by your high schools name or city to get started."

5. Enter the school's name, city, or Mident; then select **Save**.

Add a Course

1. In the Ontario High School Grades section, select **Add Course**.



The screenshot shows a web page with a breadcrumb trail: "Home / Search Applicants / Pattie Kreiger / Academic Record". The main content area is titled "Academic Record" and contains the following information:

Literacy Test:	English
Community Involvement:	Yes
Date Credential Received:	-
Highest Education:	OSSD
Specialist High Skills Major:	-
Schools Attending/Attended:	884871 - Ottawa Languages Institute Ltd

Below the table are two buttons: "Return to Application" (blue) and "Edit" (white). Below this section is a header for "Ontario High School Grades - Total Credits to Date: 0". At the bottom of this section, the "Add Course" button (blue) is highlighted with a red box.

2. In the Add High School Grades section, use the dropdown lists and form fields to enter the course information.

Home / Search Applicants / Pattie Kreiger / Academic Record / Add Course

Add High School Grades

Course Code: See the [Secondary School Course Codes](#) for a list of valid course codes that may be entered in the Course Code field.

Completion Date:
 Month Year

Mark:

Mark Type:

Credit:

Course Status (Optional):

Delivery Type:

Course Type:

Course Code – Enter a valid course code. (If the course code is invalid, refer to the [Secondary School Course Codes list](#).)

Completion Date – Select a year and a month

Mark – Enter up to three (3) numeric digits, for example “079”, or one of the following values: EQV, ALT, N/A, or I. (These values must be in uppercase.)

Mark Type – Choose Current, Final, Midterm, or Projected

Credit – Enter a single numerical digit, for example “1”

Course Status – Choose No Credit, [Repeated](#), or Withdrawn. If none apply, leave this field blank.
 Note: The credit value must be zero.

Delivery Type – Choose Day School, Night School, Summer School, Correspondence, or Other. (Other is typically used for courses that are delivered online.)

Course Type – Choose Regular, Co-op Out-of-School, or Co-op In-School

Mident Code – Enter the Mident Code for the school at which the course has been or is currently being taken.



- You can also add notes by selecting the corresponding check boxes. For example, if the course you are adding is Co-op, select the **Cooperative Education** check box.

Notes (Optional):

- Alternative Expectations - No Credit
- Cooperative Education
- Course Taught in French
- Credit Count Adjusted
- Extraordinary Circumstances
- Interdisciplinary Studies
- Modified Curriculum - No Credit
- Ontario Private School Course
- Specialist High Skills Major
- Substitution for Compulsory Course
- Team Taught Dual Credit

Mident Code:

Supplier Mident:

- Select **Save**.

Tip: To add several courses in sequence, select **Save & Add Another**.

Edit Academic Data

- In the Supporting Documents section, select **View Ontario High School Academic Record**.

Supporting Documents

Document	Processing	Received	Sent
Ontario High School Transcript		Aug 31, 2023, 1:36:32 p.m.	View
GED - General Educational Development (2015-01-02)		Mar 24, 2015, 12:31:11 p.m.	View

Other Actions

-
-
-

- To edit a course, select the pencil.

Ontario High School Grades - Total Credits to Date: 3

Details	Mark	Mark Type	Credit	Course Status	Delivery Type	Course Type	Notes	Mident Code	
Course Code Completion Date	ENG4U Jun. 2019	87	Final	1	Day	Regular		924393	<input type="button" value="Pencil"/>
Course Code Completion Date	MAP4U Jun. 2019	80	Final	1	Day	Regular		924393	<input type="button" value="Pencil"/>

- Make the required updates; then select **Save**.

Note that you cannot change the Course Code, Completion Date, or Delivery Type. If you want to update any of these fields, you must delete the existing record and add the course again. For information about how to delete existing courses, see [Delete a Course](#).

Duplicate courses

Occasionally, the same course code is listed twice in a student's record. This can happen when more than one instance of a course code is transmitted, each with slightly different information.

Here's an example, where one instance of the course has a Delivery Type of "Day"; the other instance has "Other". The course code, completion date, mark, and credit value are the same in both instances.

Ontario High School Grades - Total Credits to Date: 4									
Details	Mark	Mark Type	Credit	Course Status	Delivery Type	Course Type	Notes	Mident Code	
Course Code Completion Date	ENG4U Jun. 2019	87	Final	1	Other	Regular		924393	
Course Code Completion Date	ENG4U Jun. 2019	87	Final	1	Day	Regular		924393	

To correct this issue, you must remove the duplicate course from the data file, and then resubmit the file. This ensures that the duplicate courses are transmitted as deletions, correcting the display issue.

Note that this display issue will not negatively impact applicants as the colleges will filter out duplicate courses.

If you're unsure about how to make the necessary changes, consult your Board, vendor, or internal IT department for assistance.

Add a Repeated Course

There are two difference approaches to adding a repeated course.

If the first attempt of the course had a failed final mark, do not select the Repeated course status. Here's an example:

Ontario High School Grades - Total Credits to Date: 3									
Details	Mark	Mark Type	Credit	Course Status	Delivery Type	Course Type	Notes	Mident Code	
Course Code Completion Date	MAP4U Jun. 2019	80	Final	1	Day	Regular		924393	
Course Code Completion Date	ENG4U Jun. 2019	87	Final	1	Day	Regular		924393	
Course Code Completion Date	MAP4U Jan. 2019	55	Final	0	Repeated	Day		924393	
Course Code Completion Date	SCH3U Aug. 2018	65	Final	1	Summer	Regular		924393	
Course Code Completion Date	SCH3U Jun. 2018	45	Final	0	Day	Regular		924393	

[Add Course](#)

Because the first attempt at SCH3U resulted in a failing grade, it is not marked as Repeated.

If the first attempt of the course had a passing mark, select the Repeated course status for the attempt with the lowest mark. Here's an example:

Details	Mark	Mark Type	Credit	Course Status	Delivery Type	Course Type	Notes	Mident Code	
Course Code Completion Date MAP4U Jun. 2019	80	Final	1		Day	Regular		924393	
Course Code Completion Date ENG4U Jun. 2019	87	Final	1		Day	Regular		924393	
Course Code Completion Date MAP4U Jan. 2019	55	Final	0	Repeated	Day	Regular		924393	
Course Code Completion Date SCH3U Aug. 2018	65	Final	1		Summer	Regular		924393	
Course Code Completion Date SCH3U Jun. 2018	45	Final	0		Day	Regular		924393	

[Add Course](#)

Because the student earned a passing grade in his first attempt at MAP4U, this instance is marked as Repeated.

Delete a Course

You can delete courses that have the following Mark Type:

- Current
- Midterm
- Projected

You cannot delete Final grades from a student's record. However, you can remove a Final grade by including the correction in the next file that you send to us.

If you're unsure about how to make the necessary changes, consult your Board, vendor, or internal IT department for assistance.

eTMS

eTMS is the Electronic Transcript Management System that OCAS uses to manage the processes for fulfilling transcript requests. This option is only available if you respond to requests for transcripts from previous high school students.

Requests for access to the eTMS take 24 to 48 hours to process.

For detailed information about eTMS, see the eTMS User Guide and the eTMS Training Video that are posted on the [Resources for High School Partners page](#).

Upload Grades

When you upload a file to the Partner Portal, the grades are merged with the corresponding accounts. This grades merge process runs daily at 4 am and 4 pm.

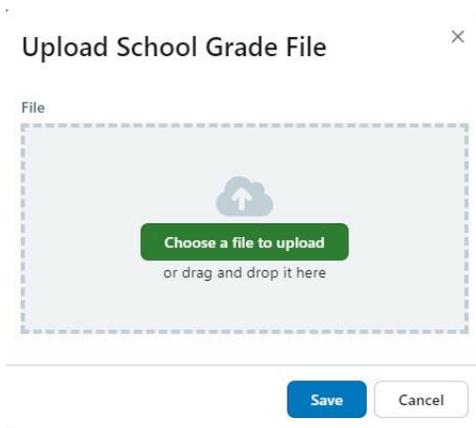
If the information on the applicant's account doesn't match their student information in the OST file, the grades do not appear in their account. There might be a discrepancy in the name, date of birth, or declared education.

To upload a file:

1. In the navigation pane, expand Applicant Management, select Upload School Grade File; then select Upload File.



2. In the Upload School Grade File dialog box, select Choose a file to upload or drag the file into the box.



- In the Upload History section, under File Status, verify that the file uploaded successfully.

Upload History

For every transmission file sent, OCAS produces a report reflecting the processing of that transmission's file contents. The File Upload Report is an online report available through the Apply Admin on www.ocas.ca. Partial processing occurs and valid data is processed, while invalid data is rejected and highlighted on the report.

The following list displays various error messages that may be contained in the File Upload Report. It is the school's responsibility to correct all errors in their data file and resubmit the data, or correct the errors through the Apply Admin. The File Upload Report also includes the student name, student number, and course impacted. When an entire file is processed without error, the File Upload Report will display the transmission details and a message "No errors found in data".

Created Date: 2021-09-10 Time Stamp: 2021-09-10:08:28:22	File Name: S990671.C5 Username: PARTNER\XXXXXXXXXX	Period: C5 File Status: Processed
Created Date: 2021-09-09 Time Stamp: 2021-09-09:12:45:14	File Name: S916412.C5 Username: PARTNER\XXXXXXXXXX	Period: C5 File Status: Failed

- To view details about the upload, select the recent entry in the list.

The Transmission Errors section lists the student records that generated errors during the file upload.

Home / Upload School Grade File / S881066.C1

Transmission Details

School: Smithville District Christian High School
 School Board: LD Private Inspected
 File Name: S881066.C1
 File Status: Processed
 Upload Date: 2021-09-22
 Time Stamp: 2021-09-21:15:36:22

Transmission Errors

Glossary of Errors

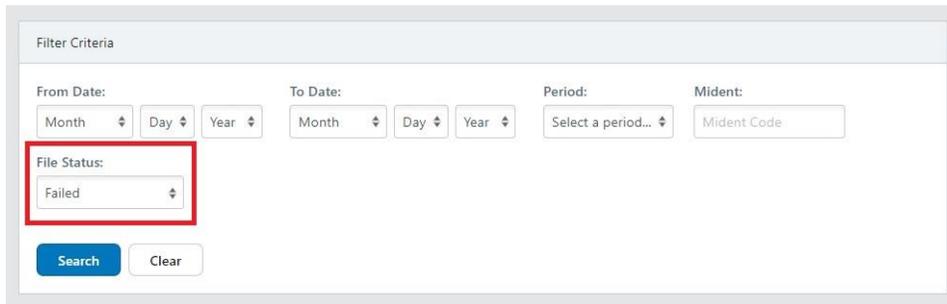
For a complete list of error messages that may appear in the File Upload Report, see the [Glossary of Errors \(.pdf\)](#)

First Name	Last Name	Student Number	OCAS Number	Course Impacted	Error Description
LAUREN	THIESSEN	000000000000		000000000	S1 Error - Invalid OEN. Student record not processed.
DANIEL	MOKUYE	XXXXXXXXXX		STUDY DREC 0100202202 881066	Invalid course code not in the new curriculum



5. If the upload process failed, create and upload a new file.

Tip: You can refine the Upload History list by selecting filter criteria. For example, you can show only those files that failed.



The screenshot shows a 'Filter Criteria' form with the following fields: 'From Date' (Month, Day, Year), 'To Date' (Month, Day, Year), 'Period' (Select a period...), and 'Mident' (Mident Code). A red box highlights the 'File Status' dropdown menu, which is currently set to 'Failed'. Below the form are 'Search' and 'Clear' buttons.

Special Notes about Uploading an OST File:

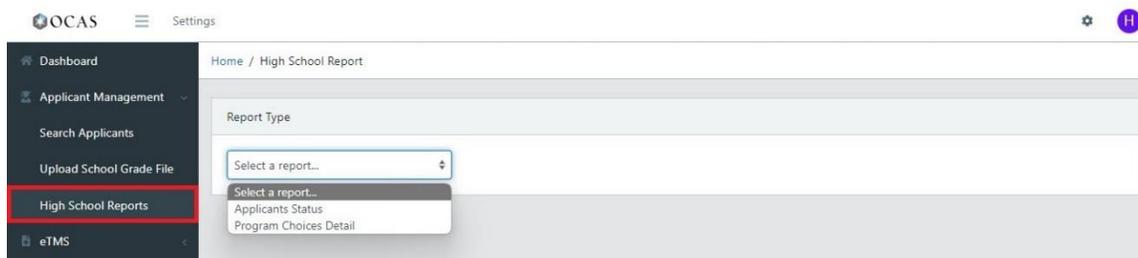
- Each time a file is received at OCAS, an email confirmation is sent to the email address specified in the file header. This is not necessarily the person uploading the file. Be sure to update the notification email address in the file.
- It is important that you correct all errors in the school's Student Information System (SIS) before creating and uploading a new file to OCAS.
- If you are having difficulty correcting errors or generating a file, consult your Board, vendor, or internal IT department for assistance.
- If you uploaded a file and noticed that some grades did not automatically merge with the accounts, you do not need to manually update each one. Contact OCAS by phone or by email and ask us to merge the grades for you.
- For reporting purposes, successfully processed records are NOT displayed on the Upload Report.
- For details about a particular error message, refer to the [Glossary of Error Messages](#) that is available on the website.
- For more information about uploading grades, see the [FAQ section in this guide](#), or the [Frequently Asked Questions page](#) on the website.

Create Reports

You can easily generate reports that show the application status of your current students, or reports that show the college programs that they've applied to.

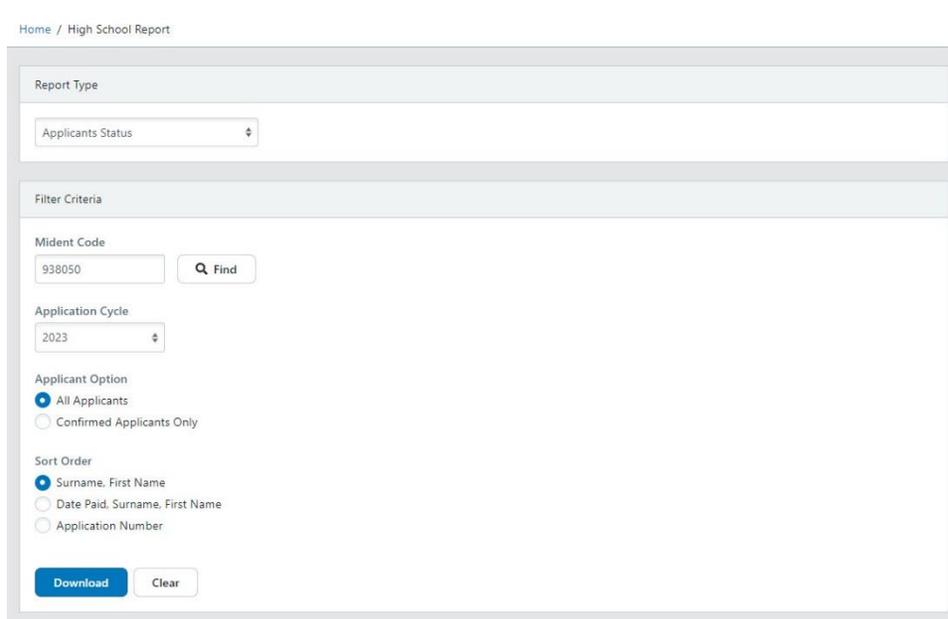
To create a High School Report:

1. In the navigation pane, expand **Application Management**, and select **High School Reports**.



2. On the High School Report page, select the type of report you want to generate.
 - Applicants Status – Lists paid and unpaid applicants and their grade status.
 - Program Choice Details – Lists the programs that each student has applied to.
3. If you work with a school board, enter the Mident Code for the school you want reports for. If you work with a single school, the Mident Code field is not displayed.
4. Select one of the filter options and one of the Sort Order options.

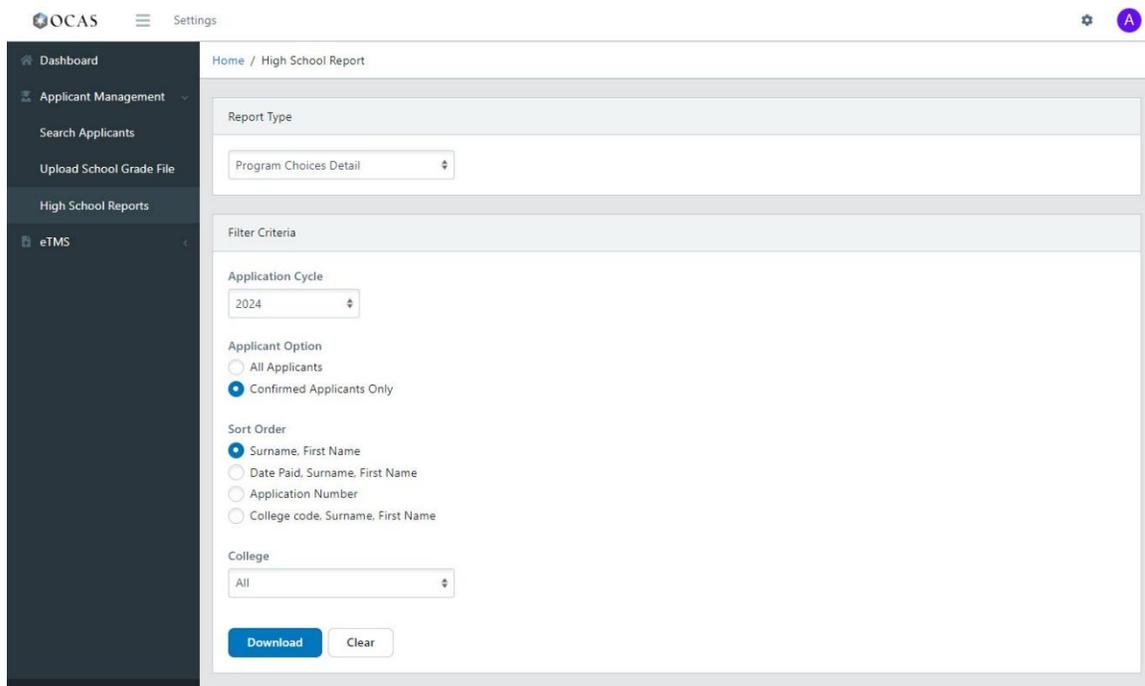
Applicants Status report options:

A screenshot of the OCAS High School Report page, specifically the 'Applicants Status' report options. The page title is 'Home / High School Report'. The 'Report Type' dropdown is set to 'Applicants Status'. Below this is the 'Filter Criteria' section, which includes:

- Mident Code:** A text input field containing '938050' and a 'Find' button.
- Application Cycle:** A dropdown menu set to '2023'.
- Applicant Option:** Two radio buttons: 'All Applicants' (selected) and 'Confirmed Applicants Only'.
- Sort Order:** Three radio buttons: 'Surname, First Name' (selected), 'Date Paid, Surname, First Name', and 'Application Number'.

At the bottom of the filter criteria section are two buttons: 'Download' and 'Clear'.

Program Choices Details report options:



5. Select Download.

A Microsoft Excel XLSX file is generated that includes all the data that matches the report criteria you selected.

Here's an example of a Program Choices Detail report on Confirmed applicants for a single high school.



Application#	Surname	First Name	Date Paid	Applicant Status	Grade Status	Student Number	OEN	OSSD Date	Applicant Decision	College Code	Campus Code	Program Code	Program Title	Start Date	Program Add Date
240000053	crmtstcrn	Erin	2023-08-04	Paid	PARTIAL GRADES		000000000	2010-09-12	CONFIRMED	JANA	CD	PANB	Nursing-Rpn to Bscn Bridging -Bachelor of Science	2409	2023-08-04

The status of the applicant's offer decision is displayed in the Applicant Decision column.

This example only includes one applicant. However, if your report includes a long list of applicants, you can filter and sort the data by the arrow in the column headings.

International Applicants

International students must go to the [International Applicants page to apply](#).

Note: Not all colleges use our portal for international applications; the links on this page will redirect students to the correct application for each college.

For international students currently enrolled at your school, any grades transmitted in school grade files will not merge in their applications, unless they have applied using the domestic application. School grade files only impact domestic applications.

If international students are not sure how to submit their supporting documents, they should [contact the colleges](#) they're applying to.

Frequently Asked Questions (FAQ)

Here are answers to some of the questions you may have about using the Partner Portal. For an up-to-date list, see the [FAQ for High School Partners on ocas.ca](#).

How long does it take for a student's grades to appear in their account?

The grades merge process runs daily at 4 am and 4 pm. When a file is successfully uploaded to the Partner Portal, grades are merged to their corresponding accounts 24 – 48 hours from the time the file is uploaded.

Why do a student's grades not appear in their account, even though they were already uploaded?

When a grades file is uploaded to Partner Portal, the system performs an initial search to determine if there is an applicant who matches the student information in the file.

If the system finds a match, the grades are merged to the student's ontariocolleges.ca account. If no matching record is found, the system performs another search after the application fee is paid.

Here are some common reasons for grades not merging:

- The First Name field includes a nickname or preferred name
- The First Name field includes their middle name
- The wrong date of birth is selected
- An incorrect OEN number was entered on the High School Education page
- The Last Name on School Record entered on the High School Education page does not match the name on their school record.

What can students do to ensure that their grades are merged with their ontariocolleges.ca account?

Encourage your students to enter their personal information (name and date of birth) and their high school education (including their OEN) correctly when completing their application.

If a student enters incorrect information, the system is not able to match their grades to their ontariocolleges.ca account.

Why does the File Upload Report only include some students?

The File Upload Report only includes students who have errors associated with the uploading of their grades. The report does not include students whose grades were successfully uploaded.

What do the error messages on the File Upload Report mean?

To learn more about the types of errors that appear on the File Upload Report, refer to [the Glossary of Error Messages that is available on the website](#).

All errors must be corrected before you can re-submit a file.



Why is there a “Duplicate course and completion date” error in the File Upload Report?

The Duplicate course and completion date error is generated when two courses with the same course code, completion date, and course delivery are transmitted. This typically happens when both a delete and an insert for the same course are transmitted in the same file. The duplicate courses are not loaded.

You can fix this issue within the file itself. If you're unsure how to make the required changes in the file before re-loading it, consult your board, vendor, or internal IT department for assistance.

What happens if my high school or school board is not able to submit our data file by the deadline?

If your high school or school board is unable to meet a transmission deadline, please do not hesitate to reach out to us at service@ocas.ca. We'll work with you to ensure that the colleges receive your data transmission in a timely manner without impacting their admissions processes.

To allow for greater flexibility this year, you can submit marks as early and as often as needed throughout the school year.

Should students who are attending our new virtual school declare their home school or the virtual school on their application?

We encourage students who are attending a virtual school to declare both schools in the Education section of the application. If possible, the student's data file should come from the regular day school in which the school is currently enrolled.

When submitting data, you can send the files under the home school with the virtual school MIDENT assigned to the corresponding courses.

What should I do if the virtual school is not listed in the OCAS system?

Please contact us at service@ocas.ca and we will add the new virtual school to our system.

Resources

You can find more information about the Partner Portal on the [High School Partners](#) page.

For answers to some of the questions you might have, see the [Frequently Asked Questions](#) page on the website.

If you are looking for something specific, or are experiencing a non-urgent issue, please send a description of the issue with screenshots to service@ocas.ca.

If you have suggestions about what we might add, please send them to us at service@ocas.ca.



Feedback

Let us know what you think about this user guide. Was it helpful? Is it missing some key information? If you are looking for something specific, or have suggestions about what we might add, please let us know. Contact us at service@ocas.ca.

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