



# How to get access to the OSAP website after you have been locked out

## Why you are locked out

You are locked out of the OSAP website when you have entered a wrong password too many times. The lock out ensures that someone cannot keep trying to figure out your password and get access to your personal information. We wish to ensure your personal information is safe and secure.

## How you are locked out

When you make 3 attempts to get access and are unsuccessful, you will be locked out for 24 hours. You can try another 3 times and you will be locked out for another 24 hours. When you try again 3 times and are unsuccessful, you will be locked out permanently. Therefore, you will have tried to get access a total of 9 times.

## What to do when you are locked out

If you are locked out, you must get a temporary password. Once you have your temporary password and you log in to the OSAP website, you will be asked to create a new password, which you will use it from then on to access your application and/or personal information. **DO NOT FORGET YOUR PASSWORD!**

There are two ways in which you can get a temporary password:

You can go to your financial aid office at a college of applied arts and technology or university in Ontario and get one immediately. You can complete a "Request for a Temporary OSAP Password" form and provide proof of identity to the ministry, who will mail you a letter with your temporary password.

## Going to the financial aid office:

You must provide a designated financial aid office with your Social Insurance Number Card and acceptable proof of identity. Once your identity has been established, a temporary password is created on the OSAP computer system. The temporary password is effective immediately.

If the financial aid staff does not have ready access to the OSAP computer system, you will be asked to fill out and sign a short form requesting a temporary password. The temporary password will be effective within one business day.

## Completing a "Request for a Temporary OSAP Password" form:

You must send the ministry a completed "Request for a Temporary OSAP Password" form, which must be signed by an authorized individual indicating that your identity has been established. This form and a photocopy of acceptable proof of identity that was provided to the authorized individual must be sent to the ministry. They can be faxed to the ministry or mailed to:

Webmaster

Student Support Branch

Ministry of Training, Colleges and Universities

PO Box 4500

189 Red River Road, 4th Floor

Thunder Bay, ON P7B 6G9

Fax: (807) 343-7278

Once the form and proof of identity has been received, the ministry will mail you a letter with the temporary password in approximately two weeks.

## IMPORTANT:

Do not send duplicate requests because each request for a temporary password will be handled as received, which will cause multiple passwords to be created with the result that your access will be restricted. You will then have to put in another request, which will take another two weeks to be processed.

### Acceptable proof of identity includes:

- driver's license
- student card
- passport
- other Canadian/provincial photo identification (excluding provincial health card).

If the student does not have photo identification, he or she must provide two pieces of identification such as a birth certificate, Immigration card, marriage license, baptismal certificate, and other Canadian/provincial government identification.

### An authorized individual includes:

- a postsecondary institution official (e.g., financial aid administrator or registrar)
- judge, magistrate, police officer (RCMP, provincial, or Municipal)
- lawyer (member of a provincial bar association)
- Mayor
- Medical Doctor, Dentist
- Minister of Religion authorized under provincial law to perform marriages
- Notary Public
- Principal of secondary school
- Professional accountant (member of APA, CA, CGA, CMA, or RPA)
- Signing officer of bank or trust company or full-time Manager of a credit union
- Senior official of an embassy or consulate.