FREQUENTLY ASKED QUESTIONS
ONLINE LEARNING AND
CONTINUING EDUCATION
REGISTRATION

1. **How do I register for Online Learning through Continuing Education?**
   You can register for online learning through one of the following methods:

   Method 1: Make an online bill payment:
   - Click **here** to download our registration form. After downloading the form, complete and email the form to our registration team at **conedregistration@saultcollege.ca**. **Please do not provide your credit card information and leave the payment section blank.**
   - Our registration team will email you a student number and the total cost of the course.
   - Log into your online banking through your preferred bank (e.g. TD, Royal Bank, etc.).
   - Make a bill payment by adding Sault College as a payee.
   - Your account number will be your Sault College Student Number.
   - Send an email to conedregistration@saultcollege.ca to let us know that you have made a payment (it usually takes a day for it to reach us). Once the payment has been received, we will process your registration and email a confirmation.

   Method 2: Register for courses through the Sault College Student Portal:
   - Using your browser go to **https://my.saultcollege.ca**. **Note: Portal registration only works with Internet Explorer.**
   - Click on the **LOGIN** button. Enter your username (student number) and password - your password will be the same from when you previously attended. Note, you may need to contact our IT department if your account is no longer active at **helpdesk@saultcollege.ca**.
   - The first time you login, click "NO" when the dialogue box asks if you want your browser to "remember" your password.
   - You should change your password the first time you login. You can do so by clicking on the **My Accounts** Tab and filling out the required fields.

- Your account will remain active for 1 year from the last day you access it; however, you will be required to change your password every **150 days** to keep your account active.
- If you have forgotten your password, please contact the IT helpdesk at **helpdesk@saultcollege.ca.**
- Once in the portal, click on Records, then click on Continuing Education Course Registration. From there follow the steps to register.

2. **When will registration for spring in-class programming open?**

Due to the current situation, we have decided to hold registration for all in-class programming until May 11 (tentative), until more information is known. Please know that we have a variety of online courses and certificate programs now open for registration and all online learning is continuing to run this spring.

The Current Status of Registration for Continuing Education Programming is below:

Course Name	Course Code	Start	Notes
OntarioLearn Online Learning	Various	Various	Registration Available
Intro to Personal Make-Up	CED2841	April 14	Start date postponed
Computers 101 for Seniors	CED2843	April 15	Cancelled
IV Therapy Fundamentals	CED2818	April 21	Cancelled
Spanish for Travelers II	CED2294	April 27	Cancelled
Ready, Set, Run	CED2799	April 27	Cancelled
Cycle to 25K	CED2820	April 29	Cancelled
Estate Administration	CED2814	April 29	Start date postponed
Better Digital Photography II	CED2647	April 29	Cancelled
WHMIS ONLINE	CED1292	Anytime	Registration Available
REMOTE PILOTED AIRCRAFT (online delivery)	CED2850	Anytime	Registration Available
MOTORCYCLE SAFE TRNG	CED1050	Various	Registration not available at this time
N95 MASK FIT TESTING	CED2121	May 14	Cancelled
IV THERAPY FUNDAMENTALS	CED2818	May 19	Registration on hold until May 11
N95 MASK FIT TESTING	CED2121	May 21	Registration on hold until May 11
N95 MASK FIT TESTING	CED2121	May 27	Registration on hold until May 11
CAN FIREARM (PAL)	CED2070	May 29	Registration on hold until May 11
HUNTER SAFETY & PAL	CED2182	May 29	Registration on hold until May 11
HUNTER SAFETY EDUCATION	CED2188	May 30	Registration on hold until May 11
ST FRST AID/CPR BLS	CED2836	May 30	Registration on hold until May 11
IV THERAPY FUNDAMENTALS	CED2818	June 2	Registration on hold until May 11
OZONE DEPLETION CERT	CED1057	June 6	Registration on hold until May 11
CAN FIREARM SAFE-Restricted	CED2072	July 3	Registration on hold until May 11
FIRST AID/CPR/C-AED	CED1859	July 25	Registration on hold until May 11
ST FRST AID/CPR BLS	CED2836	August 29	Registration on hold until May 11
N95 MASK FIT TESTING	CED2121	September 1	Registration on hold until May 11
N95 MASK FIT TESTING	CED2121	September 2	Registration on hold until May 11

3. **I'm a student in a post-secondary program and would like to sign up for the online version of a program-related course. How do I register?**
   - Please contact your Academic Assistant via email. They will determine the correct online substitute for your in-class course.
   - Your Academic Assistant will complete the Post-Secondary Online Registration Form and email it to your student account as well as the Continuing Education Registration Team.
   - To register, please forward the completed registration form to conedregistration@saultcollege.ca. Sending this form from your student email account will serve as your signature. The registration team will confirm the cost of your course(s) by email.
   - Log into your online banking through your preferred bank (e.g. TD, Royal Bank, etc.).
   - Make a bill payment by adding Sault College as a payee.
   - Your account number will be your Sault College Student Number.
   - Send an email to conedregistration@saultcollege.ca to let us know that you have made a payment (it usually takes a day for it to reach us). Once the payment has been received, we will process your registration and email a confirmation.
   - Your registration in your online course is not complete until payment has been received or sponsorship has been confirmed.

4. **I'm a student completing an online certificate program. How do I register for my next course?**
   - If you are completing an online certificate and aren't sure which course to register for next, please contact our registration team at conedregistration@saultcollege.ca and we will be happy to assist you. Please provide your name, student number (if known) and certificate name in your email.
   - You can pay for your course(s) by either making an online bill payment to the college or by registering through the Sault College Student Portal. Please refer to Question 1 for instructions in this document.

5. **How do I register for Airport Administration and Service, Airline Operations, or Airport Wildlife Management certificate programs?**
   If you are applying to Airport Administration and Service, Airline Operations, or Airport Wildlife Management, please use this Registration Form and email it to conedregistration@saultcollege.ca. We will email you a student number so you can make an online bill payment following the steps below:
   - Log into your online banking through your preferred bank (e.g. TD, Royal Bank, etc.).
   - Make a bill payment by adding Sault College as a payee.
   - Your account number will be your Sault College Student Number.

- Send an email to conedregistration@saultcollege.ca to let us know that you have made a payment (it usually takes a day for it to reach us). Once the payment has been received, we will process your registration and email a confirmation.

6. **I'm interested in registering for a motorcycle training course. When are the courses scheduled and how to I register?**
Due to the current situation, all face-to-face instruction has been suspended. Registration for motorcycle training is on hold until further notice and we are unable to confirm when courses will be scheduled. Please check our website regularly for updates.

7. **I'm a sponsored student, how do I register?**
Have your sponsor email a completed **registration form** along with a letter of sponsorship to conedregistration@saultcollege.ca. An invoice will be sent to your sponsor.

8. **How do I withdraw from my online course?**
To withdraw from your online course, email conedregistration@saultcollege.ca from your Sault College student account. Please be sure to provide your name, your student number and the course(s) you wish to withdraw from. You may be asked for additional information to confirm your withdrawal. Please refer to the Online Learning Information document provided in your course confirmation email for important dates and deadlines. Questions about withdrawal deadlines can be sent to conedregistration@saultcollege.ca.

9. **I'm having trouble accessing my online course or other technical issues, who should I contact?**
   - The Embanet Technical Support Team through OntarioLearn is available 24 hours a day, 7 days a week to assist you with any technical issues. Telephone, ticket submission form, online chat and FAQ links are all available at this site: https://www.ontariolearn.com/helpcenter
   - Our OntarioLearn Coordinator at Sault College is also here to help you at ontariolearn@saultcollege.ca

10. **I am interested in registering my child for a College 4 Kids Summer Camp. Can I sign up?**
If you are interested in signing your child up for summer camp, please complete the summer camp registration form and email it to kidcamps@saultcollege.ca. At this time, we will hold a place for your child on a waitlist until more information related to the current situation is known. Payment will not be collected until the college re-opens and we are able to confirm if camps are running. Any inquiries related to summer camp can be sent to kidcamps@saultcollege.ca.

11. **If I have other questions, who should I contact?**
   - For registration questions, please contact conedregistration@sautcollege.ca

- For general Continuing Education questions, please contact continuingeducation@saultcollege.ca
- For specific questions related to online learning or online certificates, please contact ontariolearn@saultcollege.ca