



**Frequently Asked Questions
Updated December 20, 2021
COVID-19 Update**

Q1: Is NNAS extending the application expiry date?

A1: No. NNAS is observing that applicants to NNAS are not experiencing unusual or extended delays in accessing documentation from third parties. Therefore, NNAS will not be extending the application deadline. We are anticipating that most applicants will be able to proceed with reactivating their application without difficulty. The current reactivation fee of \$180 USD will apply to all reactivated applications.

Q2: I am having difficulty contacting a third party because their offices are closed for the holidays. What can I do?

Q2. Applicants who because of holiday closures or the short notice are not able to reactive by December 20th, may request a two-week extension by contacting Applicant Support no later than January 15, 2022, at support@nnas.ca or by calling 855-977-1898. Please note that Applicant Support will be closed between December 24, 2021, and January 3, 2022. The current reactivation fee of \$180 USD will apply to all reactivated applications.

Q3: My application expires after December 20, 2022. Will this affect my expiry date?

A3: No. If your application expires after December 20, 2021, your expiry date will remain as issued. This change only affects applications that will expire prior to or on December 20, 2021.

Q4: Why is NNAS not extending the expiry date extension after December 20, 2022?

A4: NNAS is no longer observing delays and interruptions in receiving documents related to the COVID-19 pandemic.

Q5: Am I able to reactivate my NNAS application when it expires?

A5: Yes. To do so, go into the applicant portal and follow the instructions. Once you reactivate your application will be valid for another 12 months.

Q6: Is there anything I should consider before I apply or reactivate my application?

A6: We encourage applicants to contact their educational institutions, licensing bodies and employers prior to applying or reactivating an application to make sure that they can send and receive documents during the pandemic.

Q7: I have submitted all the required documents within 12 months. What happens if my application expires while I am waiting for NNAS to issue my Advisory Report?

A7: Applications where all documentation has been submitted within 12 months, but whose application is still under review are not required to reactive their application or pay a reactivation fee

Q8: What if I believe that my application is still being affected by delays caused by the pandemic?

A8: Applicants who because of significant and persisting reasons beyond their control related to the COVID-19 pandemic are unable to access the required documentation can contact NNAS at +1 (877) 215-9989 or support@nnas.ca for more information.