



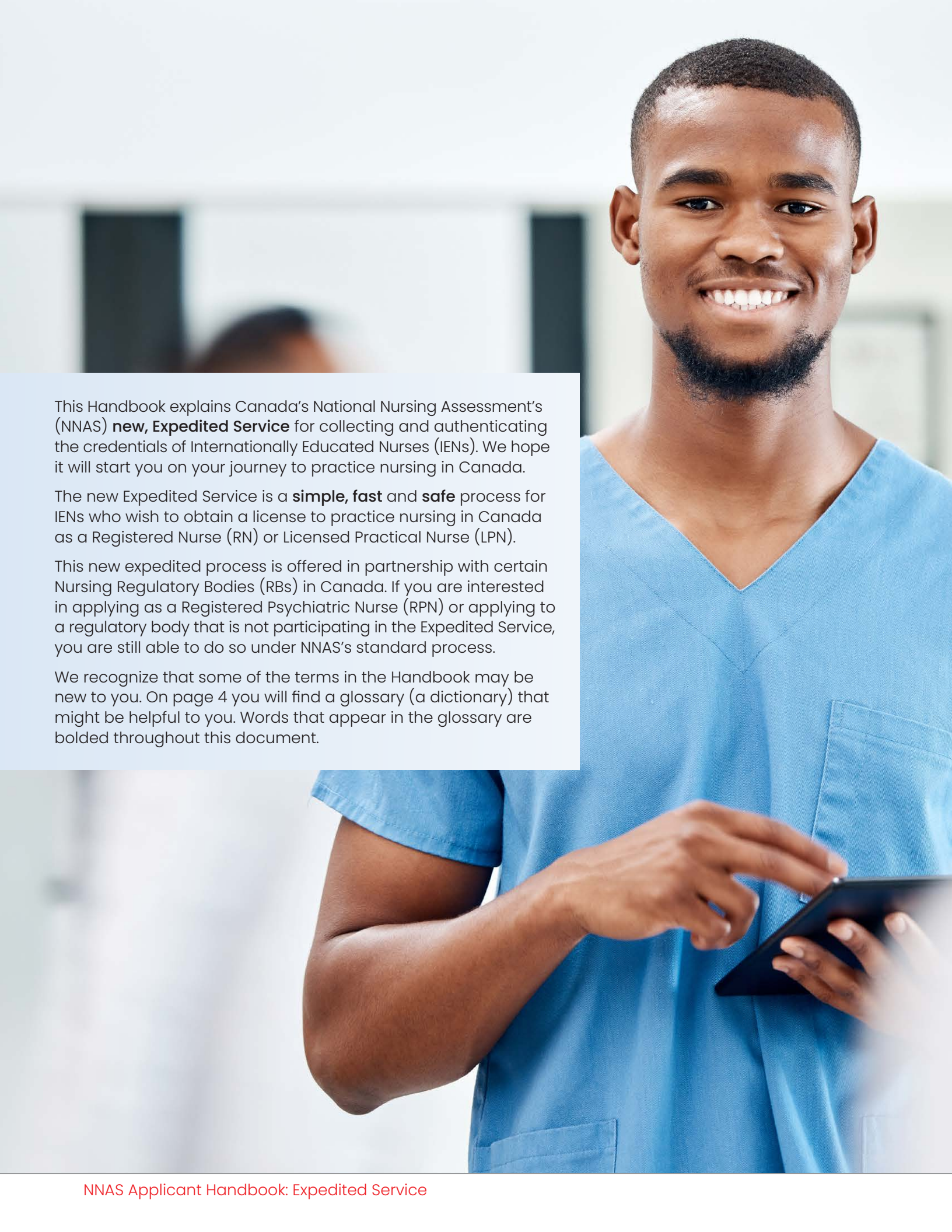
**Simple. Fast. Safe.**

# Expedited Service Applicant Handbook

**A new service for RN and LPN Applications**

Your journey to a nursing career in Canada starts here

Last updated June 2023

A Black man with a short beard and mustache, wearing blue V-neck scrubs, is smiling warmly at the camera. He is holding a black tablet computer in his hands, with his fingers touching the screen. The background is a blurred hospital or clinic setting with white walls and dark door frames.

This Handbook explains Canada's National Nursing Assessment's (NNAS) **new, Expedited Service** for collecting and authenticating the credentials of Internationally Educated Nurses (IENs). We hope it will start you on your journey to practice nursing in Canada.

The new Expedited Service is a **simple, fast** and **safe** process for IENs who wish to obtain a license to practice nursing in Canada as a Registered Nurse (RN) or Licensed Practical Nurse (LPN).

This new expedited process is offered in partnership with certain Nursing Regulatory Bodies (RBs) in Canada. If you are interested in applying as a Registered Psychiatric Nurse (RPN) or applying to a regulatory body that is not participating in the Expedited Service, you are still able to do so under NNAS's standard process.

We recognize that some of the terms in the Handbook may be new to you. On page 4 you will find a glossary (a dictionary) that might be helpful to you. Words that appear in the glossary are bolded throughout this document.



**Dear NNAS Applicant,**

Thank you for your choosing NNAS. We are here to help you begin the process of becoming licensed as a nurse in Canada.

NNAS is pleased to offer a **new, Expedited Service** for IENs interested in working as a RN or LPN in Canada. This new service is designed to provide a simple, fast and safe way to review the credentials of IENs. Moreover, applicants can apply for licensing as an RN or LPN at the same time. NNAS will now issue a single report for both professions at a single price.

Over the past 10 years, NNAS has listened and learned from IENs, regulatory bodies and other key stakeholders in the health care system. The Expedited Service incorporates those lessons. We recognize the value IENs' education, skills and experience bring to Canada. Our new Expedited Service streamlines the process. Under this service your credentials will be reviewed and your Advisory Report released within 5 business days of all documents being received. No curricular assessment is required.

This Applicant Handbook describes the new Expedited Service. It will help you understand what you need to do to complete your streamlined application. The Applicant Handbook will also help you understand what is expected of Third Parties who will need to provide information to NNAS. Most importantly, the Applicant Handbook also explains what you can expect from NNAS.

If you started your NNAS application before we introduced this service and are applying to one of the RBs that is participating in the service, your application will automatically be transferred to the Expedited Service. You do not need to do anything.

In addition to this Applicant Handbook, we encourage you to read other material about nursing in Canada. You will be able to find resources on the NNAS website ([www.nnas.ca](http://www.nnas.ca)).

If you have questions about your application, please feel free to contact our Applicant Support department for assistance. Applicant Support can be reached at [support@nnas.ca](mailto:support@nnas.ca) or by calling +1-855-977-1898, Monday to Friday 8:00 am–4:00 pm (0800–1600), eastern time. This is a free call for you if you are in Canada or the United States.

NNAS is pleased to be the starting point for IENs interested in being licensed or registered as a nurse in Canada. We wish you all the best on your journey.

Sincerely,

A handwritten signature in black ink that reads 'Gayle Waxman'.

Gayle Waxman  
Executive Director

*We know that every applicant's situation is unique and that in some cases, you may face additional challenges with the process. The NNAS Corporate Office has Applicant Navigators available to provide additional support in these situations. The Applicant Navigators will work with you and the service providers that are involved in the delivery of NNAS services to find a solution to the challenges you are facing. The Applicant Navigators can be reached at [applicantnavigator@nnas.ca](mailto:applicantnavigator@nnas.ca)*



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# Glossary of Terms

**Advisory Report:** The NNAS application process is intended to produce an Advisory Report that verifies your identification, nursing education and nursing registration/licensing.

**Affidavit:** This is an official written statement made by an individual, under oath, and verified by a notary public or other authorized official.

**Educational Credential Assessment (ECA):** An educational credential assessment (ECA) is used to verify that your international degree, diploma, or certificate is valid and equal to a Canadian one. An ECA is required for immigration purposes.

**Expedited Service/Process:** The new Expedited Service is a simple, fast and safe process for IENs who wish to obtain a license to practice nursing in Canada as a Registered Nurse (RN) or Licensed Practical Nurse (LPN). It is being offered in partnership with participating Nursing Regulatory Bodies and is based on a streamlined application process. Once all documents are received, a single Advisory Report for both LPN and RN professions will be released within 5 business days.

**Internationally Educated Nurse (IEN):** Internationally Educated Nurses are nurses who have completed post-secondary (university or college) nursing education outside of Canada, including Canadians who have completed their nursing education outside of Canada.

**Notary Public:** A person authorized by the government to certify that a document is a true copy of an original. A notary public is often referred to simply as a “notary”.

**Regulatory Body:** A Regulatory Body (also referred to in this document as a “Nursing Regulatory Body”) is an organization with a mandate to govern its profession and ensure that the highest possible standards are maintained so that the public is protected. Nursing Regulatory Bodies ultimately decide who will be granted a nursing license.

**Scope of Practice:** For a regulated profession like nursing, a “scope of practice” refers to the type of work a person is authorized to do based on their training and competencies, according to the policies (rules) of the Regulatory Bodies. The “scope of practice” for the nursing professions varies by province and is posted on each Regulatory Body’s website.

**Standard Service/Process:** The NNAS standard service is available for IENs interested in becoming licensed as a Registered Psychiatric Nurse (RPN) or for IENs interested in applying to Nursing Regulatory Bodies that are not participating in the Expedited Service.

**Third Party:** A Third Party is an organization that has a supporting role to play in the NNAS application process. This includes licensing authorities that can verify nursing credentials outside of Canada.

# About NNAS

Since 2014, NNAS has been the starting point for IENs interested in being licensed or registered in Canada.

The NNAS process ensures a consistent approach to collecting, verifying, and storing documents that Nursing Regulatory Bodies in Canada require.

In the **new, Expedited Service**, NNAS is responsible for:

- Receiving and verifying your identity documents.
- Receiving and verifying documents about your nursing credentials from Third Parties.
- Receiving and verifying your Course-by-Course Educational Credential Assessment (ECA) Report.
- Collecting information related to your employment and examinations (documentation from Third Parties not required).
- Issuing a single Advisory Report for both RN and LPN professions within 5 business days of all documents being received.

NNAS will transfer to CGFNS International the documents that you share with NNAS. CGFNS will review your documents, following the policies set by NNAS. You can view NNAS's Assessment Policies at <https://www.nnas.ca/assessment-policies/>. CGFNS will keep your personal information and documents in its secure database. You may also be required to submit information directly to CGFNS.

From the information submitted to NNAS, we will issue a single **Advisory Report for both RN and LPN professions** that is sent to the Nursing Regulatory Body (or Bodies) in the province applicants are intending to live and work. You can download a copy for your NNAS Advisory Report once the Advisory Report is completed.

NNAS does not grant licenses to practice nursing. NNAS does not have a role in making decisions about licenses, nor can NNAS advocate on behalf of any applicant. Only Nursing Regulatory Bodies have the authority to decide whether an application is successful. Nursing Regulatory Bodies in each province set the registration criteria. Therefore, it is important for all applicants to carefully review the licensing requirements of the regulators where they wish to apply.

*NNAS works with CGFNS International, Inc., (Commission on Graduates of Foreign Nursing Schools) in Philadelphia, Pennsylvania, USA.*

# Canada's Nursing Professions

Nursing in Canada includes three regulated nursing professions: (1) a Registered Nurse (RN); (2) a Licensed Practical Nurse (LPN) or (3) a Registered Psychiatric Nurse\*.

Each province has its own policies and regulations. It is important for you to become familiar with the policies and regulations of the Nursing Regulatory Bodies in the province where you want to work. NNAS's Expedited Service is only available for IENs interested in becoming licensed as an RN or LPN.

For a regulated profession like nursing, a "scope of practice" refers to the type of work a person is authorized to do based on their training and competencies, according to the rules of Regulatory Bodies. The "scope of practice" for the nursing professions varies by province.

Education and experience in any of the nursing professions can open the doors in Canada to related work in health care, including administration and management.

## Registered Nurse (RN)

Becoming a Registered Nurse in Canada usually requires a four-year university program that leads to a nursing degree. The program includes theory and clinical instruction in medical and surgical nursing.

An RN is a generalist nurse with the skills to work with all types of patients and in all clinical settings. Some RNs specialize in a particular type of nursing.

RNs are trained to give direct care and to take on the role of coordinating care for individuals, families, groups, and communities in a variety of health care settings and with a variety of health care professionals. Clinical instruction prepares the RN to take on a leadership role when care requirements become more complex.

To earn a Master's degree or a PhD in nursing, one first needs to be an RN.

*NNAS's new, Expedited Service is currently only available for IENs interested in becoming licensed or registered as a RN or LPN in Canada. Applicants interested in becoming licensed as an RPN will need to apply through the regular NNAS process.*

*In Canada, the differences between the nursing professions are in (1) the type of education and training required; and the (2) "scope of practice".*

## Licensed Practical Nurse (LPN)\*

Becoming a Licensed Practical Nurse in Canada usually requires a 2–3-year college program leading to a nursing diploma. Training includes theory and clinical instruction in medical and surgical nursing.

An LPN is a generalist nurse with the skills to work with all types of patients and in a variety of clinical settings. Some LPNs specialize in a particular type of nursing, although their scope of practice is more limited than that of an RN.

LPNs provide and coordinate care for individuals, families, and groups in a variety of health care settings and with a variety of health professionals. They work with patients of varying complexity, consulting and collaborating with other health care professionals when required.

Like all nurses, LPNs often have opportunities to work in other health care roles, including administration and management.

## Registered Psychiatric Nurse (RPN)

Registered Psychiatric Nursing is a regulated profession in British Columbia, Alberta, Saskatchewan, and Manitoba. In these provinces, becoming an RPN usually requires 2.5–4 years of nursing education at the college or university level. RPN programs include theoretical and clinical training in psychiatric and general nursing.

RPNs provide care for patients with complex psychosocial, mental health, and physical needs. They coordinate care for individuals, families, groups, and communities in a variety of health care settings, working with a variety of health care professionals.

*\* In Ontario, the term Registered Practical Nurse is used instead of Licensed Practical Nurse.*



# Who is Eligible to Apply to NNAS's Expedited Service?

You are eligible to apply to NNAS 's Expedited Service if you have:

- Completed a post-secondary nursing education program (university or college) outside of Canada.
- Must have been licensed as a nurse outside of Canada.
- Will be applying for licensure as an RN or LPN with a regulator who is participating in the Expedited Service.

# Your Responsibilities as an NNAS Applicant

## **Agree to the Terms and Conditions**

Applicants must agree to NNAS' Terms and Conditions that are located within the Applicant Portal. Please read the Terms and Conditions carefully before agreeing to them.

## **Provide True and Complete Documents**

The documents you provide to NNAS must be true and complete. Also, the documents that are submitted by others on your behalf (**Third Parties**) must be true and complete. You must provide all information that is required.

Incomplete, altered, or false documents will result in your application being cancelled or delayed. (Please review NNAS's Fraudulent/Irregular Documents Policy).

## **Complete the Application Process**

Applicants start the process by opening and completing an online application form. The form is easy to complete and you will be provided with instructions right in the portal.

Applicants must submit all the required documents within a 12-month period of becoming an applicant. If we do not receive all of your required documentation within the 12-month period, your application will expire.

You can reactivate an expired Application for up to one year (12 months) after your application has expired. There is an additional fee for doing so. It is called a reactivation fee.

*For a full list of Fees,  
please refer to **page 18***

# The Expedited Service Application Process

In order to proceed with the NNAS Expedited Service, you will need to provide NNAS with a set of required documents. Some of the documents will need to come directly from you, while other documents will have to be sent directly from Third Parties. Third Parties are organizations responsible for issuing the documentation, such as your nursing licensing authority (or authorities). Please read the instructions for each requirement carefully.

Your documents must be provided in English or French, depending on the requirements of the Regulatory Body (or Bodies) to which you are applying. If any of your documents are not available in either English or French, you will need to have them translated at your own expense. Please review the document translation section below.

## Document Checklist: New Expedited Service for RN and LPN Applications

Required Document	Who Submits it to NNAS?
Two forms of notarized identification	Applicant directly uploads in Applicant Portal. Please make sure the documents are legible.
First and current nursing registration/license form	Official authorized to provide registration/licensing information
Course-by-Course Educational Credential Assessment (ECA) Report	Official authorized to provide ECA Report

# Step 1: Create Your NNAS Account

Once you open an NNAS application, you will be given access to your file through the Applicant Portal on our website. You will be able to follow the status of your application and communicate with NNAS about your application. Through the Applicant Portal, you will also be able to receive important information from NNAS.

## Here is how to create your account:

1. Go to [nnas.ca](https://nnas.ca) and select the Apply/Login link.
2. Click Create an Account:
  - Provide your email address.
  - Answer 3 security questions.
  - Read and agree to the Terms and Conditions.
  - Enter the security code sent to your email address.
  - Create a new password.
3. Start your application.
4. Select which regulatory body (or bodies) you wish to apply to. **You can request an Advisory Report to multiple regulatory bodies at no additional cost.** The Advisory Report can be sent to any RN or LPN regulator participating in the Expedited Service as it is now a single report.
5. You will receive a welcome email with your NNAS identification (ID) number 24-48 hours after your payment has been made and accepted.
6. Once you complete the application form, add your credit card payment information to submit payment (VISA and Mastercard accepted. NNAS does not accept debit cards).

*If you started your NNAS application before we introduced the Expedited Service and are applying to one of the Nursing Regulatory Bodies that is participating in the Expedited Service, your application will automatically be transferred to the Expedited Service. You do not need to do anything.*

*Some provinces offer programs that will cover some or all of the NNAS application fee. If you have been accepted into one of these programs, you will receive a special link to start your application.*

# Step 2: Complete the Application Form

Within the Applicant Portal, you must disclose information related to your personal identity, education, nursing license/registration, employment, the NCLEX-RN examination and licensing conditions. Please read all instructions in the Applicant Portal carefully. Instructions will be provided when documentation from relevant Third Parties is required and when it is not required. NNAS or the Nursing Regulatory Body (or Bodies) to which you apply reserve the right to request documentation even if it is not required as part of the NNAS expedited application process. Not disclosing this information may cause delays and may result in your application being cancelled.

## Step 3: Upload Identity Documents

As part of your application, you must submit copies of two forms of identity documents. Applicants can upload identity documents directly in the Applicant Portal. Please do not provide original identity documents to NNAS. The Identity documents that you submit to NNAS must be a notarized true copy. Please refer to the instructions below on notarized documents.

- You must submit notarized copies of two forms of identification directly to NNAS.
- Documents must be notarized, true copies of original documents (signed, dated, and stamped by a notary).
- At least one form of identification must contain your photo and signature.
- Expired documents will not be accepted.
- You must be with the notary at the time your original documents are copied and notarized as certified true copies.

### Acceptable Forms of Photo ID are:

- Passport
- Driver's license
- Other forms of government-issued photo ID

If your name has changed, please send notarized copies of documents showing your original and your changed name. This could include:

- Birth certificate
- Legal name-change document
- Marriage certificate or divorce decree

- *Applicants can now upload identity documents directly in the Applicant Portal.*
- *You are responsible for all fees related to preparing your notarized documents.*
- *Please make sure that any documents you upload are legible and easy to read. If the documents are not legible, this will delay your process. We recommend that you have a recent, legible copy of any documents you upload. For birth certificates, we recommend that you get a copy from a civil registry or the appropriate agency responsible for issuing the documentation.*

- *Your name (or the translation of your name) must be the same on all of the documents that you submit to NNAS. If there are differences in your name, you will need to send either (1) a form of ID to support each variation of your name; or (2) an affidavit to explain the differences.*
- *An affidavit is not a form of identification on its own.*
- *A legal name-change document is acceptable as a form of identification.*

## Notarized Copies of Documents

A **notary public** is authorized by the government to certify that the documents you provide are true copies of the original. They apply their official signature and seal to each document they review and declare in a written statement that they are not in any way related to you.

1. In Canada, notarized copies must be prepared by a notary public or a lawyer.
2. Outside of Canada, each country has different authorities to certify documents. Notarized copies must be prepared by an official who has the legal authority to certify true copies of identity documents. Check with your local authorities to be sure.
3. You and your family members cannot certify copies of your documents.

A notarized copy must include the following:

- The signature and seal of the notary public, along with their address and phone number, in case NNAS has to contact them.
- The date the copy was notarized.
- A written statement that the notary public has seen the originals, made the copies, and certifies that they are true copies of original documents.

If your country, state or province does not have a process for certifying true copies, please contact Applicant Support for the process your documents can be certified.

## Document Translations

- All documents for your NNAS application must be written or translated into English or French, depending upon the requirements of the Nursing Regulatory Bodies to which you are applying.
- Once your identity documents are translated, take copies of your original identity documents and the translated copies to a notary public. Both the original and translated copies must be certified true copies.
- You are responsible for all translation costs.

**Translations can be done in one of three ways:**

1. By an approved institution (for example, your college, university, or licensing authority)
2. By a certified translator
3. By NNAS (for a fee)

### All translated documents must include:

- The translator's official stamp and/or identification number, address, telephone number, and date of the translation.
- A statement by the translator that it is an accurate representation of original document(s).
- Printed name and signature of translator. The signature must be original (not a copy or a stamp).

You can now upload the notarized true copies of the original documents and translated documents directly in the applicant portal.

## Step 4: Request Course-by-Course ECA Report

The Nursing Regulatory Bodies participating in the Expedited Service require applicants to submit a Course-by-Course Educational Credential Assessment (ECA) Report (may also be referred to as a Postsecondary Comprehensive Assessment or Specialized Assessment Report) from an organization approved by Immigration, Refugees and Citizenship Canada (IRCC). This report can also be used for the immigration process to Canada.

Once you have completed your Course-by-Course ECA Report from one of the approved IRCC organizations, you will need to request your report be sent directly to NNAS from the relevant Third Party either by mail or digitally. Instructions on how to request the ECA Report are found in the Applicant Portal. To submit documents digitally, the Third Party sending the report must have established a secure link with NNAS.

## Step 5: Request Required Documents from Third Party Licensing Authorities

This section outlines the required documents that need to be sent directly by Third Party nursing licensing authorities. NNAS accepts documents digitally through a secure portal for some Third Parties, other Third Parties submit documents by mail.

On your Dashboard in your Applicant Portal, you will find all the required forms in your NNAS application:

- First and Current Nursing Registration Form: This form must be printed and mailed to your licensing authority (or authorities).

### Translation by NNAS:

- Translation costs \$115.00 CDN per page.
- Contact NNAS by mail or through the Contact Us page on the website to request a translation.
- Please tell us which documents you want translated, the original language of the documents, and the total number of pages.
- With this information, NNAS will notify you of the total cost.
- NNAS will not accept documents if you have translated them yourself or if a relative has translated them for you (even if you or your relative is a certified translator).

Organizations that are approved by IRCC to provide Course-by-Course ECA Reports include the following:

- World Education Services (WES)
- Comparative Education Service (CES)
- International Credential Assessment Service (ICAS)
- International Credential Evaluation Services (ICES)

Please provide complete information to NNAS. All nursing licenses/registrations must be disclosed, however documentation is only required for the first and current nursing license. Not disclosing all nursing registrations may cause delays and may result in your application being cancelled.

### **Important Notes:**

- You must sign Part A of all forms and mail them directly to the Third Parties who will be submitting documents on your behalf.
- If your Third Party is sending documents in by mail or courier, please note that each form contains the specific designation of the Third Party to which it is to be mailed. Please make certain that you send each form to the appropriate Third Party indicated on the form to avoid delays in the acceptance of your documents.
- You are responsible for any fees that the Third Parties request, including translation costs.
- NNAS must receive all of your completed forms and supporting documentation directly from the nursing licensing authorities providing the information. NNAS cannot accept any documents sent directly by you or anyone else who does not have the authority to complete the forms. The documents that are sent to NNAS must include the organization's name, return address, and official seal or stamp.
- If NNAS receives forms that are written in languages other than English or French, without an English or French translation attached, they can be translated by NNAS for a fee. NNAS will not translate your forms automatically. You will need to request that NNAS complete the translation and agree to pay the costs of the translation.
- After NNAS receives and evaluates the forms and other documents, we will let you know if we need more information from you.
- Your application expires after 12 months, so it is important to communicate early with Third Parties.

### **Nursing Registration Form**

- Download and print the Nursing Registration Form, including Part B ("Nursing Examination and Registration Information") and Part C ("Identification of Official") from your online account.
- Send a Nursing Registration Form to the nursing licensing authority where you obtained your first and current license/registration. Ask them to complete the form and send it by mail or courier directly to NNAS.
- The Nursing Registration Form must be completed by officials authorized to provide registration/licensing information.

- *If you were licensed as a midwife before being licensed as a nurse outside of Canada, your first license for the NNAS expedited process is your nursing license, not your midwifery license. Please ensure your first nursing license is submitted for your application or you may experience delays with your application.*
- *If the jurisdiction or country of your initial nursing program does not issue licenses but your diploma gives you the right to practice, you will need to request your diploma be submitted to NNAS by your educational institution. Your diploma will be considered your first license as part of the NNAS expedited application process.*
- *If you currently hold two nursing licenses in two different jurisdictions, you will need to request the required documentation from both nursing licensing authorities.*

- *We encourage you to communicate early with your Third Parties to ensure the process moves smoothly.*
- *Provide complete information. If information about your nursing registration is missing, there will be a delay in processing your application.*
- *Make sure all the correct pages are sent to each Third Party.*
- *A Third Party must include the organization's name, return address, and official seal or stamp on documents sent to NNAS.*



# Monitoring the Status of Your Application

You will be able to monitor the status of your application through the Application Portal. This allows you to:

- Monitor when documents are received by NNAS.
- Monitor the status of your application as it moves through the process.

Some common stages you will see on the Applicant Portal are

- **Waiting for Required Documents** – This means that NNAS is waiting to receive all the required documents from you and/or **Third Parties**.
- **Ready for Review** – This means that all required documents have been received and an evaluator will be assigned to review your application for completeness before they begin to review your documents.
- **Ready for Final Review** – This means that your application is in the final stage of review and undergoing a quality assurance review. (All NNAS applications undergo a final quality assurance review before they are released.)
- **Report Issued** – This means that you have completed the NNAS process, and your **Advisory Report** is complete and available.

- *Contact your Third Parties before starting the NNAS process to find out how long it will take them to issue your documents, what it will cost, and what process you will need to complete.*
- *Make sure they know you have 12 months to complete the NNAS process.*
- *Follow up with Third Parties shortly after you have sent your request to release information to NNAS to make sure they understand the request.*
- *To make it easier to track documents, please ask your Third Parties to provide you with the tracking number of all packages sent to NNAS.*

# Your NNAS Expedited Service Advisory Report

After your completed application is reviewed, a single Expedited **Advisory Report** will be prepared. This Advisory Report is applicable for both RN and LPN professions. The Expedited Advisory Report includes all of the documents that have been submitted to NNAS and copies of any correspondence (emails and letters) you have had with NNAS.

With the new, Expedited Service, NNAS aims to issue your Expedited **Advisory Report** within **5 business days** of receiving your last document.

When your Advisory Report is complete, you will receive an email letting you know that it is ready. You can then download the report and apply to the Regulatory Body (or Bodies) of your choice.

Please note that your Advisory Report is valid for one year from the date it is issued. It is important to apply to the Regulatory Body (or Bodies) of your choice during that year or you will need to re-apply to NNAS. You can download a copy of your Advisory Report anytime for one year from the date it was issued. After that time, you will not be able to access a copy.

- *While each applicant's circumstances are unique, applicants can expect to complete the new, simplified service in a significantly reduced amount of time given the reduced documentation that is now required.*
- *Many applicants find it easier to get the documents they need while still living in the country where the documents were issued instead of waiting until they move to Canada.*

# New Expedited Service Fee Schedule

All fees are now in Canadian Dollars (you will also have to pay applicable taxes)

Order Type	Cost
Single RN & LPN application	\$750
Reactivation of an expired application	\$240
Document translation by NNAS	\$115 per page
Appeals to NNAS (refundable if appeal is successful)	\$500

# Contact NNAS

If you have questions about your application or required documents, NNAS recommends that you first check the status of your online account. You may also contact NNAS by mail, phone, or through the Contact Us form at [www.nnas.ca](http://www.nnas.ca)

## Mail:

All required forms and documents sent directly from Third Parties should be mailed to NNAS in care of our third party provider. Third Party Authorization Forms can be mailed to this address:

### Mail:

NNAS  
P.O. Box 8658  
Philadelphia, PA 19101-8658 USA

### Courier:

NNAS  
3600 Market Street, Suite 400  
Philadelphia, PA 19104-2651 USA EMAIL

## Email:

For general inquiries about your application, contact [support@nnas.ca](mailto:support@nnas.ca) or access the Correspondence tab in the Applicant Portal. All emails must be sent from the applicant's email address, for confidentiality purposes. Always include your NNAS ID number, application number, and full name in every email.

## Phone:

For general inquiries about your application, you may call NNAS Applicant Support at +1-855-977-1898. This is a toll-free number if you are calling from Canada or the United States.

Please have your NNAS ID number ready. NNAS will not release information to anyone other than the applicant unless we have received a Third-Party Authorization form signed by the applicant. Applicant support is available Monday to Friday 8:00 am–4:00 pm (0800–1600), eastern time.

*NNAS is a virtual organization. The mailing address for documents is the address of our provider CGFNS. CGFNS is based in the United States of America. If you would like to contact NNAS directly, you can do so by emailing [info@nnas.ca](mailto:info@nnas.ca).*

## **Difficulties Completing the NNAS Process or Complaints:**

We know that every applicant's situation is unique and that in some cases, you may face additional challenges with the process. The NNAS Corporate Office has Applicant Navigators available to provide additional support in these situations. The Applicant Navigators will work with you to find a solution to the challenges you are facing. The Applicant Navigators at the NNAS Corporate Office can be reached at [applicantnavigator@nnas.ca](mailto:applicantnavigator@nnas.ca).

NNAS has service standards that NNAS staff and third party providers are expected to meet. If you are dissatisfied with the service you received, please let us know by contacting the Applicant Navigators at [applicantnavigator@nnas.ca](mailto:applicantnavigator@nnas.ca).

At NNAS, we are always looking to improve our communications with applicants. We would welcome your feedback on this Applicant Handbook. Please share your comments by sending an email to [applicantnavigator@nnas.ca](mailto:applicantnavigator@nnas.ca)