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# Submitting your application

On the screen, you will be asked to upload the documents for your application. Please do not use your browser's navigation buttons, "Back" and "Forward", as they will not work properly within this application.

## Step 1: Use your account

You must be logged into your own account to submit an application. You cannot use another person's account.

## Step 2: Save your application

If you select the exit button, your information will be saved and you will return to your account home page.

You can continue your application at any time by logging into your account and selecting the e-Application link under the In-Progress section.

Please note that you have 60 days to submit your online application. The number of days remaining to submit your application appears in your account home page. If your application is not submitted within 60 days, it will automatically be deleted.

# Step 3: Upload your documents

Here are some guidelines for your documents:

- Your form(s) and document(s) must be in an electronic format.
- You do not need to sign your application form by hand if you submit your application form online. You will be asked to provide a digital signature once you are ready to transmit your documents.
- One file will be allowed per document type. For example, if you are asked to provide multiple pages of your passport, you must scan and save all pages as one file.
- You will be required to upload every requested form and document. You will not be able to proceed to the next steps until you upload every form/document.
- A "help" feature provides you with more information about each form/document. The help text will appear below the list of documents.
- The maximum size for each file is 4 MB (four megabytes). We accept these file formats:
  - PDF (Portable Document)
  - JPG, TIFF, or PNG (Image)
  - DOC or DOCX (Microsoft Word Document).

If your file is bigger than 4 MB, you should reduce the size. Here are some tips for making reducing your file size.

## PDF format

- Recreate the PDF with Adobe Distiller set to "lowest file size."
- Ensure that all images in the PDF are set to 96 DPI (dots per inch).
- Remove all unnecessary images.

### **JPG format**

- Scan your document at a lower DPI (dots per inch).
- Remove all empty space around the image.
- Shrink the image.
- Reduce the JPG image quality.

### **TIFF and PNG format**

- Scan your document at a lower DPI (dots per inch).
- Crop the image to remove any empty space around the image.
- Shrink the image.
- Save the file as a JPG format instead.

### **DOC and DOCX format**

- Remove unnecessary images, formatting and macros. Save the file as a recent Word version.
- Reduce the file size of the images before they are inserted in the document.
- If it is still too large, save the file as a PDF format.

## Step 4: Pay your fees

After you have electronically signed your application, you will be asked to pay your fees. Your fees must be made with a credit card. You will be required to provide credit card information to complete your payment. We accept Visa, MasterCard, American Express and certain prepaid credit cards.

Once you have paid your fee, you will receive a payment confirmation page. When your payment has completed processing you will receive a message with your confirmation number and a link to your payment receipt. You should print this page for your records.

**Important:** This information is for reference only and no immigration decision will be made based on your answers. If you choose to apply, your application will be considered by an immigration officer in accordance with the Immigration and Refugee Protection Act, without regard to any outcome you attain through this questionnaire. [Read the full notice](#)

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