

STUDENT GUIDE

How to Contact BorderPass Support

Welcome to BorderPass. Below are clear, simple steps for raising an inquiry through our support system — and getting the right help, fast.

4 steps

AI assistant, available 24/7

We aim to reply within 1 business day

WHAT WE COVER

What our support and legal teams can help with

Our support and legal teams are equipped to handle inquiries related to:

- ✓ Immigration and status questions
- ✓ Post-Graduation Work Permit (PGWP) applications
- ✓ Biometrics and medical exam instructions
- ✓ Changing schools or programs (DLI change)
- ✓ Visitor record applications to maintain status
- ✓ Proof of funds and bank statement requirements
- ✓ Questions about the BorderPass platform
- ✓ Study permit applications and extensions
- ✓ Provincial Attestation Letters (PALs)
- ✓ Visa refusals and reconsideration options
- ✓ Bringing spouses or dependents to Canada
- ✓ Travel outside Canada and re-entry requirements
- ✓ Document validity (e.g. LOA, PAL, financial documents)

GOOD TO KNOW

If you have questions specific to your university or college, please reach out to the appropriate admissions or international office directly. They will be able to provide the most accurate and timely assistance.

HOW IT WORKS

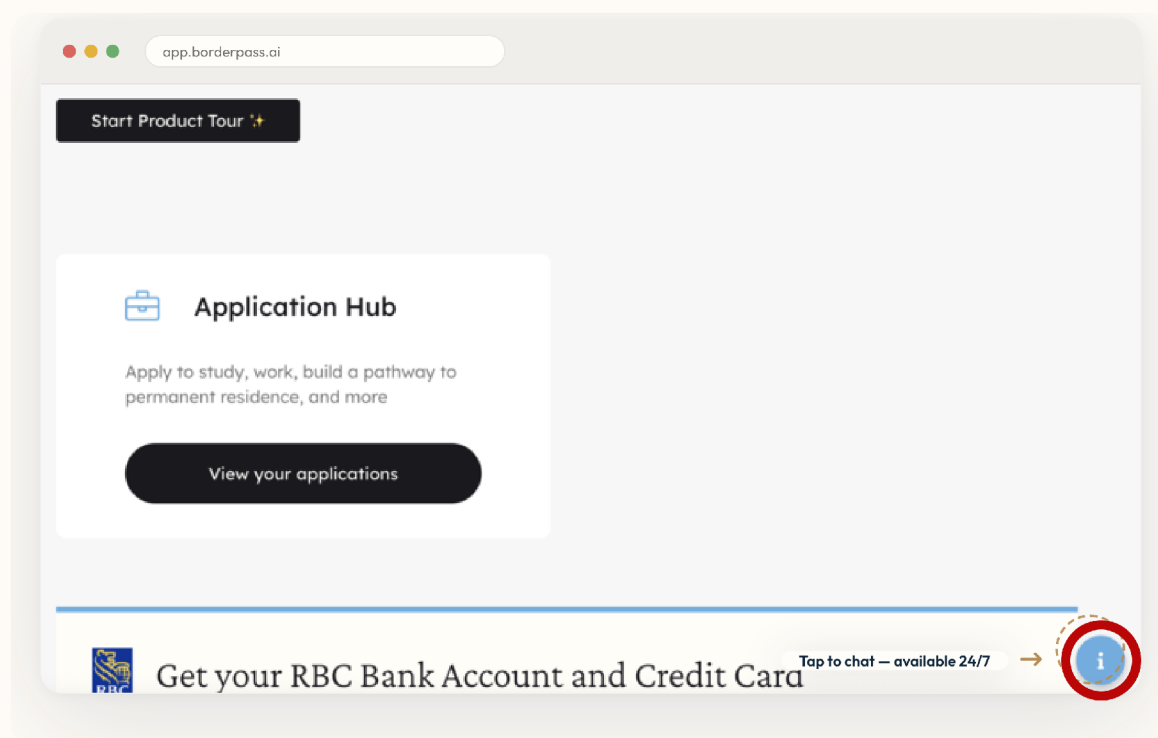
Raising an inquiry in four steps

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STEP ONE

Locate the BorderPass Assistant icon

You can raise a customer support inquiry through the BorderPass Assistant chatbot in the bottom-right corner of the page. The chatbot is available 24/7 and is trained to answer questions about the platform and provide guidance on general immigration inquiries. You can also find a larger version of the chatbot on the Applications tab in BorderPass.

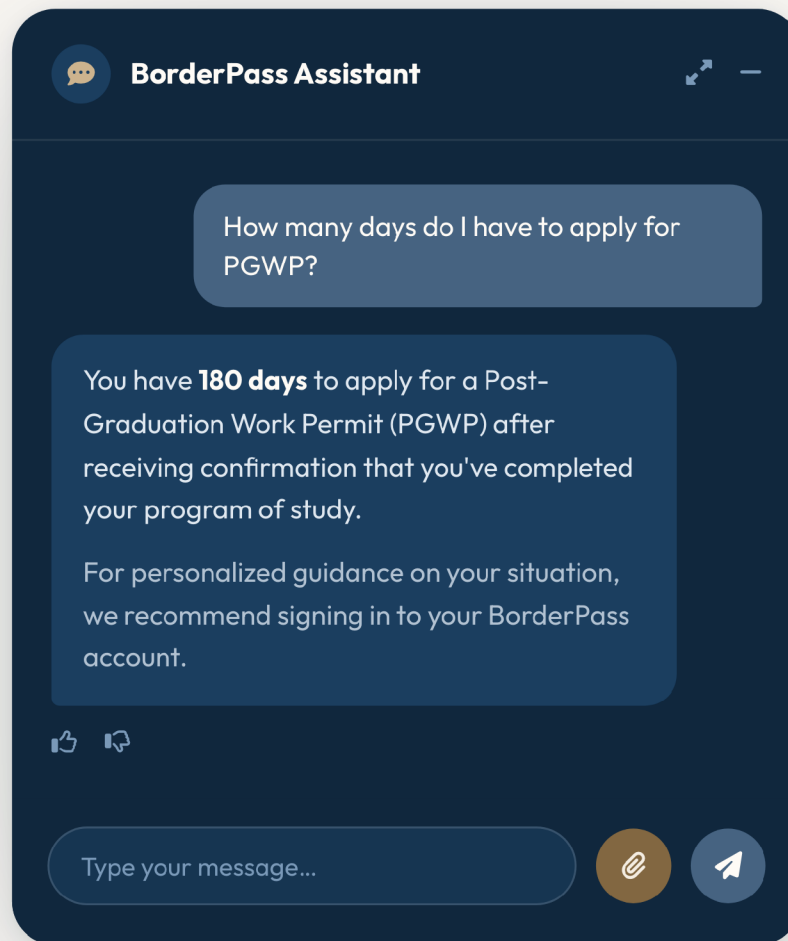


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STEP TWO

Ask your question

Open the BorderPass Assistant and ask your question — you'll receive a response within just a few seconds. The chatbot is trained on simple legal questions as well as questions that help you navigate the BorderPass platform. You can also use it to create a support ticket with our support team.

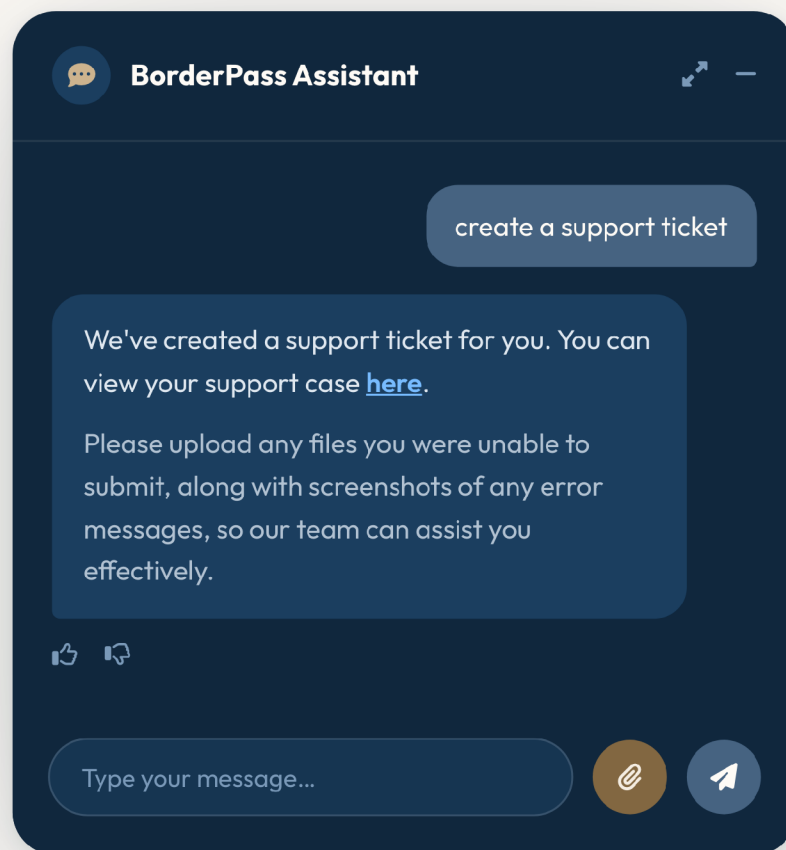


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STEP THREE

If needed, ask to speak to a person

If your question can't be answered by the BorderPass Assistant, ask to speak to a person by typing "create a support ticket". The chatbot will open a ticket on your behalf and send it directly to a BorderPass support team member. We aim to respond to all Briefcase tickets by email within 1 business day, during our hours of operation (Monday to Friday, 8am–5pm ET). Click the "here" link in the chatbot message to be redirected to Briefcase, our support ticket system.

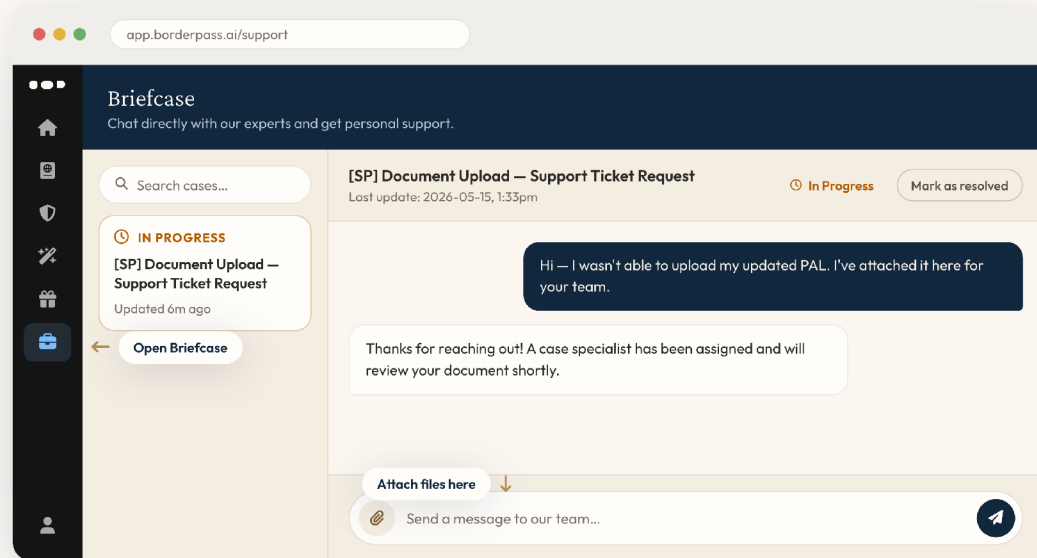


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STEP FOUR

Use Briefcase to communicate with our team

After you create your first case, open Briefcase from the icon in the left-hand navigation. View all of your cases, click into any one, and type in the text box at the bottom of the ticket to add context. Attach files with the paperclip icon. When our team responds, you'll get an email notification — and can return to Briefcase any time to read their reply.



A REMINDER

Please keep one open case per issue. Creating multiple cases or contacting us separately can delay your response time — we aim to get back to you within one business day.