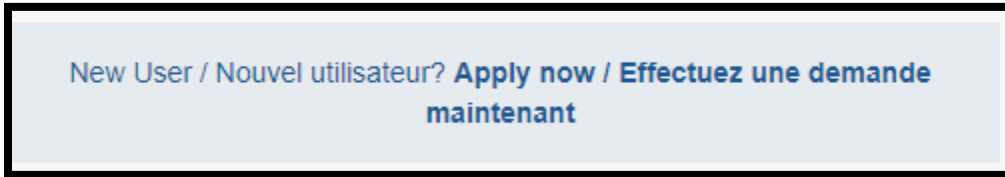


COPR Applicant Portal Troubleshooting Guide

New account

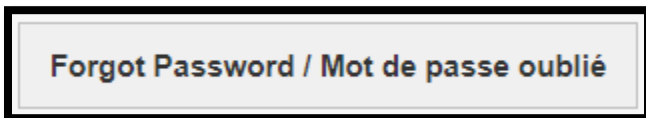
If you are using the applicant portal for the first time, click “Apply now” from the applicant portal to create a new account. Your email address will become your username for the account. The system will send you an email with a temporary password. Sign in with your email and temporary password. It is recommended that you copy and paste the temporary password.



If you complete this process and do not receive a password, it is most likely because you have an existing account. Follow the steps below if you have forgotten your password.

Forgot Password

If you have an existing account and have forgotten the password, click “Forgot Password” from the applicant portal. The system will send you an email with a new temporary password. Sign in with your email and temporary password. It is recommended that you copy and paste the temporary password.



If you did not receive an email

Emails are sent from noreply@copr.ca. If you have not received an email, check your **junk / spam** folder. Some email providers may direct the email to an alternate folder (example: *Promotions* in Gmail, or *Other* in Outlook). Check all folder options prior to attempting to request another temporary password.

Receipts

If you have made a payment to COPR for an application, a copy of your receipt can be accessed from the “Fees and Receipts” option after you have signed in.

