

Welcome to the Toronto District School Board

Introduction

Please use a desktop PC computer and a google chrome browser or Microsoft edge for the best experience.

As a newcomer to the Toronto District School Board (TDSB), we want to ensure that we have all the information and documents required to get you started in your assigned school. To accomplish this, we have created the Newcomer Profile Process.

The Newcomer Profile Process

The purpose of the Newcomer Profile Process is to create the Newcomer Profile Form which is a PDF document that will capture all the personal information and documents needed by the TDSB and your school. The process consists of the following actions:

1. Logging into the TISP (Toronto International Student Programs) application.
2. Updating the information on the Student Application Form that was submitted when you first applied to the TDSB.
3. Completing the new Arrival Information section on this form.
4. Reviewing and approving the Newcomer Profile Form which is created by using the information entered in steps 2 and 3 above.
5. Uploading required documents (PDF copies of your Immunization records, Study Permit, etc.)
6. Logging off

If you are not a recruiter, please skip to 1. [Logging in to TISP](#) on page 3.

Special Note for Recruiters Only


If you are performing the Newcomer Profile Process for one of your students, please login to the TISP system as normal, select the student application you wish to work with and begin the process at Updating the Information on the Student Application Form.

When you get to the section for Uploading Documents, the process is slightly different as you will most likely be dealing with multiple applications. Firstly uploads must be in PDF format and less than 2MB each. To upload documents for a given student, highlight their application as shown below (do not click on the TISP ID when attempting to highlight as this will open their application form). Once the selected application has been highlighted the Upload Documents button will become enabled. Click on it and continue following the instructions in the Uploading Documents section.

<div> New Application → Upload Documents Export To Excel </div>										
89 Record(s)										
TISP ID	Last Name	First Name	Date Of Birth	Gender	School Year	Panel	Assigned School	Assigned Grade	Start Date	End Da
20210034	Doe	John B.	13-APR-2008	M	2021-2022	Elementary			1-SEP-2021	30-J
20210047	NPFTest	TestA	13-JUL-2008	M	2021-2022	Elementary	Amesbury Middle School	08	1-SEP-2021	31-J
20210048	Brown	Jennifer	10-OCT-2010	F	2021-2022	Elementary			1-SEP-2021	30-J
20210049	White	Benjamin	11-NOV-2011	M	2021-2022	Secondary			1-SEP-2021	31-J
20210050	Green	Michael	8-AUG-2008	S	2021-2022	Secondary			1-SEP-2021	30-J
20210051	Leblanc	Michelle	6-JUN-2006	S	2021-2022	Secondary	Agincourt Collegiate Institute	10	1-SEP-2021	30-J

1. Logging in to TISP

Before you can log in to the TISP application, you must have a TISP Id. If you don't know your TISP Id, you can locate it on one of the documents you received from the TDSB --- the Conditional Offer of Acceptance or the Official Letter of Acceptance for example.



Toronto
District
School
Board

TDSB International Students and Admissions Office

5050 Yonge Street, 1st Floor, Toronto, Ontario, Canada M2N 5N8
 Telephone: 416-395-8120 Fax: 416-395-8476
 Email: StudyToronto@tdsb.on.ca Website: www.StudyToronto.ca

**OFFICIAL LETTER OF ACCEPTANCE
NEW STUDENT**

08 July 2021

TISP ID:	→	20219999
NAME:		
DATE OF BIRTH:		
COUNTRY:		
SCHOOL:		
LEVEL OF STUDY:		
GRADE:		
TUITION FEE PAID:		
SCHOOL YEAR & TERM:		2021 / 2022 01 September 2021 - 30 June 2022

Activating an Account

During the short but busy newcomer arrival timeframe, we require all newcomers to “activate” their accounts even if they had previously activated them when they submitted their application forms. This is being done to reduce the number of support calls and emails to the International Students and Admissions Office for forgotten passwords, answers to security questions, or to change email addresses. All this data will be “reset” in the activation process. Activating an account means that you already have a TISP Id but that you can't login to the system because you haven't created a password or set up your security questions and answers. Follow the steps below to activate your account.

1. Go to the Toronto International Student Programs (TISP) website: <https://tisp.tdsb.on.ca/>
2. Click on the **Parent/Student Login** button.

Toronto International Student Programs

Welcome to TISP

Parents and Students

The Toronto International Student Programs (TISP) application facilitates international students and their parents with the online submission of student applications and renewals, the required payments and the collection of any documents necessary to validate the information supplied. To begin, please click on the **Parent / Student Login** button below.

Parent / Student Login

Recruiters

Recruiters may submit and track the progress of student applications on behalf of their clients. To begin, please click on the **Recruiter Login** button below.

Recruiter Login

3. Click on the **Activate Your Account** button.

Toronto International Student Programs

Login

If you have an existing Toronto International Student Program (TISP) ID, please enter the following information and then click on **Login** button.

Student TISP ID

Password

Cancel **Login**

Trouble logging in?
Forgot your password | Forgot your TISP ID

New Registrations

If you do not have a Toronto International Student Program (TISP) ID, please click on the **Create New Account** button.

Create New Account

If you have a Toronto International Student Program (TISP) ID but did not create your profile (password and security questions) yet, please click on the **Activate Your Account** button.

Activate Your Account

- On the Student Account Activation screen, enter your TISP Id and then enter your legal last name, legal first name and date of birth. Finally, enter and confirm the e-mail address you would like correspondence from the TDSB to be sent to. Click on the **Next** button.

The screenshot shows the 'Student Account Activation' page for Toronto International Student Programs. The form includes the following fields and annotations:

- Student's TISP ID:** A text box containing '20219999'.
- Student's Legal Last Name:** A text box containing 'Your Legal Surname'.
- Student's Legal First Name:** A text box containing 'Your Legal First Name'.
- Student's Date of Birth:** Three dropdown menus showing '10', 'October', and '2010'.
- Your Email Address:** A text box containing 'Your Email Address'.
- Confirm Your Email Address:** A text box containing 'Your Email Address'.

Red annotations on the form include:

- A large red bracket on the right side of the TISP ID, Last Name, First Name, and Date of Birth fields, with the text: **This data must match what is in the TDSB database**.
- A red arrow pointing to the 'Confirm Your Email Address' field with the text: **The TDSB will send emails to this address**.
- A red arrow pointing to the 'Next' button.

At the bottom of the form are two buttons: 'Cancel' and 'Next'.

Please note that the data you enter into the TISP ID, Legal Last Name, Legal First Name and Date of Birth fields must match exactly what is in the TISP database otherwise you will receive the message **"Student details don't match"** and your account will not be activated. If you receive this message but believe that you have entered this data correctly, please contact the International Students and Admissions Office for help. You can refer to the Conditional Offer of Acceptance or the Official Letter of Acceptance to see this information. Note that in these letters your surname is usually presented in uppercase (e.g. SMITH) but it should be entered in mixed case here (e.g. Smith).

- On this screen you will create and verify your password and provide answers to 3 security questions you will select from the available list. Note that the password must be between 7 and 10 characters long and contain at least 1 digit and 1 alphabetic character and no special characters. When all data has been entered, click on the **Register** button.

Toronto International Student Programs

Security Questions/Answers

To complete the creation of the new TISP account, please enter the following information then click the **Register** button.

Step 1. Create your password

Your password must be between 7 to 10 characters long, contain at least 1 digit and 1 alphabetic character, and not include special characters.

Password

Verify Password

Step 2. Create your password reset options

Question 1

Answer

Question 2

Answer

Question 3

Answer

Register

- An email will be sent to the email address you entered on the Account Activation screen in step 4 above.

Toronto International Student Programs

Account Completion

An email has been sent to the email address below. You will need to follow the instructions on the email in order to activate your account.

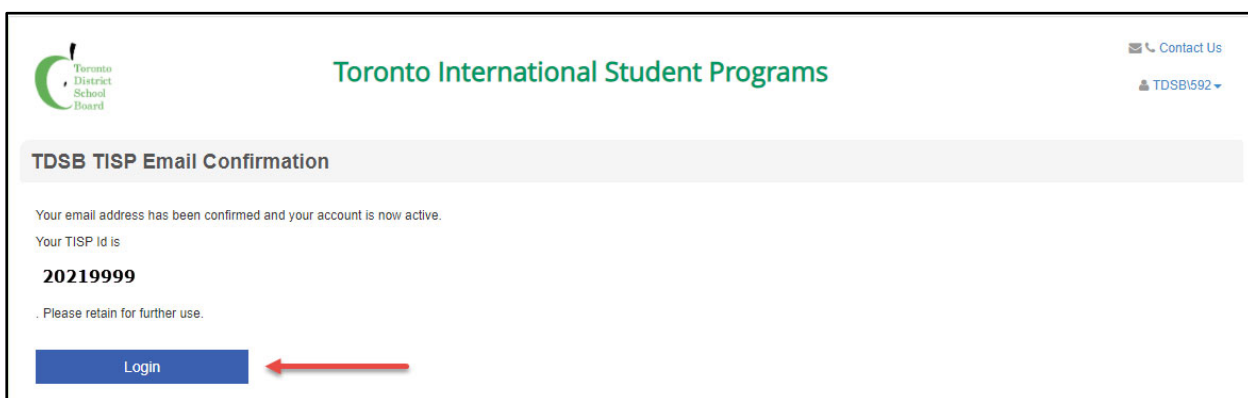
Your Email Address

Thank you

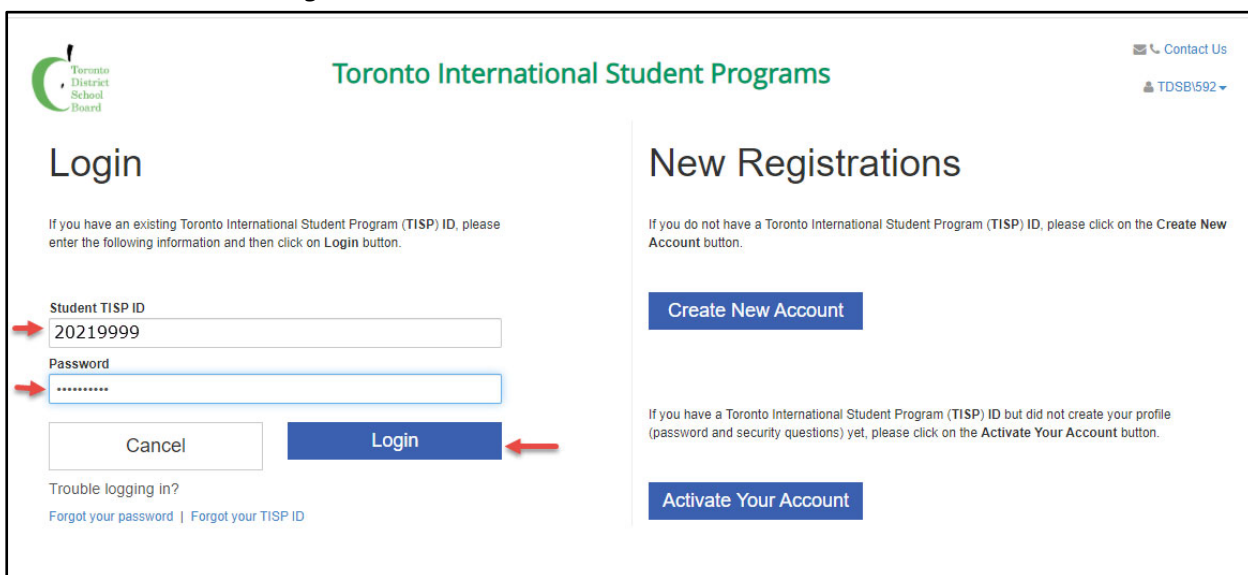
- When you receive the email, open it, and click on the [confirm](#) link.




- This will open the following window confirming that your account has been activated and that you can now log in to the TISP application. Click on the **Login** button.



- You will be taken to the TISP Login screen. Enter your TISP ID and the password you created in step 5 above and click on the **Login** button.



10. You will now have to answer one of the security questions you created in step 5 above.



Toronto District School Board

Toronto International Student Programs

Contact Us

Security Question


For security purposes, the Toronto District School Board requires a second level of authentication. Please enter the answer to the security question displayed below. You would have established the answer to this question when you first created your account or when you last changed your password.

Please type the answer to your security question here. Remember that the answer is case sensitive

Who was your childhood hero?

Login

You will see the Student Application Status screen. As a newcomer there should only be one application displayed. To access your Student Application Form, click on your TISP ID as shown below.



Toronto District School Board

Toronto International Student Programs

Contact Us

TDSB\20219999

Student Application Status

20219999 - Your Name

New Renewal
Upload Documents
Export To Excel

TISP ID	App.Type	App.Status	School Year	Panel	Assigned School	Assigned Grade	Start Date	End Date	App. Pay Status
20219999	New	OLA Sent	2021-2022	Secondary	Agincourt Collegiate Institute	10	1-SEP-2021	31-JAN-2022	Paid

The Student Application Form will display with all sections closed.

Please complete section 14 Arrival Information
Please, complete the following form in English

* Indicates required information

Section 1: SCHOOL REQUEST

Section 2: STUDENT INFORMATION

Section 3: PARENT/GUARDIAN INFORMATION

Section 4: CITIZENSHIP AND IMMIGRATION CANADA (CIC) CUSTODIAN INFORMATION

Section 5: HOMESTAY INFORMATION

Section 6: EMERGENCY CONTACT INFORMATION (While Student is in Canada)

Section 7: EDUCATIONAL GOALS AND INTERESTS

Section 8: HEALTH INFORMATION

Section 9: REFUND POLICY FOR TUITION FEE

Section 10: PARTICIPATION AGREEMENT

Section 11: STUDENT MEDIA RELEASE CONSENT FORM

Section 12: CANADA'S ANTI-SPAM LEGISLATION

Section 13: GENERAL RELEASE / WAIVER

Section 14: ARRIVAL INFORMATION

Cancel

Review Newcomer Profile Document

2. Updating the Information on the Student Application Form

- When you applied to the TDSB, you, your parent/guardian, your custodian, or your recruiter completed a Student Application Form and submitted it to the TDSB. Since this form was submitted, some time has passed, and we are asking you to please update any information that may have changed since then.
- The application consists of 14 sections. Sections 1 – 13 need to be reviewed and, if necessary, updated. Section 14 is a new section and should be completed. The sections should be completed in order.
- When you are finished with a section, click on the **Save** button to advance to the next section. If you receive any errors --- they will appear in red at the top of the section --- correct them and then click on the **Save** button again.
- You can always go back to a particular section by clicking on its header.

Start by opening Section 1: School Request. Just click on the section number or name to open it.

Please complete section 14 Arrival Information
Please, complete the following form in English

Section 1: SCHOOL REQUEST

Please visit our website at www.StudyToronto.ca for elementary school placement and for a list of secondary schools accepting international students.

* Last grade successfully completed: 09

* ☒ I wish to apply to TDSB elementary school (Grades JK-08) ☐ I wish to apply to TDSB secondary school (Grades 09-12)

Elementary Placement (Junior Kindergarten to Grade 8)
Placement in a school is based on the address of the parent/guardian or C/C custodian in the City of Toronto and is subject to availability of space and school. In the TDSB, elementary students are placed in grades according to age.

Secondary Placement (Grade 9 to 12)
Placement in your school of choice is not always possible as it is based on space and subject availability. In accordance with the Ontario Ministry of Education's curriculum, it is common for a student to take subjects at a different grade level.

* Secondary Grade Applying to: ☐ 9 ☐ 10 ☐ 11 ☐ 12

* The student is applying for the following term(s):

☒ September to June
☐ September to January
☐ February to January
☐ February to June

* The student is applying for the following term(s):

☐ September to June
☐ September to January
☐ February to January
☐ February to June

Completing Section 1: SCHOOL REQUEST

- If applicable, update the **Last grade successfully completed** field.
- **NOTE:** You cannot change the term, grade, or school that you applied for. These can only be changed in consultation with the International Students and Admissions Office. Scroll to the bottom of the section.
- If your living arrangements have changed since your application was submitted, update the **While in Canada, I will be:** selection.
This field must be updated if you selected **"I do not know where I will be living at this time"** on the original application. At this time, this is no longer an acceptable option --- you must either select another option or contact the International Students and Admissions Office for further instructions. You should not attempt to continue to complete this form until this issue has been resolved.
- Once all changes have been made, click on the **Save** button to advance to the next section. If you receive any errors --- they will appear in red at the top of the section --- correct them and then click on the **Save** button again.

Completing Sections 2-13

- For each section, review the data that was submitted with the original application and update anything that has changed.
- Once all changes have been made, or if there are no changes required, click on the **Save** button to advance to the next section.
- If you receive any errors --- they will appear in red at the top of the section --- correct them and then click on the **Save** button again. No changes in a section will be saved if there are error messages displayed in that section.

Checklist:

- If you changed who you will be living with in Section 1: School Request, please make sure that the address in Section 2: Student Information is updated as well. There must be a valid Toronto address entered in this section. If the student has requested to study virtually in their home country in section 1, please enter in the below valid Toronto address:
 - 5050 Yonge Street, Toronto, ON M2N 5N8
- If you changed your selection to ***Living with my CIC custodian*** OR if your custodian has changed, you must complete Section 4: Custodian Information. If the “***This section does not apply to me***” checkbox at the top of this section has been checked, you must first uncheck it to enable the fields in this section.
- If you changed your selection to ***Living with a homestay*** OR if your homestay has changed, you must complete Section 5: Homestay Information. If the “***This section does not apply to me***” checkbox at the top of this section has been checked, you must first uncheck it to enable the fields in this section.
- If you changed your selection to ***Living with my parent(s) / guardian(s)***, you must provide a phone number where they can be reached in Canada in Section 3: Parent Information.
- If there is data in Section 4: Custodian Information that no longer applies to you (i.e. you originally said you would be ***Living with my CIC custodian*** and have updated to a different option) you will need to remember to check the “***This section does not apply to me***” checkbox at the top of this section and click on the ***Save*** button in order to delete the data in this section.
- Similarly If there is data in Section 5: Homestay Information that no longer applies to you (i.e. you originally said you would be ***Living with a homestay*** and have updated to a different option) you will need to remember to check the “***This section does not apply to me***” checkbox at the top of this section and click on the ***Save*** button in order to delete the data in this section.

3. Completing Section 14: ARRIVAL INFORMATION

- This is a new section meant to capture data that would not have been available when the original application form was submitted and to collect additional data that may help your counsellors better understand your preferences. You may request to apply for virtual TDSB School, and we will try our best to accommodate, but will be based on availability and TDSB policies.
- Any field with an * is mandatory.
- When you have completed this section, click the **Save** button. If you receive any errors --- they will appear in red at the top of the section --- correct them and then click on the **Save** button again. If there are no errors, you will see the **Review Newcomer Profile Form** button. Click this button and continue to follow the instructions under “Reviewing the Newcomer Profile Form”

* Have you previously attended a private or public school in the province of Ontario? ☒ Yes ☐ No OEN: 123456789

☒ I would like to request to attend a virtual TDSB school ☒ I will be in Toronto ☐ I will be in my home country

Save

Cancel Review Newcomer Profile Document

4. Reviewing and Approving the Newcomer Profile Form

- When you click on the **Review Newcomer Profile Form** button a new tab opens and presents you with a PDF version of the Newcomer Profile Form.

NEWCOMER PROFILE

TDSB SCHOOL INFORMATION

Name of School	Grade	Starting Date
Agincourt Collegiate Institute	10	01-Sep-2021
School Address	Phone No	Fax No
2621 Midland Ave, Scarborough, ON M1S1R6	416-396-6675	416-396-6714

STUDENT INFORMATION

Legal Last Name	Legal First Name	Preferred First Name
Agincourt	John	John
Gender	Date of Birth	Country of Citizenship
Male	06-Jun-2006	France
First Language	Second Language	
French	English	
Email	Date of Arrival in Canada	Living With
john.agincourt@tdsb.on.ca	14-Jul-2021	Custodian
Home Address in Toronto (Address, City, Province, Postal Code)		
1234 Main St, Toronto, ON M1S1R6		
Primary Phone Number	Phone Type	Secondary Phone Number
416-396-6675	Home	416-396-6675
Study Permit	Yes - Expires 30-Jul-2021	
Previously Attended a School in Ontario / OEN	Requesting Virtual School	Passport Expiry Date
Yes, 123456789	Yes - from home country	27-Jul-2021

PARENT INFORMATION

Parent/Guardian (Legal Last Name, Legal First Name)	Relationship
John Agincourt	Parent
Home Country Address (Address, City, Province, Country, Postal Code)	
1234 Main St, Toronto, ON M1S1R6	
Primary Phone Number	Phone Type
416-396-6675	Home
Secondary Phone Number	Phone Type
416-396-6675	Home
Email	
john.agincourt@tdsb.on.ca	

Cancel Sign Off

- The Newcomer Profile Form is a presentation of the data you have entered in sections 1 – 14 above. Copies of this form will be kept in the International Students and Admissions Office and will also be forwarded to your assigned school. It is important that the information in this form is accurate and complete which is why we ask you to review it before you approve or sign off on it. Please note that once you click on the **Sign Off** button (shown above), you will still be able to view the data in your Student Application Form, but you will no longer be able to update it. Clicking the Sign Off button also signals to the International Students and Admissions Office that you have completed the Newcomer Profile Process.
- If you are not ready to sign off, click the **Cancel** button which will return you to the application form where you can continue to make changes. When you do click the **Sign Off** button, you will be returned to the application form, but all the fields will be protected from any further changes and the **Review Newcomer Profile Form** button will be replaced by a **View Newcomer Profile Form** button. Clicking on the **Cancel** button here will return you to the Student Application Status screen.

Please, complete the following form in English * Indicates required information

Section 1: SCHOOL REQUEST
Section 2: STUDENT INFORMATION
Section 3: PARENT/GUARDIAN INFORMATION
Section 4: CITIZENSHIP AND IMMIGRATION CANADA (CIC) CUSTODIAN INFORMATION
Section 5: HOMESTAY INFORMATION
Section 6: EMERGENCY CONTACT INFORMATION (While Student is in Canada)
Section 7: EDUCATIONAL GOALS AND INTERESTS
Section 8: HEALTH INFORMATION
Section 9: REFUND POLICY FOR TUITION FEE
Section 10: PARTICIPATION AGREEMENT
Section 11: STUDENT MEDIA RELEASE CONSENT FORM
Section 12: CANADA'S ANTI-SPAM LEGISLATION
Section 13: GENERAL RELEASE / WAIVER
Section 14: ARRIVAL INFORMATION

Cancel

←

View Newcomer Profile Document

5. Uploading Documents

Which Documents are Required?

Please review the following list to see which documents are required for you to upload.

- **Passport (photo page only)** – Required for all applicants.
- **Most Recent Transcripts (Notarized in English)** – Required only for those students assigned to grades 07 – 12.
- **Immunization Records (Not Required in English)** - Required for all applicants.
- **Study Permit** – Required only if you answered Yes to the Study Permit question in Section 14:Arrival Information on the Student Application Form.
- **Notarized IRCC Custodian/Parental Forms** – Required if the applicant has indicated that they will be living with either a custodian or a homestay in Toronto and they are under the age of 18.
- **Two proofs of Address** – Required for **all** elementary applicants (i.e. assigned to grades JK-08).
 - One of them must be Lease Agreement / Property Tax / Home Ownership.
 - Second one can be any mail with the parent/custodian/guardian's name and the address of the residence. (Hydro, Electricity, or Mail)

Uploading Documents

Uploading documents involves sending the TDSB links to documents that you have previously uploaded to your computer or network. These documents should be in PDF format. You can upload documents anytime (even after you have signed off on the Newcomer Profile Form) by clicking on the **Upload Documents** button found on the Student Application Status screen.

The screenshot shows the 'Toronto International Student Programs' website. The page title is 'Student Application Status' for user '20219999 - Your Name'. There are buttons for 'New Renewal', 'Upload Documents', and 'Export To Excel'. A red arrow points to the 'Upload Documents' button. Below the buttons is a table with application details.

TISP ID	App.Type	App.Status	School Year	Panel	Assigned School	Assigned Grade	Start Date	End Date	App. Pay Status
20219999	New	OLA Sent	2021-2022	Secondary	Agincourt Collegiate Institute	10	1-SEP-2021	31-JAN-2022	Paid

You will be presented with a screen like the one below.

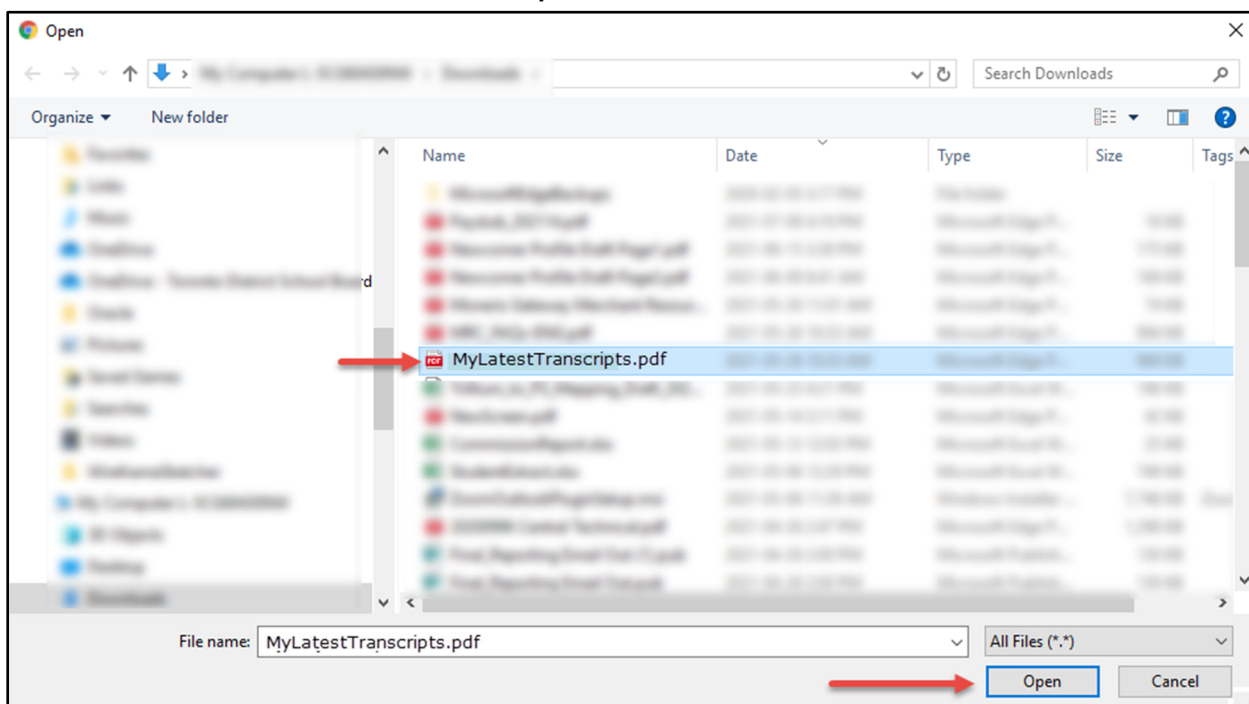
Arrival

Click [Upload File](#) to upload a document. Documents that have been verified by the International Education and Admissions Office (IEAO) are locked and cannot be overwritten. Uploaded d

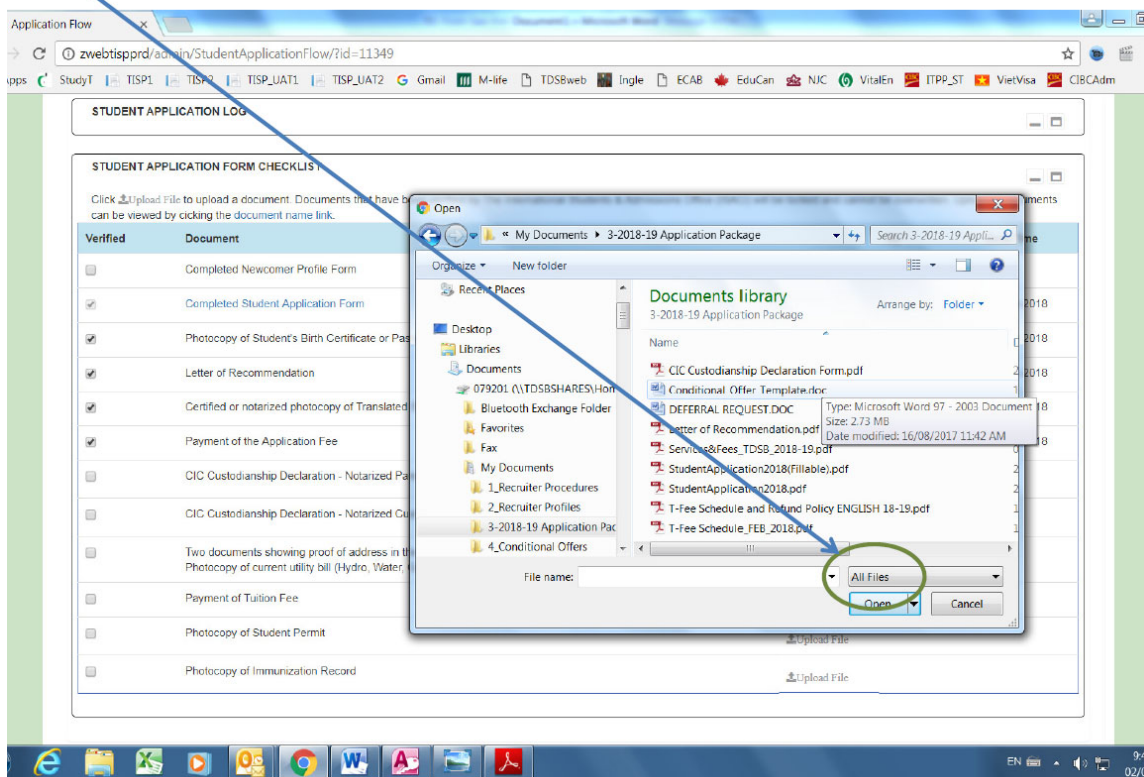
Verified	Document	
<input checked="" type="checkbox"/>	Completed Newcomer Profile Document	
<input type="checkbox"/>	Copy of valid Study Permit	Upload File
<input checked="" type="checkbox"/>	Copy of Passport	
<input type="checkbox"/>	Most recent school reports cards / transcripts (copy only)	Upload File
<input type="checkbox"/>	Immunization Record - No translations required (copy only)	Upload File
<input type="checkbox"/>	Copy of Custodian Declaration Form (Parents) (Notarized)	Upload File
<input type="checkbox"/>	Copy of Custodian Declaration Form (Custodian) (Notarized)	Upload File

Close

To upload a document, click on **Upload File** link. You will be taken to your file system where you will have to locate the PDF document you wish to upload. Either double-click on the file name or click on the file name and then click on the **Open** button.



When the File Folder pops up, change file types to “All Files” and click on the file you want to upload (PDF format, no bigger than 4MB please)



Arrival

Click [Upload File](#) to upload a document. Documents that have been verified by the International Education and Admissions Office (IEAO) are locked and cannot be overwritten. Uploaded documents can be viewed by clicking on the document name link.

Verified	Document	
<input checked="" type="checkbox"/>	Completed Newcomer Profile Document	
<input type="checkbox"/>	Copy of valid Study Permit	Upload File
<input checked="" type="checkbox"/>	Copy of Passport	
<input type="checkbox"/>	Most recent school reports cards / transcripts (copy only)	Upload File
<input type="checkbox"/>	Immunization Record - No translations required (copy only)	Upload File
<input type="checkbox"/>	Copy of Custodian Declaration Form (Parents) (Notarized)	Upload File
<input type="checkbox"/>	Copy of Custodian Declaration Form (Custodian) (Notarized)	Upload File

[Close](#)

Note that documents whose names are in blue have already been uploaded and can be viewed by clicking on their name.

If the checkbox in the **Verified** column has been checked, those documents can no longer be uploaded as the International Students and Admissions Office has already reviewed and approved them. If you want to replace these documents, you will have to consult with the International Students and Admissions Office.

If the checkbox in the **Verified** column has not been checked, those documents can still be uploaded. If you attempt to upload a document that has been previously uploaded, the new document will replace the previously uploaded document in the TDSB's file system

6. Logging Off

From the Student Application Status screen, click on the down arrow next to your TISP Id as shown below. A logout button will appear. Click on it to logout of the TISP application.

Toronto International Student Programs

Student Application Status

20219999 - Your Name

Logout

New Renewal **Upload Documents** **Export To Excel**

TISP ID	App.Type	App.Status	School Year	Panel	Assigned School	Assigned Grade	Start Date	End Date	App. Pay Status
20219999	New	OLA Sent	2021-2022	Secondary	Agincourt Collegiate Institute	10	1-SEP-2021	31-JAN-2022	Paid