MON PROJET Québec

A GUIDE to Creating and Managing an Account

C-0551-AN (2015-07-22)

Immigration, Diversité et Inclusion
Québec

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Useful information about this Guide and about Mon projet Québec

Words in green refer to the various features in Mon projet Québec (buttons, fields, pages, etc.).

To help you through this process, each step will be explained.

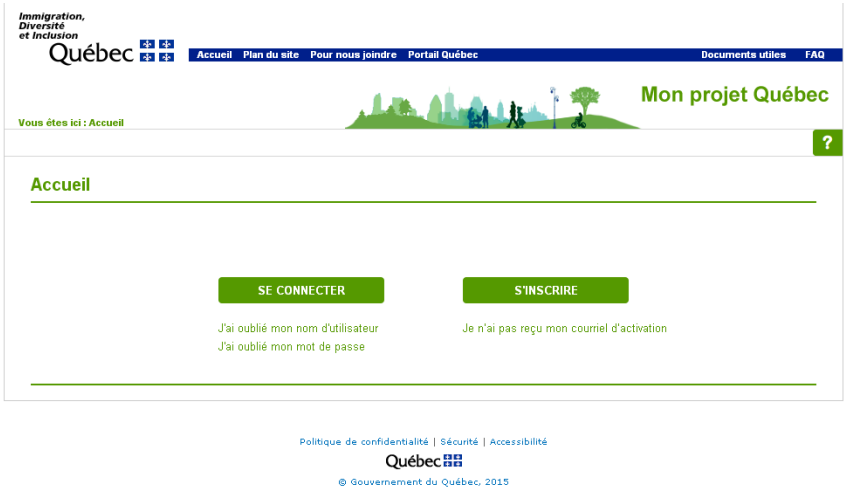
Create your account

To access all of the services offered under Mon projet Québec, you must first create an account by following the steps below.

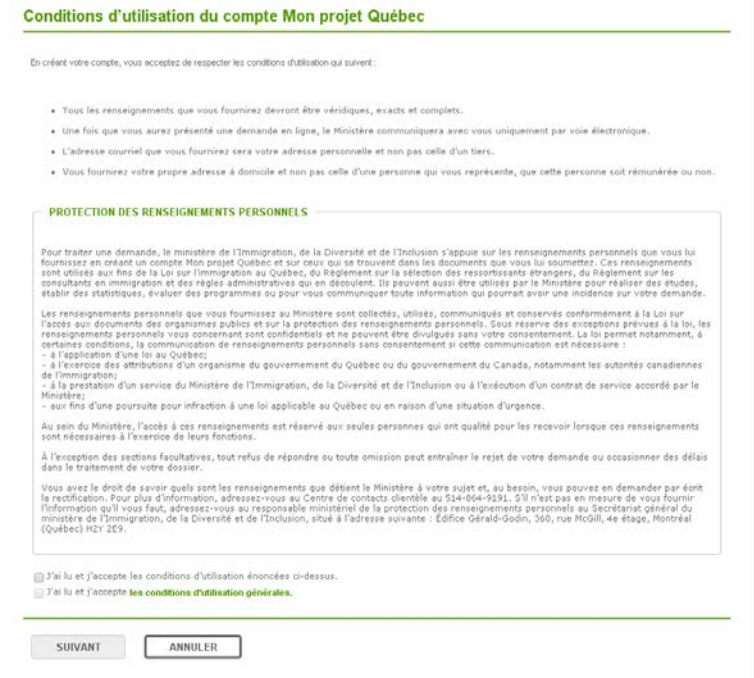
Note that all of the fields marked with an asterisk (*) must be completed.

Complete the page regarding the terms of use of your Mon projet Québec account

1 Once you have accessed Mon projet Québec, click on S'INSCRIRE on the page Accueil.

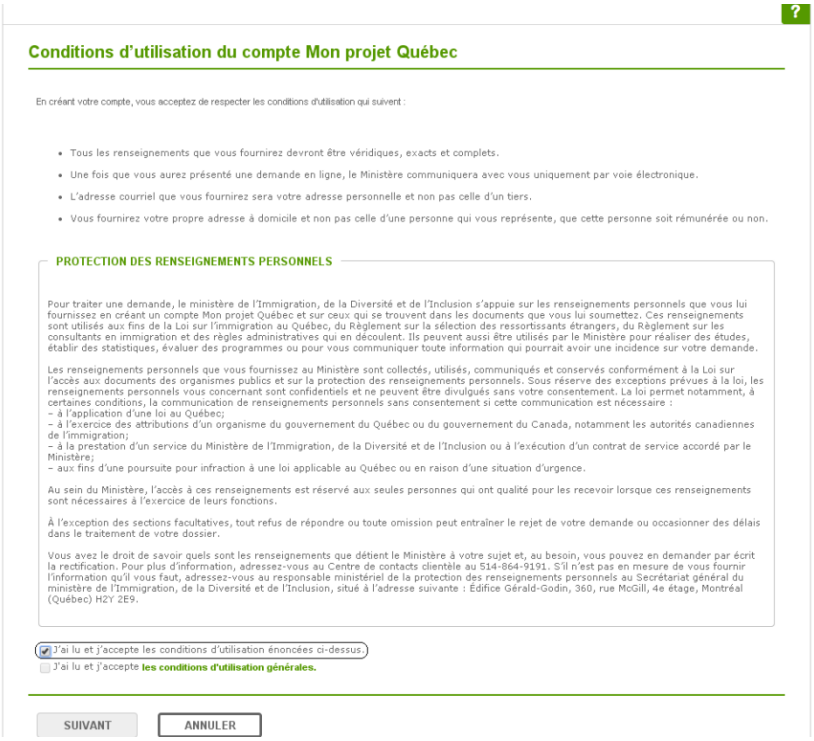


The page Conditions d'utilisation du compte Mon projet Québec will open.

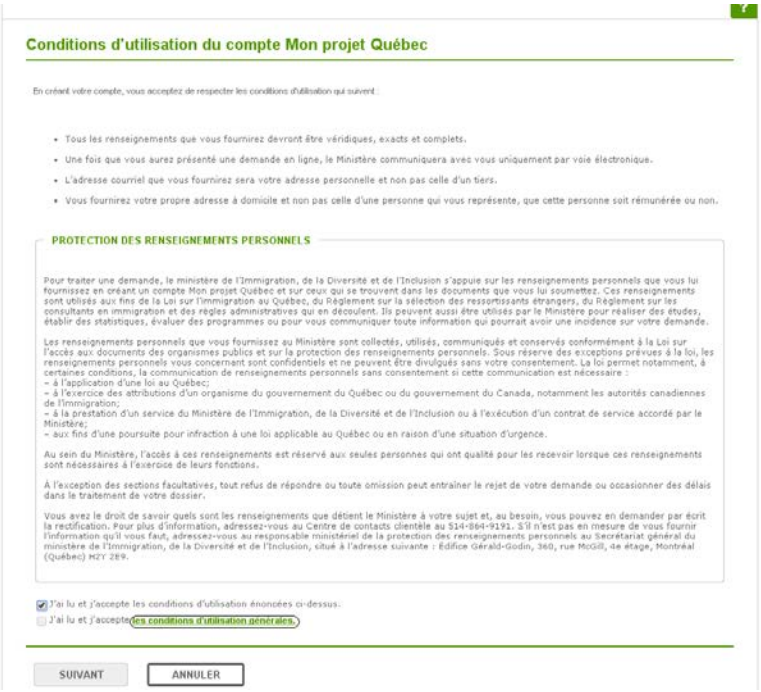


Read the terms of use, then checkmark the box **J'ai lu et j'accepte les conditions d'utilisation énoncées ci-dessous** to confirm that you have read and accepted the terms of use. To read the English translation,, go to Appendix A.

2

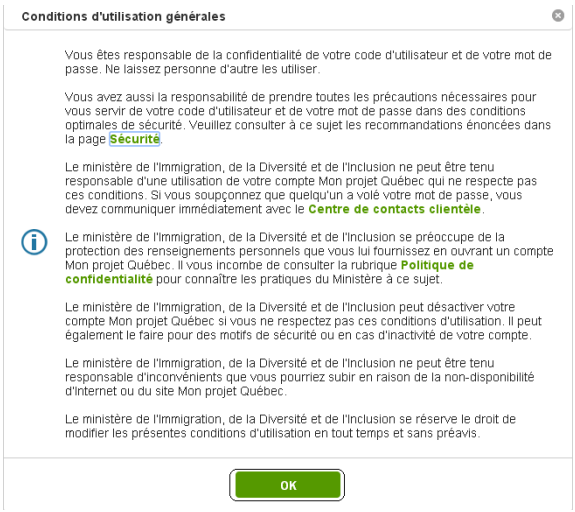


3 Click on **Conditions d'utilisation générales** to consult the general terms of use.

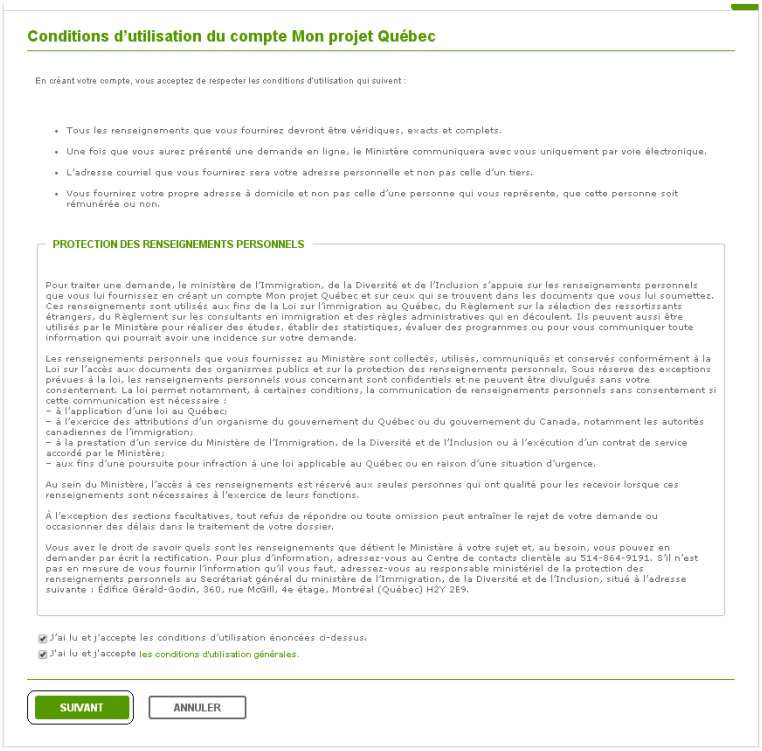


The window **Conditions d'utilisation générales** will open. Read the text, then click on OK to close the window. To read the English translation,, go to Appendix B.

4



5 Checkmark the box **J'ai lu et j'accepte les conditions d'utilisation générales**. The button **Suivant** will appear in green at the bottom of the page **Conditions d'utilisation du compte Mon projet Québec**. Click on SUIVANT to go the next step.



Conditions d'utilisation du compte Mon projet Québec

En créant votre compte, vous acceptez de respecter les conditions d'utilisation qui suivent :

- Tous les renseignements que vous fournirez devront être véridiques, exacts et complets.
- Une fois que vous aurez présenté une demande en ligne, le Ministère communiquera avec vous uniquement par voie électronique.
- L'adresse courriel que vous fournirez sera votre adresse personnelle et non pas celle d'un tiers.
- Vous fournirez votre propre adresse à domicile et non pas celle d'une personne qui vous représente, que cette personne soit rémunérée ou non.

PROTECTION DES RENSEIGNEMENTS PERSONNELS

Pour traiter une demande, le ministère de l'Immigration, de la Diversité et de l'Inclusion s'appuie sur les renseignements personnels que vous lui fournissez en créant un compte Mon projet Québec et sur ceux qui se trouvent dans les documents que vous lui soumettez. Ces renseignements sont utilisés aux fins de la Loi sur l'immigration au Québec, du Règlement sur la sélection des ressortissants étrangers, du Règlement sur les consultants en immigration et des règles administratives qui en découlent. Ils peuvent aussi être utilisés par le Ministère pour réaliser des études, établir des statistiques, évaluer des programmes ou pour vous communiquer toute information qui pourrait avoir une incidence sur votre demande.

Les renseignements personnels que vous fournissez au Ministère sont collectés, utilisés, communiqués et conservés conformément à la Loi sur l'accès aux documents des organismes publics et sur la protection des renseignements personnels. Sous réserve des exceptions prévues à la loi, les renseignements personnels vous concernant sont confidentiels et ne peuvent être divulgués sans votre consentement. La loi permet notamment, à certaines conditions, la communication de renseignements personnels sans consentement si cette communication est nécessaire :
– à l'application d'une loi au Québec;
– à l'exercice des attributions d'un organisme du gouvernement du Québec ou du gouvernement du Canada, notamment les autorités canadiennes de l'immigration;
– à la prestation d'un service du Ministère de l'Immigration, de la Diversité et de l'Inclusion ou à l'exécution d'un contrat de service accordé par le Ministère;
– aux fins d'une poursuite pour infraction à une loi applicable au Québec ou en raison d'une situation d'urgence.

Au sein du Ministère, l'accès à ces renseignements est réservé aux seules personnes qui ont qualité pour les recevoir lorsque ces renseignements sont nécessaires à l'exercice de leurs fonctions.

À l'exception des sections facultatives, tout refus de répondre ou toute omission peut entraîner le rejet de votre demande ou occasionner des délais dans le traitement de votre dossier.

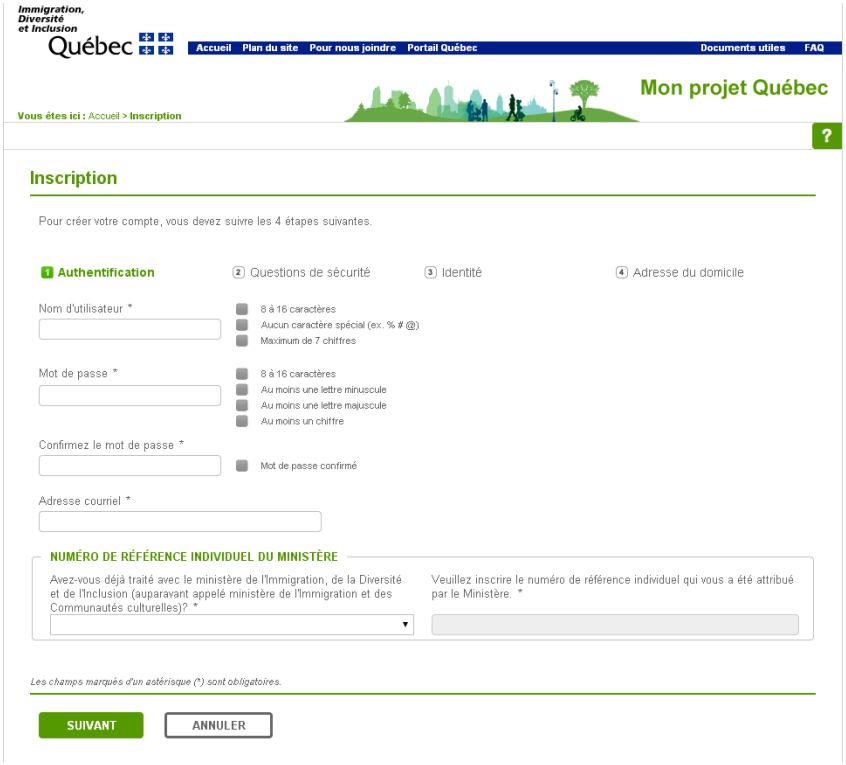
Vous avez le droit de savoir quels sont les renseignements que détient le Ministère à votre sujet et, au besoin, vous pouvez en demander par écrit la rectification. Pour plus d'information, adressez-vous au Centre de contacts clientèle au 514-864-9191. S'il n'est pas en mesure de vous fournir l'information qu'il vous faut, adressez-vous au responsable ministériel de la protection des renseignements personnels au Secrétariat général du ministère de l'Immigration, de la Diversité et de l'Inclusion, situé à l'adresse suivante : Édifice Gérald-Godin, 360, rue McGill, 4e étage, Montréal (Québec) H2Y 2E9.

J'ai lu et j'accepte les conditions d'utilisation énoncées ci-dessus.
J'ai lu et j'accepte les conditions d'utilisation générales.

SUIVANT ANNULER

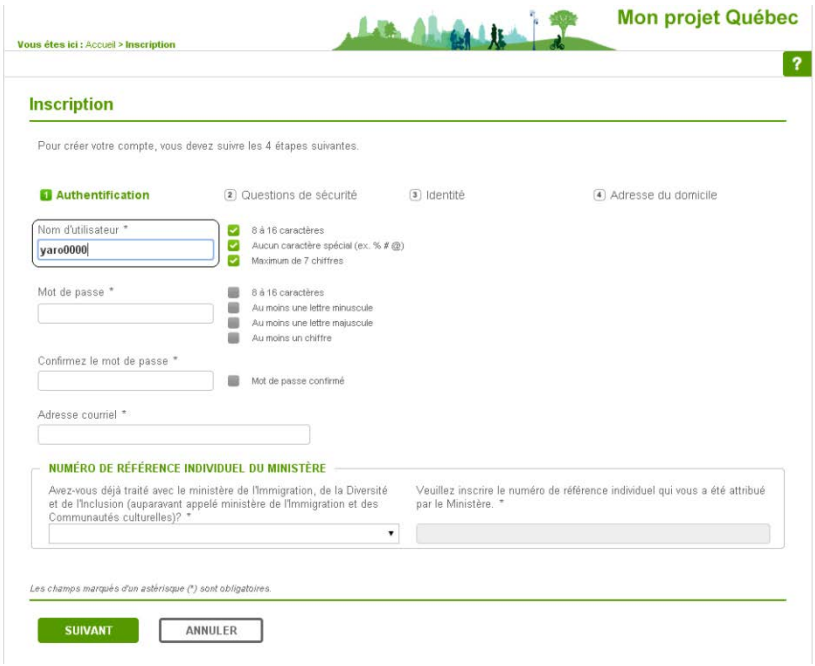
Complete the registration page

Once you have completed the page **Conditions d'utilisation du compte Mon projet Québec**, you must complete the registration page **Inscription**.



1 In the field **Nom d'utilisateur**, type in a username that respects the three criteria indicated to the right of this field, namely:

- 8 to 16 characters
- No special characters (e.g., % # @)
- Maximum of 7 digits

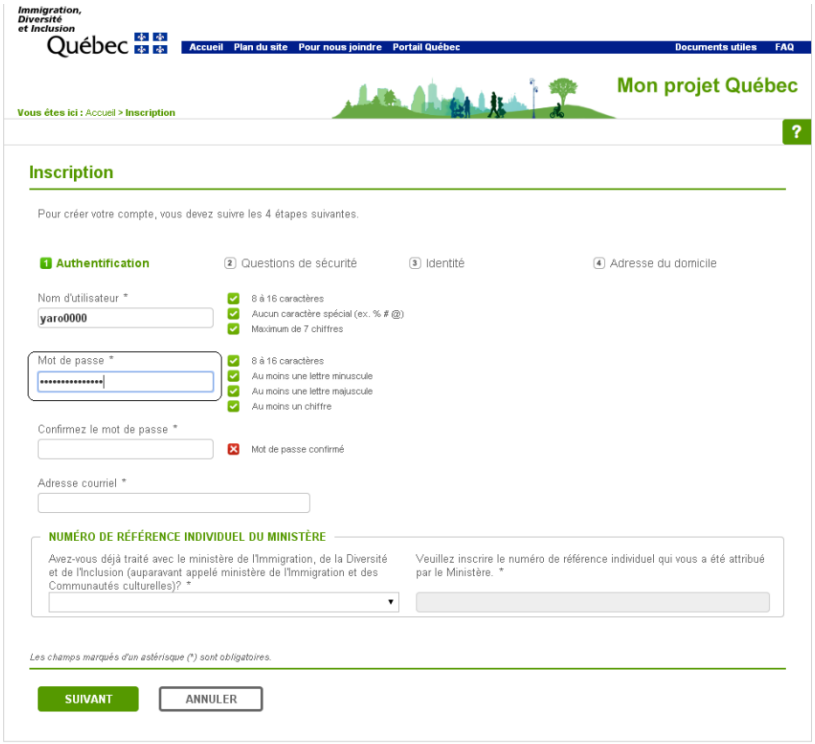


NOTES

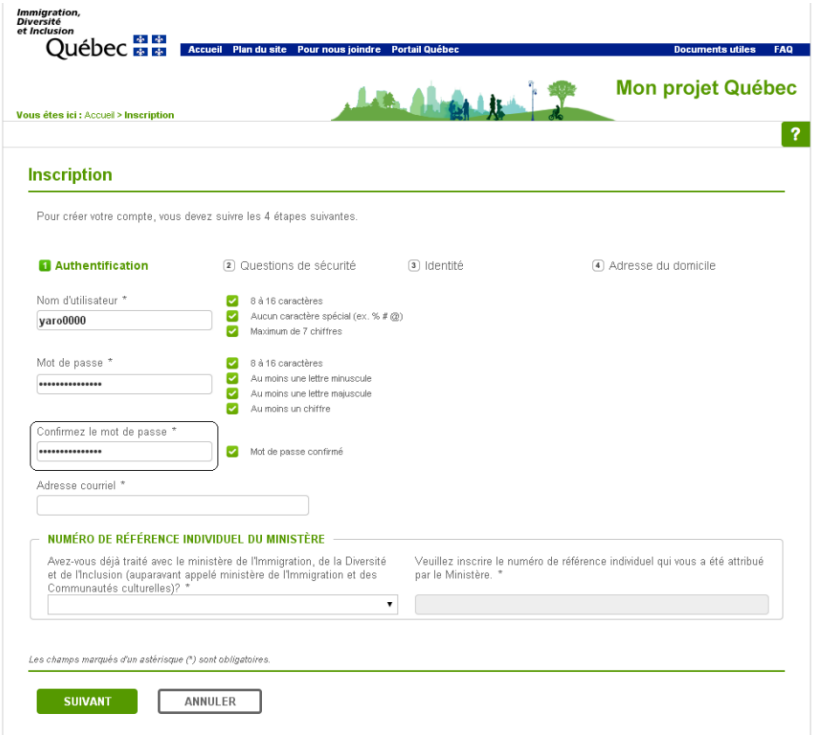
- A green checkmark (✓) will appear to indicate that you have respected a criterion.
- A red "X" (×) indicates that you have not fulfilled the criterion.
- If you try to validate a page that contains errors, you will receive a warning, and error messages will appear in red below the field that must be corrected. You must then change the content of these fields based on the error messages. This last note applies to all of the pages in **Mon projet Québec**.

2 In the field **Mot de passe**, type in a password that respects the four criteria indicated to the right of the field, namely:

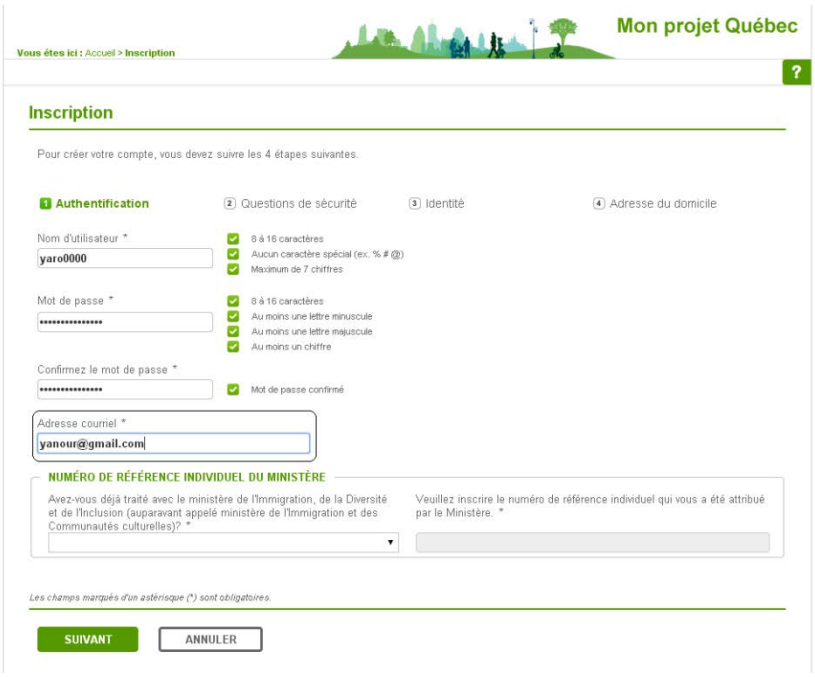
- 8 to 16 characters
- At least one lowercase letter
- At least one uppercase letter
- At least one digit



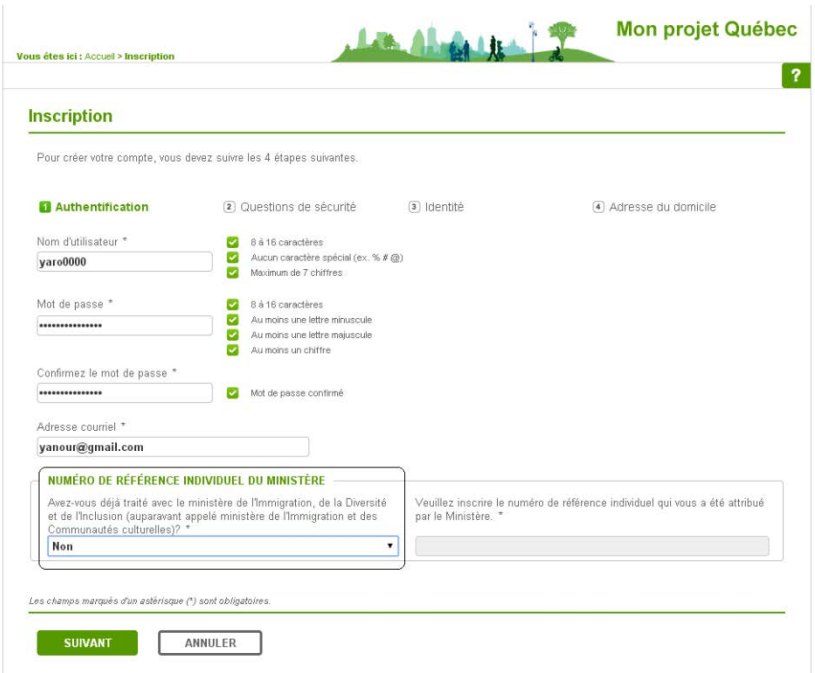
3 In the field **Confirmez le mot de passe**, retype your password (the two passwords entered must be identical) to confirm your password.



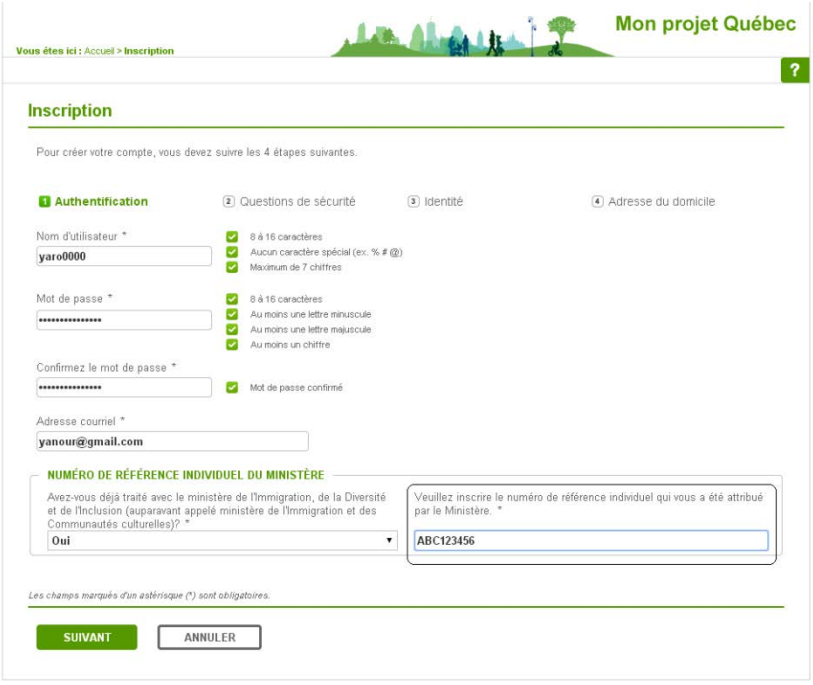
4 In the field **Adresse courriel**, type in your email address.



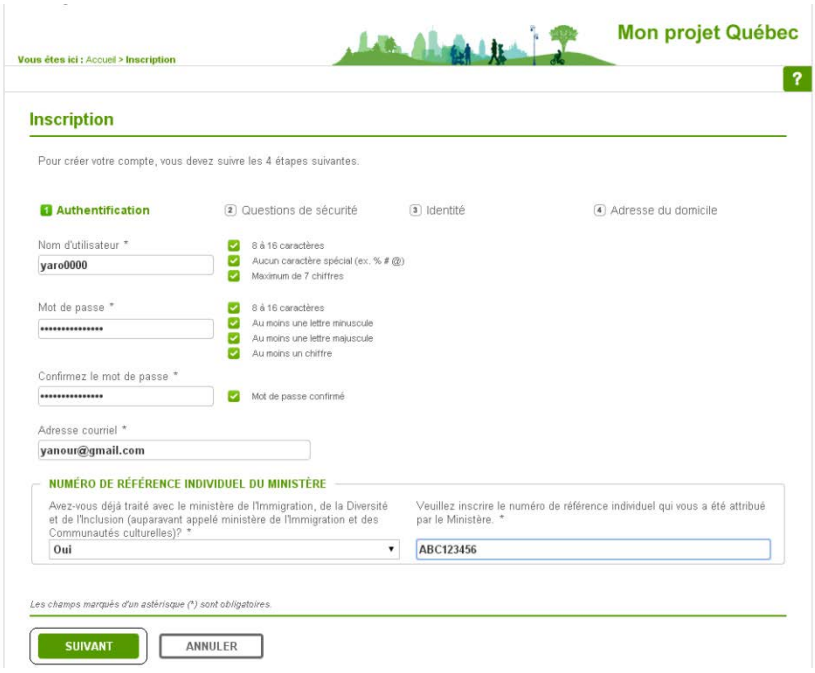
5 In the zone **NUMÉRO DE RÉFÉRENCE INDIVIDUEL DU MINISTÈRE**, answer the question **Avez-vous déjà traité avec le ministère de l'Immigration, de la Diversité et de l'Inclusion (auparavant appelé ministère de l'Immigration et des Communautés culturelles)?** To answer, click on the dropdown button ▾ and select **OUI** (*Yes*) if you have already dealt with the *Ministère de l'Immigration, de la Diversité et de l'Inclusion* (formerly called *Ministère de l'Immigration et des Communautés culturelles*), or **NON** (*No*) if you have never done so.
If you answered *No*, go to *step* 7.



6 If you have already dealt with the Ministère and were assigned an individual reference number, enter the number in the field **Veuillez inscrire le numéro de référence individuel qui vous a été attribué par le Ministère** in the zone **NUMÉRO DE RÉFÉRENCE INDIVIDUEL DU MINISTÈRE**.



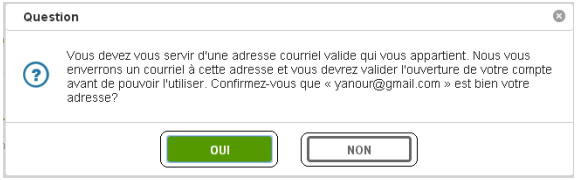
7 Click on SUIVANT to go to next step.



8 A message will appear asking you to confirm that the email address you provided is valid and belongs to you. If this is the case, click on OUI. This will take you to the page **Questions de sécurité**.

OR

If the email address is not valid and does not belong to you, click on NON. You will go back to the preceding page and must enter a valid email address that belongs to you.

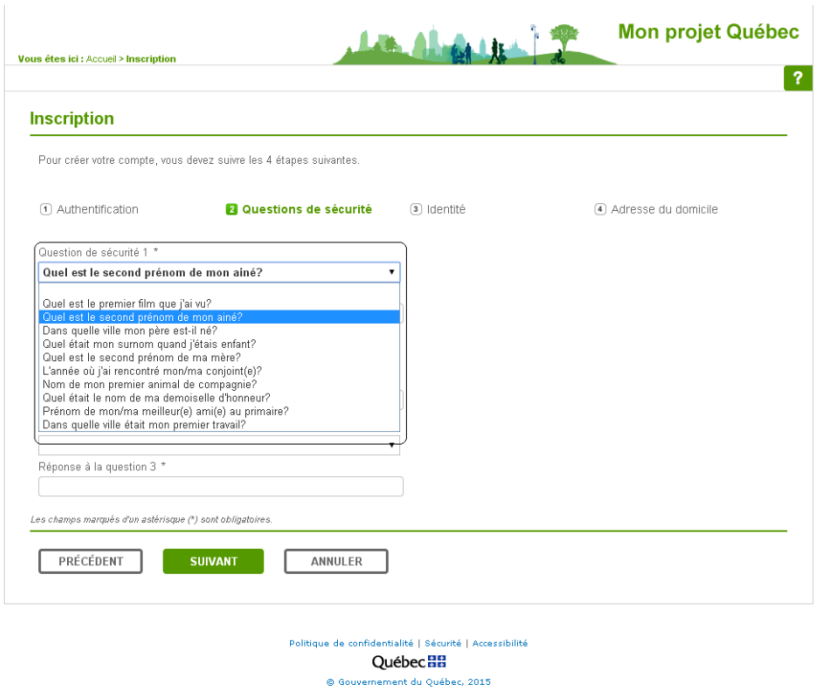


Choose your security questions and answer them

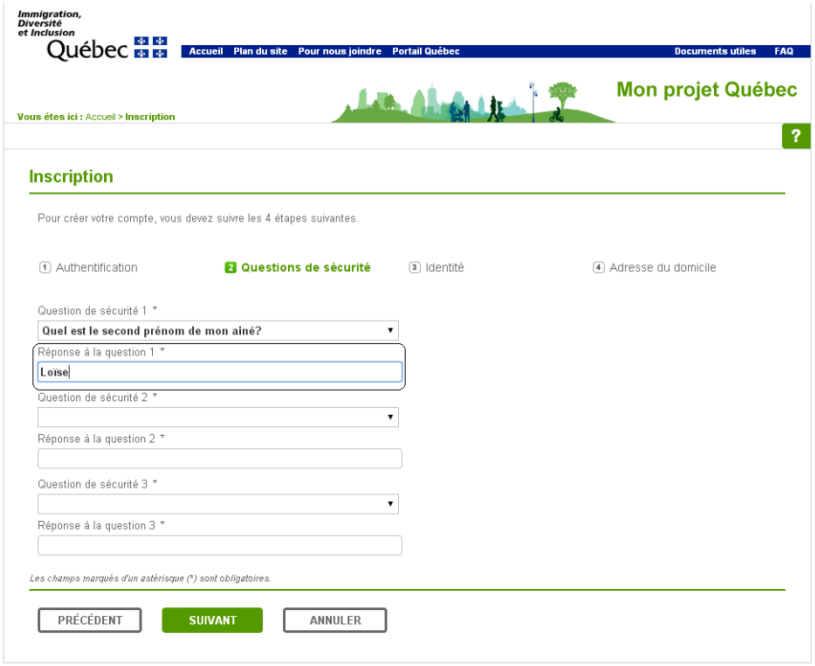
Once you have validated your email address, the page **Inscription — Questions de sécurité** will open. You will be asked to choose three security questions and to answer each one.

1 In the field **Question de sécurité 1**, click on the dropdown button and choose a question on the list. The questions are, in order:

- Quel est le premier film que j'ai vu? (What is the first film I ever saw?)
- Quel est le second prénom de mon aîné? (What is my eldest child's middle name?)
- Dans quelle ville mon père est-il né? (In what city was my father born?)
- Quel était mon surnom quand j'étais enfant? (What was my nickname when I was a child?)
- Quel est le second prénom de ma mère? (What is my mother's middle name?)
- En quelle année ai-je rencontré mon conjoint ou ma conjointe? (What year did I meet my spouse?)
- Quel était le nom de mon premier animal de compagnie? (What was my first pet's name?)
- Quel était le nom de ma demoiselle d'honneur? (What was my bridesmaid's name?)
- Quel était le prénom de mon meilleur ami ou de ma meilleure amie au primaire? (What was the name of my best friend in elementary school?)
- Dans quelle ville ai-je obtenu mon premier emploi? (In what city did I get my first job?)



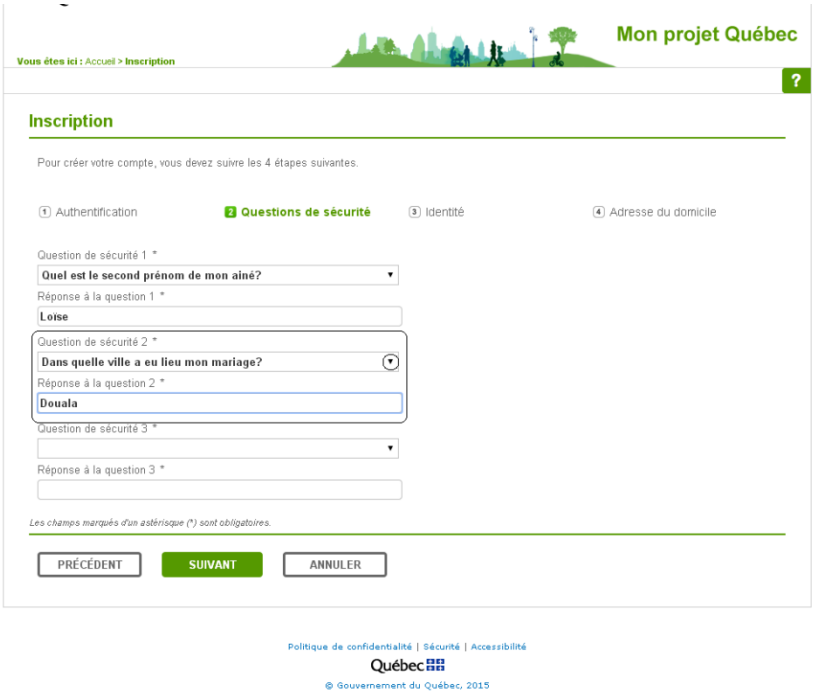
2 In the field **Réponse à la question 1**, enter the answer to the question you chose in the field **Question de sécurité 1**. Make sure you remember your answer: you must always provide the same answer to this question in order to access your account.



3 Repeat the two preceding steps for **Question de sécurité 2** and **Question de sécurité 3**.

The choices provided for **Question de sécurité 2** are, in order:

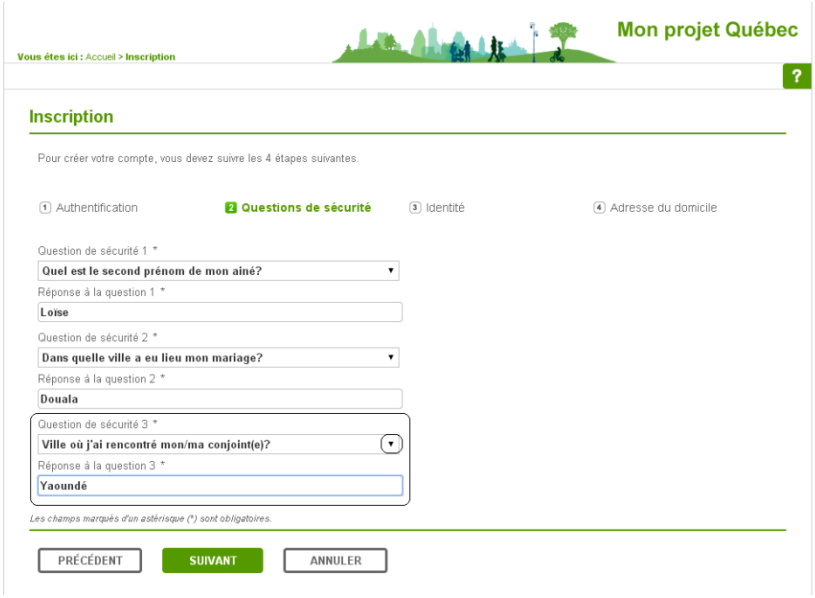
- Quel est le premier livre que j'ai lu? (What is the first book I read?)
- Quelle est la première entreprise pour laquelle j'ai travaillé? (What is the first company I worked for?)
- Quelle école secondaire ma mère a-t-elle fréquentée? (What high school did my mother attend?)
- Dans quelle ville ma mère est-elle née? (In what city was my mother born?)
- Quel est le second prénom de mon conjoint ou de ma conjointe? (What is my spouse's middle name?)
- Dans quelle ville a eu lieu mon mariage? (In what city did I get married?)
- Quel est le prénom de mon meilleur ami ou de ma meilleure amie? (What is my best friend's first name?)
- Quel est le nom de la première école que j'ai fréquentée? (What is the name of the first school I attended?)
- Qui m'enseignait en maternelle? (Who was my kindergarten teacher?)
- Quel est le nom du plus âgé de mes cousins? (What is my eldest cousin's name?)



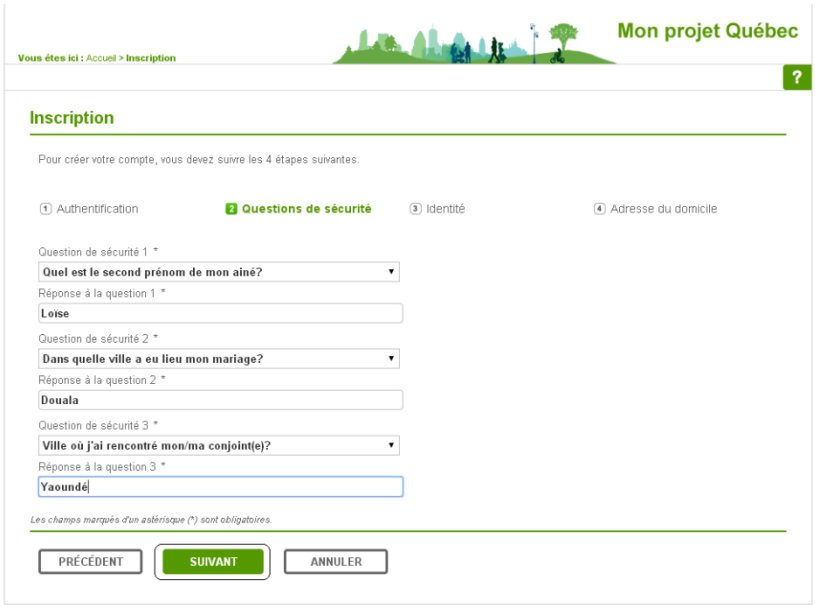
The choices provided for **Question de sécurité 3** are, in order:

- Quelle était la marque de ma première voiture? (What was the make of my first car?)
- Quelle école secondaire mon père a-t-il fréquentée? (What high school did my father attend?)

- Dans quelle ville ai-je rencontré mon conjoint ou ma conjointe? (In what city did I meet my spouse?)
- Qui était mon professeur préféré au secondaire? (Who was my favourite teacher in high school?)
- In what country did I celebrate my honeymoon? (Dans quel pays a eu lieu ma lune de miel?)
- Quel était le prénom de mon garçon ou de ma fille d'honneur? (What was the first name of my bridesmaid or best man?)
- Quel était le nom de mon premier patron ou de ma première patronne? (What was the name of my first boss?)
- Quelle est la ville de naissance de mon conjoint ou de ma conjointe? (In what city was my spouse born?)
- Comment s'appelait mon meilleur ami ou ma meilleure amie d'enfance? (What was the first name of my best friend when I was a child?)
- Quel est le prénom du plus âgé de mes neveux et nièces? (What is the first name of the eldest among my nieces and nephews?)

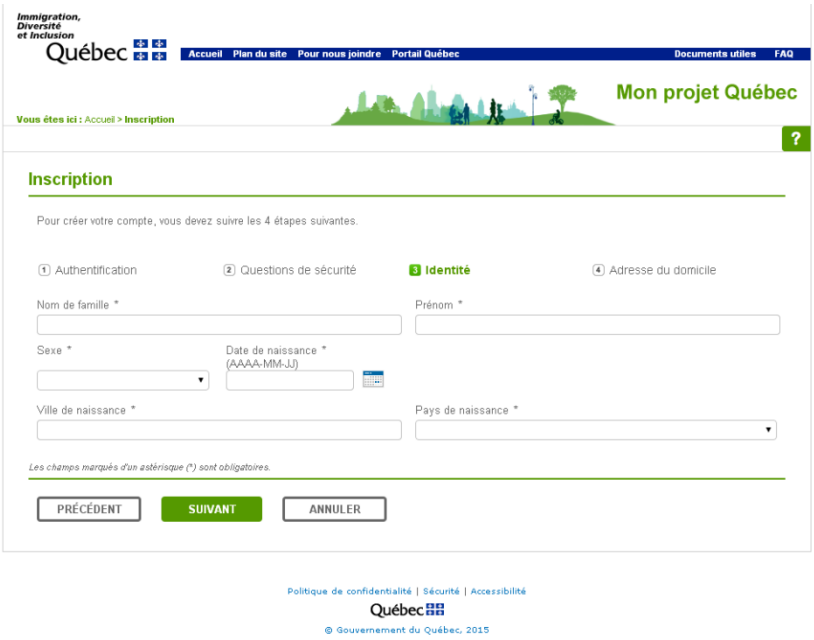


4 Click on SUIVANT to go to the next step.

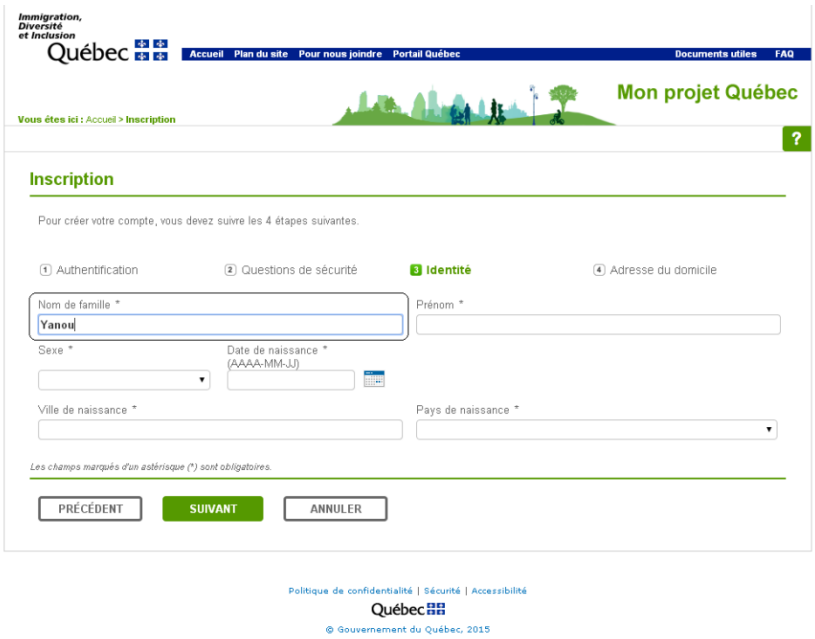


Answer the identity questions

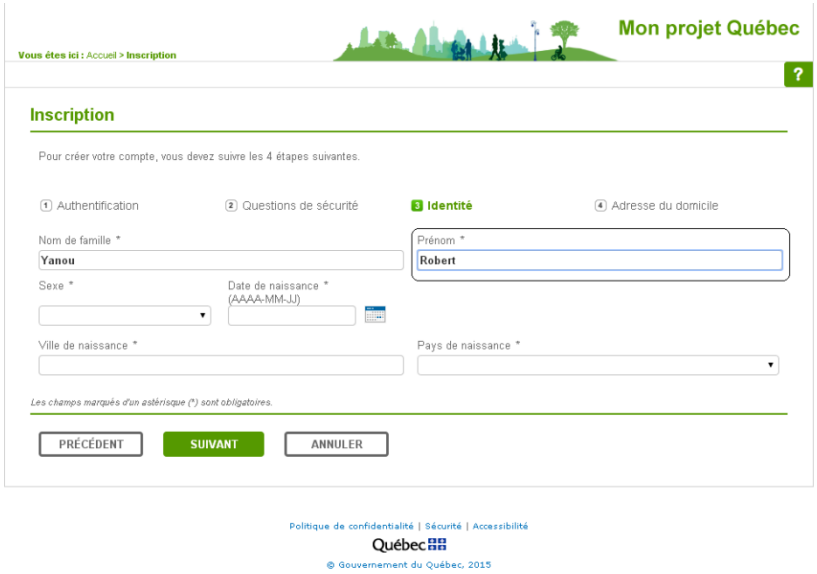
Once you have chosen three security questions and answered them, the page **Inscription — Identité** will open. As the principal applicant, you must enter your identity information.



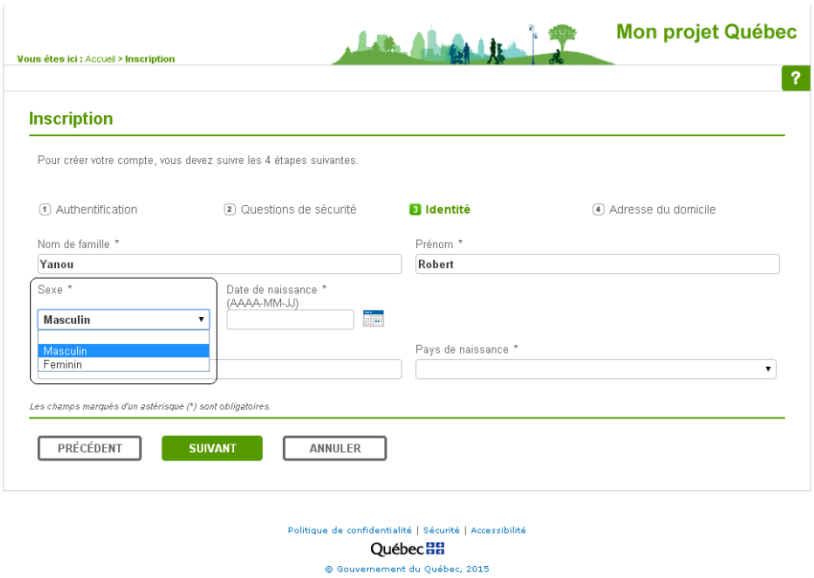
1 In the field **Nom de famille**, enter your family name as it appears on your passport.



2 In the field **Prénom**, enter your first name.



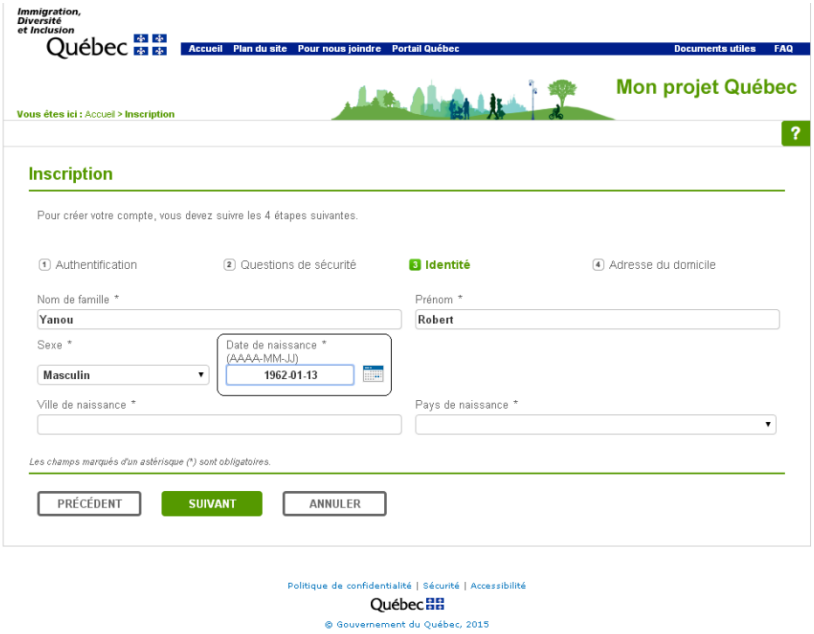
3 Click on the dropdown button ▾ of the list **Sexe** and select **Masculin** if you are a man, and **Féminin** if you are woman.



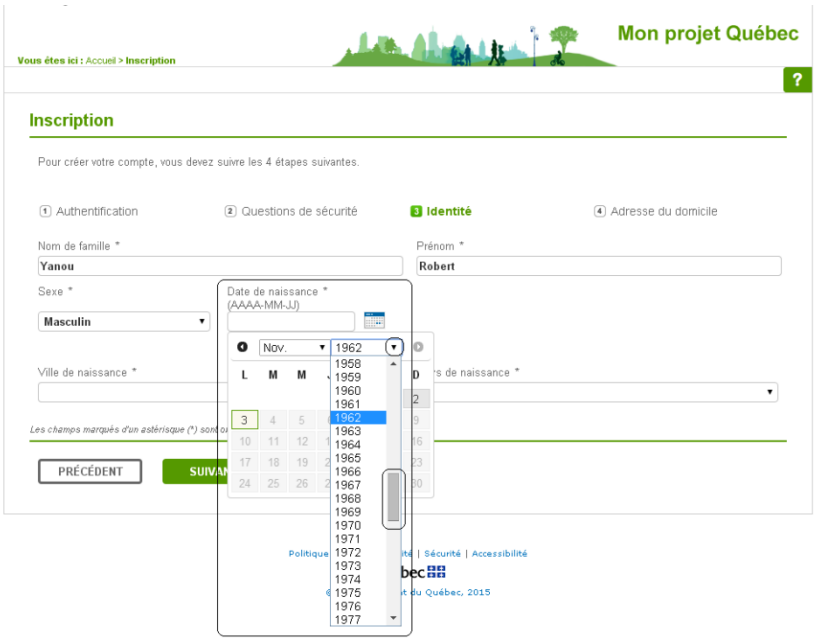
4 In the field **Date de naissance**, type in your date of birth on the keyboard using the format *YYYY-MM-DD* (4 digits for the year, 2 digits for the month and 2 digits for the day).
Go to step 8.

OR

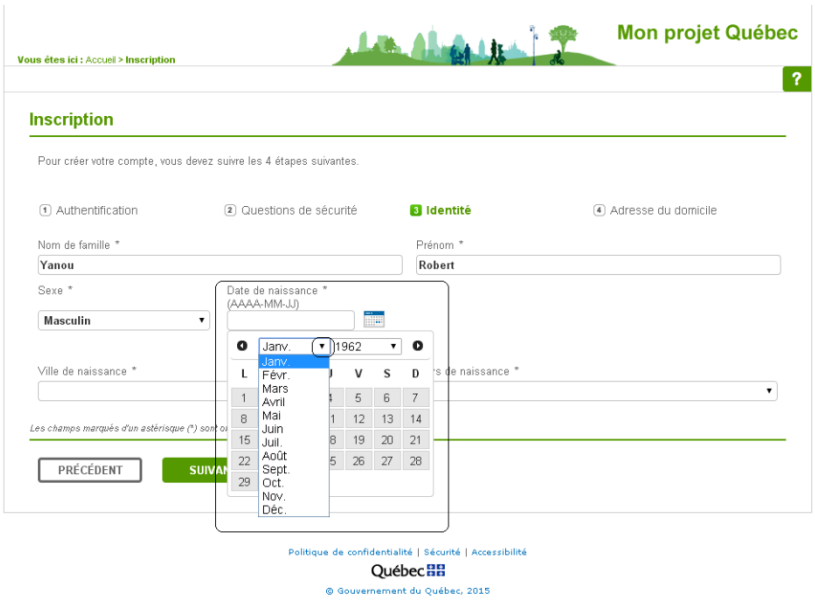
Click on the icon to the right of the field **Date de naissance** to open the calendar and follow steps 5, 6 and 7 to select your date of birth.



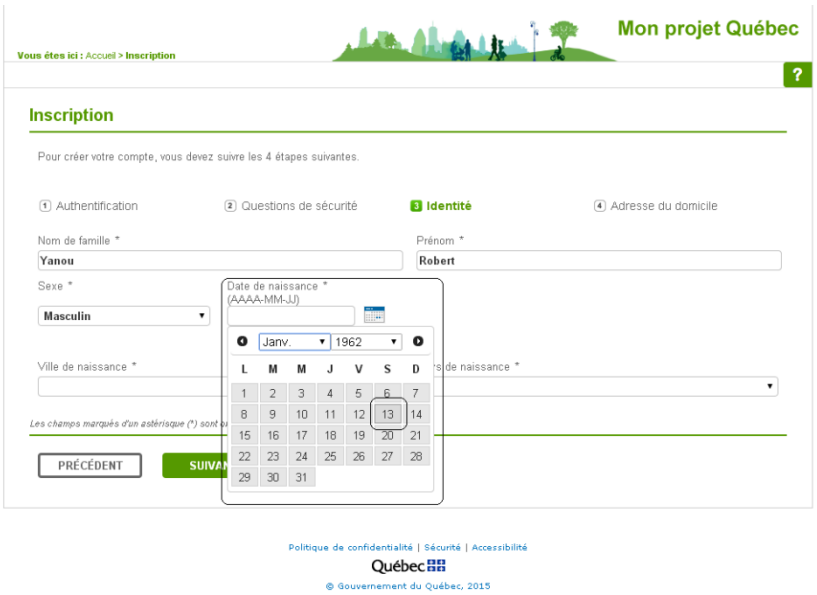
5 Click on the dropdown button ▾ and select your year of birth.



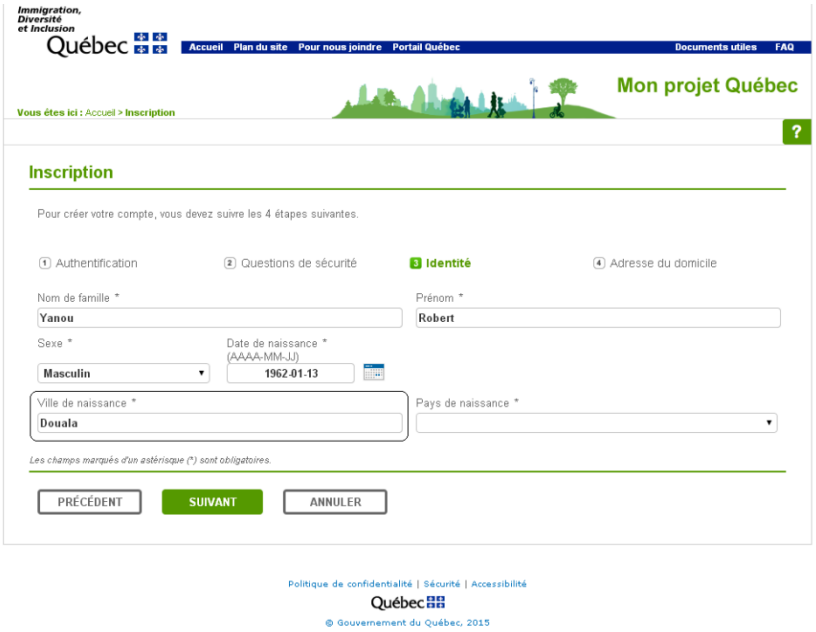
6 Click on the dropdown button ▾ and select your month of birth.



7 Then select your day of birth. The calendar will close and your date of birth will be entered in the field **Date de naissance**.

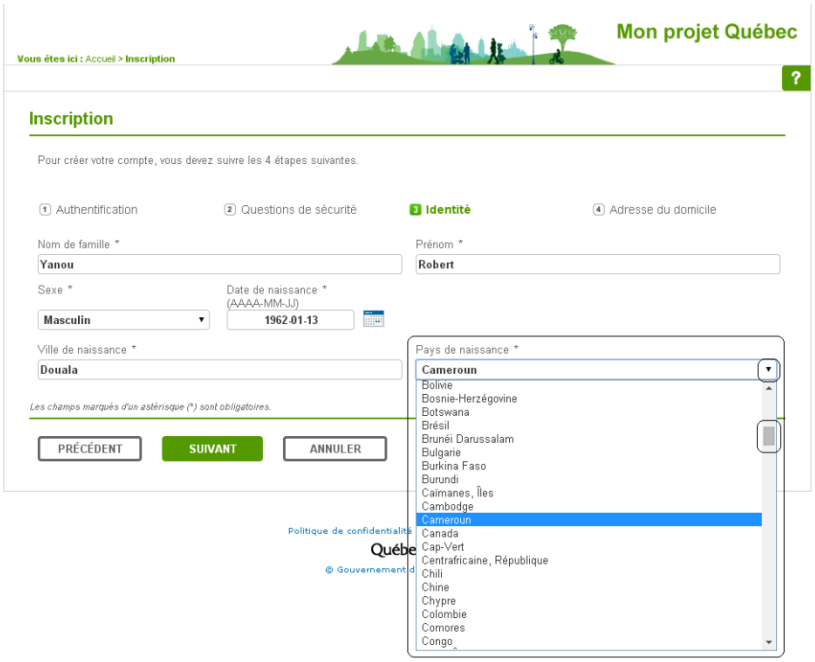


8 In the field **Ville de naissance**, enter the city of your birth.



9 In the field **Pays ou territoire de naissance**, click on the dropdown button ▾ and select your country or territory of birth from the list. Use the cursor ▮ to scroll down the list of countries and territories.

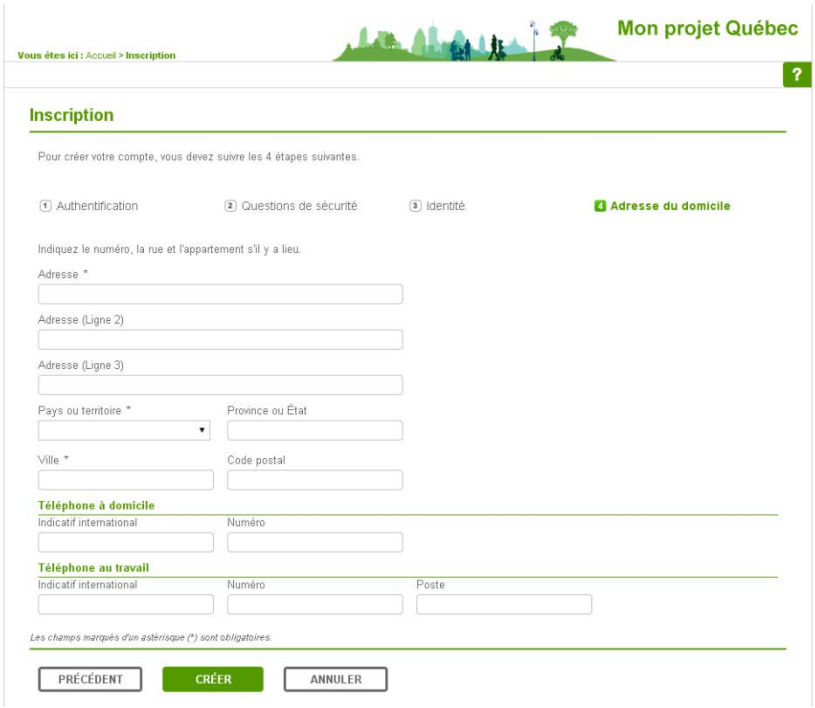
***TIP:** You can use an online translation tool like the ones you find on the Internet to translate the name of your country into French. But be careful, because these tools sometimes provide incorrect translations.



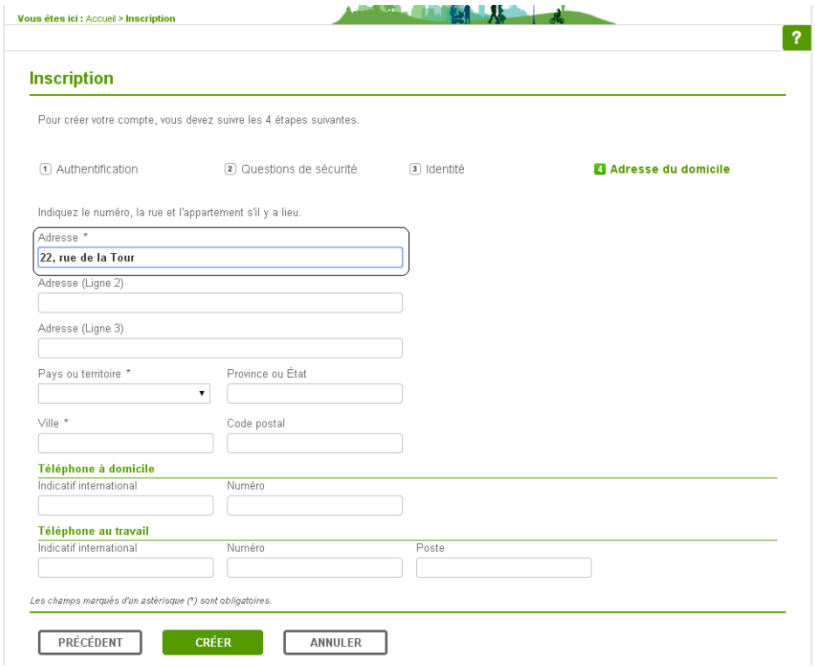
10 Click on SUIVANT to go to the next step.

Enter your home address

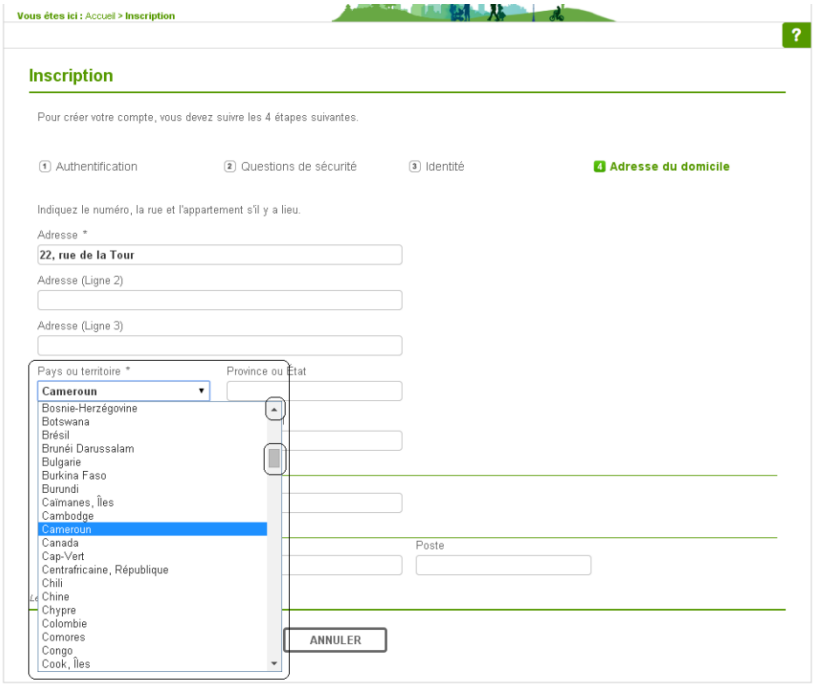
Once you have entered the information requested about your identity, the page **Inscription — Adresse du domicile** will open. It contains the fields you must complete with your contact information.



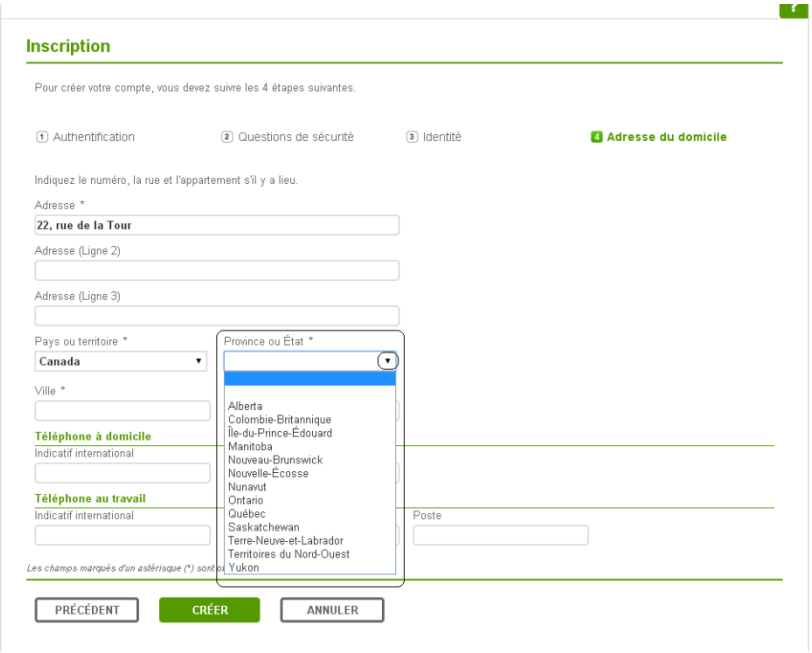
1 In the fields **Adresse**, enter your home address. To enter your full address, you can use up to three fields, that is, the following three lines: **Adresse**, **Adresse (Ligne 2)** and **Adresse (Ligne 3)**.



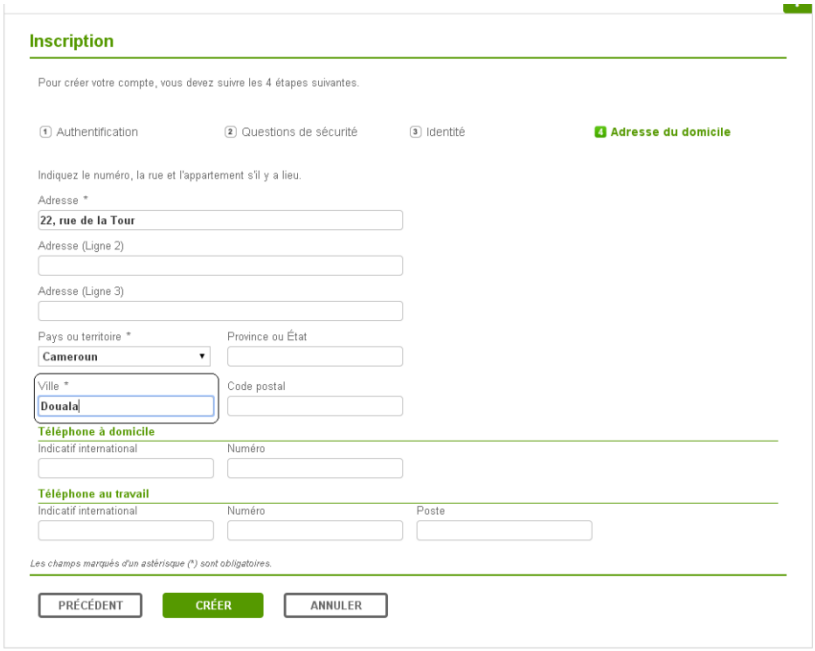
2 Click on the dropdown button ▾ to select your country or territory on the list.



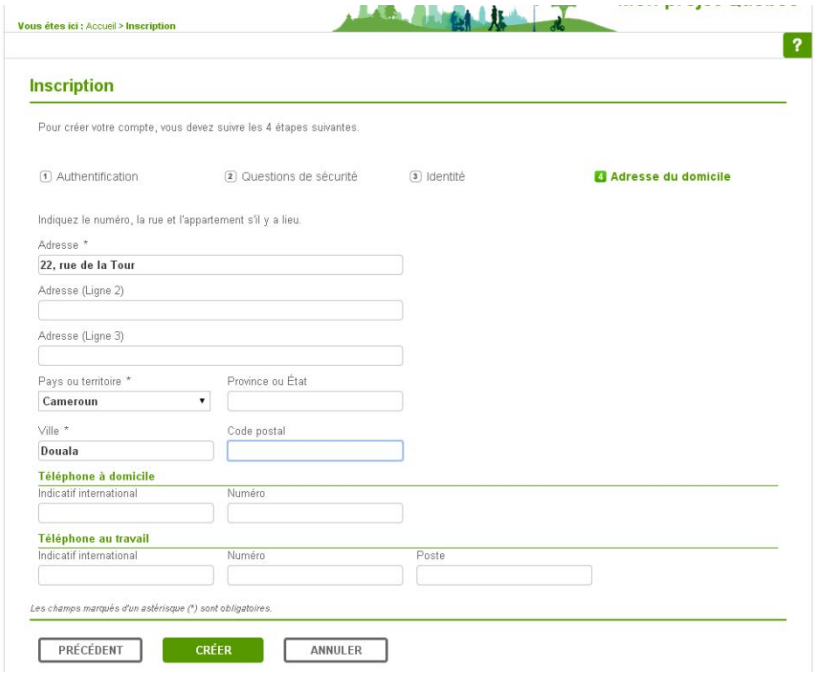
3 If you selected **Canada** or **États-Unis** in the field **Pays ou territoire**, you must select a province or a state in the field **Province ou État**. For all other countries, go to the field Ville.



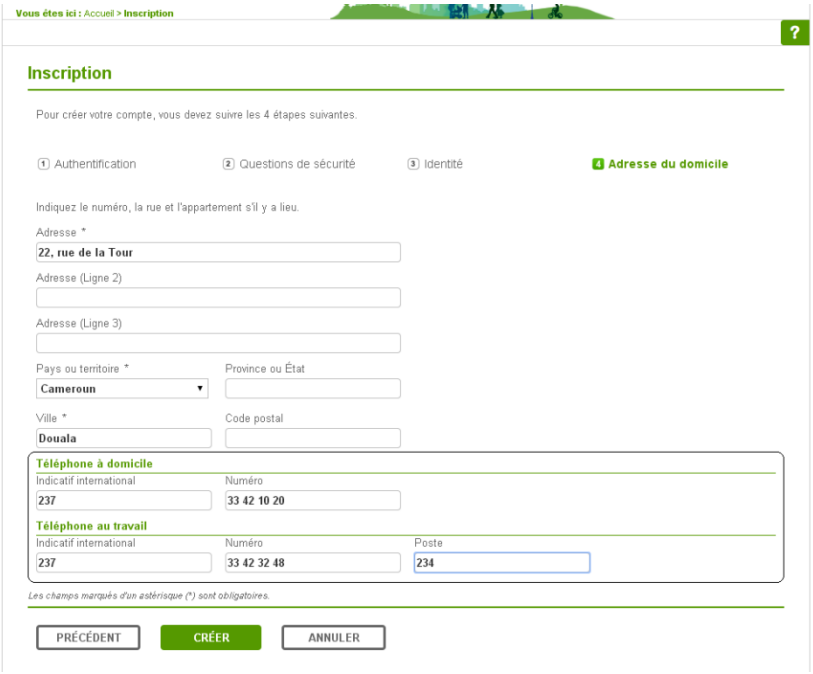
4 In the field **Ville**, enter the name of the city where you reside.



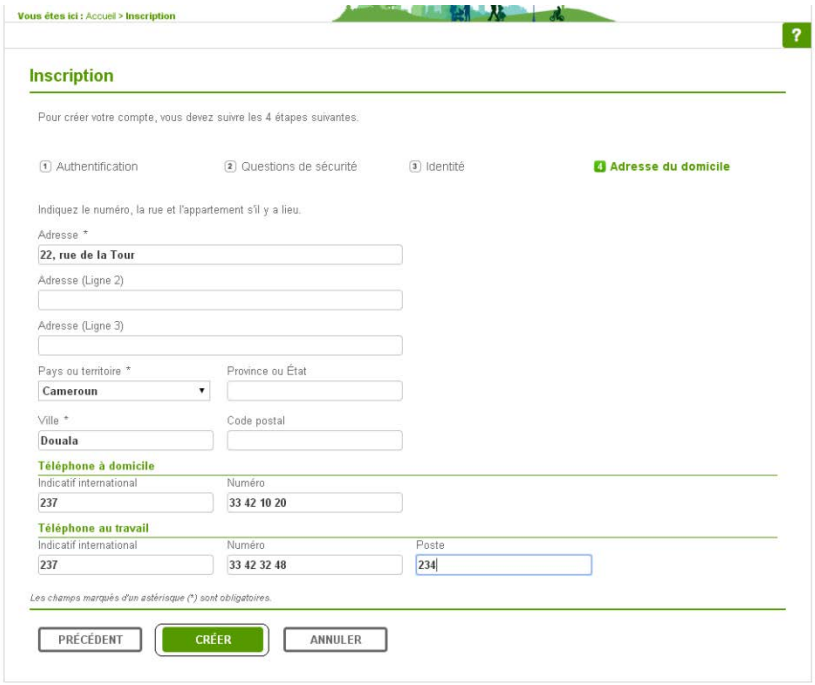
5 In the field **Code postal**, enter your postal code (if you have one).



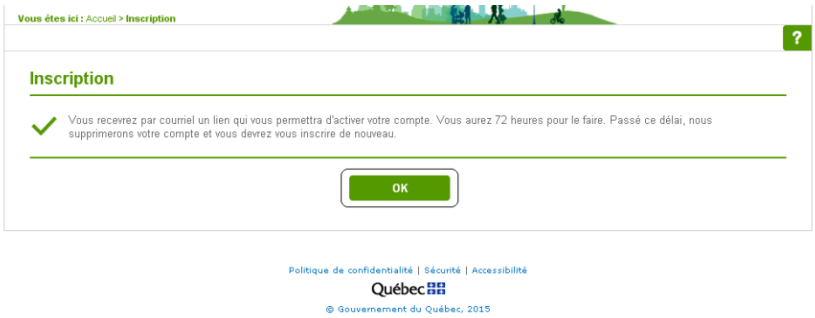
6 In the zone **Téléphone à domicile**, type in the country calling code (in the field **Indicatif international**) and your telephone number at home (in the field **Numéro**). In the zone **Téléphone au travail**, type in the country calling code (in the field **Indicatif international**), your telephone number at work (in the field **Numéro**) and extension (in the field **Poste**). The button **Créer** will appear in green.



7 Click on CRÉER to create this page.



8 The message below will appear, confirming that you will be receiving a link by email that will allow you to activate your account. You will have 72 hours to do this. After this timeframe, your account will be deleted and you will have to register again. Click on OK to close the window.



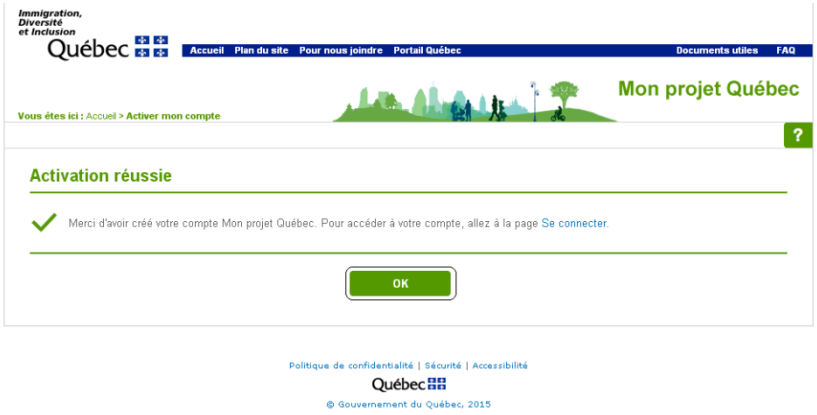
9 In a few minutes, you will receive an email from the Ministère containing a link to activate your account. By clicking on the button Activez votre compte, the window **Activation réussie** will open. This confirms that your account has been successfully created.

NOTE:

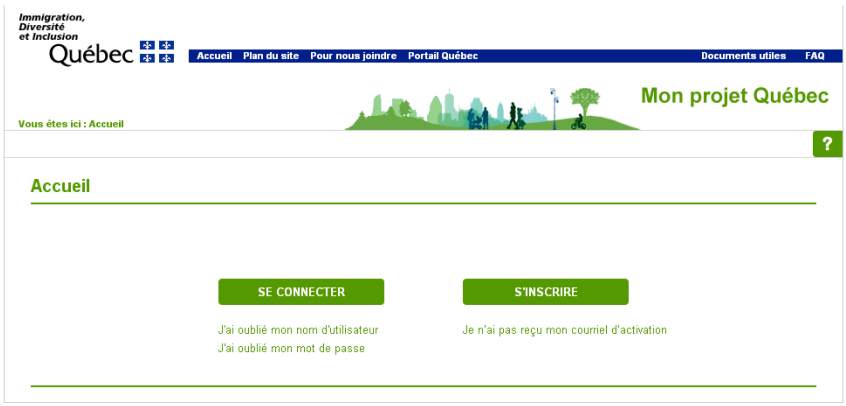
If you feel that it is taking too long to receive the activation email, do not forget to check your spam (or undesirable email) filter. You cannot reply to the activation email.

If you get a message indicating that your account is inactive, you can ask to receive a new activation email, by entering your email address.

10 Click on OK to close the **Activation réussie** window confirming that your **Mon projet Québec** account was successfully created, and instructing you to go to the page **Se connecter** to access your account.



The page **Accueil** will open.


Immigration, Diversité et Inclusion
Québec
Accueil
Plan du site
Pour nous joindre
Portail Québec
Documents utiles
FAQ
Mon projet Québec
Vous êtes ici : Accueil
?
Accueil
SE CONNECTER
S'INSCRIRE
J'ai oublié mon nom d'utilisateur
J'ai oublié mon mot de passe
Je n'ai pas reçu mon courriel d'activation
Politique de confidentialité | Sécurité | Accessibilité
Québec
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Access your account

Once you have created your account, you can access it with your username and your password. You can then use your account to submit an application.

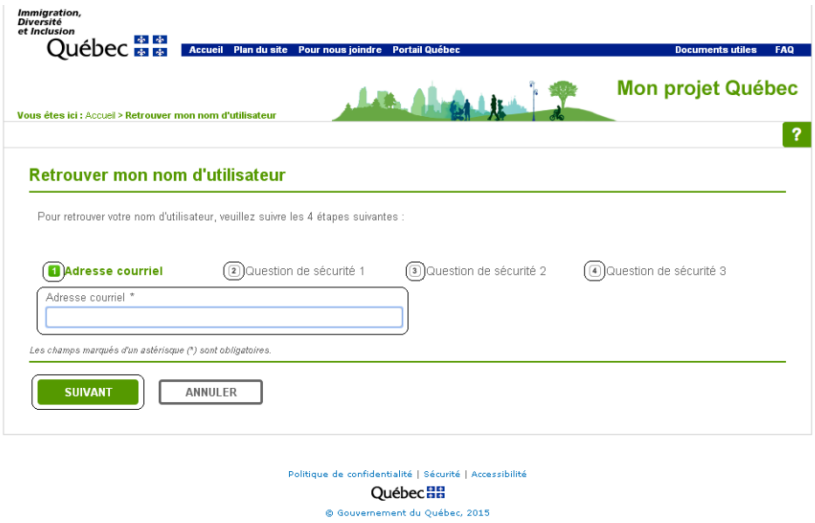
These are the steps you must follow to access your account.

1 On the page **Accueil**, click on SE CONNECTER to go to the page **Authentification**.

2 In the field **Nom d'utilisateur**, enter your username.

If you have forgotten your username, click on **J'ai oublié mon nom d'utilisateur**. This will take you to the page **Retrouver mon nom d'utilisateur**. You can retrieve your username by following five steps: first enter your email address, then answer your three security questions, and click on RÉCUPÉRER.

You will then receive an email containing your username and a link to your account.



3 In the field **Mot de passe**, type in your password.

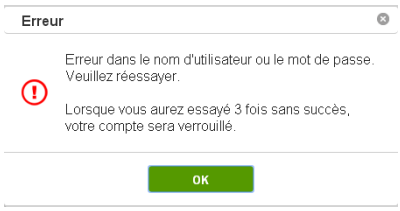
If you have forgotten your password, click on **J'ai oublié mon mot de passe**. This will take you to the page **Réinitialiser mon mot de passe**. You can reinitialize your password in five steps: first enter your email address, then answer your three security questions, and click on RÉINITIALISER.

You will then receive an email with a temporary password and a link to your account. You must change this temporary password once you have accessed your account.

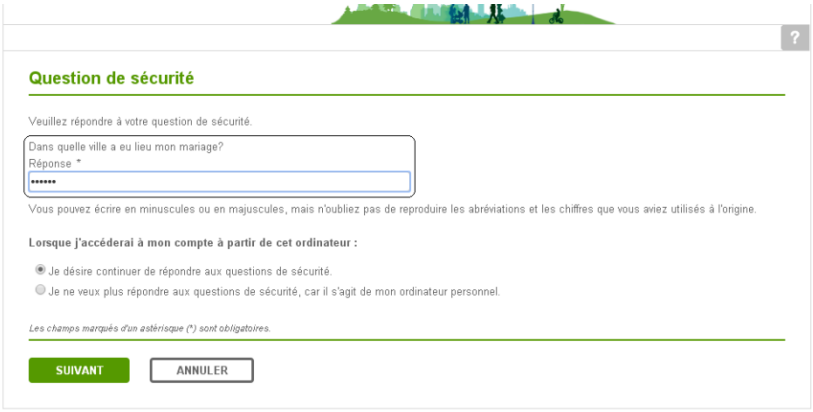
4 Click on CONNEXION to connect.

WARNING!

If you do not enter your password correctly, an error message will appear indicating that you can make up to three attempts, after which your account will be locked. After three unsuccessful attempts, your account **Mon projet Québec** will be locked for one hour; after a second series of attempts, it will be locked for two hours; and lastly, after a series of three attempts, your account will be locked for four hours. This mechanism is designed to protect your account from fraudulent use. To close the window **Erreur** and return to the page **Authentification**, click on OK.



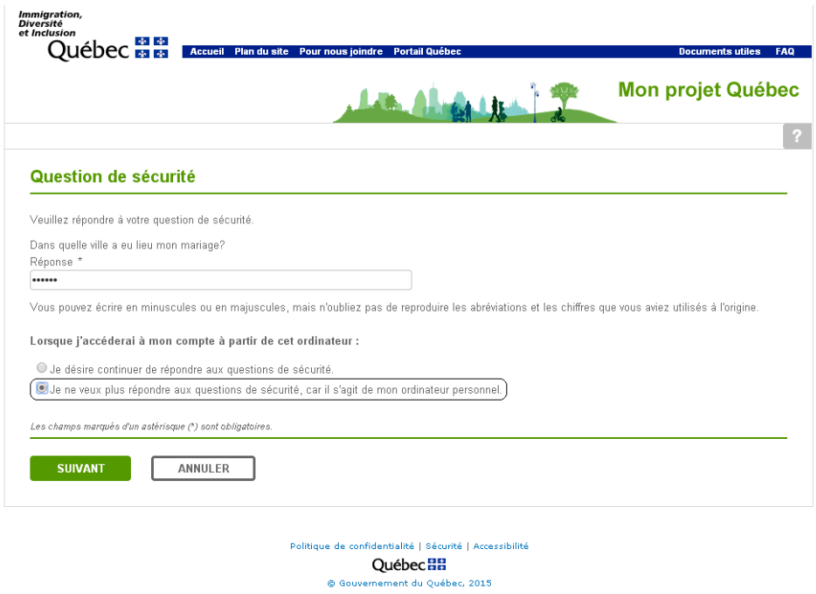
5 If you have correctly entered your username and password, the page **Question de sécurité** will open. In the field below the security question, type in the answer to your security question.



6 If you no longer wish to answer the security questions, because you are using your personal computer, checkmark the box **Je ne veux plus répondre aux questions de sécurité, car il s'agit de mon ordinateur personnel.** If you wish to continue answering the security questions, go to the next step.

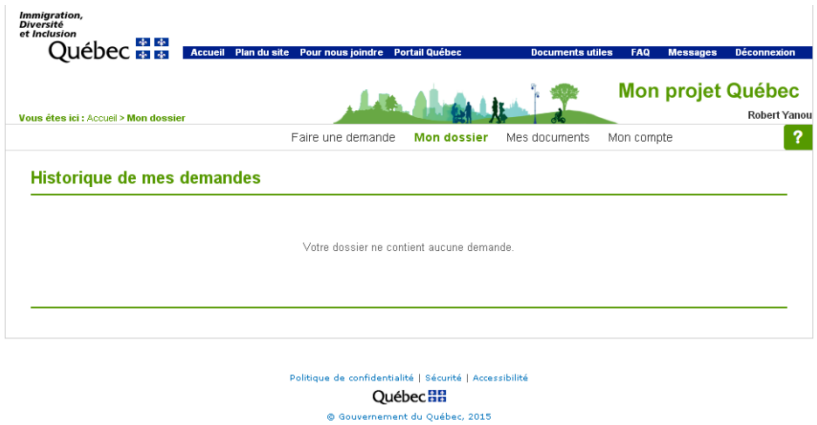
WARNING!

If you are accessing **Mon projet Québec** from a public or shared computer, that is, a computer that does not belong to you, we recommend that you do not checkmark the box **Je ne veux plus répondre aux questions de sécurité, car il s'agit de mon ordinateur personnel**.



7 Click on SUIVANT to go to the next step.

The page **Historique de mes demandes** will appear, indicating the history of your applications.



You have accessed your account and you can now submit an application. For information on how to prepare your application, consult the Guide for the type of application you want to submit.

Manage your account in Mon projet Québec

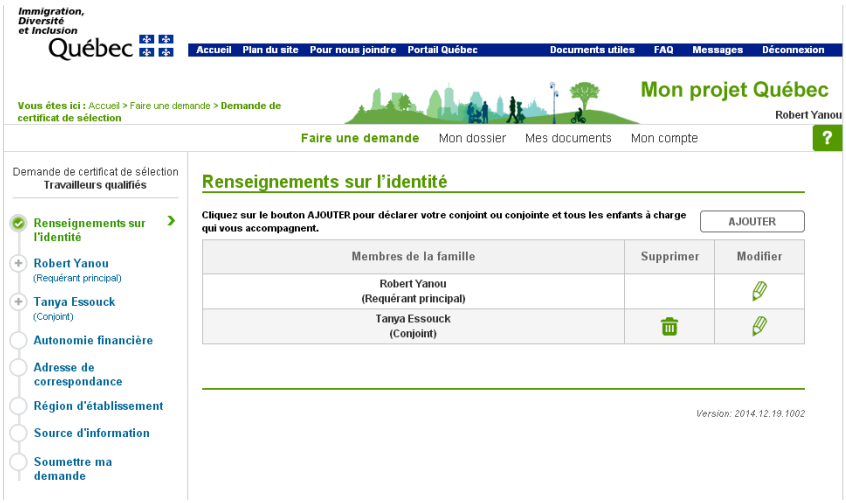
Once you have accessed **Mon projet Québec**, you will have access in the menu to the link **Mon compte** that will allow you to change the personal information you entered when you created your account.

You can change the following information on the page **Mon compte**:

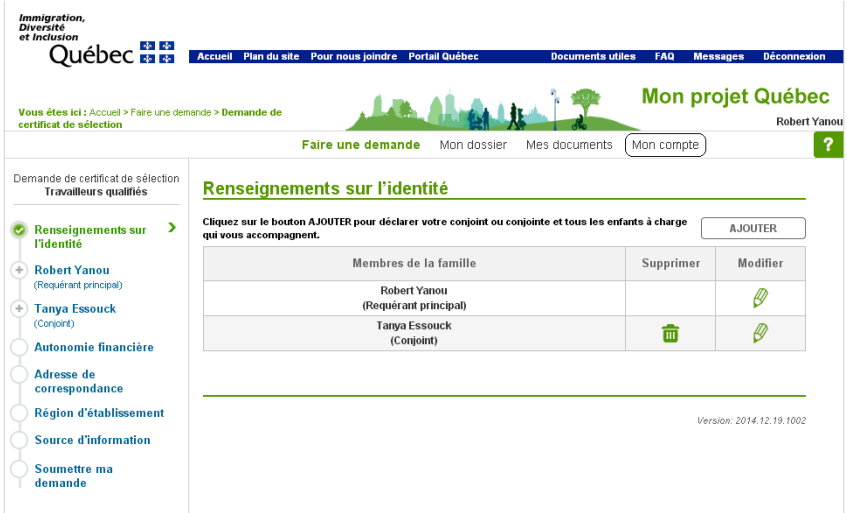
- your password and email address (**Authentification**);
- your security questions (**Questions de sécurité**);
- your personal information (**Renseignements personnels**);
- the field home address (**Adresse du domicile**).

Change your password

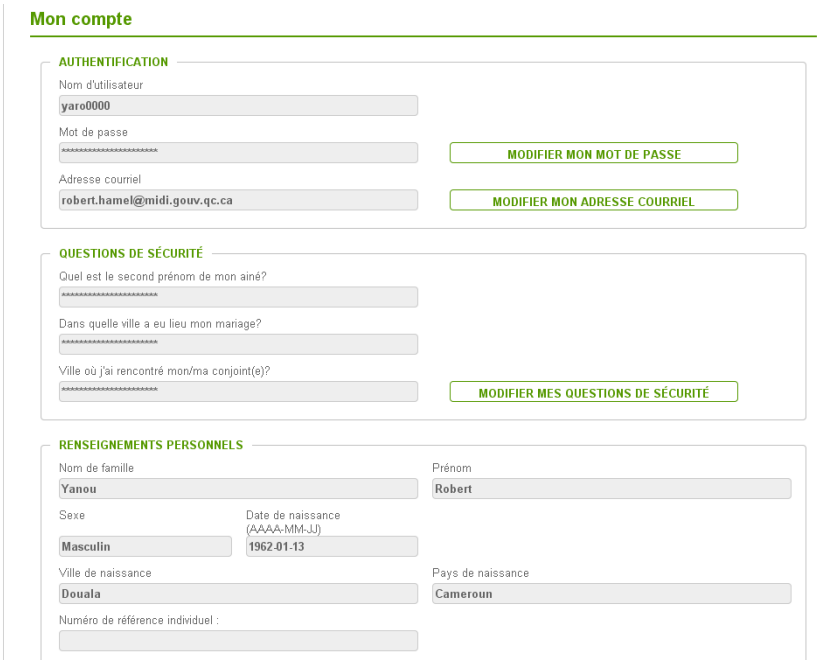
To change your password, you must first access the page **Mon compte** and click on the button MODIFIER MON MOT DE PASSE.



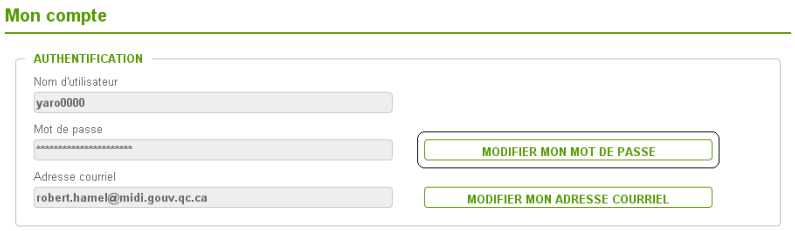
1 Click on **Mon compte** on the white bar at the top of the page.



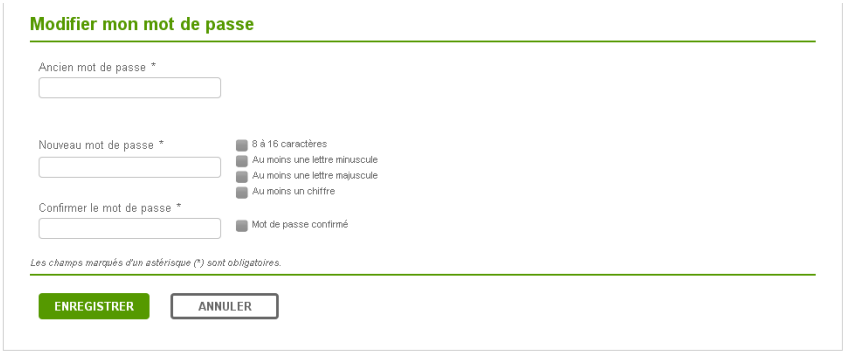
The page **Mon compte** will appear.



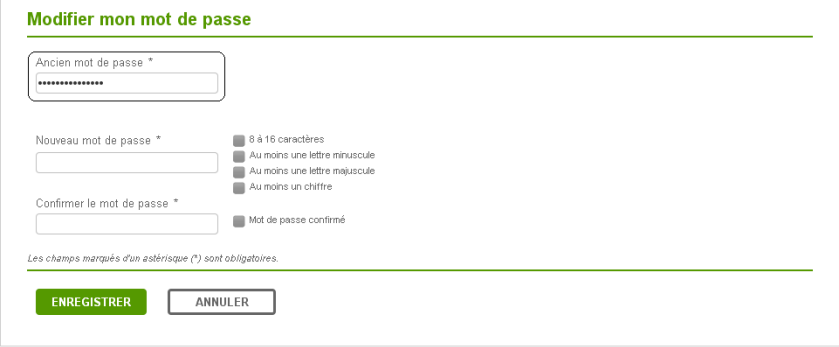
2 To change your password, click on MODIFIER MON MOT DE PASSE.



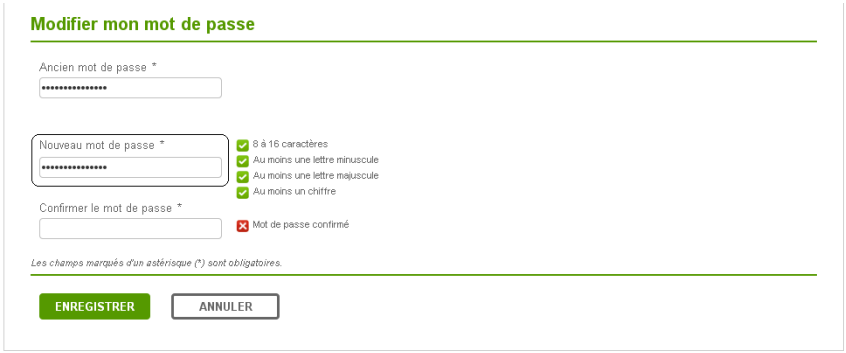
The page **Modifier mon mot de passe** will appear.



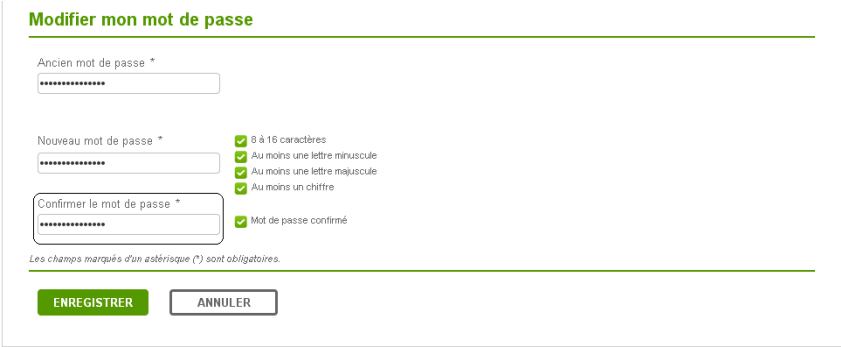
3 In the field **Ancien mot de passe**, type in your old password.



4 In the field **Nouveau mot de passe**, type in your new password.

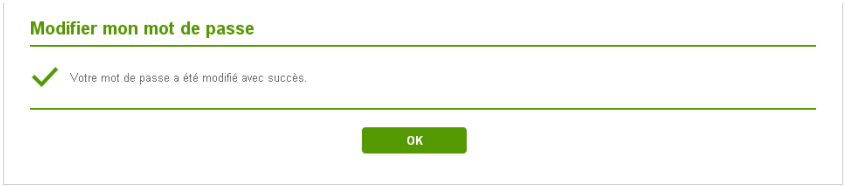


5 In the field **Confirmer le mot de passe**, retype your new password to confirm it.



6 Click on ENREGISTRER to save.

The following page will appear.

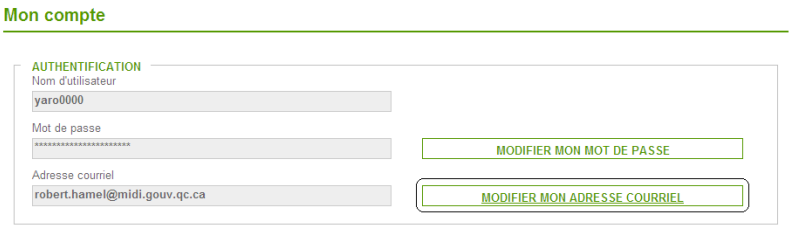


7 Click on OK to return to the page **Mon compte**.

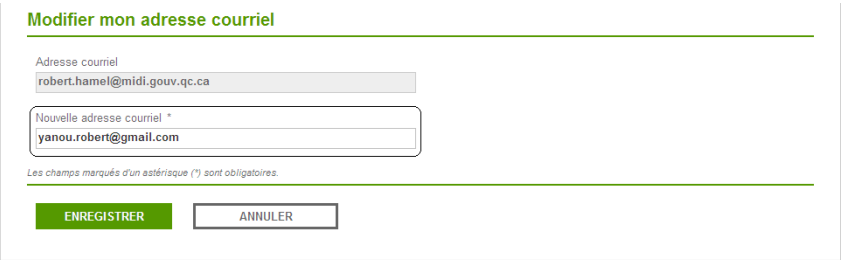
Change your email address

To change your email address, you must first access the page **Mon compte** and click on the button **Modifier mon adresse courriel**.

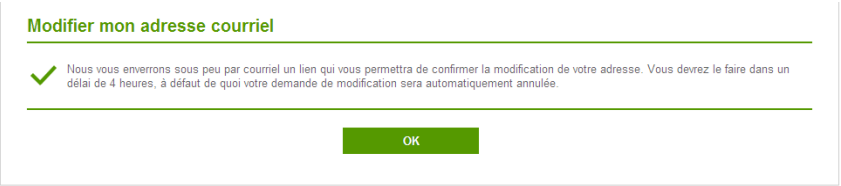
1 From the page **Mon compte**, click on MODIFIER MON ADRESSE COURRIEL.



2 The page **Modifier mon adresse courriel** will appear. In the field **Nouvelle adresse courriel**, type in your new email address.

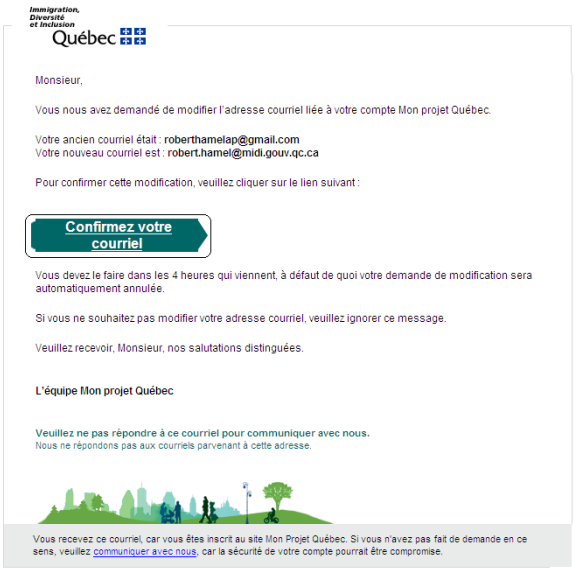


3 Click on ENREGISTRER to save. The following page will appear. It contains a message informing you that you will be receiving a link by email that will allow you to confirm the change to your email address. You have 4 hours to do this, otherwise your request to make a change will be automatically cancelled.

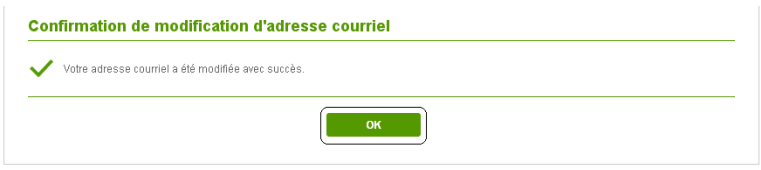


4 Click on OK. The page **Mon compte** will open. The button MODIFIER MON ADRESSE COURRIEL will be inactive and a message will indicate that the email address is in the process of being changed.

5 Consult your inbox. In the email that the Ministère sent to your new email address, click on **Confirmez votre courriel** to confirm your email address. As indicated in the message, you have 4 hours after receipt of the email to confirm the change to your email address. After this timeframe, your request to make a change will be cancelled and you will have to make a new request.



6 When you click on the button **Confirmez votre courriel**, the page **Confirmation de modification d'adresse courriel** will open, to confirm that your email address was successfully changed. Click on **OK**.



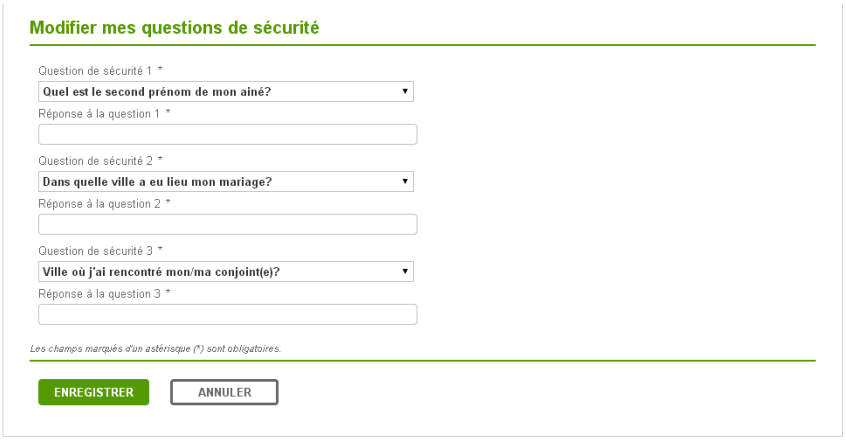
Change your security questions

To change your security questions, you must first access the page **Mon compte** and click on the button **Modifier mes questions de sécurité**.

NOTE: You cannot change your security questions if you have forgotten them. To find out how to reinitialize your security questions, consult the section Reinitialize your security questions.

1 From the page **Mon compte**, click on MODIFIER MES QUESTIONS DE SÉCURITÉ.

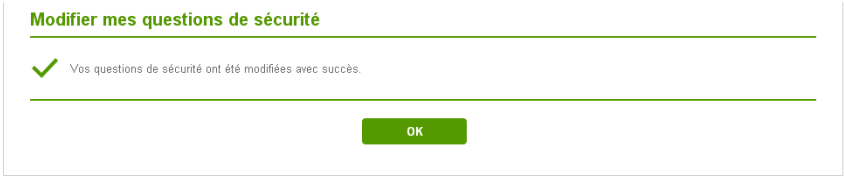
The page **Modifier mes questions de sécurité** will appear.



2 To find out how to change your security questions, consult the section Choose security questions and answer them.

3 Once you have finished, click on ENREGISTRER to save.

The following page will appear, to confirm that your security questions were successfully changed.

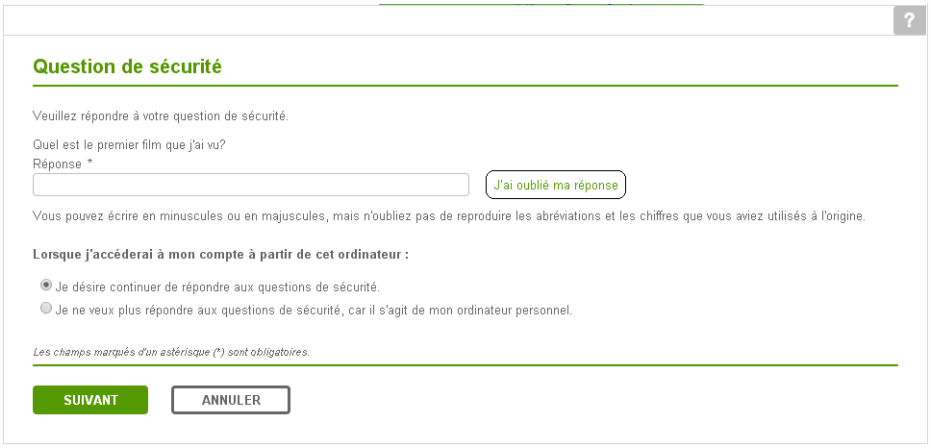


4 Click on OK to return to the page **Mon compte**.

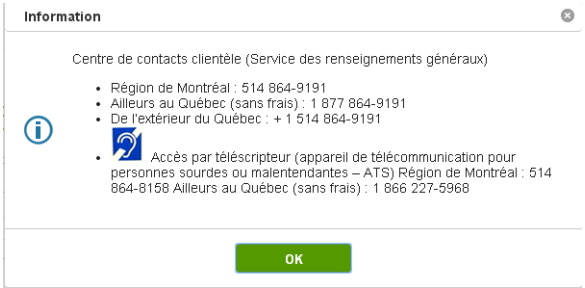
Reinitialize your security questions

To reinitialize your security questions, you must contact the Ministère to obtain a personal identification number.

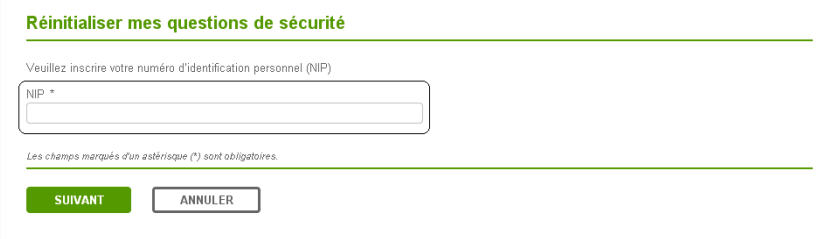
1 On the page **Question de sécurité**, click on the button **J'ai oublié ma réponse** to indicate that you have forgotten your answer.



The window **Information** will open, indicating that you must notify the Ministère that you have forgotten your security questions. Call 514-864-9191 in the Montréal area; 1-877-864-9191 elsewhere in Québec or 1-514-864-9191 from outside Québec. The hard of hearing can use teletypewriter access (514-864-8158, in the Montréal area, and 1-866-227-5968 elsewhere in Québec). By calling, you will obtain a personal identification number (PIN) from the Ministère.

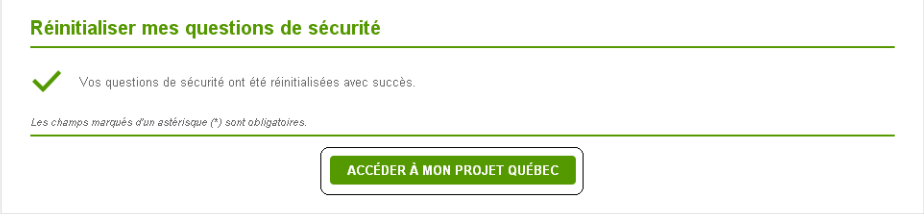


2 To access your account in the usual manner, type in your PIN in the field **NIP** on the page **Réinitialiser mes questions de sécurité** and click on SUIVANT to go to the next step.



3 The fields for each of the three security questions and the fields for your answers will appear on the screen. Choose your security questions and answers according to the explanations under the heading Choose your security questions and answer them, then go to the next step.

4 A page indicating that you have successfully reinitialized your security questions will appear. Then, click on ACCÉDER À MON PROJET QUÉBEC to access **Mon projet Québec**.



5 You can then access your account in the usual manner.

Change your personal information

To change your personal information, you must first access the page **Mon compte** and click on the button **Modifier mes renseignements personnels**.

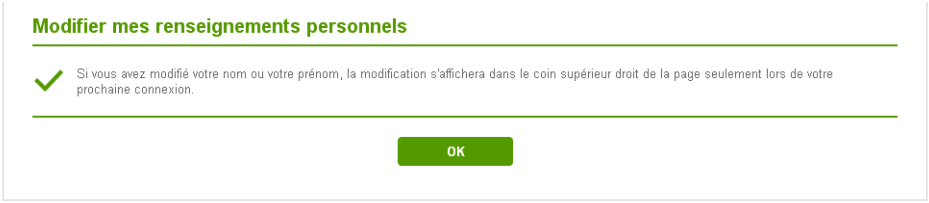
NOTE: You cannot change your personal information once you have submitted your application for a Certificat de sélection du Québec.

1 From the page **Mon compte**, click on MODIFIER MES RENSEIGNEMENTS PERSONNELS.

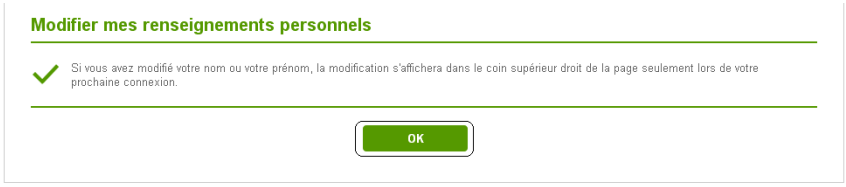
The page **Modifier mes renseignements personnels** will appear.

2 Change your personal information as needed. To find out how to change your personal information, consult the heading Answer the identity questions.

3 Once you have finished, click on ENREGISTRER to save. The following page will appear. It indicates that if you have changed your first or last name, the change will appear in the top right-hand corner of the page the next time you log on.



4 Click on OK.



The page **Mon compte** will appear.

Change your home address

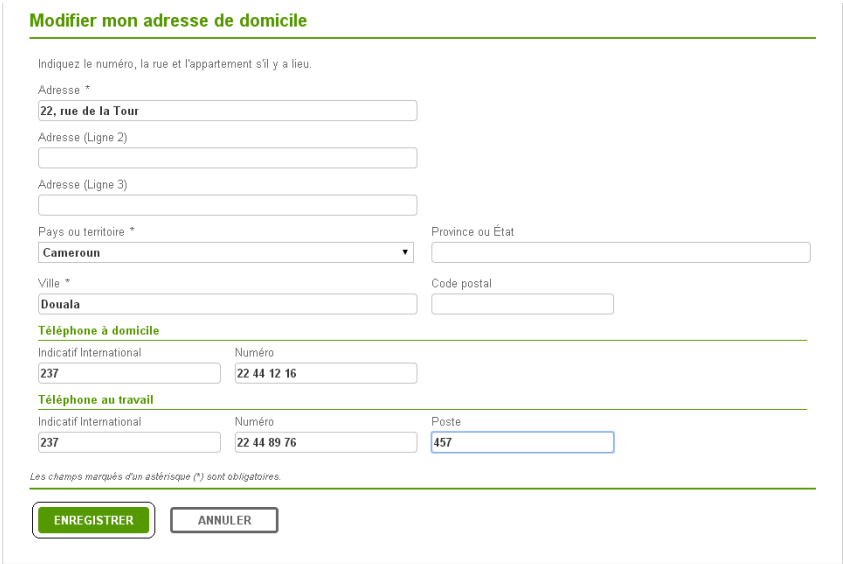
To change your home address, you must first access the page **Mon compte** and click on the button **Modifier mon adresse de domicile**.

1 From the page **Mon compte**, click on MODIFIER MON ADRESSE DU DOMICILE.

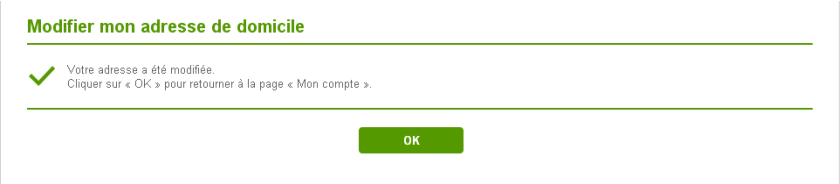
The page **Modifier mon adresse de domicile** will appear.

2 Change your home address as needed. To find out how to change your home address consult the heading Enter your home address.

3 Once you have finished, click on ENREGISTRER to save.



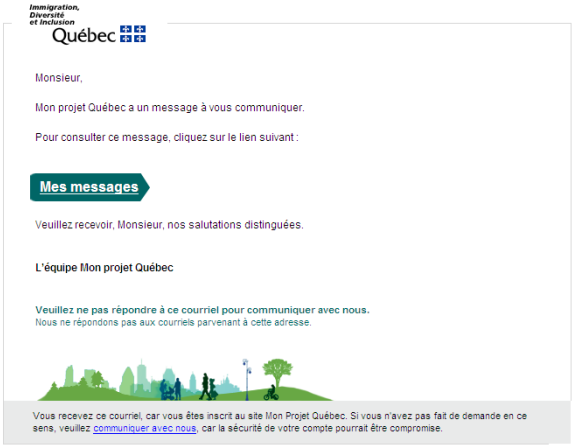
4 The following page will appear. It indicates that your address was changed and prompts you to click on OK to return to the page **Mon compte**.



Consult your messages

The Ministère will occasionally send you an email indicating that you have received a message. This is what you have to do in order to read it:

1. Check your inbox to find the Ministère's message. Click on the message to open it, as you would normally.
2. Once the message has been opened, click on **Mes messages** in the body of the text.



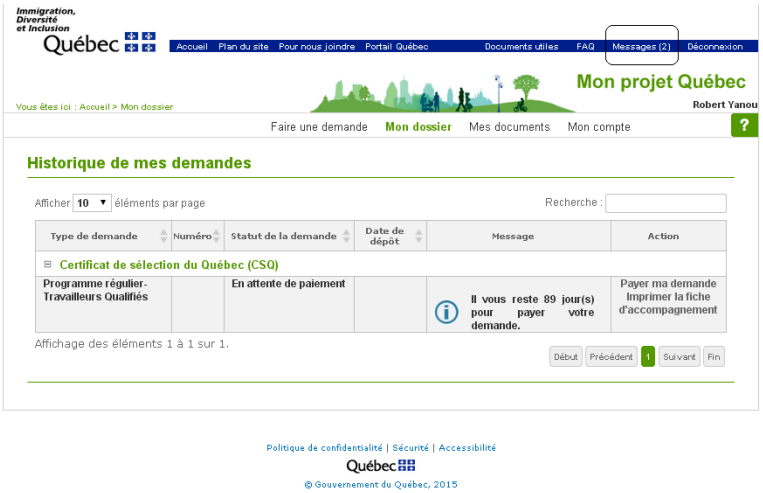
The page **Authentification** will appear.

3. Type in your username in the field **Nom d'utilisateur**.

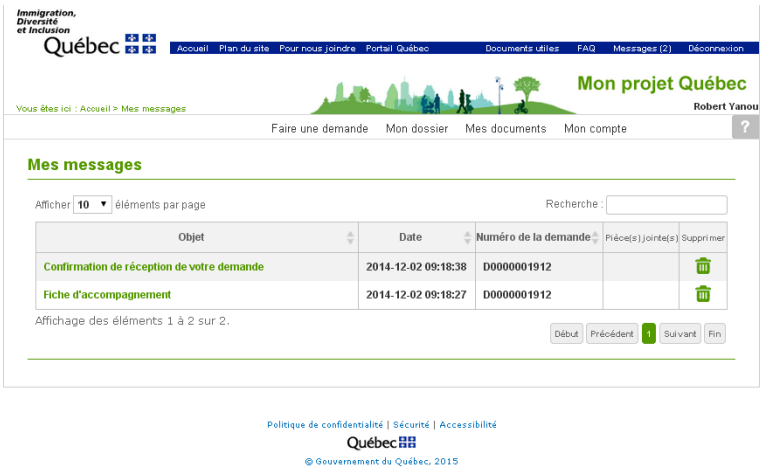
4 Type in your password in the field **Mot de passe**.

The page **Historique de mes demandes** will appear.

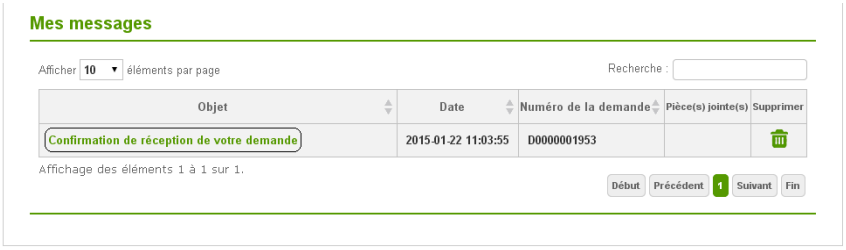
5 Click on the word **Messages** on the blue bar at the top of the page.



The page **Mes messages** will appear.



6 On the page **Mes messages**, click on the subject (**Objet**) to open the message you wish to read.

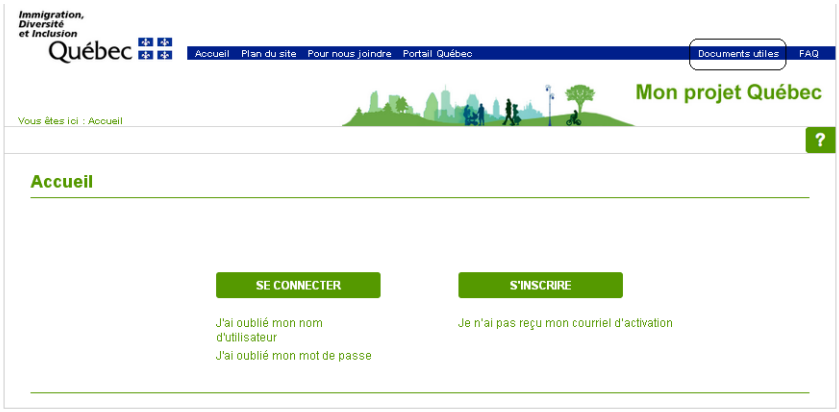


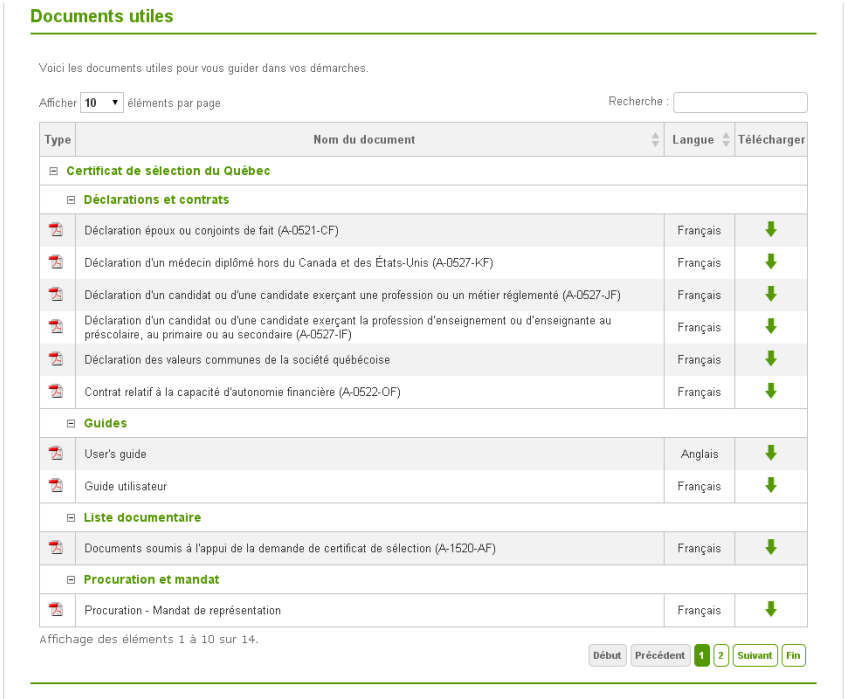
The message appears.

7 Click on OK to close the message.

Consult useful documents

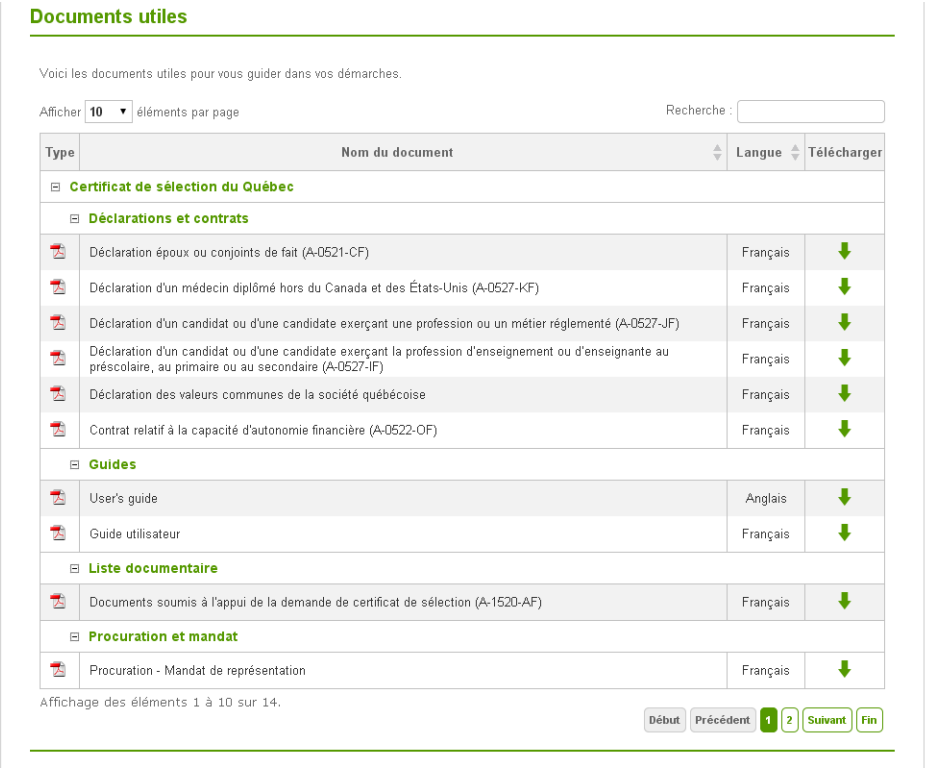
1 Regardless of where you are in **Mon projet Québec**, you can always click on **Documents utiles** on the blue bar at the top of the page to consult useful documents.





2 To download a document on this page, click on the icon that corresponds to this document.

NOTE: All documents are in French, unless otherwise indicated.



Documents utiles

Voici les documents utiles pour vous guider dans vos démarches.

Afficher 10 éléments par page — Recherche :

Type	Nom du document	Langue	Télécharger
	Certificat de sélection du Québec		
	Déclarations et contrats		
	Déclaration époux ou conjoints de fait (A-0521-CF)	Français	
	Déclaration d'un médecin diplômé hors du Canada et des États-Unis (A-0527-KF)	Français	
	Déclaration d'un candidat ou d'une candidate exerçant une profession ou un métier réglementé (A-0527-JF)	Français	
	Déclaration d'un candidat ou d'une candidate exerçant la profession d'enseignement ou d'enseignante au préscolaire, au primaire ou au secondaire (A-0527-IF)	Français	
	Déclaration des valeurs communes de la société québécoise	Français	
	Contrat relatif à la capacité d'autonomie financière (A-0522-OF)	Français	
	Guides		
	User's guide	Anglais	
	Guide utilisateur	Français	
	Liste documentaire		
	Documents soumis à l'appui de la demande de certificat de sélection (A-1520-AF)	Français	
	Procuration et mandat		
	Procuration - Mandat de représentation	Français	

Affichage des éléments 1 à 10 sur 14.

Début Précédent 1 2 Suivant Fin

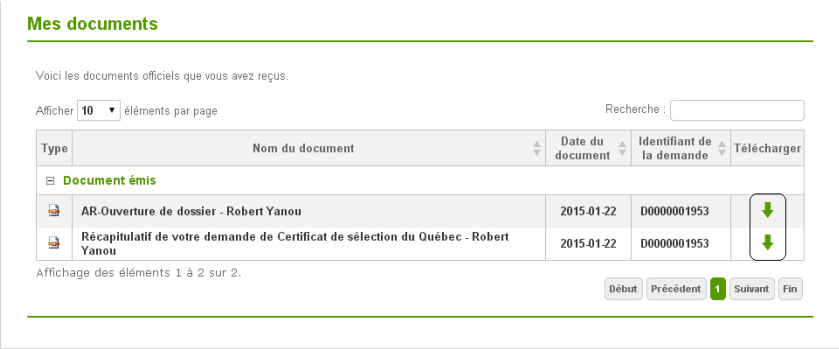
The PDF document will be downloaded.

Consult your documents

1 To consult the documents that pertain to you, you must click on **Mes documents** on the white horizontal bar that contains the menu for **Mon projet Québec**.

The page **Mes documents** will open.

2 Click on the download icon at the end of the line that contains the title of the document you want to download.



Appendix A

Terms of use for the Mon projet Québec account

By creating an account, you agree to abide by the following terms of use:

- The information given must be true, accurate and complete.
- Once you submit an application online, the Ministère will communicate with you only electronically.
- The email address you give must be your own personal address, not someone else's.
- You must give your own home address, not the address of someone representing you, whether or not that person is being paid.

PROTECTION OF PERSONAL INFORMATION

The Ministère de l'Immigration, de la Diversité et de l'Inclusion needs the personal information you provide when you create a Mon projet Québec account and that indicated in the documents you submit to process your application. This information is used for the purposes of the *Act respecting immigration to Québec*, the Regulation respecting the selection of foreign nationals, the Regulation respecting immigration consultants and their administrative regulations. It may also be used by the Ministère for studies, statistical compilations, program evaluation or to provide you with any information likely to affect your application.

The personal information you give to the Ministère will be collected, used, communicated and stored in accordance with the *Act respecting access to documents held by public bodies and the protection of personal information*. Subject to legal exceptions, your personal information is confidential and may not be disclosed without your consent. The Act allows for personal information to be released in some cases without consent if release is necessary:

– For the application of an act in Québec.
– For the exercise of the rights and powers of a department or agency of the Government of Québec or Canada, particularly the Canadian immigration authorities.
– For the purposes of a service to be provided by the Ministère de l'Immigration, de la Diversité et de l'Inclusion, or for performing a contract for services granted by the Ministère.
– To prosecute an offence against an act applicable in Québec or because of an urgent situation.

Within the Ministère, access to this information is reserved to only those people qualified to receive personal information, where such information is necessary for the discharge of their duties.

Except for optional sections, any refusal to reply and any omission may cause your application to be rejected or delay the processing of your file.

You have the right to be informed of the information that concerns you held by the Ministère, and you may request corrections to this information in writing as required. Contact the Ministère's official responsible for the protection of personal information at the Secrétariat général of the Ministère de l'Immigration, de la Diversité et de l'Inclusion, at the following address: Édifice Gérald-Godin, 360 rue McGill, 4th floor, Montréal, Québec, H2Y 2E9.

I have read and agree to the terms of use set out above.

I have read and agree to the general terms of use.

Appendix B

General terms of use

You are responsible for keeping your username and password confidential. Never let someone else use them.

You are also responsible for taking every precaution to ensure that your username and password are used securely. Please read the recommendations in this regard on the page **Sécurité** (security page).

The Ministère de l'Immigration, de la Diversité et de l'Inclusion cannot be held responsible for any use of your Mon projet Québec account that does not comply with these terms. If you suspect that your password has been stolen, you must **contact us** immediately.

The Ministère de l'Immigration, de la Diversité et de l'Inclusion is committed to protecting the personal information you provide when you open a Mon projet Québec account. Please review the information regarding the confidentiality policy on the **Politique de confidentialité** page to learn about the Ministère's practices in this regard.

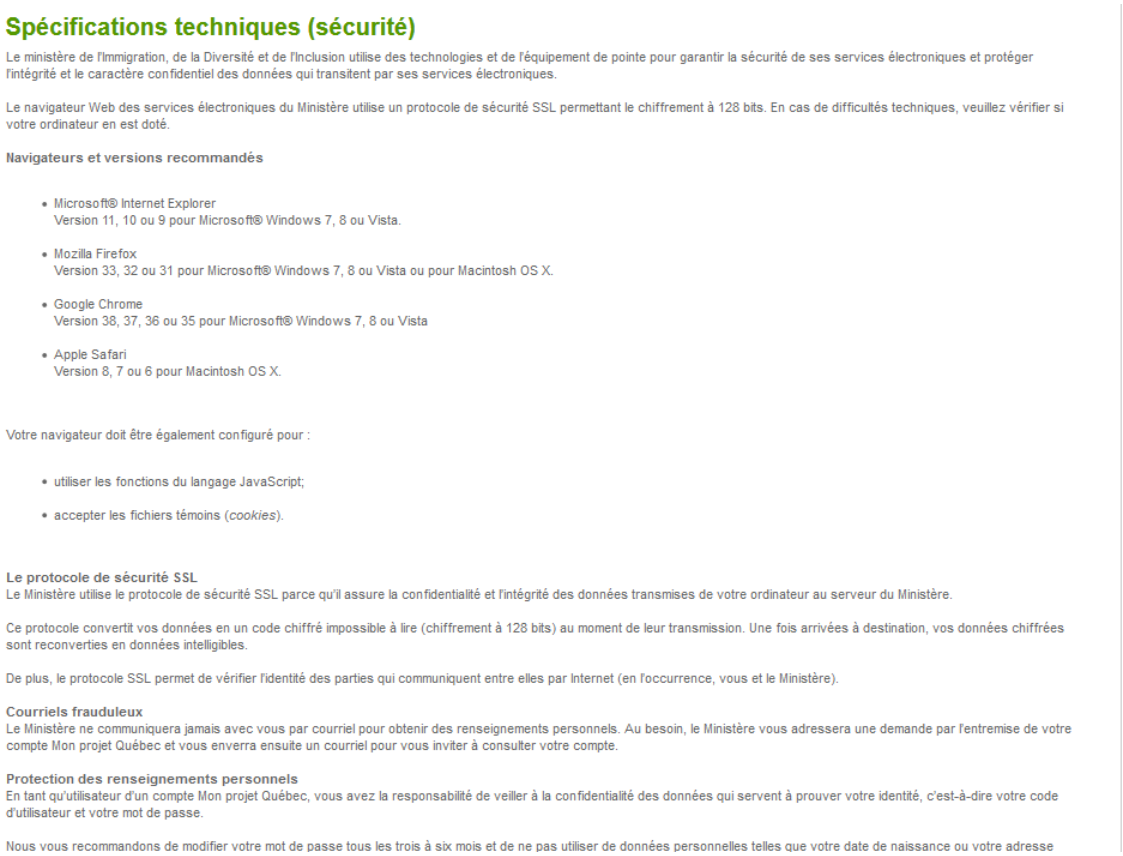
The Ministère de l'Immigration, de la Diversité et de l'Inclusion may disable your Mon projet Québec account if you do not respect the terms of use. It may also do so for security reasons or following prolonged inactivity.

The Ministère de l'Immigration, de la Diversité et de l'Inclusion cannot be held responsible for any inconvenience caused by the unavailability of the Internet or the Mon projet Québec website.

The Ministère de l'Immigration, de la Diversité et de l'Inclusion reserves the right to modify these terms of use at any time and without notice.

Appendix C

If you click on Sécurité at the bottom of the Home page (**Accueil**), the following text will appear.



Spécifications techniques (sécurité)

Le ministère de l'Immigration, de la Diversité et de l'Inclusion utilise des technologies et de l'équipement de pointe pour garantir la sécurité de ses services électroniques et protéger l'intégrité et le caractère confidentiel des données qui transitent par ses services électroniques.

Le navigateur Web des services électroniques du Ministère utilise un protocole de sécurité SSL permettant le chiffrement à 128 bits. En cas de difficultés techniques, veuillez vérifier si votre ordinateur en est doté.

Navigateurs et versions recommandés

- Microsoft® Internet Explorer
  Version 11, 10 ou 9 pour Microsoft® Windows 7, 8 ou Vista.
- Mozilla Firefox
  Version 33, 32 ou 31 pour Microsoft® Windows 7, 8 ou Vista ou pour Macintosh OS X.
- Google Chrome
  Version 38, 37, 36 ou 35 pour Microsoft® Windows 7, 8 ou Vista
- Apple Safari
  Version 8, 7 ou 6 pour Macintosh OS X.

Votre navigateur doit être également configuré pour :

- utiliser les fonctions du langage JavaScript;
- accepter les fichiers témoins (*cookies*).

Le protocole de sécurité SSL
Le Ministère utilise le protocole de sécurité SSL parce qu'il assure la confidentialité et l'intégrité des données transmises de votre ordinateur au serveur du Ministère.

Ce protocole convertit vos données en un code chiffré impossible à lire (chiffrement à 128 bits) au moment de leur transmission. Une fois arrivées à destination, vos données chiffrées sont reconverties en données intelligibles.

De plus, le protocole SSL permet de vérifier l'identité des parties qui communiquent entre elles par Internet (en l'occurrence, vous et le Ministère).

Courriels frauduleux
Le Ministère ne communiquera jamais avec vous par courriel pour obtenir des renseignements personnels. Au besoin, le Ministère vous adressera une demande par l'entremise de votre compte Mon projet Québec et vous enverra ensuite un courriel pour vous inviter à consulter votre compte.

Protection des renseignements personnels
En tant qu'utilisateur d'un compte Mon projet Québec, vous avez la responsabilité de veiller à la confidentialité des données qui servent à prouver votre identité, c'est-à-dire votre code d'utilisateur et votre mot de passe.

Nous vous recommandons de modifier votre mot de passe tous les trois à six mois et de ne pas utiliser de données personnelles telles que votre date de naissance ou votre adresse

<u>English translation</u>

Technical specifications (security)

The Ministère de l'Immigration, de la Diversité et de l'Inclusion uses the latest equipment and technology to guarantee secure electronic services and protect the integrity and confidentiality of the data exchanged through its electronic services. The web browser used by the Ministère for its electronic services features SSL security with 128-bit encryption. In the event of technical difficulties, please make sure your computer is similarly equipped. **Recommended browsers:**

- Microsoft® Internet Explorer:
  Version 11, 10 or 9 for Microsoft® Windows 7, 8 or Vista.
- Mozilla Firefox:
  Version 33, 32 or 31 for Microsoft® Windows 7, 8 or Vista or for Macintosh OS X.
- Google Chrome:
  Version 38, 37, 36 or 35 for Microsoft® Windows 7, 8 or Vista.
- Apple Safari:
  Version 8, 7 or 6 for Macintosh OS X.

Your browser should also be configured to:

- Use JavaScript functions.
- Accept cookies.

SSL security protocol The Ministère uses the SSL security protocol because it ensures the confidentiality and integrity of data transmitted from your computer to the Ministère's servers. This protocol converts your data using 128-bit encryption when it is transmitted, making it unreadable. Once received, your encrypted data is converted back into usable data. The SSL protocol also verifies the identity of parties communicating with each other over the Internet (in this case, you and the Ministère).

Fraudulent emails The Ministère will never ask you for personal information via email. The Ministère will send a request as needed through your Mon projet Québec account and then send you an email inviting you to log on to your account.

Protection of personal information As a Mon projet Québec account user, you are responsible for keeping the information used to verify your identity, i.e. your username and password, confidential. We recommend that you change your password every three to six months and that you not use personal data such as your date of birth or your address for your password. You must also make sure that no one other than you has access to your username and password. If you suspect that the confidentiality of your personal information has been compromised, notify us as soon as possible to prevent fraud. It is better to memorize your username and password rather than to write them down. If you do choose to print them out or write them down, make sure you keep the document in a safe place.

Automatic session logout Your session automatically expires after 60 minutes of inactivity. Your session is considered inactive when you stop filling out your application without logging out or closing the browser window(s).

Rules These security mechanisms will be effective provided you follow certain rules.

- **Security symbol**
  You must always make sure the security symbol (closed padlock) appears on the screen when transmitting confidential information. If the padlock icon is open, the information is no longer guaranteed protected.

  The location of the safety symbol varies depending on the Web browser. In some cases, you have to open the status bar to see the padlock icon.
- **Make sure you browse the official website**
  Search engines sometimes return links to a website that appears official but in reality is a copy created by fraudsters.

  To avoid being tricked, make sure your browser's address bar contains the one and only official address of the website you wish to go to. You can also type the address of

Immigration-Québec's website (www.immigration-quebec.gouv.qc.ca) by hand into the address bar.

- **Use a firewall**
  We recommend installing a firewall on your computer and making sure it is properly configured. A firewall helps prevent unauthorized persons from accessing your computer by screening the information coming in through your Internet connection. It authorizes only known reliable connections.
- **Use antivirus software**
  Your computer can be infected with a virus through email attachments, open content downloaded from a website, or a floppy disk or other storage medium you share with someone else. By installing antivirus software on your computer, you reduce the risk of infection. Antivirus software can detect viruses and remove them from your computer to prevent them from spreading or damaging your computer.
- **Make sure you log out**
  Never leave your computer unattended when you are logged in. When you are done using an electronic service, make sure you log out of this service securely by clicking on the log off button in the upper right-hand corner of the window.
- **Erase your computer's cache memory**
  The cache memory temporarily stores information viewed while browsing the Internet on your computer's hard drive. This helps speed up web browsing.

  This mechanism is integrated in most web browsers under various names. If you don't know how to erase your computer's cache memory, contact your office automation equipment provider for more information.

  The information stored in the cache memory is not encrypted. Consequently, we recommend that this information be deleted after each session to keep it confidential. This is particularly important if you share a computer with others, for example if you use a computer at an Internet café.
- **Close the browser window**
  When you are done using an electronic service, close the browser window. This way you will delete all copies of the web pages stored on your hard drive, provided your browser is properly configured. This simple precaution helps to prevent anyone from accessing the pages you visited.

Note that the Ministère de l'Immigration, de la Diversité et de l'Inclusion never sends emails to an electronic service user asking for personal information. If you receive an email that seems suspicious because of the information requested, do not reply! Ignore and delete emails asking for personal or financial information. Do the same with emails that ask for your username or password. Someone may be trying to obtain confidential information by sending you email that looks like the messages you receive from the Ministère. Never give personal information like your national identification number or your date of birth.