



Immigration, Refugees
and Citizenship Canada

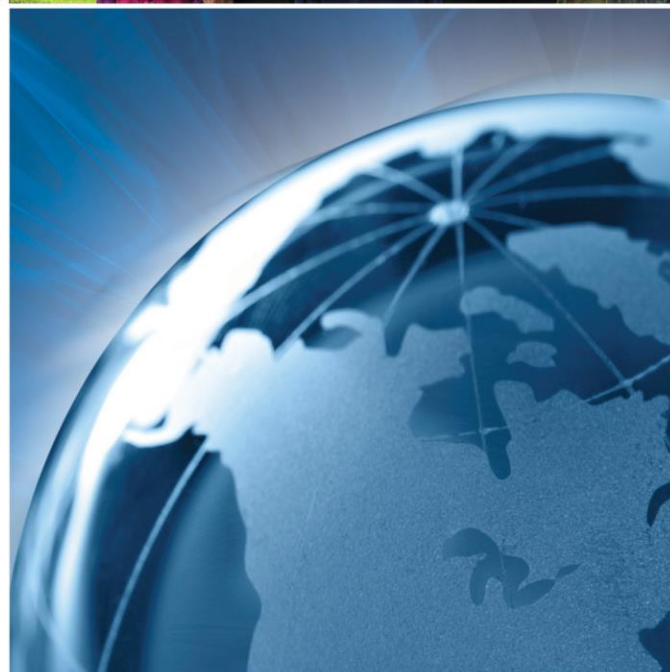
Immigration, Réfugiés
et Citoyenneté Canada



Covid-19 related questions

Immigration Contribution Agreement Reporting Environment

Immigration, Refugees and Citizenship Canada



1. Can I access iCARE remotely? I.e. At home

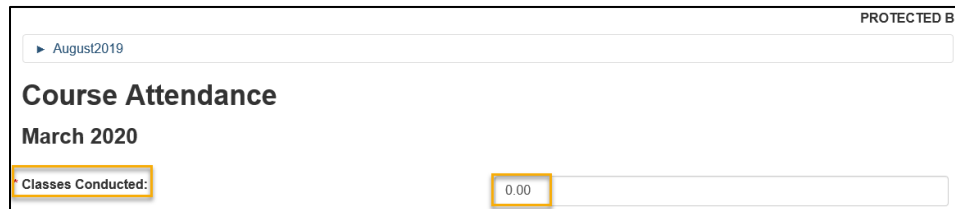
Yes, iCARE can be accessed from any location via the following web address: https://icare-iedec.cic.gc.ca/login_ext

The same security and privacy requirements must be followed to ensure the proper handling of protected B information. Refer to question 93 for further details and/or refer to schedule 4 of your contribution agreement.

2. How do I deal with the cancellations of classes in iCARE?

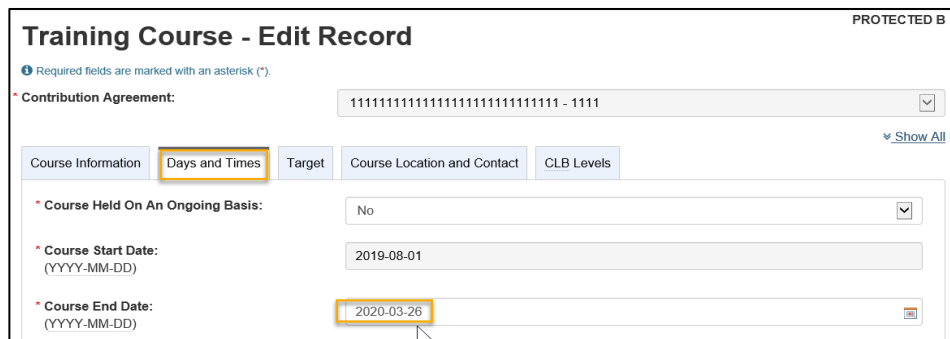
Depending on the exact situation, there are two options:

1. If your courses are temporarily closed, this could be reflected by entering "0" for "classes conducted". This can be done for each month that is affected.

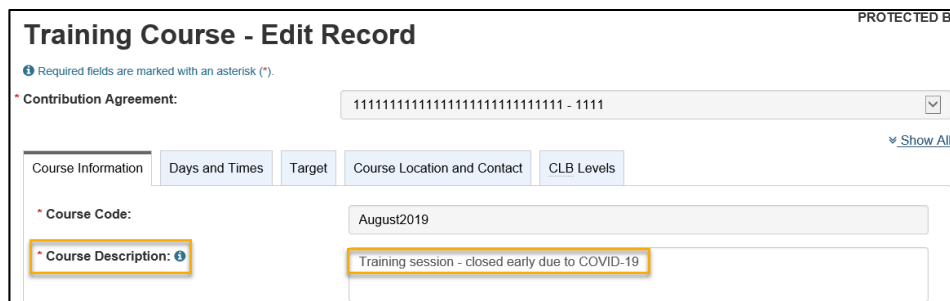


The screenshot shows the 'Course Attendance' page for 'March 2020'. A dropdown menu is open for 'Classes Conducted', and the value '0.00' is entered in the adjacent text field. The page is marked 'PROTECTED B' in the top right corner.

2. If your class is completely closed, "edit" the course details and change the course "end date" for each course along with updating the "course description" field with, "closed early due to covid-19".



The screenshot shows the 'Training Course - Edit Record' page. The 'Days and Times' tab is selected. The 'Course End Date' field is highlighted with a yellow box and contains the date '2020-03-26'. The page is marked 'PROTECTED B' in the top right corner.



The screenshot shows the 'Training Course - Edit Record' page. The 'Course Description' field is highlighted with a yellow box and contains the text 'Training session - closed early due to COVID-19'. The page is marked 'PROTECTED B' in the top right corner.



3. How should users enter services delivered over the phone/online?

- These services can be entered in the same way as services provided in person. Users will require the same information as they would in person to determine eligibility and to enter the client in iCARE.
- Please provide the postal code of the SPO who is providing online service. Do not enter the client's postal code in this field.
- Under service location please indicate service was provided **online** (do the same for phone services).

4. What if I can't enter my monthly data in time?

- Under the current circumstances, we understand there may be some delays related to data entry. The iCARE system does have some contingencies in place to allow monthly data entry beyond the 5th business day of the following month. Please refer to the 'date rules overview' document under the "resource" tab in iCARE for all the rules. In a nut shell, organizations will have up to 90 days after the end of their CA to enter their data. Please note, you will not be able to enter any data in iCARE beyond the 90 days.

General Date Rules for all Modules

- A record can be accessed and viewed at any time.
- The Start Date and End Date or Service Date must be within the Contribution Agreement (CA) active dates.
- Once a CA has expired the User can create a record for 90 Days or less, after 90 Days the User is not able to create records, but existing records are still viewable.

Please note that more resources are available under the Resources/Manuals tab, such as the "*Settlement Service Modules - Frequently Asked Questions*" or the *Narrative Report & APPR: A Guide for Settlement Organizations*.

Should you have any questions or concerns, please let us know, we are here to support you: iCARE-iEDEC@cic.gc.ca

