

ARRIMA Payment Instructions

Disclaimer

This is a general instruction guide for your reference. You might encounter a different error message and a different technical issue. The examples of screenshots might not exactly represent or illustrate your situation.

How to pay for your CAQ application:

After you finish completing the CAQ application form on [Immigration Quebec \(MIFI\) website](#), you will reach Step 11, **Payment Instructions**, as displayed below in the MIFI profile page:

Immigration, Francisation et Intégration Québec

Electronic files Application for a Québec Acceptance Certificate for studies (CAQ)

To reach us FAQ

A-0506-BF(2007-12)

Help Text size Quit

Step 11 - Payment instructions

- To complete your application, you will need to make a payment of \$CA128 within 60 days after your application has been processed. This fee is not refundable even if your application is rejected.
- Once you have made your payment on Arrima, you can return to this online account to view your personalized checklist and find out what documents you need to submit to the Ministère via Arrima.

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Last name : [REDACTED]
First name : [REDACTED]
Application number : 147
Date and time of application : 2024-03-28 09 h 13 min 39 s

To make your payment, you must create a profile in the Arrima platform and use the application number above.

Online payment may be made by credit card (bank card) only -- Visa, Mastercard or American Express (including prepaid cards).

The credit card does not have to be in your name.

Write down exactly the Last name and First name you put here

Write down this Application number and you will use it later in Arrima payment

Note: You need to put exact name, email to create an Arrima profile

Policy on Privacy | Security

Québec

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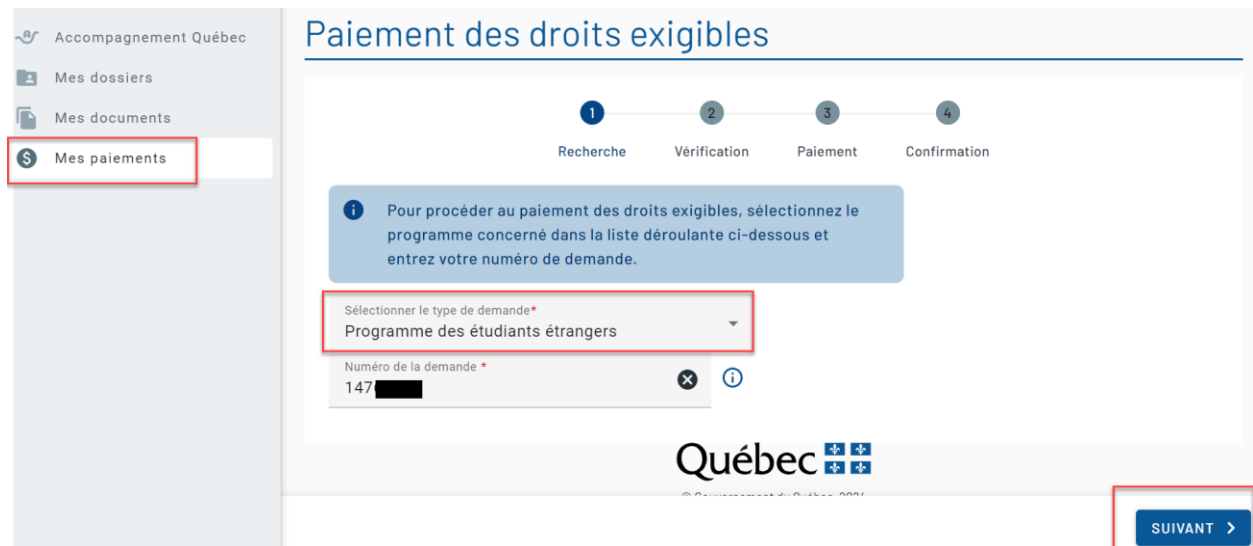
IMPORTANT: Write down your *Last name* and *First name*, the *email address* you used (exactly as you entered them here), as well as the *Application number* shown above. You will need this information when you create your Arrima account in the next step.

Next, create an account on the [Arrima website](#) using the exact same email address and personal information you used to complete the CAQ application form.

After you create your Arrima account, log in with the username and password you just entered. Your screen should look like the image below:



Click the third tab on the left menu (*Mes paiements*) and select “**Programme des étudiants étrangers**”. Enter the “Application Number” from the MIFI profile page (see screenshot on page 1) in “**Numéro de la demande**”, then click “**SUIVANT**”. Refer to image below:



Next, if your Arrima information matches your CAQ profile page, it will show **“Paiement requis”**.

Click **“SUIVANT”**, as per below. You will have 60 days from the date you completed the CAQ application form to make the payment on Arrima.

The screenshot shows the 'Paiement des droits exigibles' page. On the left, a sidebar contains 'Accompagnement Québec', 'Mes dossiers', 'Mes documents', and 'Mes paiements' (highlighted with a red box). The main content area features a progress bar with four steps: 1. Recherche (checked), 2. Vérification (checked), 3. Paiement (active), and 4. Confirmation. Below the progress bar, the title 'Programme des étudiants étrangers' is followed by a red box containing a yellow warning icon and the text 'Paiement requis'. Underneath, the 'Numéro de la demande' is shown as '147' followed by a redacted area. A message states: 'Vous avez jusqu'au 2024/06/01 pour payer les droits exigibles pour l'examen de votre demande.' At the bottom right, there are two buttons: 'PRÉCÉDENT' and 'SUIVANT' (highlighted with a red box).

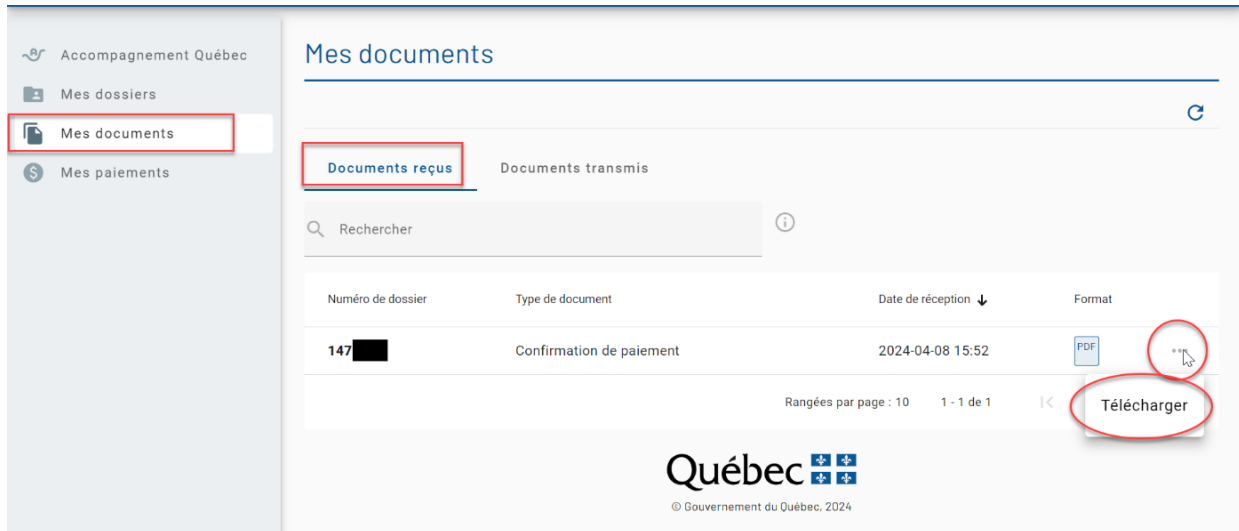
Then, click **“Payer”**. At present, the CAQ application fee is \$128. You will need a valid credit card to make the payment. Please note, you can use someone else’s credit card other than your own (such as your parent’s) to make the payment.

The screenshot shows the 'Paiement des droits exigibles' page. The sidebar is the same as in the previous screenshot. The progress bar now shows steps 1, 2, and 3 (Recherche, Vérification, Paiement) all checked, with step 4 (Confirmation) next. Below the progress bar, the text 'Droits exigibles pour le traitement de votre demande' is followed by a table showing '128,00 \$' and 'Total 128,00 \$' (both highlighted with red boxes). Below this, there are three input fields for credit card information: 'Numéro de la carte de crédit', 'Date d'expiration (MMAA)', and 'Code de sécurité (CVV)', all highlighted with a red box. The Moneris logo is visible on the right. At the bottom right, there are two buttons: 'PRÉCÉDENT' and 'PAYER' (highlighted with a red box).

After the payment goes through successfully, you will see the message below:



After successfully completing your payment, you will be able to download a payment receipt under the tab "Mes documents". Click the three dots and then click "Télécharger". A PDF will be downloaded to your computer:



The payment receipt will look like this when you open the PDF:

Le 8 avril 2024

Objet : Confirmation de paiement

Numéro de dossier : 147 [REDACTED]

Bonjour,

Nous confirmons la réception du paiement des frais relatifs à votre demande.

- Somme payée : 128,00 \$ CA
- Numéro de la facture : IMMQ-TXA20240404 [REDACTED]
- Date et heure du paiement : 2024-04-08 15 h 52 min 7 s
- Numéro d'autorisation : R05908
- Numéro de la transaction : 97 [REDACTED]
- Mode de paiement : *MasterCard*
- Numéro de la carte : ***** [REDACTED]

Veillez recevoir nos meilleures salutations.

Congratulations! You have made the payment successfully!

After your payment goes through, you will receive two messages in the mailbox on your Arrima account. See the top right corner:

The screenshot shows a web-based email interface. At the top right, there is a navigation bar with icons for a user profile, an envelope (highlighted with a red circle), and a calendar. Below this, the main header area contains the text "Centre des messages" (highlighted with a red oval) and a filter button labeled "Tous" (highlighted with a red oval). To the right of the filter is the text "Non Lus". The inbox list contains two messages, both marked as "NON LU".

<input type="checkbox"/>	Information importante pour poursuivre votre demande N° demande en ligne : 147 [REDACTED] Bonjour, Votre aide-mémoire personnalisé, contenant la liste des documents à fournir, est dès maintenant disponible dans l...	2024-04-08 15:52
		NON LU DÉTAILS
<input type="checkbox"/>	Transmission d'une correspondance Dossier n° : 147 [REDACTED] Bonjour, Nous vous avons transmis une lettre officielle du	2024-04-08 15:52

You will be instructed to wait for **48 hours** to be able to receive a CAQ **numéro de dossier** to link your CAQ profile page to your Arrima account.

Centre des messages

Message

2024-04-08 15:52

Information importante pour poursuivre votre demande

No demande en ligne : 147 [REDACTED]

Bonjour,

Votre aide-mémoire personnalisé, contenant la liste des documents à fournir, est dès maintenant disponible dans la Demande en ligne de sélection temporaire pour études.

Veillez prévoir un délai de 48 heures avant de recevoir votre numéro de dossier dans la Demande en ligne de sélection temporaire pour études. Ce numéro sera nécessaire pour soumettre les documents requis dans la section « Mes dossiers » de votre compte Arrima.

Veillez recevoir nos meilleures salutations.

FERMER

Finally, check [your CAQ MIFI profile page](#) in 48 hours. You will be able to access your personalized document checklist (PDF), CAQ application summary (PDF) and your CAQ “**numéro de dossier**” (this is the number that will begin with “C00”). Refer to the website on Page 1 of this instruction guide.

Troubleshooting examples

Please see troubleshooting examples below:

Question: Why do I get an **error message** after I enter my “Application number” and click “SUIVANT”?
(see page 1 in this instruction guide for how to find your “Application number”)

The screenshot displays the 'Païement des droits exigibles' (Payment of required fees) page on the Québec government website. The page features a navigation bar with the Québec logo and the text 'Immigration, Francisation et Intégration'. A sidebar on the left contains menu items: 'Accompagnement Québec', 'Mes dossiers', 'Mes documents', and 'Mes paiements'. The main content area shows a progress indicator with four steps: 1. Recherche, 2. Vérification, 3. Paiement, and 4. Confirmation. Below the progress indicator, there is an information box stating: 'Pour procéder au paiement des droits exigibles, sélectionnez le programme concerné dans la liste déroulante ci-dessous et entrez votre numéro de demande.' This is followed by a dropdown menu set to 'Programme des étudiants étrangers' and a text input field for the 'Numéro de la demande' containing '147' and a redacted area. A red error message box is displayed below, stating: 'Aucune demande trouvée. Assurez-vous que tous les renseignements saisis dans votre profil Arrima, comme indiqués dans votre passeport (soit votre nom, vos prénoms, votre sexe et votre date de naissance) ainsi que votre numéro de demande sont identiques à ceux indiqués dans votre demande transmise en ligne.' A button labeled 'CONSULTER VOTRE PROFIL ARRIMA' is located below the error message. At the bottom of the page, the Québec logo and '© Gouvernement du Québec, 2024' are visible, along with a 'SUIVANT >' button.

Answer: It is possible that the information you entered in your Arrima account does not exactly match the information you entered when completing your online CAQ application (see [CAQ MIFI profile page](#)) – e.g. the spelling of your first or last name.

If your personal information does not match exactly, you can **edit your Arrima profile information** to match the information you entered in your online CAQ application by clicking "**Mon profil**" on the right top corner as per below:



- Accompagnement Québec
- Mes dossiers
- Mes documents
- Mes paiements
Mes paiements

Mon profil

Identité

Nom(s) de famille inscrit(s) dans le passeport

██████████

9/40

Prénom(s) inscrit(s) dans le passeport

██████████

17/40

Aucun nom de famille dans le passeport

Aucun prénom dans le passeport

Sexe

Féminin

Date de naissance

200██████████

AAAA-MM-JJ

Ville de naissance

██████████

7/50

Pays ou territoire de naissance

██████████

Numéro du profil

██████████

METTRE À JOUR LES RENSEIGNEMENTS SUR MON IDENTITÉ

Coordonnées

Adresse courriel

██████████

METTRE À JOUR LE COURRIEL

ADRESSE DE RÉSIDENCE

██████████

METTRE À JOUR L'ADRESSE

Téléphone

Indicatif international

████

Téléphone au domicile

██████████

Indicatif international

Téléphone cellulaire

Indicatif international

Téléphone au travail

Numéro de poste

METTRE À JOUR LES NUMÉROS

Please note:

The information you enter for your *First name, Family name, email address, date of birth, address, etc.* needs to be **exactly** the same in both your online CAQ application form **and** in your Arrima account.

If you make any changes on “Mon profil” (Arrima), after saving the changes, log out and relog into your Arrima account to activate all the changes.

If you are uncertain how you put information on CAQ profile page, you can check here (if you saved the page in Step 9 – Verification of information provided when you filled your CAQ application form):

4/10/24, 5:50 PM

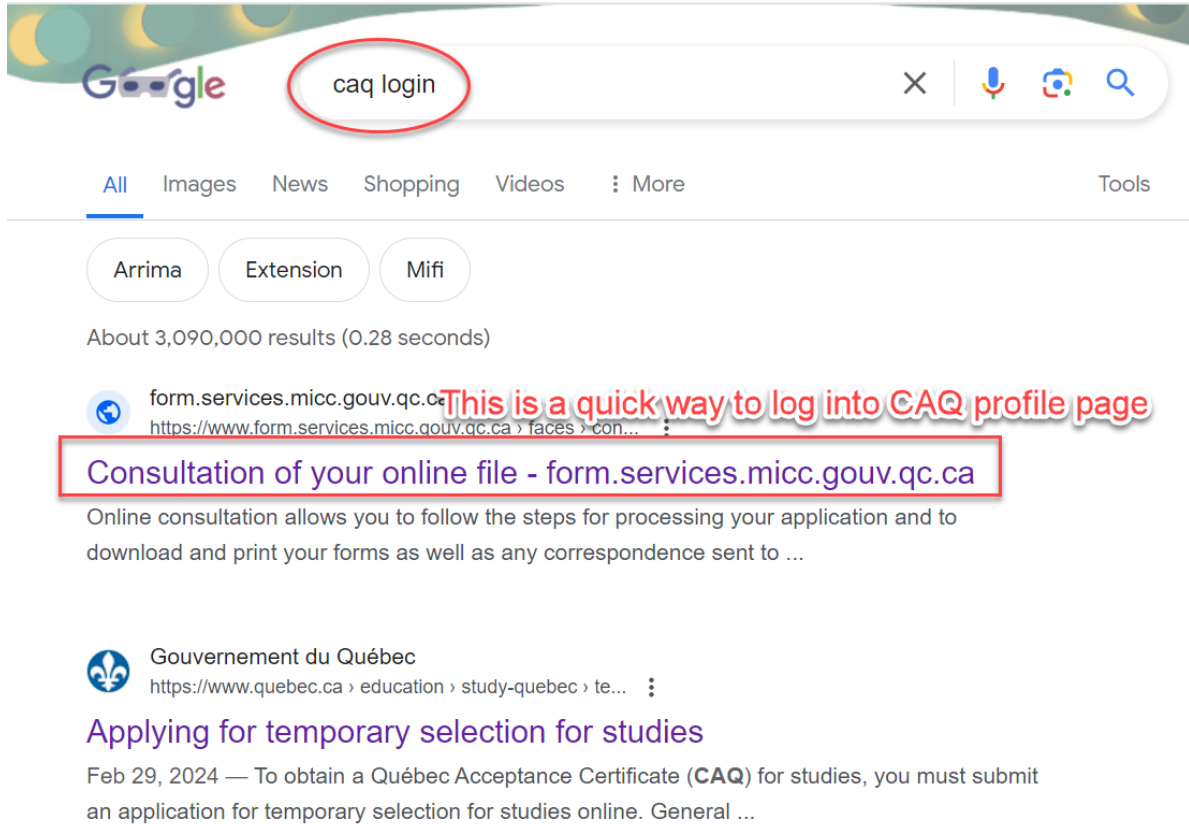
Step 9 – Verification of information provided

Application summary

Family name :	[REDACTED]
First name :	[REDACTED]
Sex :	Female
Marital status :	Single
Date of birth :	2000-01-01
Place of birth :	[REDACTED]
Country of citizenship / nationality :	[REDACTED]
Main language spoken :	[REDACTED]
Mailing address :	[REDACTED]
Current place of residence :	[REDACTED]
Telephone No :	[REDACTED]
Other telephone number :	[REDACTED]
E-mail address :	[REDACTED]
Language of correspondence :	English
Accompanying persons – Number of persons :	0
Level of studies :	University, undergraduate / professional
Exchange program :	No
Date program starts :	2024-08-29
Date program ends :	2028-05-31
Annual tuition fees :	CAN\$ [REDACTED]
Educational institution :	McGill University
Previous CAQ for studies :	No
Place where application for study permit will be submitted :	[REDACTED]
Authorization to send the educational institution your family name, first name, date of birth and sex, the number of your Certificat d'acceptation du Québec (CAQ - Québec Acceptation Certificate), its validity period and the program or level of studies authorized :	No
Authorization to release information :	No
To complete this application, did anyone provide you assistance, advice or representation?	No

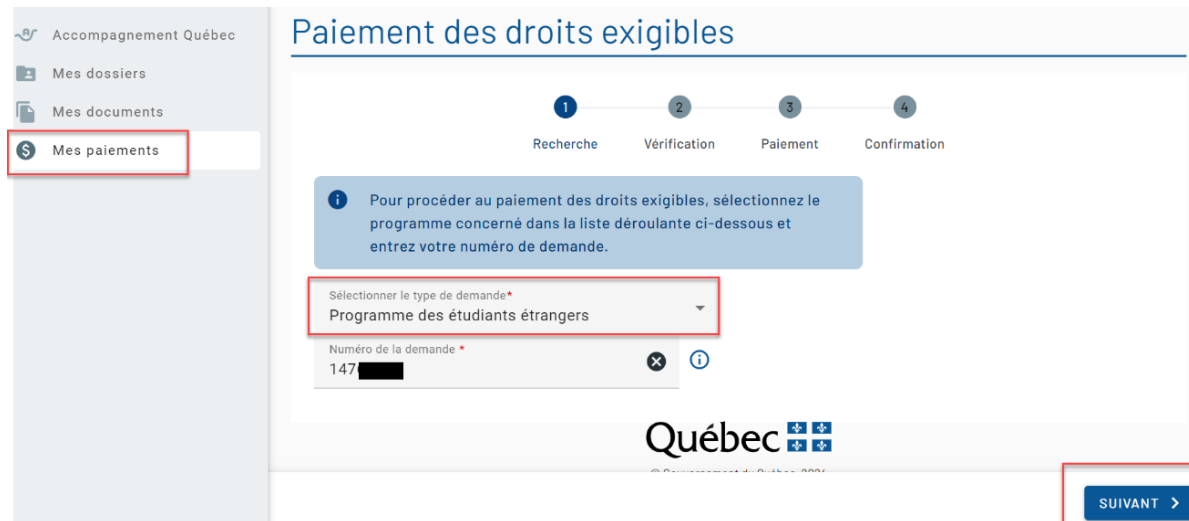
How to quickly find the CAQ application login webpage:

You can find the online CAQ application login webpage quickly by typing “CAQ login” in search engine and clicking the first result below:



The screenshot shows a Google search for "caq login". The search bar contains "caq login" and is circled in red. Below the search bar, the first search result is highlighted with a red box. The result title is "Consultation of your online file - form.services.micc.gouv.qc.ca". The description below the title reads: "Online consultation allows you to follow the steps for processing your application and to download and print your forms as well as any correspondence sent to ...". The source is identified as "Gouvernement du Québec" with the URL "https://www.quebec.ca > education > study-quebec > te...". A red callout box with white text says "This is a quick way to log into CAQ profile page".

After you make sure that both of your profiles (the one made on the CAQ online application and the one made in Arrima) have the exact information, try to make the payment again:



The screenshot shows the " Paiement des droits exigibles" page on the Arrima website. The page has a sidebar on the left with a menu containing "Accompagnement Québec", "Mes dossiers", "Mes documents", and "Mes paiements", with "Mes paiements" highlighted in a red box. The main content area shows a progress bar with four steps: 1. Recherche, 2. Vérification, 3. Paiement, and 4. Confirmation. Below the progress bar, there is a blue information box that says: "Pour procéder au paiement des droits exigibles, sélectionnez le programme concerné dans la liste déroulante ci-dessous et entrez votre numéro de demande." Below this, there is a dropdown menu labeled "Sélectionner le type de demande*" with "Programme des étudiants étrangers" selected, and a text input field labeled "Numéro de la demande*" containing "147" followed by a redacted area. At the bottom right of the page, there is a blue button labeled "SUIVANT >" highlighted in a red box.

Immigration Quebec (MIFI) contact

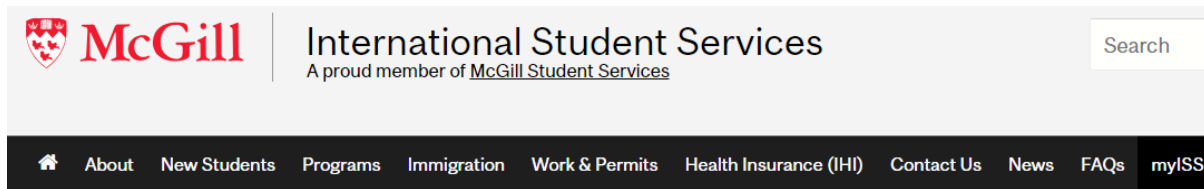
We hope you successfully make the payment. If, after following all of the instructions above, you are still encountering difficulties with payment, you can:

- Contact Immigration Quebec (Ministry of Immigration, Francisation and Integration) by telephone at **(514) 864-9191**.
- [Contact International Student Services by telephone](#) or via a [Request for Information](#).

If you send a Request for Information (RFI) to ISS:

- Describe the errors you encounter.
- If you can, please include screenshots of your issue in a Word document and attach this to your RFI. These screenshots will help us to better advise.

If you have activated your McGill email, you can upload documents for review in your **myISS Student Portal** under the “**Documents**” tab. See instructions below:



McGill.CA / INTERNATIONAL STUDENT SERVICES

MyISS

***Please note that ISS does NOT advise on Permanent Residence (PR).**

Frequently Asked Questions

CAQs, Study Permit, Work, Travel, Health

myISS Request Form

Use this form to submit a request for information (RFI) or to book an appointment

myISS Student Portal*

Schedule/Cancel advising appointments; upload documents

How to upload documents to your myISS Student Portal

Home / Documents / Pending Documents /

documents

Did you know?

Having trouble uploading MS Word files? For immediate access to your documents, save them first in PDF format, then upload. For instructions to save a file as a PDF in Windows click, [here](#). For Macs click, [here](#).

Submit Cancel

* indicates a required field

Student Document

Document Title (e.g. Bank Statement) & Appointment Date* (e.g. 22-Sept-2021)
*only include date if you have/had an appointment with an advisor and the document submitted is related to your appointment *

Screenshot of Arrima

INTERNAL USE ONLY:
Document Type

- 0001 Document(s) submitted by student
- 1001 CAQ
- 1002 Study Permit
- 1003 Work Permit
- 1004 Identification
- 1005 Registrar
- 1006 Department/Faculty
- 1007 Dependents
- 1008 IRCC
- 1009 MIFI
- 10010 CBSA
- 10011 IHI
- 10012 Other

File

Drop files here to upload

Upload File

You can name the document you upload, it could be in WORD, or PDF.

We hope the above information helps.

International Student Services Team