

# Holiday Help Desk

As you know, Seneca is closed for the holidays on Dec. 23, 2022 and reopens on Jan. 3, 2023.

During this time, Seneca staff will be unavailable for general inquiries and look forward to assisting you when Seneca re-opens on Jan. 3, 2023.

Assistance will be provided for the urgent situations outlined below.



## Help Needed Now

For some issues, help will be available right away. Please contact us immediately if you are experiencing any of the urgent situations listed below by contacting [transportation.bookings@senecacollege.ca](mailto:transportation.bookings@senecacollege.ca). This mailbox will be monitored daily from 7 a.m. to 11 p.m. EST.

- unable to board your flight
- airport pick-up issues
- unable to clear border security
- no housing

Call 911 if police, fire or medical emergencies occur.

If you are in crisis or have immediate mental health concerns, the following resources are available:

- 24/7 crisis text support and counselling, in the language of your choice, through your health insurance benefits ([WeConnect](#))
- Mental Health Helpline: call 1-866-531-2600 or text 'CONNEX' to 247247
- [Good2Talk](#): call 1.866.925.5454 or text GOOD2TALKON to 686868
- visit your nearest hospital emergency room

To contact Seneca Security for on-campus assistance, call (416) 764-0911.

**NOTE: Submit your travel plan through the [Seneca International Arrivals \(iCent\)](#) prior to Dec. 22, to ensure your airport pick-up is arranged prior to your arrival.**



## Self-Serve Options

Here are some helpful resources for self-serve options during the holiday closure:

<b>Seneca account username / password issues</b>	<ul style="list-style-type: none"><li>• Visit the <a href="#">MyID Self Service Website</a> for help with username and password issues.</li><li>• Contact the <a href="#">Service Desk</a> for help.</li></ul>
<b>Proof of enrolment needed when preparing for travel</b>	<ul style="list-style-type: none"><li>• To obtain an <a href="#">Enrolment Verification letter</a>, log into <a href="#">Student Home</a> and select the Academic Records tile, then select the Enrolment Verification option on the left-hand menu.</li><li>• For online requests, via Student Home, a PDF copy of the letter will be sent directly to your Seneca email address within 24 hours.</li></ul>
<b>Unable to enrol in classes</b>	<ul style="list-style-type: none"><li>• Review <a href="#">Registration resources</a> for selecting your timetable.</li></ul>
<b>Unsure if a skills assessment test is required</b>	<ul style="list-style-type: none"><li>• Review this <a href="#">list</a> to see if your program requires a skills assessment.</li><li>• To complete your skills assessment, visit the <a href="#">Test Centre website</a>.</li></ul>
<b>Non-emergent medical care</b>	<ul style="list-style-type: none"><li>• Book a <a href="#">doctor's appointment</a> or find a <a href="#">health provider</a> near you.</li><li>• Call Telehealth 1-866-797-0000</li></ul>

Visit [The Service Hub](#) to explore all of the answers you've been looking for.



## Seneca Reopens - Help is Here

From Jan. 3 at 9 a.m. EST, all our services will be available. All of our services and supports are located in one place both [virtually and in-person](#).

Join us for Campus Welcome Days on Jan. 4 and Jan. 5 and Virtual Orientation on Jan. 6. Visit the [orientation website](#) for more details.