Holiday Help Desk

Seneca Polytechnic will be closed from the end of business day on Friday, Dec. 20 to the reopening on Thursday, Jan. 2.

During this time, Seneca employees will be unavailable for general inquiries and look forward to assisting you when Seneca re-opens.

Help Needed Now

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 couselling, 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
• your nearest hospital emergency room

To contact Security Services, call (416) 764-0911 or email security@senecapolytechnic.ca

International Students

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@senecapolytechnic.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

Self-Serve Options

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

Seneca account username / password issues	• Visit the MyID Self Service Website for help with username and password issues. • Contact the Service Desk for help
Proof of enrolment needed when preparing for travel	• To obtain an Enrolment Verification letter, log into Student Home and select the Academic Records tile, then select the Enrolment Verification option on the left-hand menu • For online requests, via Student Home, a PDF copy of the letter will be sent directly to your Seneca email address within 24 hours • If you are unable to order an Enrolment Verification Letter online via Student Home, or require a Letter for Immigration and Citizenship Canada (IRCC) purposes, please send the completed Enrolment Verification Request form (PDF) to theservicehub@senecapolytechnic.ca using a valid Seneca email account. Your request will be reviewed when Seneca opens on Jan. 2
Unable to enrol in classes	• Review Registration resources for selecting your timetable
Unsure if a skills assessment test is required	• Review this list to see if your program requires a skills assessment • To complete your skills assessment, visit the Test Centre website
Non-emergent medical care	• Book a doctor's appointment or find a health provider near you • Call Telehealth 1.866.797.0000

Visit The Service Hub to explore all of the answers you've been looking for. If you have already contacted The Service Hub, your case number can be used to check the status of your case. To check your case status, simply login into The Service Hub Portal. On the top menu, select **My Services > My Cases**, and your My Cases page will open.

Seneca Reopens

Jan. 2

Starting Jan. 2, 2025, at 9 a.m., Seneca services will resume virtually and in-person.

Join us for Campus Welcome Day on Thursday, Jan. 2 and Virtual Orientation on Friday, Jan. 3.
Visit the orientation website for more details.