

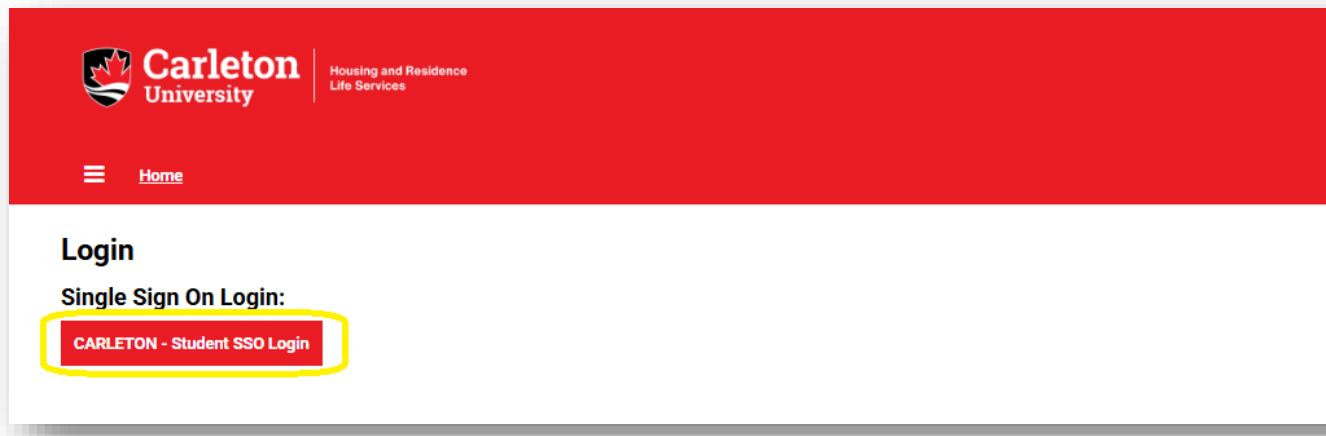
## HOW TO ACCEPT YOUR GUARANTEED OFFER OF RESIDENCE

### Step 1: Login to the [Housing Portal](#)

To Login click the **login** button on the top right corner of the page.

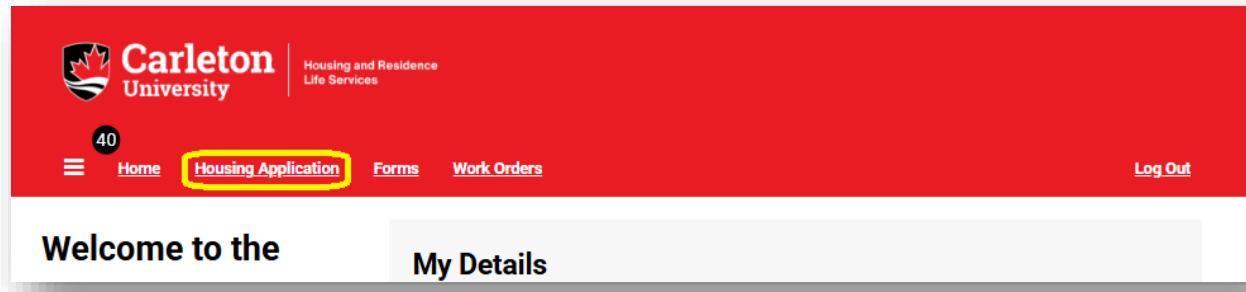


Now click on the button **CARLETON - StudentSSO Login** and enter your Carleton MC1 credentials to log in.



## Step 2: Select Term

Select “Housing Application” on the top of the screen.



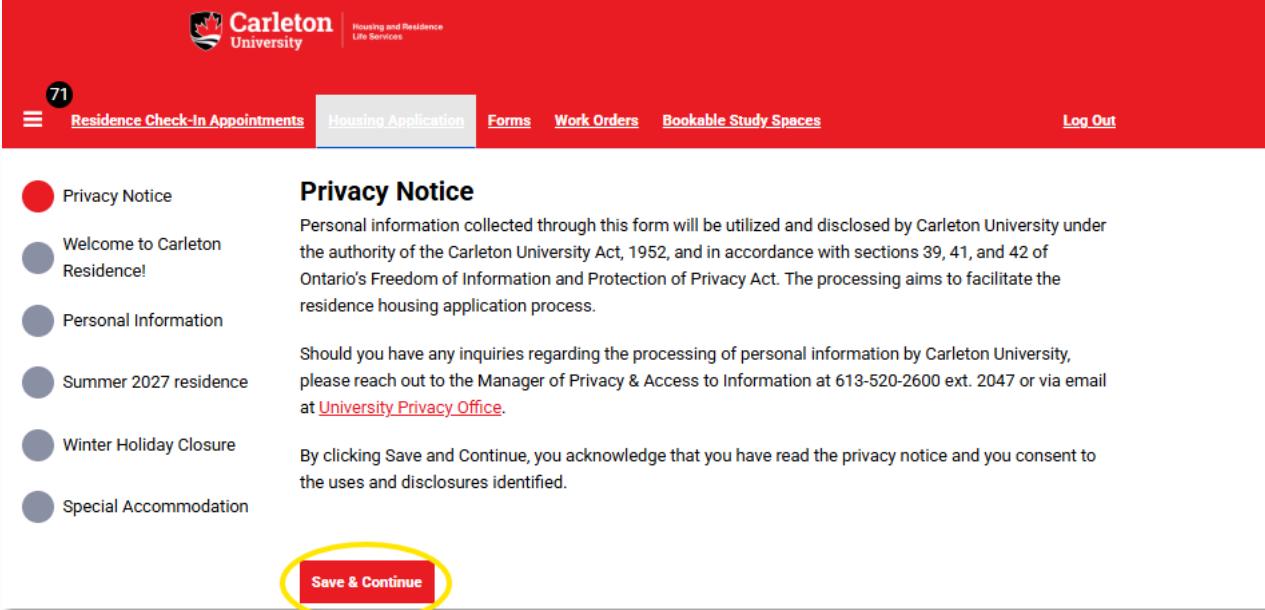
This page lists application(s) available to you; as a first-year student you will see one application as shown below; click “Apply.”



### Step 3: Review the Privacy Notice

Remember to read the information on each page carefully, fill out the required fields and follow the instructions given for each step.

**Privacy Notice** page must be reviewed before you proceed with accepting your residence offer.



Carleton University Housing and Residence Life Services

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Residence Check-in Appointments **Housing Application** Forms Work Orders Bookable Study Spaces Log Out

Privacy Notice

Welcome to Carleton Residence!

Personal Information

Summer 2027 residence

Winter Holiday Closure

Special Accommodation

**Privacy Notice**

Personal information collected through this form will be utilized and disclosed by Carleton University under the authority of the Carleton University Act, 1952, and in accordance with sections 39, 41, and 42 of Ontario's Freedom of Information and Protection of Privacy Act. The processing aims to facilitate the residence housing application process.

Should you have any inquiries regarding the processing of personal information by Carleton University, please reach out to the Manager of Privacy & Access to Information at 613-520-2600 ext. 2047 or via email at [University Privacy Office](#).

By clicking Save and Continue, you acknowledge that you have read the privacy notice and you consent to the uses and disclosures identified.

**Save & Continue**

## Step 4: Welcome Page

Review and select “Save and Continue” to proceed.

Welcome to Carleton Residence!

We are delighted that you are considering living in Residence at Carleton!

**The guaranteed offer is for a traditional double room.** To confirm the acceptance of the guaranteed residence offer please continue to the next page.

If you are admitted from **CEGEP** with guaranteed residence please continue with the acceptance process AND also **send an email to [residence@carleton.ca](mailto:residence@carleton.ca)** to ensure your acceptance of residence shows in our system correctly.

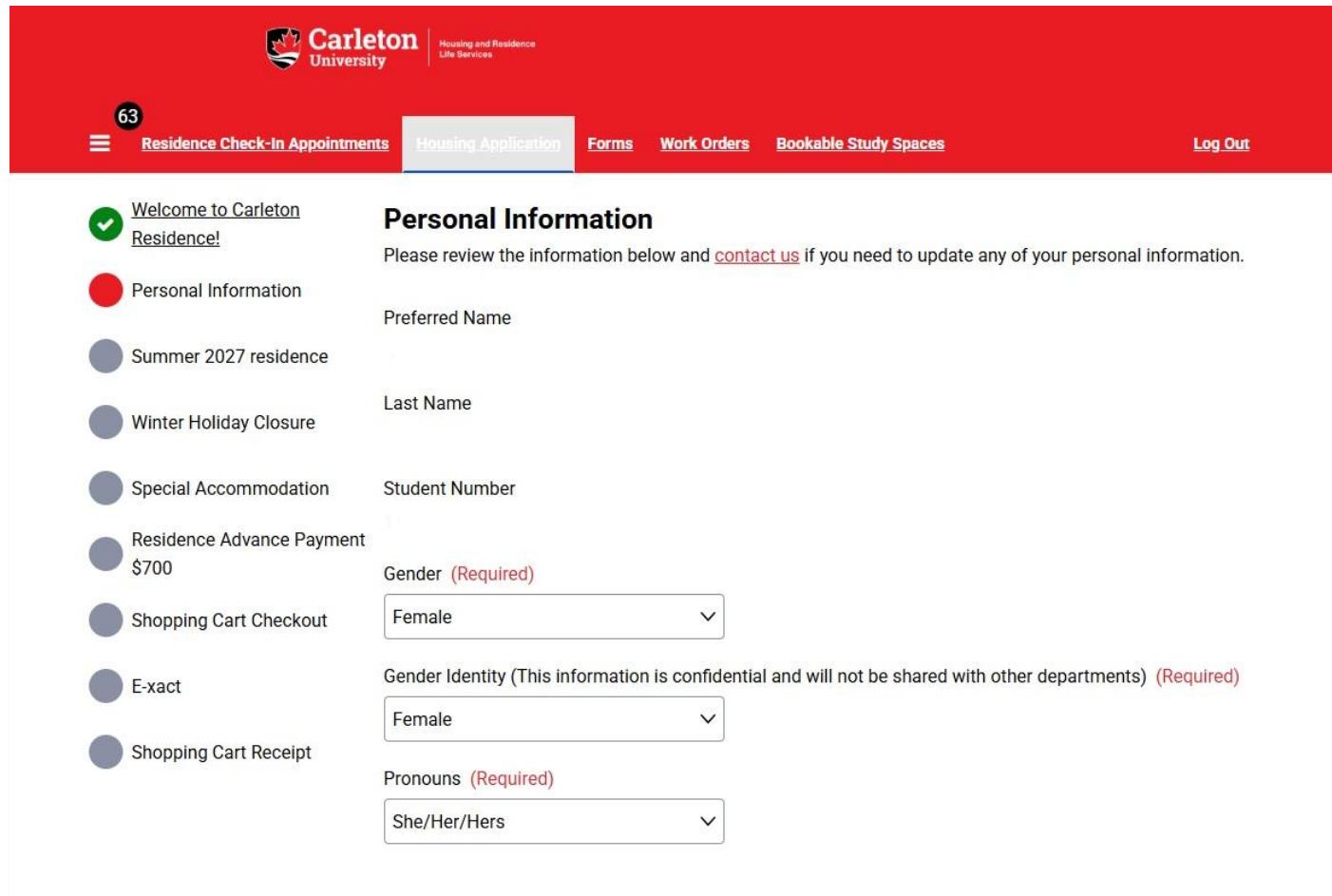
- Welcome to Carleton Residence!
- Personal Information
- Summer 2027 residence
- Winter Holiday Closure
- Special Accommodation
- Residence Advance Payment  
\$700
- Shopping Cart Checkout
- E-xact
- Shopping Cart Receipt

**Save & Continue**

## Step 5: Personal Information

Review your Preferred First Name, Last Name and Student Number – these fields are pre-populated. If information is incorrect contact us immediately via email [residence@carleton.ca](mailto:residence@carleton.ca)

From the drop box select your Gender Identity and Pronouns; fill out the Emergency Contact Information. Review and click “**Save and Continue**” to proceed.



The screenshot shows a red header bar with the Carleton University logo and "Housing and Residence Life Services". Below the header, a navigation bar includes "63", "Residence Check-In Appointments", "Housing Application" (which is highlighted in blue), "Forms", "Work Orders", "Bookable Study Spaces", and "Log Out".

**Personal Information**

Please review the information below and [contact us](#) if you need to update any of your personal information.

Preferred Name	<input type="text"/>
Last Name	<input type="text"/>
Student Number	<input type="text"/>
Gender (Required)	<input type="text" value="Female"/>
Gender Identity (This information is confidential and will not be shared with other departments) (Required)	<input type="text" value="Female"/>
Pronouns (Required)	<input type="text" value="She/Her/Hers"/>

## Step 6: Summer 2027 Residence

Review the information regarding summer residence and indicate if you are interested participating. Select your answer from the dropdown menu and click “Save & Continue”.

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Carleton University | Housing and Residence Life Services

Residence Check-In Appointments **Housing Application** Forms Work Orders Bookable Study Spaces Log Out

Welcome to Carleton Residence!

Personal Information

Summer 2027 residence

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Residence Advance Payment \$700

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E-xact

Shopping Cart Receipt

**Summer 2027 residence**

Are you interested in living in residence during the summer of 2027 (May 5 – August 26, 2027)?

Please select your response: (Required)

Please select your response: is required

- Please note that students expressing interest must complete the application process for Summer 2027 and pay the accompanying fees for each period separately. Application for Summer 2027 will be available in February of 2027.
- To be eligible to receive an offer for a summer term, students must have no outstanding fees for fall and winter terms, must have completed 1.5 credits in the prior term (or equivalent) and must be a positive contributor to the residence community.
- Priority will be given to students in compressed programs and international students.

**Save & Continue**

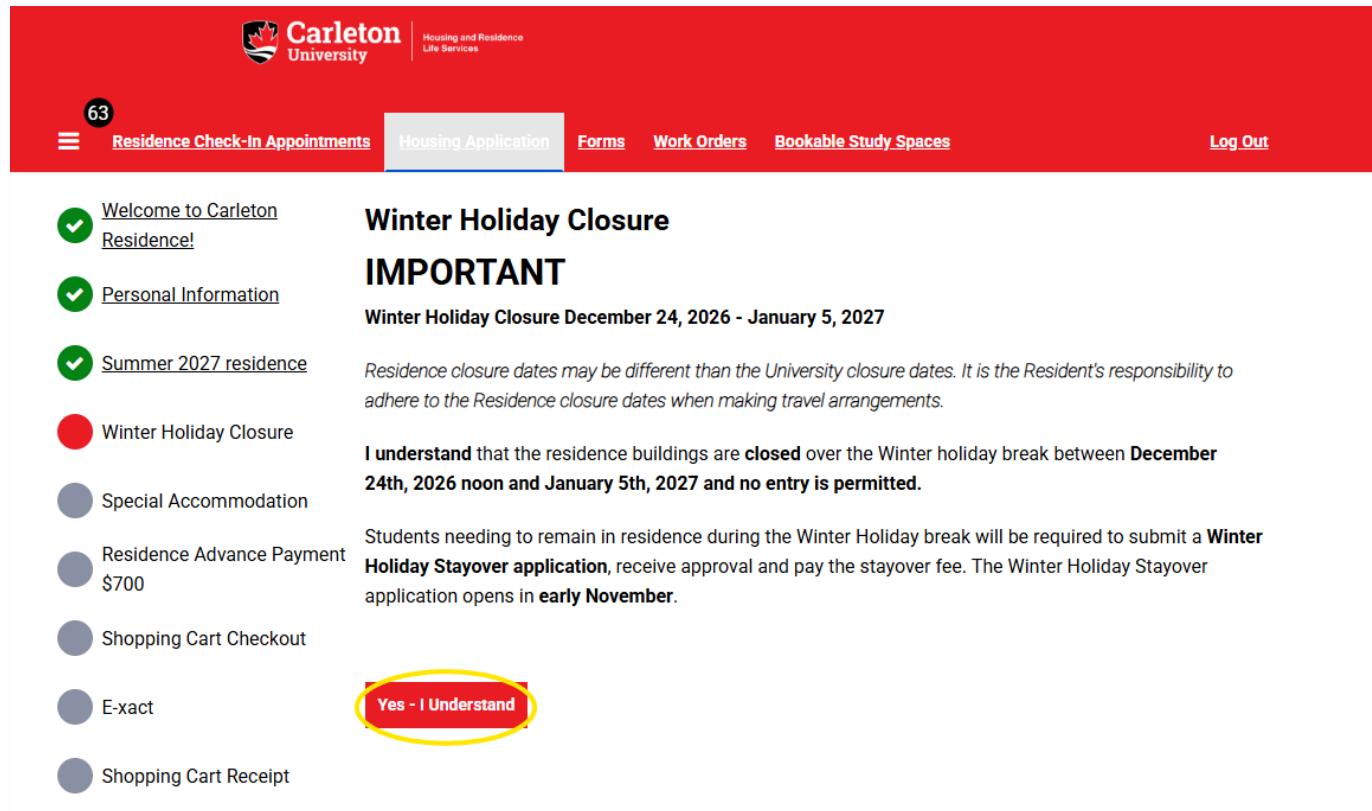
*\*Selecting “Yes” does not guarantee you a spot in Summer Residence. You must still apply and meet the criteria for Summer Residence to stay over the summer. Summer Residence applications usually open in February of the year you are planning on staying for the summer.*

## Step 7: Winter Holiday Closure Acknowledgement

Please take note of the dates when Residence is **closed** for the Winter break. Students are **not permitted to remain in residence** over this closure unless they are approved for Holiday Stayover.

The Holiday Stayover Application opens in November. Students must complete this application before the deadline, more information is sent out about Holiday Stayover in October.

To proceed to the next step, select **“Yes - I understand.”**



The screenshot shows the Carleton University Housing Application interface. At the top, the Carleton University logo and 'Housing and Residence Life Services' are visible. A red banner at the top of the page displays the text '63' in a black circle, followed by 'Residence Check-In Appointments', 'Housing Application' (which is highlighted in blue), 'Forms', 'Work Orders', 'Bookable Study Spaces', and 'Log Out'. The main content area is titled 'Winter Holiday Closure' and contains the word 'IMPORTANT'. Below this, the text 'Winter Holiday Closure December 24, 2026 - January 5, 2027' is displayed. A note states: 'Residence closure dates may be different than the University closure dates. It is the Resident's responsibility to adhere to the Residence closure dates when making travel arrangements.' A statement of understanding follows: 'I understand that the residence buildings are **closed** over the Winter holiday break between **December 24th, 2026 noon and January 5th, 2027** and **no entry is permitted**.' Another note specifies: 'Students needing to remain in residence during the Winter Holiday break will be required to submit a **Winter Holiday Stayover application**, receive approval and pay the stayover fee. The Winter Holiday Stayover application opens in **early November**.' On the left, a sidebar lists several options with corresponding icons: 'Welcome to Carleton Residence!' (checkmark), 'Personal Information' (checkmark), 'Summer 2027 residence' (checkmark), 'Winter Holiday Closure' (red circle), 'Special Accommodation' (grey circle), 'Residence Advance Payment \$700' (grey circle), 'Shopping Cart Checkout' (grey circle), 'E-xact' (grey circle), and 'Shopping Cart Receipt' (grey circle). A red button at the bottom of the sidebar is labeled 'Yes - I Understand', which is circled in yellow.

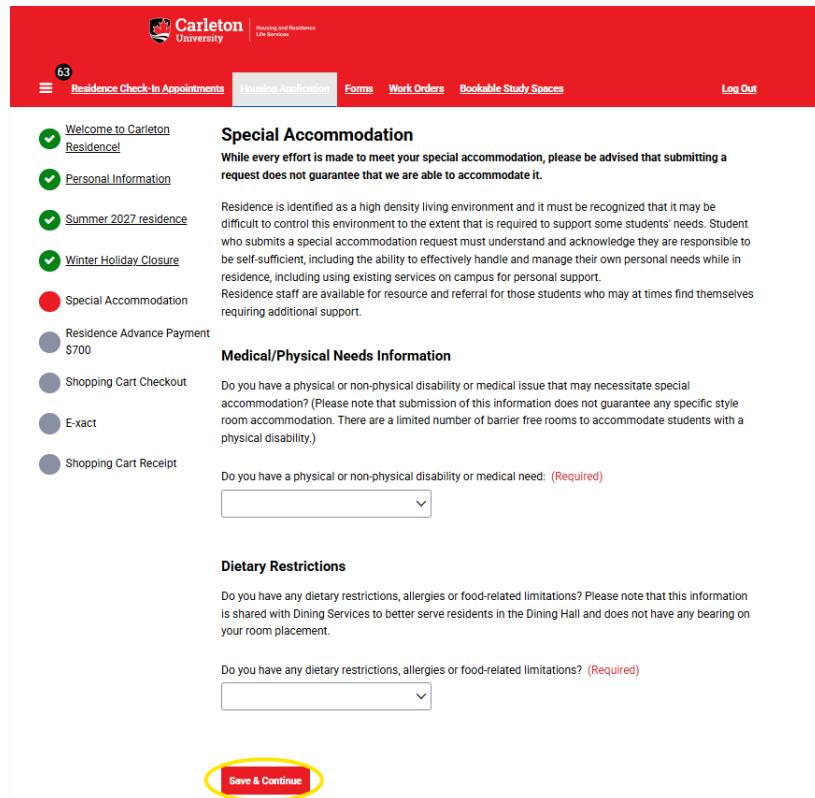
## Step 8: Special Accommodations

If you require a Special Accommodation due to a physical or non-physical disability, medical condition(s) or a special dietary need/concern, or any other reason, you may submit your request and supporting documents here.

Requests and documentation received after the specified deadline will only be considered under exceptional circumstances as determined by the Department and by space availability.

Submitting the special accommodation request **does not** guarantee any specific style of room accommodation.

For dietary needs, you will be prompted to select your dietary needs for a list of options. This will be shared with Dining Services to better serve residents in the Dining Hall. ***Please note that this has no bearing on your room placement.***



The screenshot shows a web application for Carleton University Residence Check-In Appointments. The top navigation bar includes links for Residence Check-In Appointments, Housing Application, Forms, Work Orders, Bookable Study Spaces, and Log Out. A sidebar on the left lists various options with checkboxes: Welcome to Carleton Residence! (checked), Personal Information (checked), Summer 2027 residence (checked), Winter Holiday Closure (checked), Special Accommodation (unchecked), Residence Advance Payment \$700 (unchecked), Shopping Cart Checkout (unchecked), E-xact (unchecked), and Shopping Cart Receipt (unchecked). The main content area is titled "Special Accommodation" and contains a note: "While every effort is made to meet your special accommodation, please be advised that submitting a request does not guarantee that we are able to accommodate it." It explains that residence is a high density living environment and students must be self-sufficient. The "Medical/Physical Needs Information" section asks if the user has a physical or non-physical disability or medical issue, with a required dropdown menu. The "Dietary Restrictions" section asks if the user has any dietary restrictions, allergies, or food-related limitations, with a required dropdown menu. A red box highlights the "Save & Continue" button at the bottom.

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Residence Check-In Appointments

Housing Application

Forms

Work Orders

Bookable Study Spaces

Log Out

Welcome to Carleton Residence!

Personal Information

Summer 2027 residence

Winter Holiday Closure

Special Accommodation

Residence Advance Payment \$700

Shopping Cart Checkout

E-xact

Shopping Cart Receipt

**Special Accommodation**

While every effort is made to meet your special accommodation, please be advised that submitting a request does not guarantee that we are able to accommodate it.

Residence is identified as a high density living environment and it must be recognized that it may be difficult to control this environment to the extent that is required to support some students' needs. Student who submits a special accommodation request must understand and acknowledge they are responsible to be self-sufficient, including the ability to effectively handle and manage their own personal needs while in residence, including using existing services on campus for personal support. Residence staff are available for resource and referral for those students who may at times find themselves requiring additional support.

**Medical/Physical Needs Information**

Do you have a physical or non-physical disability or medical issue that may necessitate special accommodation? (Please note that submission of this information does not guarantee any specific style room accommodation. There are a limited number of barrier free rooms to accommodate students with a physical disability.)

Do you have a physical or non-physical disability or medical need: (Required)

**Dietary Restrictions**

Do you have any dietary restrictions, allergies or food-related limitations? Please note that this information is shared with Dining Services to better serve residents in the Dining Hall and does not have any bearing on your room placement.

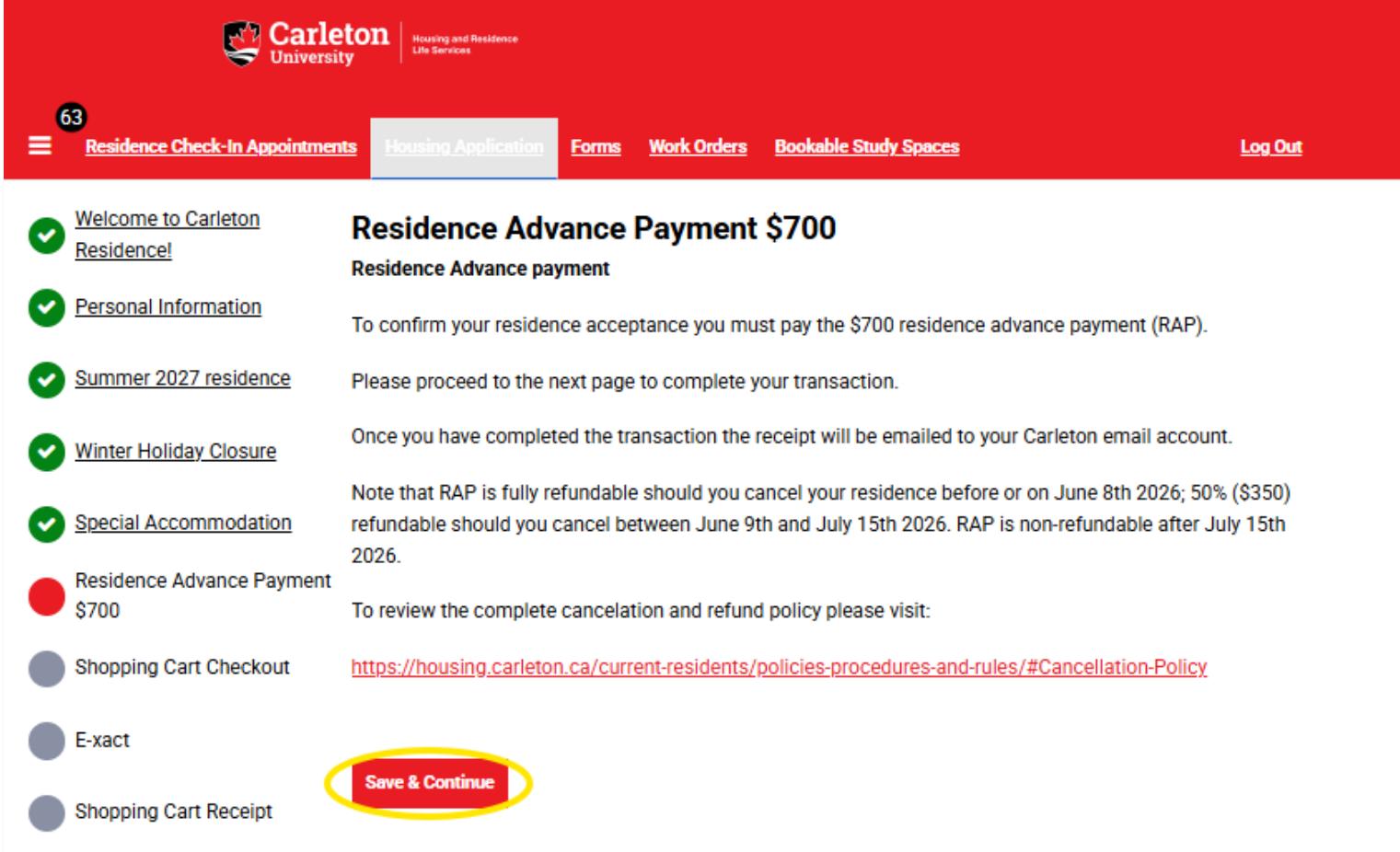
Do you have any dietary restrictions, allergies or food-related limitations? (Required)

Save & Continue

## Step 9: Residence Advance Payment

To confirm your acceptance of your guaranteed residence offer, you are required to pay the **\$700 Residence Advance Payment (RAP)**. The RAP is fully refundable for Guaranteed First Year up to a set deadline, see the [Dates and Deadlines](#) page for this year's deadline.

Select “**Save & Continue**” to proceed to make payment and complete your application.



The screenshot shows a red header bar with the Carleton University logo and "Housing and Residence Life Services". Below the header, a navigation bar includes "Residence Check-In Appointments" (highlighted in red), "Housing Application", "Forms", "Work Orders", "Bookable Study Spaces", and "Log Out".

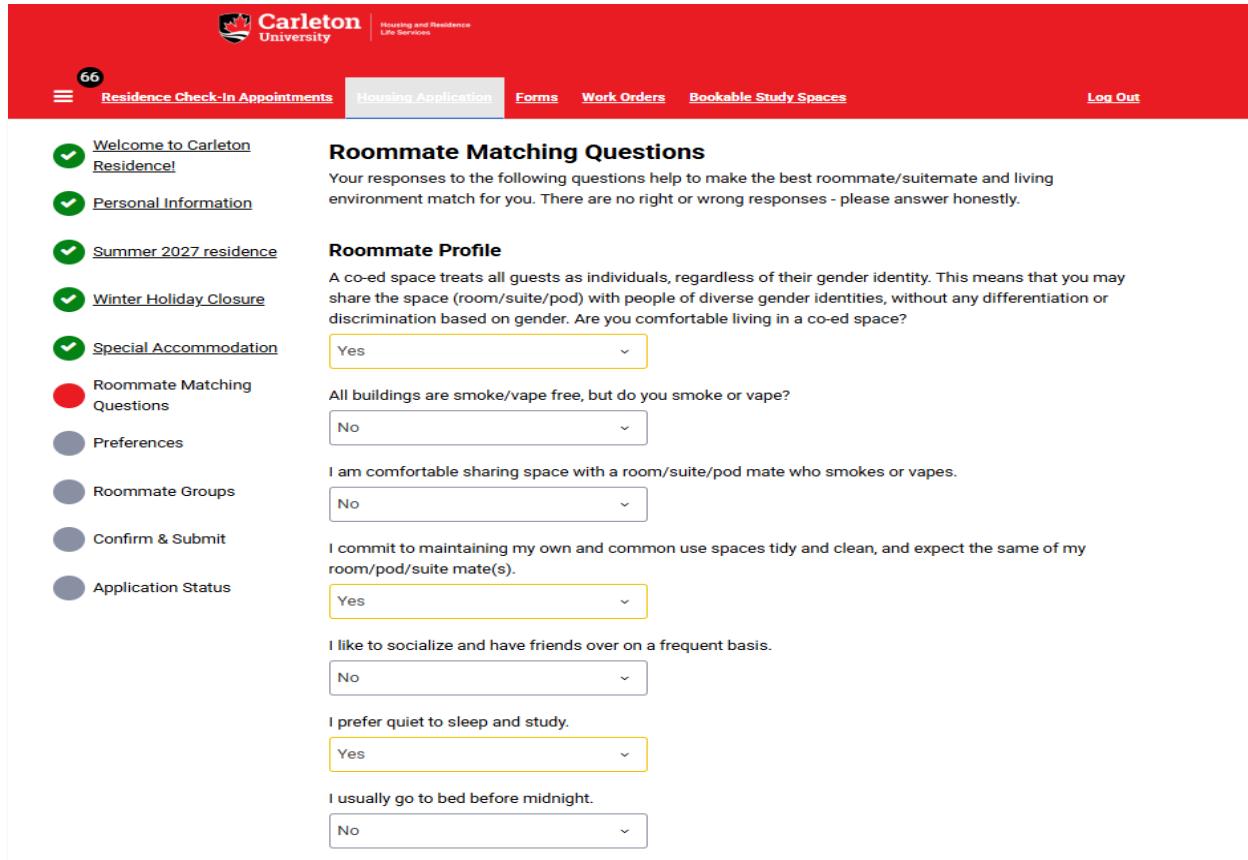
The main content area is titled "Residence Advance Payment \$700". It displays a list of steps with icons and descriptions:

- >Welcome to Carleton Residence!** (green checkmark)
- Personal Information** (green checkmark)
- Summer 2027 residence** (green checkmark)
- Winter Holiday Closure** (green checkmark)
- Special Accommodation** (green checkmark)
- Residence Advance Payment \$700** (red circle)
- Shopping Cart Checkout** (grey circle)
- E-xact** (grey circle)
- Shopping Cart Receipt** (grey circle)

The "Residence Advance Payment \$700" step includes the text: "To confirm your residence acceptance you must pay the \$700 residence advance payment (RAP)." Below this, it says: "Please proceed to the next page to complete your transaction." and "Once you have completed the transaction the receipt will be emailed to your Carleton email account." A note at the bottom states: "Note that RAP is fully refundable should you cancel your residence before or on June 8th 2026; 50% (\$350) refundable should you cancel between June 9th and July 15th 2026. RAP is non-refundable after July 15th 2026." At the bottom of the list is a red "Save & Continue" button, which is circled in yellow.

## Step 10: Roommate Matching Questions

All questions are mandatory - select your response to each question from the drop box. There are no right or wrong answers, your responses will help to match you with the best/suitable roommate.



The screenshot shows a red header with the Carleton University logo and 'Housing and Residence Life Services'. A navigation bar below it includes '66 Residence Check-In Appointments', 'Housing Application' (which is active and highlighted in blue), 'Forms', 'Work Orders', 'Bookable Study Spaces', and 'Log Out'. On the left, a sidebar lists navigation items with icons: 'Welcome to Carleton Residence!' (checked), 'Personal Information' (checked), 'Summer 2027 residence' (checked), 'Winter Holiday Closure' (checked), 'Special Accommodation' (checked), 'Roommate Matching Questions' (red circle), 'Preferences' (grey circle), 'Roommate Groups' (grey circle), 'Confirm & Submit' (grey circle), and 'Application Status' (grey circle). The main content area is titled 'Roommate Matching Questions' and contains a note: 'Your responses to the following questions help to make the best roommate/suitemate and living environment match for you. There are no right or wrong responses - please answer honestly.' It then asks: 'A co-ed space treats all guests as individuals, regardless of their gender identity. This means that you may share the space (room/suite/pod) with people of diverse gender identities, without any differentiation or discrimination based on gender. Are you comfortable living in a co-ed space?' with a dropdown menu showing 'Yes'. Below this are several questions with dropdown menus: 'All buildings are smoke/vape free, but do you smoke or vape?' (No), 'I am comfortable sharing space with a room/suite/pod mate who smokes or vapes.' (No), 'I commit to maintaining my own and common use spaces tidy and clean, and expect the same of my room/pod/suite mate(s).' (Yes), 'I like to socialize and have friends over on a frequent basis.' (No), 'I prefer quiet to sleep and study.' (Yes), and 'I usually go to bed before midnight.' (No).

At the bottom of the page, please write a short message about yourself (this will be visible in roommate search results to other students looking for roommates).

Some suggestions on what to include could be:

- Program of study
- Gender Identity as well as the gender you feel most comfortable sharing a room with
- Interests/hobbies/sports

There are no right or wrong answers, so feel free to fill in this box with any information you would like to share about yourself.

Below the box, there is a checkbox that says, "**I want my profile answers to be viewable in Roommate Matching results.**" Please make sure this checkbox is checked, especially if you would like to form a roommate group. If the box is left unchecked, your responses and profile won't be visible in the search for roommates. Once done, select "**Save & Continue**" to proceed.

In the box **About Me** you may consider including some details about yourself and roommate expectations such as what gender(s) you might be comfortable sharing a room with, your interests outside of academics, where you are from etc.

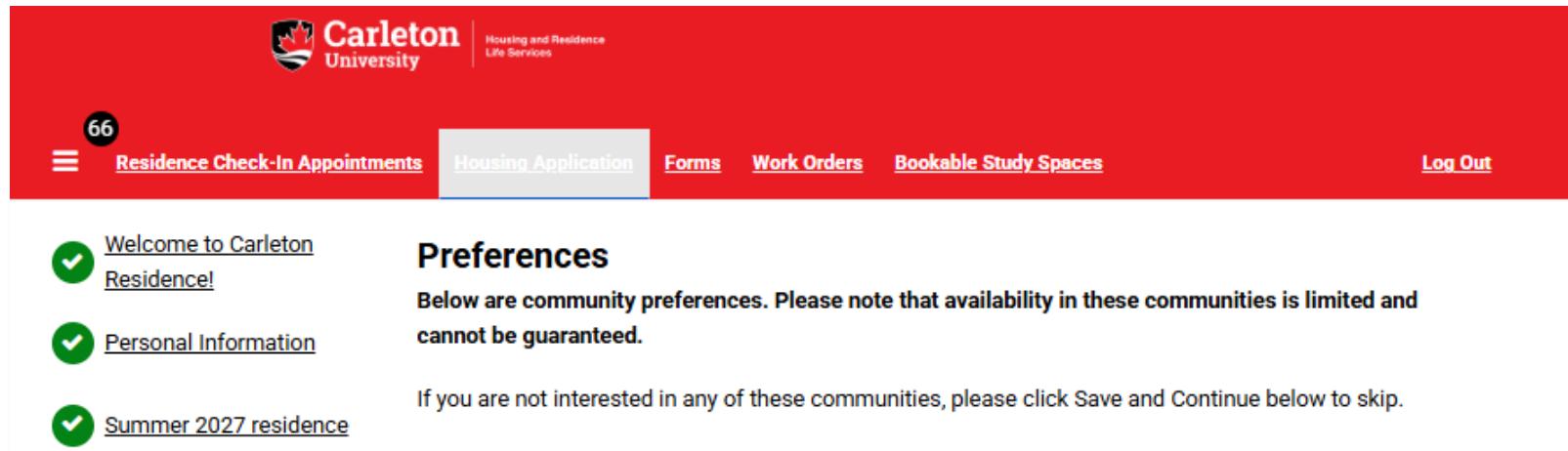
About Me (this will be visible in roommate search results to other students looking for (Required) roommates):

I want my profile answers to be viewable in Roommate Matching results:

**Save & Continue**

## Step 11: Preferences

You can indicate your preference to be on one of the designated floors such as **Single Gender Floors, Quiet Floor, and Substance Free Floors**. Please note that availability in these communities is limited and cannot be guaranteed.



The screenshot shows the Carleton University Housing Application interface. At the top, the Carleton University logo and "Housing and Residence Life Services" are visible. A red banner across the top has a "66" notification badge. Below the banner, a navigation bar includes "Residence Check-In Appointments" (highlighted in red), "Housing Application" (selected), "Forms", "Work Orders", "Bookable Study Spaces", and "Log Out". On the left, a sidebar lists three checked items: "Welcome to Carleton Residence!", "Personal Information", and "Summer 2027 residence". The main content area is titled "Preferences" and contains the following text: "Below are community preferences. Please note that availability in these communities is limited and cannot be guaranteed. If you are not interested in any of these communities, please click Save and Continue below to skip." The "Housing Application" button in the navigation bar is highlighted in red.

[Welcome to Carleton Residence!](#)

[Personal Information](#)

[Summer 2027 residence](#)

## Preferences

Below are community preferences. Please note that availability in these communities is limited and cannot be guaranteed.

If you are not interested in any of these communities, please click Save and Continue below to skip.

To select a preference click “Add” then select the preferred option from the dropdown menu and click

Order	Preference	Actions
1	Quieter Floor	<b>OK</b> <b>Cancel</b>

You can add 2 more preferences for this application.

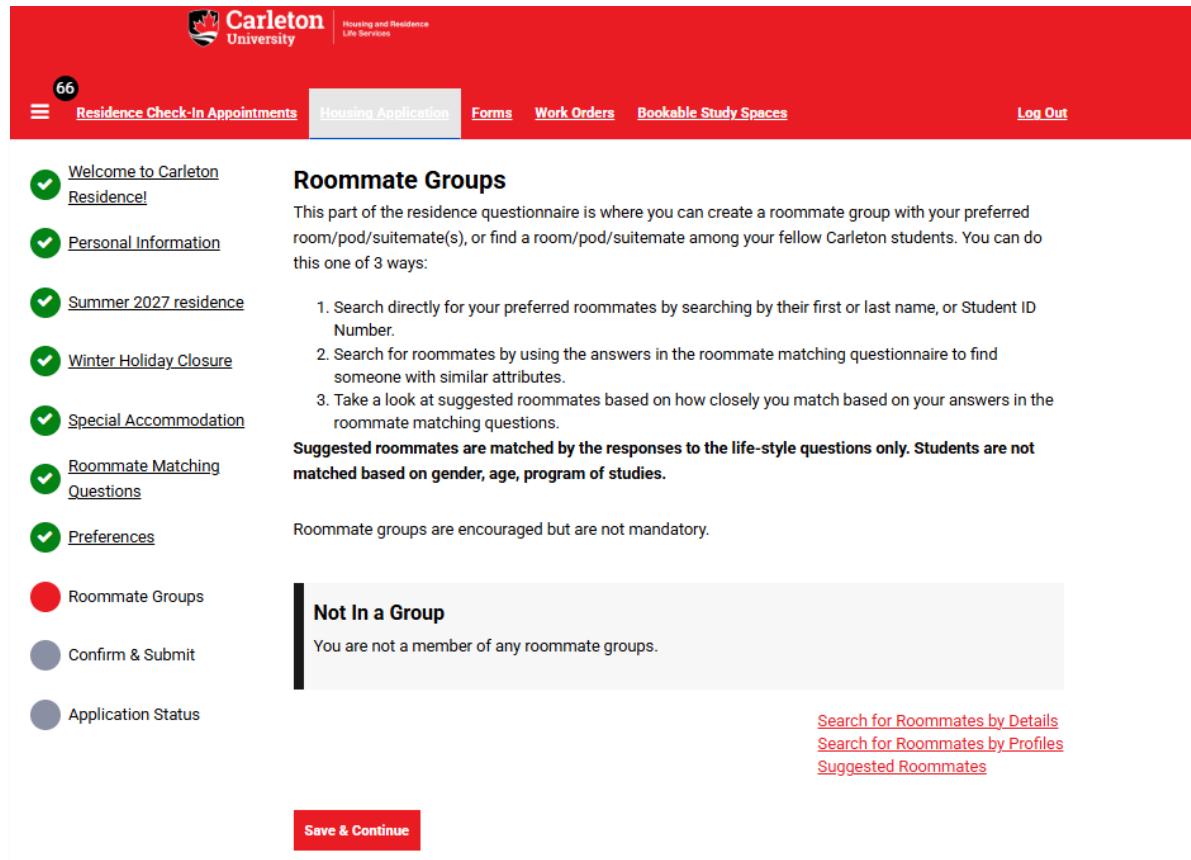
If you are not interested in any of these communities, click “**Save and Continue**” to skip to the next page.

### **Step 12: Roommate Groups**

This is where you can create your roommate group with your preferred roommate(s) or find a roommate among other first year Carleton students.

Please note that while creating a roommate group is encouraged, it is not mandatory.

If you do not want to create a roommate group, you can select “**Save & Continue**” to proceed to the next page.



The screenshot shows the Carleton University Housing and Residence Life Services website. The top navigation bar includes a red header with the Carleton University logo, a '66' notification badge, and menu items: 'Residence Check-In Appointments', 'Housing Application' (which is highlighted in blue), 'Forms', 'Work Orders', 'Bookable Study Spaces', and 'Log Out'. The main content area is titled 'Roommate Groups'. On the left, a sidebar lists completed steps with green checkmarks: 'Welcome to Carleton Residence!', 'Personal Information', 'Summer 2027 residence', 'Winter Holiday Closure', 'Special Accommodation', 'Roommate Matching Questions', and 'Preferences'. Steps not yet completed are marked with red circles: 'Roommate Groups', 'Confirm & Submit', and 'Application Status'. The 'Roommate Groups' section contains text about creating a roommate group and three ways to do so, followed by a note about matching based on life-style questions. It also states that roommates are not matched based on gender, age, or program of studies. A message box says 'Not In a Group' and 'You are not a member of any roommate groups.' Below this are links: 'Search for Roommates by Details', 'Search for Roommates by Profiles', and 'Suggested Roommates'. A red 'Save & Continue' button is at the bottom.

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Residence Check-In Appointments Housing Application Forms Work Orders Bookable Study Spaces Log Out

Welcome to Carleton Residence!

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Special Accommodation

Roommate Matching Questions

Preferences

Roommate Groups

Confirm & Submit

Application Status

## Roommate Groups

This part of the residence questionnaire is where you can create a roommate group with your preferred room/pod/suitemate(s), or find a room/pod/suitemate among your fellow Carleton students. You can do this one of 3 ways:

1. Search directly for your preferred roommates by searching by their first or last name, or Student ID Number.
2. Search for roommates by using the answers in the roommate matching questionnaire to find someone with similar attributes.
3. Take a look at suggested roommates based on how closely you match based on your answers in the roommate matching questions.

**Suggested roommates are matched by the responses to the life-style questions only. Students are not matched based on gender, age, program of studies.**

Roommate groups are encouraged but are not mandatory.

**Not In a Group**

You are not a member of any roommate groups.

[Search for Roommates by Details](#)  
[Search for Roommates by Profiles](#)  
[Suggested Roommates](#)

**Save & Continue**

You can create a roommate group through one of **3** ways:

**Search by Details:** You can search for roommate(s) by their name or student number and add them to your group. This is the quickest way to find your preferred roommate(s).

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Carleton University | Housing and Residence Life Services

Residence Check-In Appointments **Housing Application** Forms Work Orders Bookable Study Spaces Log Out

[Welcome to Carleton Residence!](#)

[Personal Information](#)

[Summer 2027 residence](#)

[Winter Holiday Closure](#)

[Special Accommodation](#)

[Roommate Matching Questions](#)

[Preferences](#)

Roommate Groups

Confirm & Submit

Application Status

**Roommate Search By Details**

Entry Preferred First Name:

Last Name:

Student Number:

Roommate Group Description:

Exclude results that cannot be added or joined

[Go Back](#) **Search** [Search for Roommates by Profiles](#)  
[Suggested Roommates](#)

**Search by Profile:** You can search for roommate(s) through their profiles. Select answers you would expect from your roommate and review the list of potential roommates.

[Welcome to Carleton Residence!](#)

[Personal Information](#)

[Summer 2027 residence](#)

[Winter Holiday Closure](#)

[Special Accommodation](#)

[Roommate Matching Questions](#)

[Preferences](#)

[Roommate Groups](#)

[Confirm & Submit](#)

[Application Status](#)

## Roommate Search By Profiles

### Roommate Profile

A co-ed space treats all guests as individuals, regardless of their gender identity. This means that you may share the space (room/suite/pod) with people of diverse gender identities, without any differentiation or discrimination based on gender. Are you comfortable living in a co-ed space?

Any

All buildings are smoke/vape free, but do you smoke or vape?

Any

I am comfortable sharing space with a room/suite/pod mate who smokes or vapes.

Any

I commit to maintaining my own and common use spaces tidy and clean, and expect the same of my room/pod/suite mate(s).

Any

I like to socialize and have friends over on a frequent basis.

Any

I prefer quiet to sleep and study.

Any

I usually go to bed before midnight.

Any

Exclude results that cannot be added or joined

[Go Back](#) [Search](#) [Search for Roommates by Details](#) [Suggested Roommates](#)

**Suggested Roommate:** You can find roommate(s) through a generated search that suggests other students that match your profile.

*\*The lists will include students of **ALL** genders so make sure you contact your potential roommates to chat about this opportunity*

- [Welcome to Carleton Residence!](#)
- [Personal Information](#)
- [Summer 2027 residence](#)
- [Winter Holiday Closure](#)
- [Special Accommodation](#)
- [Roommate Matching Questions](#)
- [Preferences](#)
- [Roommate Groups](#)
- [Confirm & Submit](#)
- [Application Status](#)

## Suggested Roommates

[Go Back](#)

[Search for Roommates by Details](#)  
[Search for Roommates by Profiles](#)

**Anna**

Classification: Upper Year Undergraduate  
About Me: I am in my second year of Mechanical Engineering and I prefer a roommate who is quiet and tidy. I love to travel and I love to read sci-fi in my spare time.

[Add To Group](#)[Send Message](#)[View Profile](#)**Shannon**

Classification: Upper Year Undergraduate  
About Me: I am a third year student in Information Technology. I prefer a roommate who is clean and quiet like me. In my spare time I like to paint and play video games.

[Add To Group](#)[Send Message](#)[View Profile](#)

Once you have found a roommate(s), you can add them to a group and exchange messages with them.

### Group: Group Favour7bf4b13478

[Delete Group](#)

[Search for Roommates by Details](#)

[Search for Roommates by Profiles](#)

[Suggested Roommates](#)

#### Favour (Group Leader)

Classification: Upper Year Undergraduate

About Me: I am in my third year of the Law program. My pronouns are she/her and in my spare time I like to cook and read. I am interested in finding a roommate who is fun and outgoing.

[View Profile](#)

### Outgoing Requests

#### Shannon

Classification: Upper Year Undergraduate

About Me: I am a third year student in Information Technology. I prefer a roommate who is clean and quiet like me. In my spare time I like to paint and play video games.

Expiry Date: 2/1/2026 11:03

[Cancel](#)

[Save & Continue](#)

If you are invited to join someone's group, you will receive an email notification as well as a message on the Housing Portal. You can choose to either **Accept** to join the group or **Decline**.

## Portal Email: Favour requested you to join their Roommate Group

StarRez Portal to **Me** 1/27/2026 11:03:54 AM

Favour has requested you to join Group Favour7bf4b13478 Group for Academic Year 2026-2027.

To accept or decline the request please login to the Housing portal, select your application and then choose Roommate Groups tab on the left.

House Services



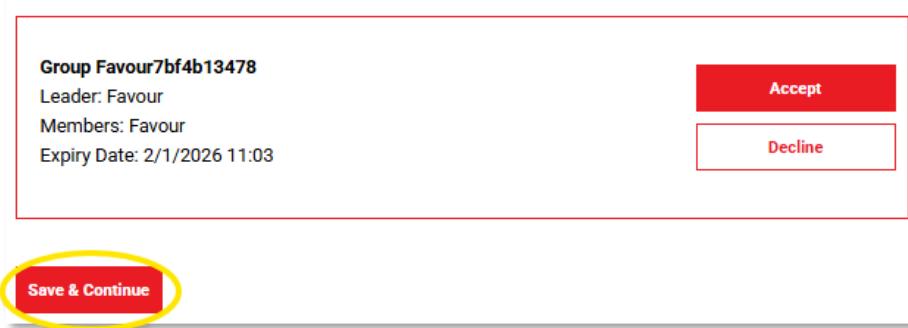
### Incoming Requests

Group Favour7bf4b13478  
Leader: Favour  
Members: Favour  
Expiry Date: 2/1/2026 11:03

Accept

Decline

Save & Continue



## Step 13: Confirm and Submit

Once you have completed all steps, you can finish your application by selecting “**Submit**.” You will receive an email confirmation to your Carleton email shortly after.

 [Welcome to Carleton Residence!](#)

 [Personal Information](#)

 [Summer 2027 residence](#)

 [Winter Holiday Closure](#)

 [Special Accommodation](#)

 [Roommate Matching Questions](#)

 [Preferences](#)

 [Roommate Groups](#)

 [Confirm & Submit](#)

 [Application Status](#)

**Confirm & Submit**

Please click **SUBMIT** below to complete the questionnaire. You will receive a confirmation email to your Carleton email address shortly.

**SUBMIT**