

## 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.

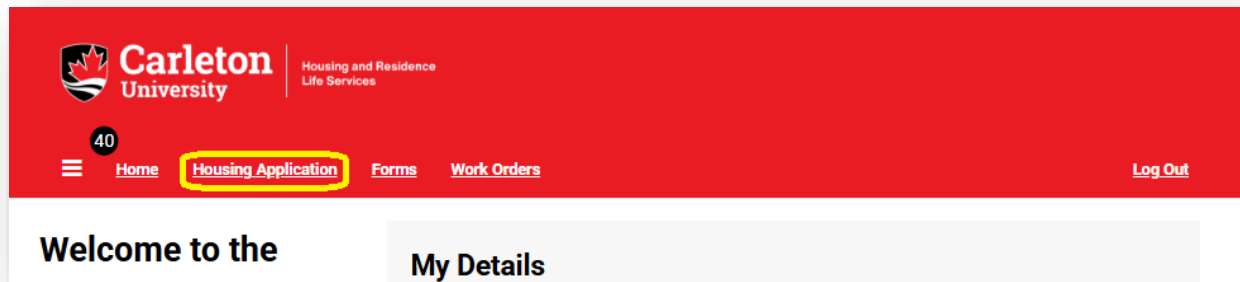


Now click on the button **CARLETON - StudentSSO Login** and enter your Carleton MC1 credentials to log in.



## 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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- 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.

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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

### 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.

**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@calreton.ca](mailto:residence@calreton.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 the 'Personal Information' section of a web form. At the top, there is a red header with the Carleton University logo and navigation links: 'Residence Check-In Appointments', 'Housing Application' (highlighted), 'Forms', 'Work Orders', 'Bookable Study Spaces', and 'Log Out'. A sidebar on the left contains a list of steps: 'Welcome to Carleton Residence!' (checked), 'Personal Information' (selected), 'Summer 2027 residence', 'Winter Holiday Closure', 'Special Accommodation', 'Residence Advance Payment \$700', 'Shopping Cart Checkout', 'E-xact', and 'Shopping Cart Receipt'. The main content area is titled 'Personal Information' and includes a note: 'Please review the information below and [contact us](#) if you need to update any of your personal information.' The form fields are: 'Preferred Name' (text input), 'Last Name' (text input), 'Student Number' (text input), 'Gender (Required)' (dropdown menu with 'Female' selected), 'Gender Identity (This information is confidential and will not be shared with other departments) (Required)' (dropdown menu with 'Female' selected), and 'Pronouns (Required)' (dropdown menu with 'She/Her/Hers' selected).

**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

**Personal Information**

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

Preferred Name

Last Name

Student Number

Gender (Required)

Female

Gender Identity (This information is confidential and will not be shared with other departments) (Required)

Female

Pronouns (Required)

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”.

The screenshot shows the Carleton University Housing and Residence Life Services application interface. The top navigation bar is red with the Carleton University logo and the text "Housing and Residence Life Services". Below the navigation bar, there is a sidebar on the left with a list of application steps: "Welcome to Carleton Residence!", "Personal Information", "Summer 2027 residence", "Winter Holiday Closure", "Special Accommodation", "Residence Advance Payment \$700", "Shopping Cart Checkout", "E-xact", and "Shopping Cart Receipt". The "Summer 2027 residence" step is currently selected and highlighted with a red circle. The main content area is titled "Summer 2027 residence" and asks "Are you interested in living in residence during the summer of 2027 (May 5 – August 26, 2027)?". Below this question, there is a dropdown menu with the text "Please select your response: (Required)". The dropdown menu is currently open, showing a list of options. A yellow arrow points from the dropdown menu to a red button labeled "Save & Continue".

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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

### 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 and Residence Life Services portal. The top navigation bar is red with the Carleton University logo and the text "Housing and Residence Life Services". Below the navigation bar, there is a red header with a hamburger menu icon, a notification badge with the number "63", and several links: "Residence Check-In Appointments", "Housing Application" (which is highlighted), "Forms", "Work Orders", "Bookable Study Spaces", and "Log Out".

On the left side of the main content area, there is a vertical list of steps, each with a circular icon and a text label:

- ✓ 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

The "Winter Holiday Closure" step is the current step. The main content area for this step has the following text:

### Winter Holiday Closure

## IMPORTANT

**Winter Holiday Closure December 24, 2026 - January 5, 2027**

*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.*

**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.**

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**.

At the bottom of the main content area, there is a red button with the text "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 the 'Special Accommodation' form on the Carleton University Housing and Residence Life Services website. The page has a red header with the Carleton University logo and navigation links: 'Residence Check-In Appointments', 'Housing Application', 'Forms', 'Work Orders', 'Bookable Study Spaces', and 'Log Out'. A sidebar on the left lists the form sections with progress indicators: 'Welcome to Carleton Residence!' (checked), 'Personal Information' (checked), 'Summer 2027 residence' (checked), 'Winter Holiday Closure' (checked), 'Special Accommodation' (selected, indicated by a red dot), 'Residence Advance Payment \$700' (not started), 'Shopping Cart Checkout' (not started), 'E-exit' (not started), and 'Shopping Cart Receipt' (not started). The main content area is titled 'Special Accommodation' and includes a disclaimer: '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.' Below this is a paragraph explaining that residence is a high-density environment and that students must be self-sufficient. The form then has two sections: 'Medical/Physical Needs Information' and 'Dietary Restrictions'. Each section asks if the student has a physical or non-physical disability or medical issue/condition that may necessitate special accommodation, with a note that submission does not guarantee a specific room style. Each section has a dropdown menu for the response. At the bottom, there is a red button labeled 'Save & Continue'.

**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 the Carleton University Housing and Residence Life Services portal. The header is red with the Carleton University logo and navigation links: Residence Check-In Appointments, Housing Application (selected), Forms, Work Orders, Bookable Study Spaces, and Log Out. A sidebar on the left lists the application steps: Welcome to Carleton Residence! (checked), Personal Information (checked), Summer 2027 residence (checked), Winter Holiday Closure (checked), Special Accommodation (checked), Residence Advance Payment \$700 (current step, highlighted with a red circle), Shopping Cart Checkout, E-xact, and Shopping Cart Receipt. The main content area is titled "Residence Advance Payment \$700" and contains the following text: "Residence Advance payment", "To confirm your residence acceptance you must pay the \$700 residence advance payment (RAP).", "Please proceed to the next page to complete your transaction.", "Once you have completed the transaction the receipt will be emailed to your Carleton email account.", "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.", and "To review the complete cancelation and refund policy please visit: <https://housing.carleton.ca/current-residents/policies-procedures-and-rules/#Cancellation-Policy>". At the bottom of the main content area, the "Save & Continue" button is highlighted with a yellow circle.

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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](#)

### Residence Advance Payment \$700

**Residence Advance payment**

To confirm your residence acceptance you must pay the \$700 residence advance payment (RAP).

Please proceed to the next page to complete your transaction.

Once you have completed the transaction the receipt will be emailed to your Carleton email account.

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.

To review the complete cancelation and refund policy please visit: <https://housing.carleton.ca/current-residents/policies-procedures-and-rules/#Cancellation-Policy>

**Save & Continue**

## 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.

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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

Roommate Matching Questions

Preferences

Roommate Groups

Confirm & Submit

Application Status

### Roommate Matching Questions

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.

#### 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?

Yes

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

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.

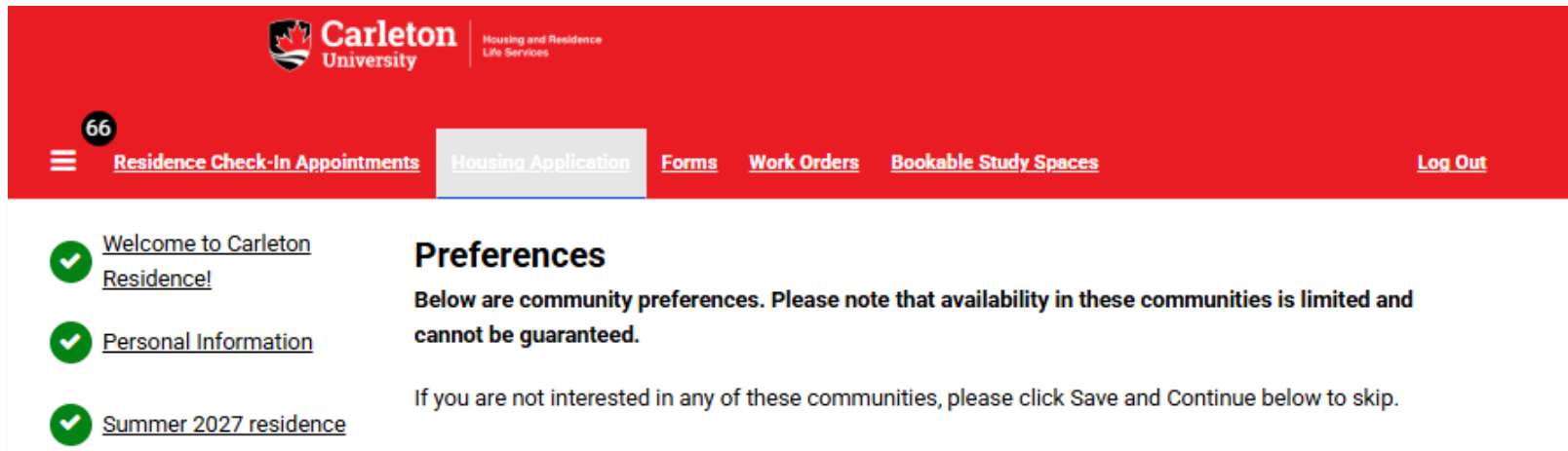
About Me (this will be visible in roommate search results to other students looking for roommates): (Required)

☒ 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 'Preferences' page of the Carleton University Housing and Residence Life Services portal. The page has a red header with the Carleton University logo and navigation links. A sidebar on the left contains a progress list with three items: 'Welcome to Carleton Residence!', 'Personal Information', and 'Summer 2027 residence', each marked with a green checkmark. The main content area is titled 'Preferences' and includes a warning about limited availability and a skip option.

**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](#)

✓ [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	OK Cancel

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.




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](#)



[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 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).

-  [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

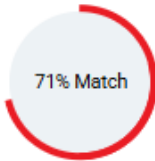
● Application Status

## 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.




71% Match

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.



71% Match

Add To Group

Send Message

View Profile

17 | Page

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](#)

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✓ [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