

## 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.

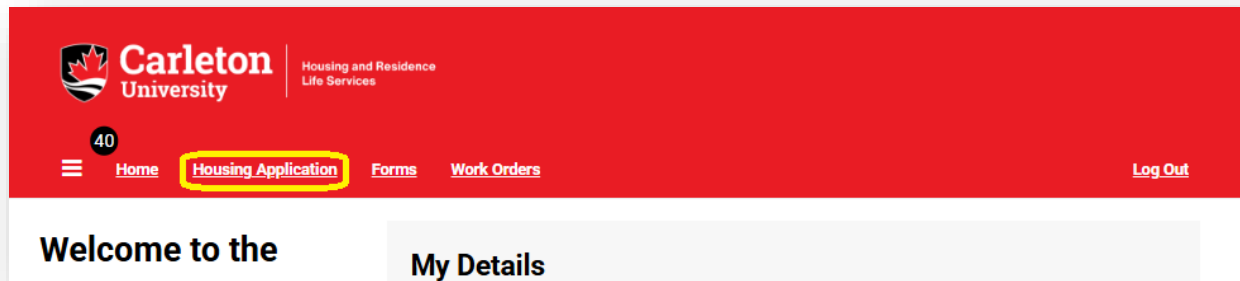


Now click on the button **CARLETON - StudentSSO Login** and enter your Carleton MC1 credentials to log in.

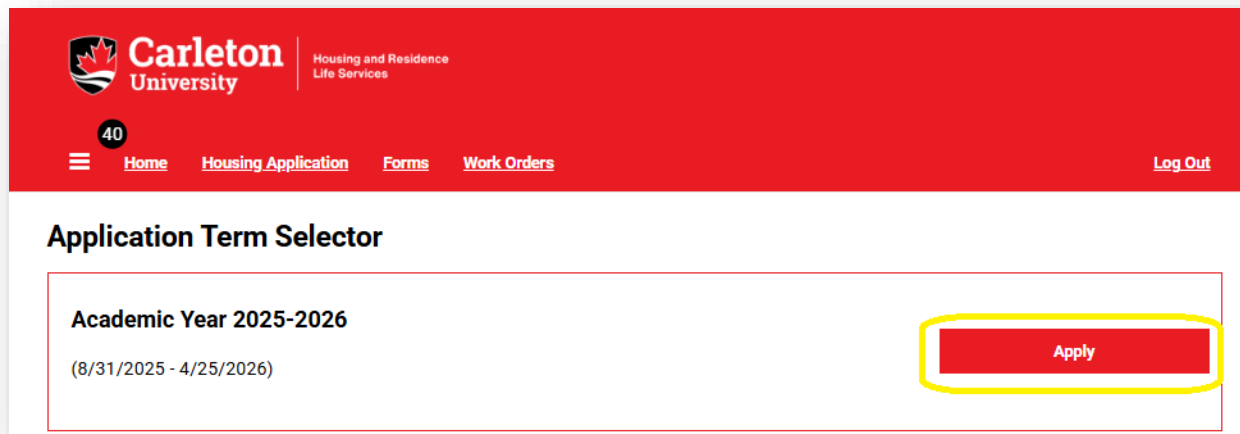


## Step 2: Select Term

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.

**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**

- Privacy Notice
- Welcome to Carleton Residence!
- Personal Information
- Winter Holiday Stayover
- Special Accommodations
- Application Fee Information
- Application Fee Checkout
- Payment Receipt

## Step 4: Welcome Page

Review and select “Save and Continue” to proceed.

**Carleton University** Housing and Residence Life Services

40 Home Housing Application Forms Log Out

- Welcome to Carleton Residence!
- Personal Information
- Summer 2026 residence
- Winter Holiday Stayover
- Special Accommodations
- Roommate Matching
- Questions
- Preferences
- Roommate Groups
- Confirm & Submit
- Application Status

### 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.

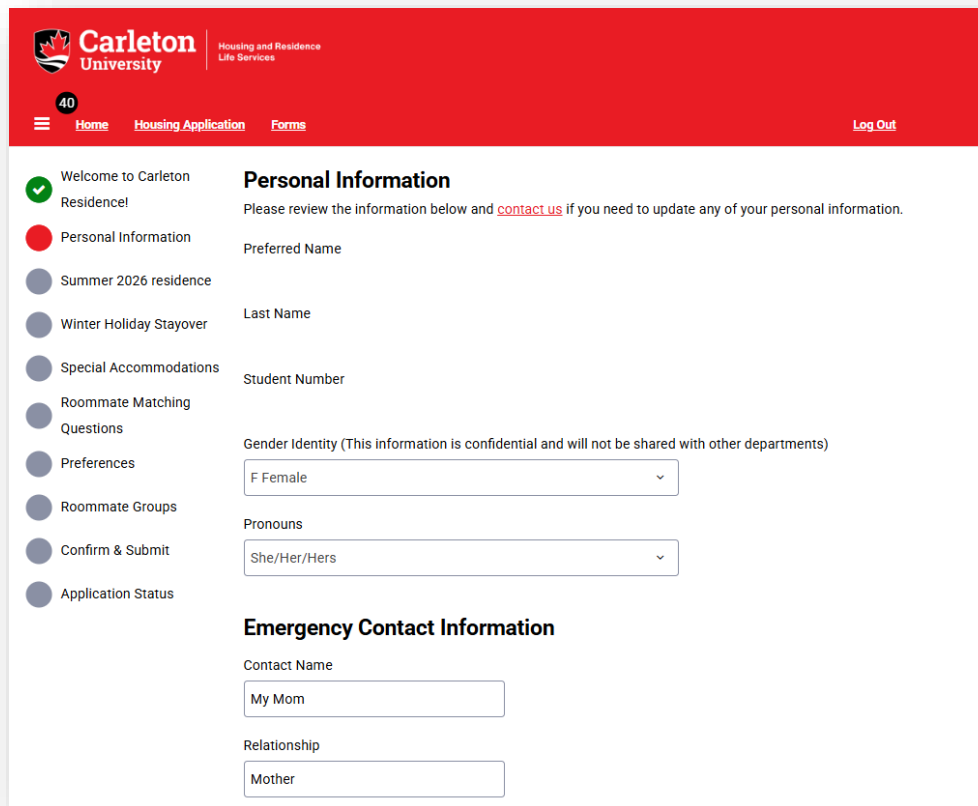
If you have applied for admission to a graduate level program (Master's, PhD or post-graduate diploma) and currently awaiting the admission decision, you are eligible to be considered for residence reserved for graduate students only. Please email [residence@carleton.ca](mailto:residence@carleton.ca) confirm your application status for admission to graduate degree program and your application will be marked for consideration for graduate students residence.

**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 a web interface for Carleton University's Housing and Residence Life Services. The header is red with the university logo and navigation links: Home, Housing Application, Forms, and Log Out. A sidebar on the left lists various application steps, with 'Personal Information' highlighted in red. The main content area is titled 'Personal Information' and includes a welcome message, a list of fields (Preferred Name, Last Name, Student Number), and two dropdown menus for Gender Identity (set to 'F Female') and Pronouns (set to 'She/Her/Hers'). Below this is the 'Emergency Contact Information' section with text input fields for Contact Name ('My Mom') and Relationship ('Mother').

**Carleton University** Housing and Residence Life Services

40 Home Housing Application Forms Log Out

Welcome to Carleton Residence!

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

F Female

Pronouns

She/Her/Hers

**Emergency Contact Information**

Contact Name

My Mom

Relationship

Mother

## Step 6: Summer 2026 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 form. The header includes the Carleton University logo and the text "Housing and Residence Life Services". The navigation bar contains "Home", "Housing Application", "Forms", and "Log Out". The main content area is titled "Summer 2026 residence" and asks, "Are you interested in living in residence during the summer of 2026 (May 1 – August 25, 2026)?" Below this question is a dropdown menu with "Yes" and "No" options. A yellow box highlights the dropdown menu, and a yellow arrow points from it to a "Save & Continue" button. The left sidebar contains a list of application steps: "Welcome to Carleton Residence!" (checked), "Personal Information" (checked), "Summer 2026 residence" (selected), "Winter Holiday Stayover", "Special Accommodations", "Roommate Matching Questions", "Preferences", "Roommate Groups", "Confirm & Submit", and "Application Status".

Carleton University Housing and Residence Life Services

40 Home Housing Application Forms Log Out

✓ Welcome to Carleton Residence!

✓ Personal Information

● Summer 2026 residence

● Winter Holiday Stayover

● Special Accommodations

● Roommate Matching Questions

● Preferences

● Roommate Groups

● Confirm & Submit

● Application Status

### Summer 2026 residence

Are you interested in living in residence during the summer of 2026 (May 1 – August 25, 2026)?

Please select your response:

Yes

No

application process for Summer  
Application for Summer 2026 will be  
available in February of 2026.

- 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

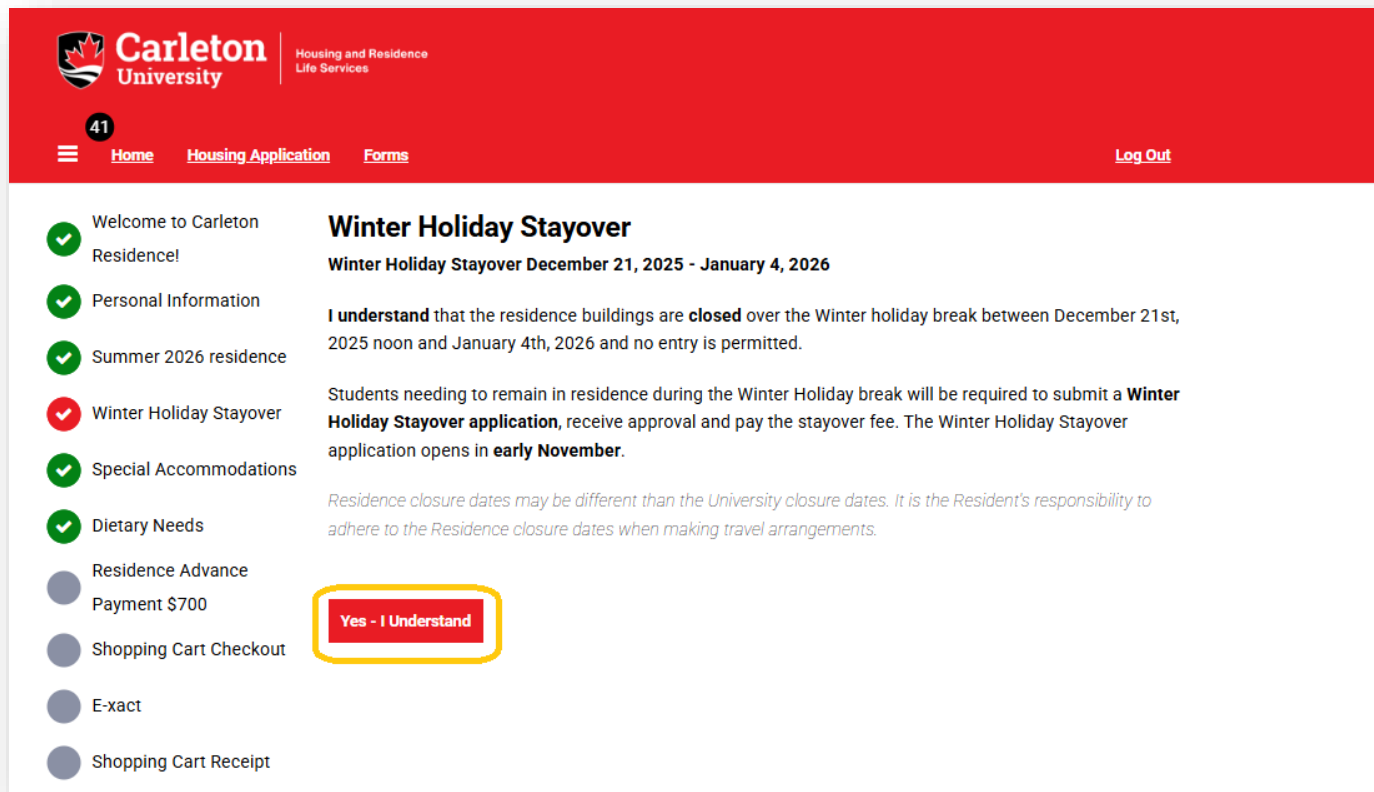
*\*Selecting “Yes” does not guarantee you a spot in Summer Residence. You must still apply and meet the criteria for Summer Residence to stay over the summer. Summer Residence applications usually open in February of the year you are planning on staying for the summer.*

## Step 7: Winter Holiday Stayover 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 website. The header is red with the Carleton University logo and the text "Housing and Residence Life Services". Below the header, there is a navigation bar with "Home", "Housing Application", and "Forms" links, and a "Log Out" link. The main content area is white and features a sidebar on the left with a list of steps, each with a green checkmark icon. The current step, "Winter Holiday Stayover", is highlighted with a red checkmark icon. The main content area displays the title "Winter Holiday Stayover" and the dates "Winter Holiday Stayover December 21, 2025 - January 4, 2026". Below this, there is a paragraph of text: "I understand that the residence buildings are closed over the Winter holiday break between December 21st, 2025 noon and January 4th, 2026 and no entry is permitted." This is followed by another paragraph: "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." A final paragraph in italics reads: "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." At the bottom of the main content area, there is a red button with the text "Yes - I Understand" highlighted by a yellow border.

## 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 Caf. ***Please note that this has no bearing on your room placement.***

The screenshot shows the Carleton University Housing and Residence Life Services application form. The header is red with the Carleton University logo and the text "Housing and Residence Life Services". Below the header is a navigation bar with "Home", "Housing Application", and "Forms" links, and a "Log Out" button. The main content area is white and features a sidebar on the left with a list of application steps: "Welcome to Carleton Residence!" (checked), "Personal Information" (checked), "Summer 2026 residence" (checked), "Winter Holiday Stayover" (checked), "Special Accommodations" (selected), "Roommate Matching", "Questions", "Preferences", "Roommate Groups", "Confirm & Submit", and "Application Status". The "Special Accommodations" section is titled "Special Accommodations" and "Medical/Physical Needs Information". It contains a question: "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.)" followed by a dropdown menu. Below this is another question: "Do you have a physical or non-physical disability or medical need:" followed by another dropdown menu. The "Dietary Restrictions" section is titled "Dietary Restrictions" and contains a question: "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." followed by another question: "Do you have any dietary restrictions, allergies or food-related limitations?" followed by a dropdown menu. At the bottom of the form is a red "Save & Continue" button.



## 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 website. The header is red with the Carleton University logo and the text 'Housing and Residence Life Services'. Below the header is a navigation menu with 'Home', 'Housing Application', and 'Forms' links, and a 'Log Out' link. A progress indicator shows 41 steps, with the current step 'Residence Advance Payment \$700' highlighted in red. 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 [redacted]; 50% (\$350) refundable should you cancel between [redacted] RAP is non-refundable after [redacted]

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

The 'Save & Continue' button is highlighted with a yellow box.

## 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 web form titled "Roommate Matching Questions" on the Carleton University Housing and Residence Life Services website. The page has a red header with the university logo and navigation links. A sidebar on the left lists various application steps, with "Roommate Matching Questions" highlighted in red. The main content area contains the following sections and questions:

- Welcome to Carleton Residence!**
- Personal Information**
- Summer 2026 residence**
- Winter Holiday Stayover**
- Special Accommodations**
- Roommate Matching Questions**
  - 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.**

Yes
  - 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
- Preferences**
- Roommate Groups**
- Confirm & Submit**
- Application Status**

At the bottom of the page, you are given the option to 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 will be 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, pronouns you use, your academic program, your interests outside of academics etc.

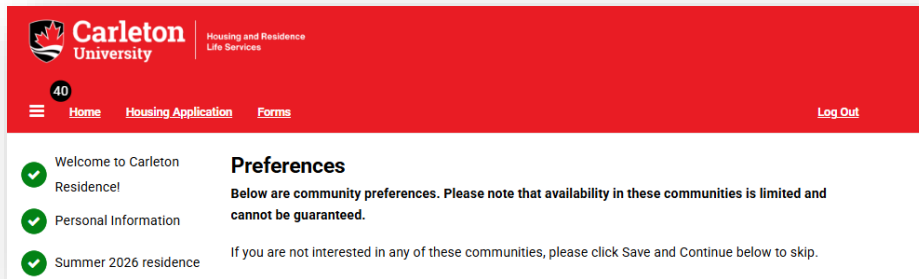
About Me (this will be visible in roommate search results to other students looking for roommates):

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

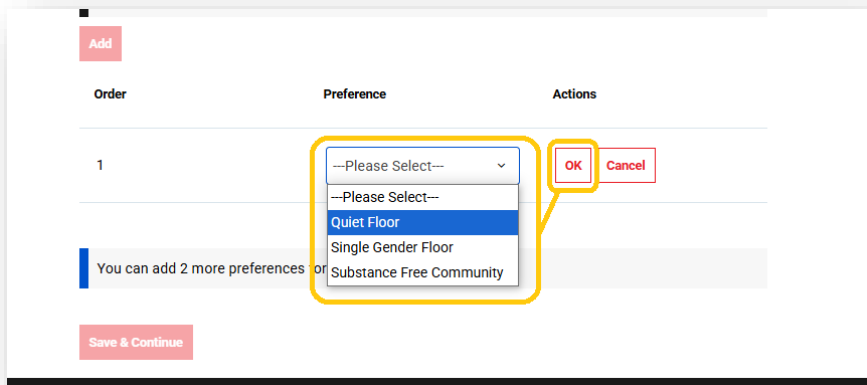
**Save & Continue**

## 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.



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



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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Home Housing Application Forms Log Out

Welcome to Carleton Residence! Personal Information Summer 2026 residence Winter Holiday Stayover Special Accommodations 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.

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).

**Roommate Search By Details**

- ✓ Welcome to Carleton Residence!
- ✓ Personal Information
- ✓ Summer 2026 residence
- ✓ Winter Holiday Stayover
- ✓ Special Accommodations
- ✓ Roommate Matching Questions
- ✓ Preferences
- Roommate Groups
- Confirm & Submit
- Application Status

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 2026 residence
- ✓ Winter Holiday Stayover
- ✓ Special Accommodations
- ✓ 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.*

**Suggested Roommates**

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

**Andrew**  
Classification: First Year Guaranteed  
About Me: Plays videogames often and watches tv (usually with headphones on).  
100% Match  
[Add To Group](#)  
[Send Message](#)  
[View Profile](#)

**Ryan**  
Classification: First Year Guaranteed  
About Me: I like sports, I'm studious, I generally don't stay up late or have friends over. Not very extroverted but still social.  
100% Match  
[Add To Group](#)  
[Send Message](#)  
[View Profile](#)

**Kenenna**  
Classification: First Year Guaranteed  
About Me:  
100% Match  
[Add To Group](#)  
[Send Message](#)  
[View Profile](#)

**Progress List:**

- ✓ Welcome to Carleton Residence!
- ✓ Personal Information
- ✓ Winter Holiday Stayover
- ✓ Special Accommodations
- ✓ Residence Agreement
- ✓ Meal Plan Selection
- ✓ Roommate Matching Questions
- ✓ Preferences
- Roommate Groups
- Confirm & Submit
- Application Status



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

**Group: Group Teddy3c63853963**

[Delete Group](#)

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

**Teddy (Group Leader)**  
Classification: First Year Guaranteed  
About Me: [View Profile](#)

**Outgoing Requests**

**Favour**  
Classification: First Year Guaranteed  
Gender: Female  
About Me:  
Expiry Date: 4/30/2024 09:59 [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: Teddy requested you to join their Roommate Group**

StarRez Portal to Me 4/25/2024 9:59:07 AM

Teddy has requested you to join Group Teddy3c63853963 Group for Academic Year 2024-2025.  
House and Residence Life Services

**Incoming Requests**

**Group Teddy3c63853963**  
Leader: Teddy  
Members: Teddy  
Expiry Date: 4/30/2024 09:59

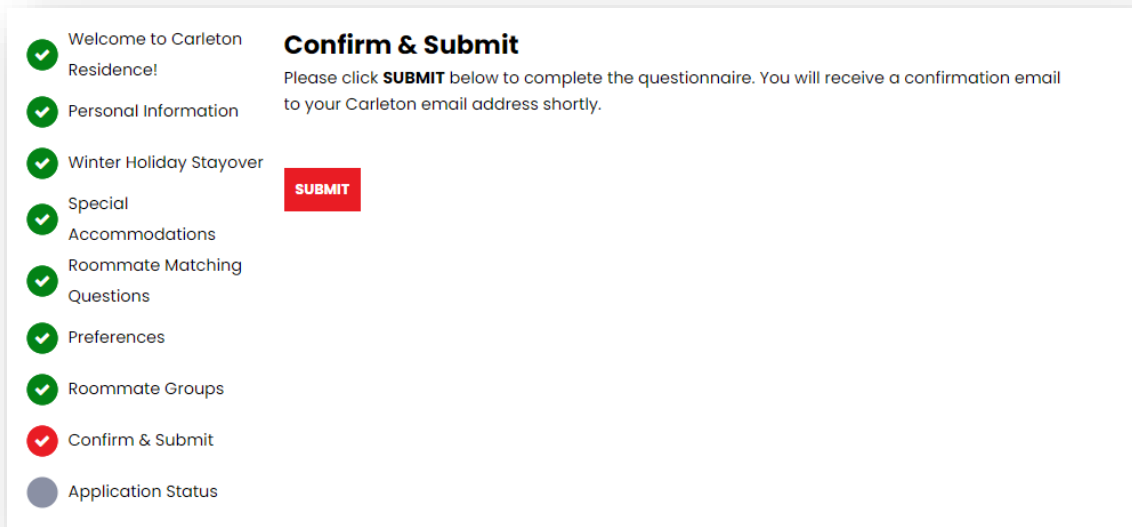
[Accept](#)

[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.



The screenshot shows a progress bar on the left with ten items: 'Welcome to Carleton Residence!', 'Personal Information', 'Winter Holiday Stayover', 'Special Accommodations', 'Roommate Matching Questions', 'Preferences', 'Roommate Groups', 'Confirm & Submit', and 'Application Status'. The first seven items have green checkmarks, 'Confirm & Submit' has a red checkmark, and 'Application Status' has a grey circle. To the right, the heading 'Confirm & Submit' is followed by the instruction: 'Please click **SUBMIT** below to complete the questionnaire. You will receive a confirmation email to your Carleton email address shortly.' A red 'SUBMIT' button is positioned below the text.

**Confirm & Submit**

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

**SUBMIT**