

# Steps for Applicants to Register for an Examination within the Online Portal

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## In-Person Exams

### Viewing the Open Examination Schedule for in-person exams:

To view the open examination schedule before booking an exam, please go to [Open Examination Sitting Schedule](#) available on the ICM website. This page is in real-time and will be updated on an on-going basis as exam sittings become available.

Exam bookings for Winnipeg **must** be booked at least 24 hours in advance of the sitting, and exam bookings for outside of Winnipeg must be booked **at least** 72 hours in advance of the sitting.

The ICM does not accommodate walk-in traffic for examinations.

## **IMPORTANT INFORMATION PRIOR TO BEGINNING THE EXAM REGISTRATION PROCESS**

### **Examination Fee(s) specific to HLLQP in-person exams:**

- For the first examination attempt, an exam sitting is defined as all modules and the \$110.00 examination fee is paid once even if initial modules are written on separate calendar days.
- For examination rewrites, the \$110.00 fee is to be paid per calendar day, which could encompass one module or multiple modules depending on how you schedule your examination(s). *For example, if you were unsuccessful in two modules and were required to rewrite them, and you scheduled one module on Tuesday the 16<sup>th</sup> and one module on the following Tuesday the 23<sup>rd</sup>, you would be charged \$110.00 for the module on the 16<sup>th</sup> and \$110.00 for the module on the 23<sup>rd</sup>.*

### **Rescheduling Process for in-person exams (applicable to all classes):**

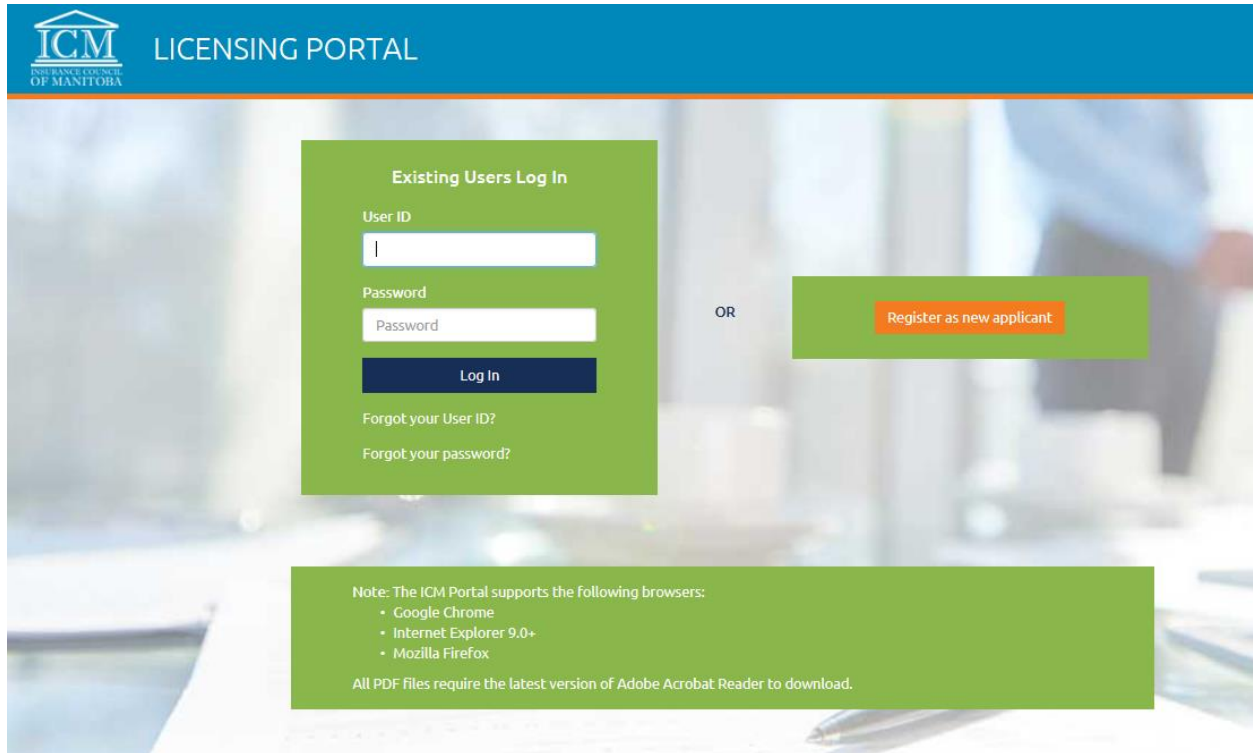
- Cancellation notice must be provided to Council at least one business day (24-hours) prior to the exam. *For example, if your exam is scheduled for Tuesday at 9:00 a.m., you must notify the ICM before 9:00 a.m. on Monday.* The exam fee is non-refundable. However, if sufficient notice of twenty-four hours is provided, the fee can be applied to your next exam booking.
- An applicant is allowed one communication to the ICM office to reschedule their initial exam providing at least one business day notice prior to the exam. An additional examination fee would not be charged in this instance.
- An applicant is allowed one communication to the ICM office to reschedule any re-write date providing at least one business day notice prior to the exam. An additional examination fee would not be charged in this instance.
- Multiple requests to reschedule an exam will require the examination fee to be paid again.

**Step 1:**

**Log in to the system or Register as a New Applicant**

Log in to the system at <https://lms.icm.mb.ca/IcmPortal/Account/Login>.

The Applicant will “**Register as new applicant**” if they are a brand new applicant to the system, or Log In with their Existing User ID and Password if they are a returning applicant.



## **Step 2:**

Once your User ID is active, you log in and verify your email address.

ICM LICENSING PORTAL

### Update Profile

Please ensure the following email address is correct. Click save to proceed.  
Note the importance of this email address - all correspondence from the ICM will be sent to this email.

\*Email

Save

## **Step 3:**

You will see your Dashboard once logged in:

ICM LICENSING PORTAL Jon Snow (36546)

Home Information Applications Exams Payment

### Agent's Dashboard

Welcome to the Insurance Council of Manitoba Online Portal

Licence Status	
0	Application (In Progress)
0	Issued
0	Renewal

Exams	
0	Results
0	Scheduled

Account Balance	
Licence Fees	\$0.00
Exam Fees	\$0.00

Errors & Omissions  
No result

## Life and/or Accident & Sickness applicants:

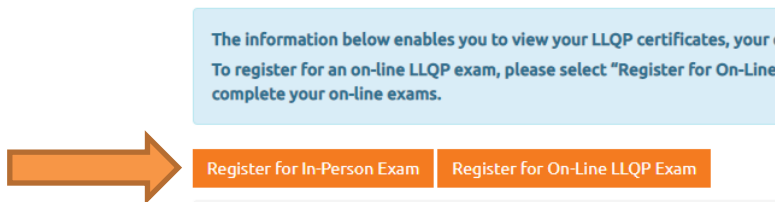
### **To REGISTER for an in-person examination, follow the below steps:**

1. Click on **Exam Information** under the “Exams” tab on the left hand menu to register for an examination, view past examination results, or view an already registered examination.



2. Click on the orange button “Register for In-Person Exam” to register for your examination module(s).

### Exam Information



3. Select the **Exam Category** as LLQP. All remaining information **MUST** match your information located in the [Canadian Insurance Participant Registry \(CIPR\)](#) system **(\*If you inaccurately enter the LLQP Certificate information as provided in our sample below, your exam sittings will be deleted along with the incorrect LLQP Certificate Information, prompting you to re-enter the correct information and reschedule your exams. Exam Sittings fill up quickly, and you would not be guaranteed the same exam date(s) that you previously had chosen. Therefore, it is imperative that you enter this information accurately. \*)**:
  - a. **Program Type** as found within your CIPR information (sample picture below)
  - b. **LLQP Provider** as found within your CIPR information (sample picture below)
  - c. **Accepted Date** as found within your CIPR information (sample picture below)
  - d. Check on **Certified** as confirmed within your CIPR information (sample picture below)
  - e. **Certification Date** as found within your CIPR information (sample picture below)

*Note: if you have already written a module in the past, you will NOT be required to re-enter your Certificate information.*

## Exam Registration

Complete your Exam Registration below

Exam Category

Program Types as Outlined on CIPR

LLQP Program Type will not be editable once you have registered for your exams.

\*SAMPLE INFORMATION ONLY – to view your specific information, log in to CIPR [here](#)

LLQP Provider	Accepted Date	Expiry Date	Certified?	Certification Date	Active?	Exported?	Program Type
ABC Insurer	11-28-2017	12-08-2018	Yes	12-08-2017	Yes	Yes	LLQP (Common Law)

The Certificate that you are entering MUST match your information located in the Canadian Insurance Participant Registry(CIPR) system

LLQP Provider\*

Accepted Date\*

Certified?

Certification Date\*

\*SAMPLE INFORMATION ONLY – to view your specific information, log in to CIPR [here](#)

LLQP Provider	Accepted Date	Expiry Date	Certified?	Certification Date	Active?	Exported?	Program Type
ABC Insurer	11-28-2017	12-08-2018	Yes	12-08-2017	Yes	Yes	LLQP (Common Law)

\*SAMPLE INFORMATION ONLY – to view your specific information, log in to CIPR [here](#)

LLQP Provider	Accepted Date	Expiry Date	Certified?	Certification Date	Active?	Exported?	Program Type
ABC Insurer	11-28-2017	12-08-2018	Yes	12-08-2017	Yes	Yes	LLQP (Common Law)

\*SAMPLE INFORMATION ONLY – to view your specific information, log in to CIPR [here](#)

LLQP Provider	Accepted Date	Expiry Date	Certified?	Certification Date	Active?	Exported?	Program Type
ABC Insurer	11-28-2017	12-08-2018	Yes	12-08-2017	Yes	Yes	LLQP (Common Law)

\*SAMPLE INFORMATION ONLY – to view your specific information, log in to CIPR [here](#)

LLQP Provider	Accepted Date	Expiry Date	Certified?	Certification Date	Active?	Exported?	Program Type
ABC Insurer	11-28-2017	12-08-2018	Yes	12-08-2017	Yes	Yes	LLQP (Common Law)

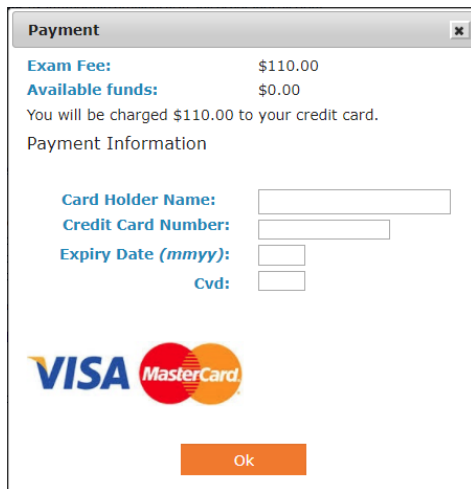
Please **note** that the **Program Type** that you choose will depend on the examination modules that you are able to schedule (refer to the chart below). If you complete multiple **Program Type's**, you must complete the examination modules affiliated with the first **Program Type** first.

Scope of Training		LLQP EXAM MODULES				
		ETHICS AND PROFESSIONAL PRACTICE (COMMON LAW)	ETHICS AND PROFESSIONAL PRACTICE (CIVIL CODE)	LIFE INSURANCE	ACCIDENT AND SICKNESS INSURANCE	SEG. FUNDS AND ANNUITIES
LLQP	CANADA	✓	✓	✓	✓	✓
	COMMON LAW	✓		✓	✓	✓
	CIVIL CODE		✓	✓	✓	✓
A&S	COMMON LAW AND CIVIL CODE	✓	✓		✓	
	COMMON LAW	✓			✓	
	CIVIL CODE		✓		✓	
ETHICS & PP	COMMON LAW	✓				
	CIVIL CODE		✓			
A&S TOP-UP	WITHOUT ETHICS & PP			✓		✓
	+ ETHICS & PP COMMON LAW	✓		✓		✓
	+ ETHICS & PP CIVIL CODE		✓	✓		✓

- Choose your **Exam Location** (where you want to write the examination) from the drop down menu.
- Click on “View Schedule” to view all module sittings currently open with the Exam Location you have chosen. **Note: examination sittings are usually set up 5-6 weeks in advance by the ICM's**

**Examination Coordinator. If you wish to schedule for an examination date further in the future, you will need to check back on the system to determine when that date will be added.**

6. Select the appropriate module(s)/sitting(s) in the chart by checking the applicable check box(es).  
**NOTE: You cannot schedule the same module for two different dates.**
7. Click "Register".
8. You will be advised of the applicable examination fee for the examination module(s). Fees can only be paid by credit card.
9. On the "Exam Registration" page, **you will have 20-mins** to complete the following:
  - a. Review the information to ensure it is correct.
  - b. Add your CIPR number.
  - c. Answer all questions asked. *NOTE: if you have written this examination in another jurisdiction, and have not reported it in writing to the ICM office, you will not be able to proceed with your online registration, without advising the ICM in writing of the details.*
  - d. Read through the Consent and Declaration and ensure you understand the information before checking these boxes.
  - e. Upload the required document(s).
10. Click "Continue".
11. Enter your credit card information and click "Ok".



Payment

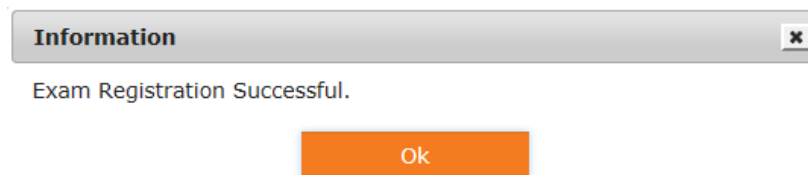
Exam Fee: \$110.00  
Available funds: \$0.00  
You will be charged \$110.00 to your credit card.  
Payment Information

Card Holder Name:   
Credit Card Number:   
Expiry Date (mmyy):   
Cvd:

VISA MasterCard

Ok

12. You should receive a box that indicates your exam registration was successful as below. Click "Ok".



Information

Exam Registration Successful.

Ok

13. The system will automatically take you back to the "Exam Information" page where you can view your registered exam(s).



14. A system generated email will be sent to you confirming your examination registration, including the location, date and time.

**Important Note:** Please note that your exam fee is non-refundable. An applicant is allowed one communication to the ICM office to reschedule their initial exam providing at least one business day notice prior to the exam, and one communication to the ICM office to reschedule any re-write date providing at least one business day notice prior to the exam. No further allowances will be made to reschedule an examination.

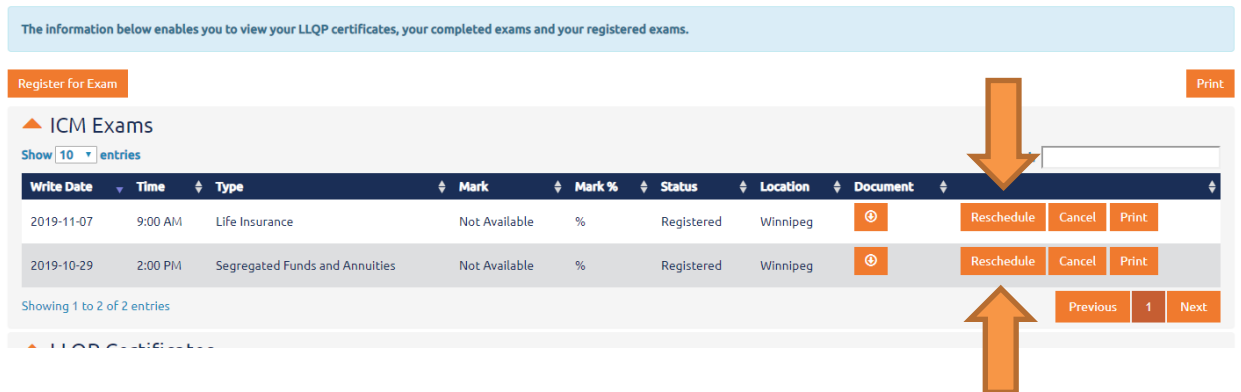
**To RESCHEDULE for an in-person examination, follow the below steps:**

1. Click on **Exam Information** under the “Exams” tab on the left hand menu.



2. For each exam module that you are wishing to reschedule, click on “Reschedule” and choose the date that you are wishing to reschedule to, following all information as requested. **Ensure you have read the “Important Information Prior to Beginning the Exam Registration Process” noted in this User Guide on page 3 before rescheduling your examination.**

**Exam Information**



## General and/or Adjuster applicants (only available for in-person writes at this time):

### **To REGISTER for an in-person examination, follow the below steps:**

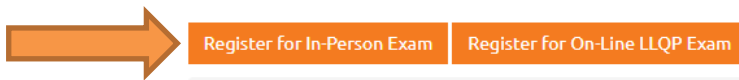
1. Before attempting to register, contact the ICM office at [contactus@icm.mb.ca](mailto:contactus@icm.mb.ca) to request which date(s) you prefer to write. The Examination Coordinator will communicate the confirmation of the date(s) back to you via email. You can then proceed with registering.
2. Click on **Exam Information** under the “Exams” tab on the left hand menu to register for an examination, view past examination results, or view an already registered examination.



3. Click on the orange button “Register for In-Person Exam” to register for your examination.

### **Exam Information**

The information below enables you to view your LLQP certificates, your  
 To register for an on-line LLQP exam, please select “Register for On-Line  
 complete your on-line exams.



4. Select the **Exam Category** as General/Adjuster.
5. Select the **Exam Type** and **Exam Location** from the drop down menus.
6. Click on “View Schedule” to view all examination sittings currently added.
7. Select the appropriate examination in the chart by clicking on “Register”.
8. You will be advised that the \$110.00 **non-refundable** examination fee is required for the examination. This is only payable by credit card.

9. On the “Exam Registration” page, complete the following:
  - a. Review the information to ensure it is correct.
  - b. If you have a [Canadian Insurance Participant Registry \(CIPR\)](#) number, please add your CIPR number. If not, please leave this field blank.
  - c. Answer all questions asked. *NOTE: if you have written this examination in another jurisdiction, and have not reported it in writing to the ICM office, you will not be able to proceed with your online registration.*
  - d. Read through the Consent and Declaration and ensure you understand the information before checking these boxes.
10. Click “Continue”.
11. Enter your credit card information and click “Ok”.

Payment

Exam Fee: \$110.00  
Available funds: \$0.00  
You will be charged \$110.00 to your credit card.  
Payment Information

Card Holder Name:   
Credit Card Number:   
Expiry Date (mmyy):   
Cvd:

VISA MasterCard

Ok

12. You should receive a box that indicates your exam registration was successful as below. Click “Ok”.

Information

Exam Registration Successful.

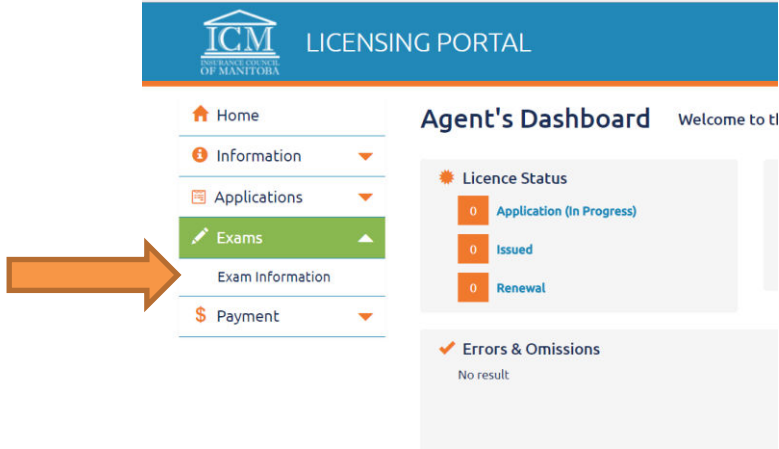
Ok

13. The system will automatically take you back to the “Exam Information” page where you can view your registered exam(s).
14. A system generated email will be sent to you confirming your examination registration, including the location, date and time.

***Important Note:*** Please note that your exam fee is non-refundable. An applicant is allowed one communication to the ICM office to reschedule their initial exam providing at least one business day notice prior to the exam, and one communication to the ICM office to reschedule any re-write date providing at least one business day notice prior to the exam. No further allowances will be made to reschedule an examination.

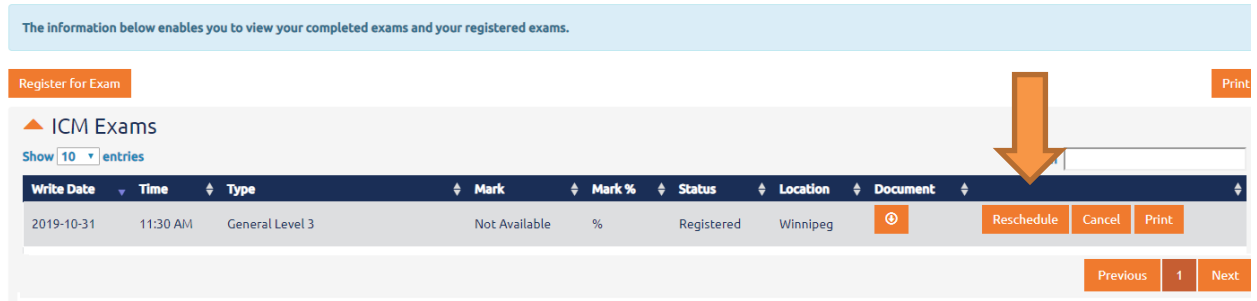
**To RESCHEDULE for an in-person examination, follow the below steps:**

1. Click on **Exam Information** under the “Exams” tab on the left hand menu.



2. For the exam that you are wishing to reschedule, click on “Reschedule” and choose the date that you are wishing to reschedule to, following all information as requested. **Ensure you have read the “Important Information Prior to Beginning the Exam Registration Process” noted in this User Guide on page 3 before rescheduling your examination.**

**Exam Information**



Further questions can be directed to [contactus@icm.mb.ca](mailto:contactus@icm.mb.ca).

## On-Line Exams (for LLQP Exam Applicants only – option as of Nov 4/21)

### **IMPORTANT INFORMATION PRIOR TO BEGINNING THE ON-LINE EXAM REGISTRATION PROCESS**

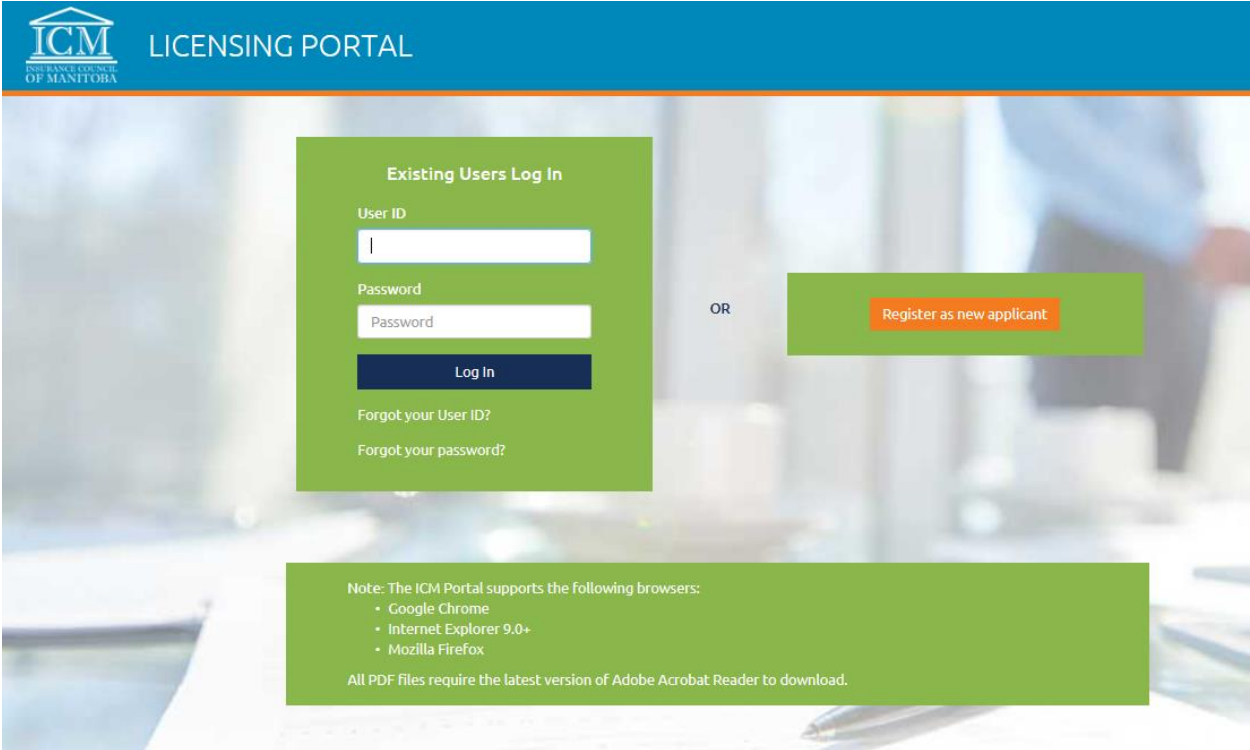
- On-line examinations are administered through Durham College, however, **the applicant must register through the ICM's on-line portal first following the instructions noted below.** The applicant will not be able to register directly with Durham College without having registered through the ICM office first.
- Once the applicant submits the on-line exam registration process, the system will automatically take the applicant back to the "**Exam Information**" page, however, the applicant will not see any further confirmation on this page until they write their exams with Durham College **and** their marks are entered by the ICM.
- Payment is taken by Durham College directly, and is not remitted to the ICM. Please review the exam module fee(s) through Durham College's [Terms and Policies page](#) prior to selecting the on-line path as the fee(s) for writing on-line differ to in-person writes at the ICM office.
- No refunds, cancellations or rescheduling of exams through Durham College are permitted. Refer to the information on the Durham College website available [here](#).
- Once an applicant selects the on-line path, they are not able to register for in-person exams until they complete their on-line exams. If they have a pending on-line exam registration with Durham College, they will only be able to register for the modules listed under "**Eligible to Schedule**" within the below instructions.
- A quick overview of the on-line path is as follows:
  - Registration through the ICM portal
  - Email confirmation from the ICM is sent to the applicant noting that the applicant will need to allow up to 5-business days for their information to be transferred to Durham College's database. The ICM relays the applicant's contact information to Durham College advising them what module(s) the applicant is eligible to write.
  - After these 5-business days, **it is the responsibility of the applicant** to register for their on-line exam(s) directly with [Durham College](#), and pay for the on-line exams with Durham College directly. If the applicant requires assistance with any aspect of the on-line exam scheduling process, they are to [contact Durham College directly](#).
  - The applicant writes their examination(s) on-line.
  - Durham College will relay the applicant's mark(s) to the ICM.
  - The ICM will post the mark to the [applicant's ICM portal](#) within 10-business days following their examination write.
- Please note that the applicant will not receive email confirmation that the ICM has transferred their information to Durham College, but if they have waited the required 5-business days and are still not able to register with Durham College – following their process as outlined on their website [here](#) – the applicant can contact the ICM for assistance at [contactus@icm.mb.ca](mailto:contactus@icm.mb.ca).

**Step 1:**

**Log in to the system or Register as a New Applicant**

Log in to the system at <https://lms.icm.mb.ca/IcmPortal/Account/Login>.

The Applicant will “**Register as new applicant**” if they are a brand new applicant to the system, or Log In with their Existing User ID and Password if they are a returning applicant.



## **Step 2:**

Once your User ID is active, you log in and verify your email address.

ICM LICENSING PORTAL

### Update Profile

Please ensure the following email address is correct. Click save to proceed.  
Note the importance of this email address - all correspondence from the ICM will be sent to this email.

\*Email

Save

## **Step 3:**

You will see your Dashboard once logged in:

ICM LICENSING PORTAL Jon Snow (36546)

### Agent's Dashboard

Welcome to the Insurance Council of Manitoba Online Portal

- Home
- Information
- Applications
- Exams**
- Payment

**Licence Status**

- Application (In Progress)
- Issued
- Renewal

**Exams**

- Results
- Scheduled

**Account Balance**

Licence Fees	\$0.00
Exam Fees	\$0.00

**Errors & Omissions**  
No result

## Life and/or Accident & Sickness applicants:

### **To REGISTER for an on-line examination, follow the below steps:**

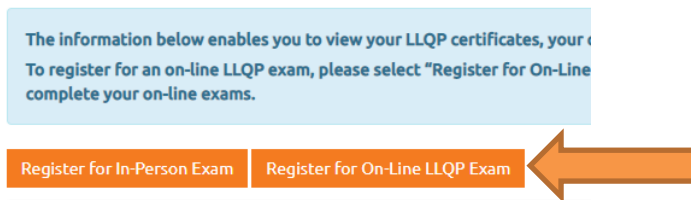
*Once you select the on-line path, you are not able to register for in-person exams until you complete your on-line exams. If you have a pending on-line exam registration with Durham College, you will only be able to register for the modules listed under "Eligible to Schedule" within the below instructions.*

1. Click on **Exam Information** under the "Exams" tab on the left hand menu to register for an examination, view past examination results, or view an already registered examination.



2. Click on the orange button "Register for On-Line LLQP Exam" to register for your examination module(s).

### Exam Information



3. Select the **Exam Category** as LLQP. All information **MUST** match your information located in the **Canadian Insurance Participant Registry (CIPR)** system *(\*If you inaccurately enter the LLQP Certificate information as provided in our sample, your incorrect LLQP Certificate Information will be deleted, prompting you to re-enter the correct information and apply to write on-line through Durham College. This would ultimately delay your exam booking.:*
  - a. **Program Type** as found within your CIPR information (sample picture below)
  - b. **CIPR #** as found within the CIPR database (sample picture below)
  - c. **LLQP Provider** as found within your CIPR information (sample picture below)
  - d. **Accepted Date** as found within your CIPR information (sample picture below)
  - e. Check on **Certified** as confirmed within your CIPR information (sample picture below)
  - f. **Certification Date** as found within your CIPR information (sample picture below)
  - g. Upload your **Government Issued Photo ID**
  - h. Answer the **question(s)**
  - i. Provide your **Consent & Declaration**

*Note: if you have already written a module in the past, you will NOT be required to re-enter your Certificate information.*



## Online Exam Registration

Please review the information pertaining to the ICM Exam Process on the website [here](#) before proceeding with your exam registration.

Complete your Exam Registration below

### Exam Category

LLQP

**\*IMPORTANT:** The below information **MUST** exactly match the information as in your CIPR (Canadian Insurance Participant Registry) profile. If the exam applicant enters incorrect information below, the exam applicant's exam sitting(s) and LLQP Certificate will be removed/deleted, prompting the exam applicant to re-enter the correct LLQP Certificate Information and request to reschedule the exam sitting(s). Please refer to the ICM's [User Guide](#) for assistance when scheduling an exam.

### Program Types as Outlined on CIPR\*

LLQP(Common Law)

LLQP Program Type will not be editable once you have registered for your exams.

*\*SAMPLE INFORMATION ONLY – to view your specific information, log in to CIPR [here](#)*

LLQP Provider	Accepted Date	Expiry Date	Certified?	Certification Date	Active?	Exported?	Program Type
ABC Insurer	11-28-2017	12-08-2018	Yes	12-08-2017	Yes	Yes	LLQP (Common Law)

### On-Line Exam Module Eligibility Requirements:

Once you select the on-line path, you are not able to register for in-person exams until you complete your on-line exams. If you have a pending on-line exam registration with Durham College, you will only be able to register for the modules listed under "Eligible to Schedule".

#### Eligible to Schedule

Segregated Funds and Annuities  
Life Insurance  
Accident & Sickness Insurance  
Ethics and Professional Practice (Common Law)

#### Not Eligible to Schedule (pending on-line exam registration)

### CIPR#\*

The Certificate that you are entering **MUST** match your information located in the Canadian Insurance Participant Registry(CIPR) system

### LLQP Provider\*

### Accepted Date\*

Certified? ?

### Certification Date\*

### Documents

Provide a copy of applicant's government issued photo identification\*

Upload

\*Have you written the LLQP Provincial exams/modules previously in any other jurisdiction, that has not been reported in writing to the ICM?  Yes  No

### Consent & Declaration

\*I, the examinee, certify that:

- I have successfully completed the Harmonized LLQP course through a Council approved Harmonized LLQP course provider;
- I understand that on-line examination registration fees are charged and paid to Durham College;
- I understand that the exam will be marked on a per module basis. In order to receive an overall passing grade, each module within your LLQP Program (Life Insurance, Accident & Sickness Insurance, Segregated Funds & Annuities, and/or Ethics & Professional Practice) requires an individual mark of 60% or higher. If you do not pass, you will be required to rewrite the module(s) that you have failed to score 60% or higher;
- I understand that the exam rewrites will be granted as follows:
  - Students can write the new exam 3 times before there is any waiting period;
  - There will be a waiting period of 3 months after the third attempt (measured from the date of the 3rd attempt);
  - There will be a waiting period of 3 months after the fourth attempt (measured from the date of the 4th attempt);
  - There will be a waiting period of 6 months after any subsequent attempt (measured from the date of the latest attempt);
- I understand that no refunds, cancellations or rescheduling of my exams through Durham College are permitted; and
- I have reviewed the [Exam Process](#) on the Insurance Council of Manitoba's website.

Return Submit

Please **note** that the **Program Type** that you choose will depend on the examination modules that you are able to schedule (refer to the chart below). If you complete multiple **Program Type's**, you must complete the examination modules affiliated with the first **Program Type** first.

Scope of Training		LLQP EXAM MODULES				
		ETHICS AND PROFESSIONAL PRACTICE (COMMON LAW)	ETHICS AND PROFESSIONAL PRACTICE (CIVIL CODE)	LIFE INSURANCE	ACCIDENT AND SICKNESS INSURANCE	SEG. FUNDS AND ANNUITIES
LLQP	CANADA	✓	✓	✓	✓	✓
	COMMON LAW	✓		✓	✓	✓
	CIVIL CODE		✓	✓	✓	✓
A&S	COMMON LAW AND CIVIL CODE	✓	✓		✓	
	COMMON LAW	✓			✓	
	CIVIL CODE		✓		✓	
ETHICS & PP	COMMON LAW	✓				
	CIVIL CODE		✓			
A&S TOP-UP	WITHOUT ETHICS & PP			✓		✓
	+ ETHICS & PP COMMON LAW	✓		✓		✓
	+ ETHICS & PP CIVIL CODE		✓	✓		✓

- You will now receive a Confirmation pop-up box where you provide your confirmation and consent to the Insurance Council of Manitoba. Please read it carefully prior to clicking "**Continue**".

✕
Confirmation

I, the examinee, wish to write my exams online with Durham College. I understand that my personal information will be provided to Durham College including, but not limited to, my full legal name, CIPR number, email address and exam history. I give consent to the Insurance Council of Manitoba to provide to Durham College my full information including, but not limited to, my full legal name, CIPR number, email address and exam history for the purposes of registering for and writing my exams online.

Continue
Cancel

5. You will receive a confirmation email similar to the below sample email:

The Insurance Council of Manitoba (ICM) has received confirmation that you wish to write your LLQP exams online with Durham College.

Please allow up to 5-business days for your information to be transferred to Durham College's database. After these 5-business days, it is the responsibility of the applicant to register for their on-line exam(s) directly with [Durham College](#), and pay for the online exams with Durham College directly. If you require assistance with any aspect of the online exam scheduling process, please [contact Durham College directly](#). **Please ensure to carefully review their [terms and policies](#).**

Please note that you will not receive email confirmation that the ICM has transferred your information to Durham College, but if you have waited the required 5-business days and are still not able to register with Durham College, please contact us for assistance at [contactus@icm.mb.ca](mailto:contactus@icm.mb.ca).

**Do not reply to this email address as it is not monitored.**

6. From here, the applicant will need to allow up to 5-business days for their information to be transferred to Durham College's database. After these 5-business days, **it is the responsibility of the applicant** to register for their on-line exam(s) directly with [Durham College](#), and pay for the on-line exams with Durham College directly. If you require assistance with any aspect of the on-line exam scheduling process, please [contact Durham College directly](#). **Please ensure to carefully review their [terms and policies](#).** Please note that the applicant will not receive email confirmation that the ICM has transferred their information to Durham College, but if they have waited the required 5-business days and are still not able to register with Durham College, the applicant can contact the ICM for assistance at [contactus@icm.mb.ca](mailto:contactus@icm.mb.ca).

Further questions can be directed to [contactus@icm.mb.ca](mailto:contactus@icm.mb.ca).

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