Frequently Asked Questions

How does the registration process work?
Once registration is open, it can be done with Christina Hoggart over the phone at 519-606-1484 or in person at the Clinton Centre. Minimum payment of your first course in full is required to process your registration and secure your seat. Methods of payment accepted are debit or credit card – No cash please.

How does OSAP work?
Our PSW program is eligible for full-time OSAP. If you are going to be applying for OSAP you must pay for your first two courses before Fanshawe College's Financial Aid Office will confirm your enrollment for your funds to be released.

How do I get my textbooks?
For information on your textbooks go to http://fanshawe.bookware3000.ca/

- Find Your Textbooks by Program
- Choose MAIN – London Campus (it is the same book list)
- Choose your semester (F13 – Fall 2013 – London Campus)
- Select CECLI as the Program Code
- Find your Course Code in the list

If you pay with a credit card you can purchase your books directly from this website and have them shipped to your door. Otherwise, you will need to go to the bookstore at London Campus and purchase your books in person.

How do I login to FanshaweOnline (FOL)?
Once registered for your course(s), please allow two business days for your FanshaweOnline profile to be created. Courses can be accessed after their official start date. Thereafter, the following steps will guide you through the FanshaweOnline login process:

1. Go to www.fanshaweonline.ca
2. Click on **'Login Help'** link
3. Click on **'FanshaweOnline Account Information'**
4. Enter your Student Number and click **'Submit'**
5. Select **'Send Password'** to have your username and password sent to the email address you provided upon registration.
6. Retrieve your password from your email account.
7. Go back to www.fanshaweonline.ca and login.
8. Select the link to your course

If you have taken a FanshaweOnline course in the past your existing username and password may be used.

If you experience any problems with obtaining your FOL username or password, please contact the Help Desk at 519-452-4430 x4357 or helpdesk@fanshawec.ca.