

## CCV Centralized Helpdesk

### Providing the support you need!

The CCV Centralized Helpdesk is your new single point of contact for Canadian Common CV (CCV) related enquiries.

As a central repository of information for the CCV, the Canadian Institutes of Health Research (CIHR) Contact Centre provides an easy-to-access “one-stop shop” for:



- All general inquiries regarding CCV

#### General Enquiries



- Processing feedback received and forwarding it to the appropriate individuals for consideration

#### Feedback



- System access (e.g., password and account resets, PINs, etc.)
- Issues with using the CCV application (e.g. submitting a CV, generating a PDF, Captcha issue, etc.)
- CCV functionality (e.g., Import/Export)

#### Technical Support

Officers are available  
**Monday to Friday**  
7:00 a.m. to 8:00 p.m. ET  
[support@cihr-irsc.gc.ca](mailto:support@cihr-irsc.gc.ca)  
**Telephone: 613-954-1968**  
**Toll free: 1-888-603-4178**

**Have questions related to a competition or to instructions to complete a specific CV type (e.g., data field restrictions on entries, type of information or template being requested, etc.)?**

Contact the CCV partner organization to which you are applying.

**Are you a CCV subscribing organization or administrator requiring assistance?**

Contact the CCV Support Team **Monday to Friday (9:00 a.m. to 5:00 p.m. ET):** [support@ccv-cvc.ca](mailto:support@ccv-cvc.ca)



**Common CV**

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**CCV Support**

The Canadian Common CV (CCV) now has a centralized helpdesk at the Canadian Institutes of Health Research (CIHR). For technical issues, general inquires or to provide feedback, please contact the CIHR Contact Centre at:

Telephone: 613-954-1968

Toll Free: 1-888-603-4178

Fax: 613-954-1800

[support@cihr-irsc.gc.ca](mailto:support@cihr-irsc.gc.ca)

Please note that if you have any questions related to a competition or to the instructions to complete a specific CV type, you must contact the organization to which you are applying.