

FREQUENTLY ASKED QUESTIONS DURING THE TRAINING ON THE SYSTEM FOR OFFICIAL LANGUAGES OBLIGATIONS SYSTEM (SOLO) TRAINING

SOLO ACCOUNT CREATION AND ACCESS

Link to create an account in SOLO: [Log In - System for Official Languages Obligations \(tbs-sct.gc.ca\)](https://tbs-sct.gc.ca)

Only Persons Responsible for Official Languages (PROLs) can create an account in SOLO. However, they can share their password with the person responsible for managing offices in SOLO.

An account can be created by using a generic email address and the PROL's name.

SOLO production (live): [Log In - System for Official Languages Obligations](https://tbs-sct.gc.ca): changes made in SOLO production will be visible in [Burolis](https://tbs-sct.gc.ca).

SOLO simulator: [Simulator Log In - System for Official Languages Obligations](https://tbs-sct.gc.ca) is distinguished from the SOLO production by the grey watermark indicating "simulator". The simulator is designed for practice. Any changes made in the simulator will be deleted and will not be visible in [Burolis](https://tbs-sct.gc.ca).

SOLO and teleworking

It is important for those who work from home to use the VPN to access SOLO. Once you are connected to the VPN, type into Google "what is my IP address". Once you have obtained your IP address, send it to us at info-ollo@tbs-sct.gc.ca so we can action it. You will not have to do this again when you access SOLO from home afterwards.

UPDATING THE LIST OF OFFICES IN SOLO

Institutions are responsible for keeping the list of their offices up to date in SOLO.

To ensure the success of the Official Languages Regulations Reapplication Exercise (OLRRE), your institution's list of offices must be updated by March 31, 2023.

Toll-free phone numbers

When you register a toll-free number, the selected area can include Canada as a whole or the provinces that are covered by the toll-free phone number.

Two or more office numbers at a same address

One address may have more than one office code when, at that location, the institution offers types of services that are subject to different provisions of the Regulations. For example, if an institution communicates with and offers services to the public in a building, but also offers services to a restricted and identifiable clientele, in such case, there must be two office numbers at the same address, because the Regulations apply differently for each of them.

Opening hours

At the moment, when you specify that an office is open to the public, you must enter the opening hours. However, this may be different for certain institutions. More information on this subject will be provided soon.

Change of address

When an office stays in the same region after a change of address, you might not have to carry out any tasks, and the regulatory provision (and the language designation) might stay the same. If the change of address implies a change of region, you might have to take action. For example, you may be required to define the office's service area, a task that will need to be done in SOLO. If the office becomes unilingual after a change in the applicable provision, the minority community will need to be informed (but not consulted).

PRINCIPLE OF PROPORTIONALITY

The principle of proportionality only applies when an institution has more than one office in the same region (big city or locality) that offers the same services.

The definition and an example of the application of the principle of proportionality can be found in the [Directive on the Implementation of the Official Languages \(Communications with and Services to the Public\) Regulations- Canada.ca](#)

SOLO will tell you if proportionality applies to your offices and when you need to consult. See the [Guide regarding the obligation to consult.pdf \(gccollab.ca\)](#)

SERVICE AREA, RESTRICTED AND IDENTIFIABLE CLIENTELE AND MINORITY SCHOOLS

The definition of service area, restricted and identifiable clientele and the types of schools that are included in the new rule on minority schools, etc. can also be found in the [Directive on the Implementation of the Official Languages \(Communications with and Services to the Public\) Regulations- Canada.ca](#)

When a primary or high school of the French language minority (outside Quebec) or of the English language minority (in Quebec) is located within the service area of an office subjected to the provision of service area, this office will be designated bilingual under that provision. This new provision will be applied for the first time during the OLRRE (in the OLRRE module under development).

SERVICE AREA AND MEASUREMENT OF DEMAND

During the OLRRE, SOLO will notify institutions when they must determine the service area of their office. Institutions are responsible for determining the service area of their office. The service area can be larger than a census subdivision. It can include a province, many provinces or the whole country.

In some cases, if the service area does not meet the prescribed threshold, some offices will have to measure the demand. In such case, see the [Best Practices Guide for Measurement of Demand](#).

OLIS II

The OLIS II tables allow the Treasury Board Secretariat to collect official languages statistical data on the workforce of a few hundred federal institutions outside of the core public administration. Those tables provide information on employees' first official language, the number of employees that serve the public in both official languages and the number of employees that offer personal and central services in both official languages.

SERVICES OFFERED THROUGH VIDEOCONFERENCING

Information on services offered through videoconferencing can be found at the following link: [Services offered by video conferencing Services offerts par vidéoconférence.pdf \(gccollab.ca\)](#)

We want to bring to your attention the fact that a member of the public must go to a physical location where the videoconferencing equipment is available to obtain services.

SAME SERVICE GROUP (SSG)

Same service groups are groups of two or more offices of the same institution that offer the same services within the same region. It is up to the institutions to determine if, in a city, for example, they have more than one office that provides the same services.

TRAVELLING PUBLIC

The provisions relating to the travelling public (for the purposes of subsection 23 of the Official Languages Act) include airports (and on a route), railway stations (and on a route) and ferry terminals (and on a route). Points of entry are under the application of subsection 22 of the Official Languages Act.