

HELP CENTER / FREQUENTLY ASKED **QUESTIONS (FAQ)**

CanadaCitizenshipPrep.ca

Effective Date: July 2026

Help Center

Welcome to the CanadaCitizenshipPrep.ca Help Center.

Below are answers to some of the most frequently asked questions. If you cannot find the answer you need, please contact us through our [Contact Us](#) page.

General Questions

What is CanadaCitizenshipPrep.ca?

CanadaCitizenshipPrep.ca is an independent educational platform designed to help individuals prepare for the Canadian Citizenship Test using practice questions, mock exams, and study resources.

Is CanadaCitizenshipPrep.ca affiliated with the Government of Canada?

No.

CanadaCitizenshipPrep.ca is an independent educational website.

We are **not affiliated with, endorsed by, or sponsored by the Government of Canada or Immigration, Refugees and Citizenship Canada (IRCC).**

Practice Tests

How do I start a practice test?

From the Home page, click **Start Free Test** or choose one of the available practice modules.

Can I retake a practice test?

Yes.

You may retake any available practice test as many times as you wish unless otherwise stated.

Are the practice questions based on the official study guide?

Yes.

Our practice questions are designed to help you study topics covered in the official **Discover Canada** study guide.

However, the official citizenship test may contain different questions.

Does completing these practice tests guarantee I will pass the official test?

No.

Our practice tests are educational tools designed to help you prepare.

Success on the official Canadian Citizenship Test depends on your own preparation and understanding of the study material.

Accounts

Do I need an account?

Some practice tests may be available without an account.

Certain features, such as progress tracking or premium content, may require account registration.

I forgot my password.

If account login is available, use the **Forgot Password** option on the Login page to reset your password.

If you continue to experience difficulties, please contact our support team.

Premium Membership (Future Feature)

What will Premium Membership include?

Premium membership may include:

- Full access to all practice modules
- Unlimited practice tests
- Exam simulations
- Progress tracking
- Additional study resources

Premium features will become available when officially launched.

Technical Support

The website is not displaying correctly.

Please try the following:

- Refresh the page.
- Clear your browser cache.
- Try another browser.
- Restart your device.
- Ensure you have a stable internet connection.

If the issue continues, please contact us.

The timer or test is not working.

Reload the page and try again.

If the issue persists, please report:

- Device type
- Browser name
- Screenshot (if possible)
- Module number

This helps us investigate and resolve the issue more quickly.

Reporting an Incorrect Question

We strive to provide accurate and up-to-date practice questions.

If you believe a question or answer is incorrect, please contact us and include:

- Module name or number
- Question number
- Description of the issue
- Suggested correction (if known)

Your feedback helps improve CanadaCitizenshipPrep.ca.

Contact Support

If you need assistance, have technical questions, or wish to report an issue, please use our **Contact Us** page or email us at **hello@canadacitizenshipprep.ca**. We aim to respond as quickly as possible.

Suggestions and Feedback

We welcome your suggestions.

Your feedback helps us improve:

- Practice questions
- Website design
- User experience
- Learning resources
- Future features

Thank you for helping us make CanadaCitizenshipPrep.ca better for everyone.

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Next Review: July 2027

Prepare • Practice • Pass CA

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