



# Process for Updating your Name as a current Student at Queen's University

A guide to update your name within the technical platforms at Queen's, tailored for 2SLGBTQ+ students.

Prepared by Queen's Yellow House Centre for Student Equity and Inclusion

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For more information, visit: <https://www.queensu.ca/registrar/resources/policies/student-names>

*I want to update my name on all my Queen's records. Where do I start?*

First off congrats – a name change is an important part of one's path to determining and presenting their identity to the world! This is a proud moment that represents much thought and courage, but it can also be a daunting and lengthy process within any institution. We have developed this document to help guide you through this process at Queen's.

There are three main paths to update your name at Queen's:

## **(1) Change your preferred name yourself in SOLUS.**

You have the option of adding a preferred name in SOLUS. This does not replace your legal name but if you have a preferred name indicated in SOLUS, this is what you will see in your SOLUS student center, in OnQ and it is the name that Queen's will use when we communicate with you. Keep in mind, though, that your legal name will appear on your transcript and your diploma.

1. Go to the SOLUS Student Centre and log in
2. Go to Profile tile
3. Go to Personal Details
4. Select the + button to add or edit your preferred name
5. When finished, select the Save button

**-OR-**

## **(2) Change your primary/legal name in SOLUS-I Have a Legal Name Change Certificate**

If you have completed a legal name change and have your *Legal Name Change Certificate* on hand, you must email [Solus@queensu.ca](mailto:Solus@queensu.ca) with three attachments.

1. The fillable form (completed by you) located under Administrative Procedures 3.0 'Name Change Form' on this [page](#)
2. A photo of your *current student ID card*
3. A photo of your *Certificate of Legal Name Change*

**-OR-**

## **(3) Change your primary/legal name in SOLUS -I Do Not Have a Legal Name Change Certificate**

If you do not have a *Legal Name Change Certificate* on hand you can update your name by completing a *Statutory Declaration*, which is a letter written by you and stamped by a Notary Public. To update your records at Queen's email [Solus@queensu.ca](mailto:Solus@queensu.ca) with three attachments.

1. The fillable form (completed by you) located under Administrative Procedures 3.0 'Name Change Form' on this [page](#)
2. A photo of your *current student ID card*
3. A photo of your *Statutory Declaration* (details on how to do this below)

The *Statutory Declaration* is a letter written by you, which conveys that this is the name you go by. The following is a suggested script which you can edit as needed. Once written, your letter must be stamped by a Notary Public.

**Here is a suggestion for writing your letter for the *Statutory Declaration***

"Date,

To Queen's student records staff (SOLUS),

I go by the name (chosen name), and am a Queen's student with student number (student #). My legal/birth name on my student records, with last name (last name), does not currently align with the name I use. Please update all of my student records to reflect my chosen name of: (chosen name).

When engaging with the internal process of making this change, I would greatly appreciate that my documents and former name are kept confidential and shared only with parties deemed most necessary to this process to protect my privacy.

Thank You,

(chosen name)

(signature)"

## Where can I go to get my letter stamped by a Notary Public?

Once your letter is stamped by a Notary Public, you now have a *Statutory Declaration*! You can source your own Notary Public for a stamp, or use one of the following suggestions:

1. Book an appointment with [Queen's Legal Aide](#) (free booking for Queen's students, cost of stamp unknown)
2. [Kingston City Hall](#) (at a cost of between ~\$30-\$80, no appointment required)
3. Gordon Y. McDiarmid <https://www.rideastreetlaw.ca/notarial-services> (cost unknown)
4. Van Dyke Law <https://www.vandykelawoffice.ca/what-we-do/notarizations-commissions/> (cost unknown)
5. Andrew Bala <https://www.balalaw.net/> (cost unknown)

## Frequently Asked Questions

I have all my required documents and am ready to apply for my name change, but I don't want to contact SOLUS alone. Is there someone I can CC in my application?

Yes! Kel Martin is the Sexual and Gender Diversity Advisor at [Yellow House](#). They are a trans and nonbinary person who is happy to be involved in this process and is here to help.

Email your completed form and required documents to [Solus@queensu.ca](mailto:Solus@queensu.ca), and CC [kel.martin@queensu.ca](mailto:kel.martin@queensu.ca).

I am unable to apply online, is there another option?

Yes! You can book an online appointment with Student Records and Services staff (SOLUS team): <https://www.queensu.ca/registrar/students/online-booking-options>

OR

Bring your required documents in person to the [Registrar's Office](#) located in Gordon Hall at 74 Union Street Monday-Friday between the hours of 9am-12pm and 1pm-4 pm (no appointment required).

## *I only updated my 'preferred name' on SOLUS (option 1), can I get a new student card?*

No, unfortunately a legal change is needed for this change to be applied on your Student Card. You will need to go through Option 2, or 3 for your student card to be updated.

## *I updated my name (option 2, or 3), how do I get my new student card?*

Visit the Registrar's Office the [Registrar's Office](#) located in Gordon Hall at 74 Union Street and fill out a short form to get your new student card. When a name change has occurred, there is no cost for your new card.

## *What will happen to my records at Queen's once I update my name within SOLUS?*

All name changes at Queen's are directed logistically through SOLUS. Once your primary/legal name is updated in SOLUS, it will appear on all official documents at Queen's including your transcript, diploma, tax forms, Verification of Enrolment, OnQ, etc.

You will need to come into the Registrar's Office in person to pick up a new student card.

## *Will my name be changed automatically in all platforms I use at Queen's through this process?*

Not always. There are a vast, varied and complex set of technical systems at Queen's that support various student services. Although efforts are made to be consistent in a name change across all platforms, there may be a risk of your name *not* being updated in each one of these individual systems (including email). In these cases IT needs to be contacted to make a correction. You can contact IT directly at [queensu@service-now.com](mailto:queensu@service-now.com), or you can contact [kel.martin@queensu.ca](mailto:kel.martin@queensu.ca) or [Solus@queensu.ca](mailto:Solus@queensu.ca) if you would like support in contacting IT.

*I want to read more about the Queen's Student Names Policy at Queen's. Where can I find it?*

Detailed information about *Queen's Student Names Policy* can be found here:  
<https://www.queensu.ca/registrar/resources/policies/student-names>

*I have already graduated and want to update my records, how can I do this?*

Follow the same procedure as outlined in Option 2, or 3 above.

*I am experiencing some issues with my name update being applied in some places. Is Queen's doing anything to improve this process?*

Yes! Queen's Provosts Action Group on Gender and Sexual Diversity (PAGGAS) is currently working to update the name change policy and procedure to improve the process. PAGGAS is also working to improve on other systemic barriers at Queen's and is also in the process of improving the availability and quality of gender-neutral change facilities and bathrooms. Read more about PAGGAS [here](#). If you have specific concerns or questions, you can email [Kel Martin](#) who participates in PAGGAS.

*I have just went through this process and have some suggestions to improve on this document! Who should I share them with?*

Congrats, and thank you for helping to make this document better, please reach out to the contact below to provide feedback on this document.

**Yellow House Gender and Sexual Diversity Advisor:** Email [Kel Martin](#)

*This process has been exhausting, and/or some of the interactions really sucked and I want to talk to someone. Is there someone I can talk to?*

Yes, there are a few different options depending on your situation and who you want to talk to.

**Yellow House Gender and Sexual Diversity Advisor:** Looking for a trans and nonbinary staff member to talk to? Or just looking for someone to vent to who understands? Email and book time to talk to [Kel Martin](#)

**SWS Counselling:** Looking to talk to a mental health professional? Book an appointment with Shannon Gendron, the 2SLGBTQ+ counsellor at [Student Wellness Services](#) to talk in depth

**PSC Peer Academic Advisors:** Looking for confidential, non-judgmental, empathetic, peer-based support? Consider talking to a peer from the [AMS Peer Support](#)

**Human Rights and Equity Office:** Has something gone really wrong? Is there a potential human rights issue? Email the [HREO](#) and book an appointment to talk to an advisor

**Empower Me:** Looking for a place to vent over phone or text? Try [Empower Me!](#) Which is a free 24/7 mental health support

**Therapy Assistance Online:** Looking for online interactive wellness modules? Try [Therapy Assistance Online](#)