

# Self-Service Manual

ST. MARY'S UNIVERSITY

VERSION 1 – SEPTEMBER 2023

## Welcome to StMU!

Search for a specific word or topic by using the Search bar or pressing Ctrl + F (Cmd + F).

To follow any of the hyperlinks, click the link and press Ctrl (Cmd).

If you have any questions about your Self-Service account, or have additional questions at StMU in general, please email [info@stmu.ca](mailto:info@stmu.ca) or call (403) 531-9130.

## TABLE OF CONTENTS

<b>Admissions</b> .....	<b>4</b>
Checking Application Status .....	4
<b>Checklist</b> .....	<b>4</b>
My Tasks .....	4
<b>Registration</b> .....	<b>6</b>
Registering for Courses .....	6
Errors While Registering.....	9
Registration Deposit.....	9
Special Admission Requirements .....	9
Prerequisites .....	9
Time Slots.....	9
Utilizing the Waitlist.....	9
Dropping a Course.....	10
<b>Grades</b> .....	<b>11</b>
Accessing Unofficial Transcripts .....	11
Reviewing Past and Current Grades.....	11
Requesting a Transcript.....	11
<b>Finances</b> .....	<b>12</b>
Checking Your Balance .....	12
Making a Payment.....	12
By Credit Card .....	12
By Online Banking .....	13
Types of Payment.....	13
Tuition Balance can be found on the Balance page under the Finances tab. ....	13
Registration Deposit.....	13
Confirmation of Enrolment .....	13
Locker Request.....	13
ID Replacement.....	13
Statements .....	14
Obtaining T2202 Forms.....	14
<b>Bookings</b> .....	<b>14</b>
Academic Advising .....	14
Career Advising .....	14

Counselling Appointments .....	14
Learning Centre Bookings .....	14
Room Bookings .....	14
Success Strategy Seminar Bookings .....	14
<b>Resources .....</b>	<b>15</b>
Booklist.....	15
D2L .....	15
StMU CARES .....	15
StMU Email.....	15
<b>Profile.....</b>	<b>15</b>
Viewing Information .....	16
Account .....	16
Addresses .....	16
Phone Numbers .....	16
Updating and Editing Information.....	16
Addresses .....	16
Phone Numbers .....	16
Co-Curricular Records .....	17

## Admissions

### Checking Application Status

Once you have applied to StMU on Apply Alberta, you will receive two emails from APAS: one providing you with log in information for your StMU Network Account (Self-Service log in credentials) and one outlining next steps. Please review both emails thoroughly and take note of any outstanding [tasks](#) you need to complete.

To check the status of your application:

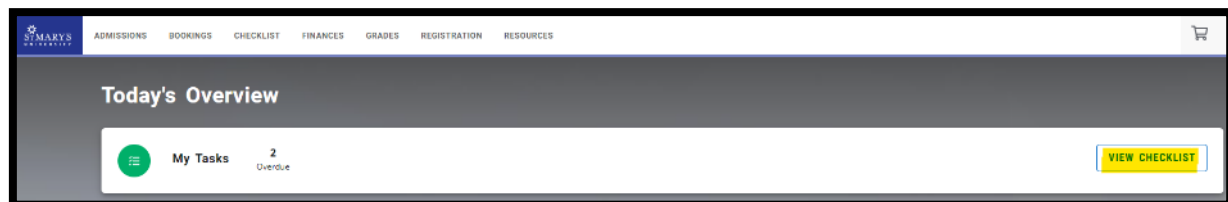
1. Hover over the Admissions tab, then click Apply. Your submitted application(s) will be visible.



2. Look for the Status and Decision sections to see the status of your application, along with date stamps of any activity. One of the following options will appear:
  - a. Status: Applied and Decision: Pending
    - i. Yet to be reviewed/waiting on outstanding [tasks](#)
  - b. Status: Unofficial Documents and Decision: Conditionally Accepted (or Probation Conditionally Acceptance)
    - i. Waiting on completion of courses or official transcripts
  - c. Status: Complete and Decision: Full Acceptance (or Probation Full Acceptance)

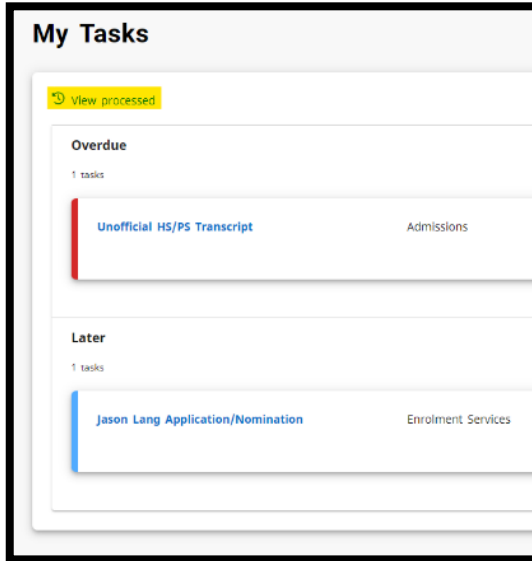
## Checklist

### My Tasks

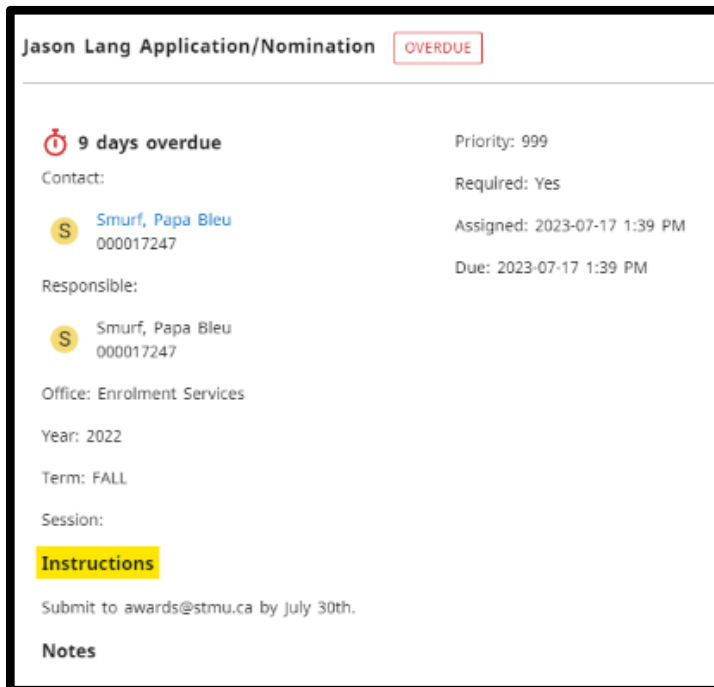


Outstanding tasks will be noted on your home page when you first log into Self-Service. To view and action your outstanding tasks:

1. From the home screen, click the View Checklist button, or hover over Checklist, then click My Tasks.
2. To view overdue or upcoming tasks, click Overdue or Later, then the title of the task.



3. Additional information will appear, along with specific instructions/notes, due date from the assigning office.

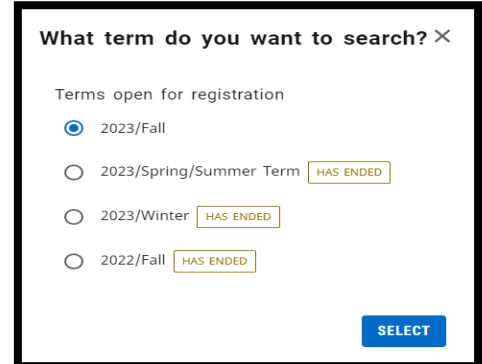
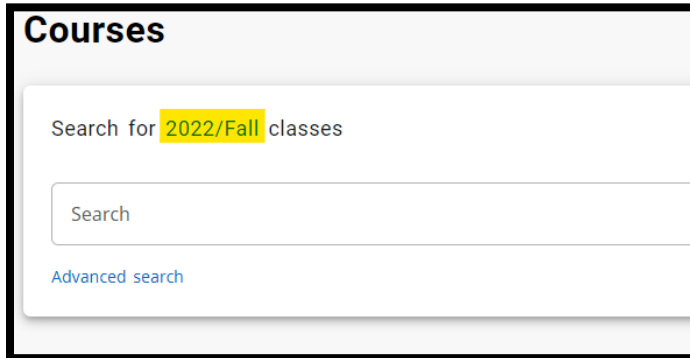


4. To view previously assigned tasks, click the View Processed button at the top left of the My Tasks screen.
5. Additional questions regarding My Tasks can be [emailed](#) to the assigning office.

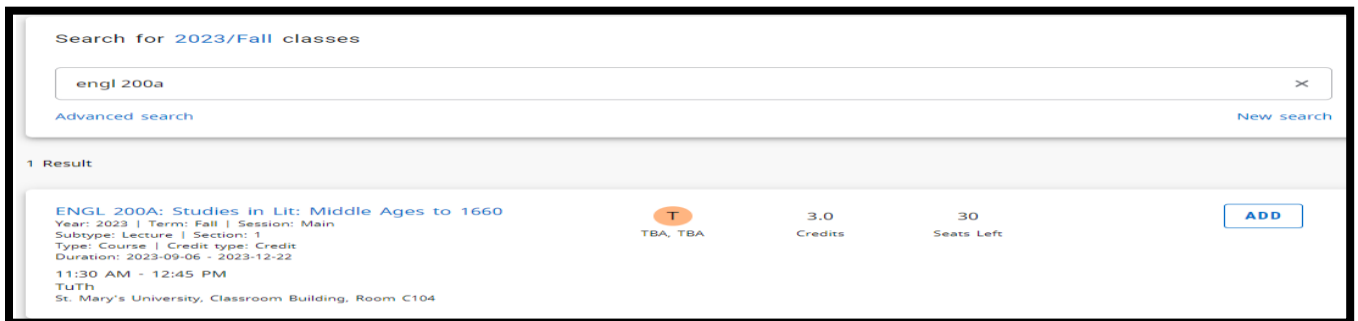
# Registration

## Registering for Courses

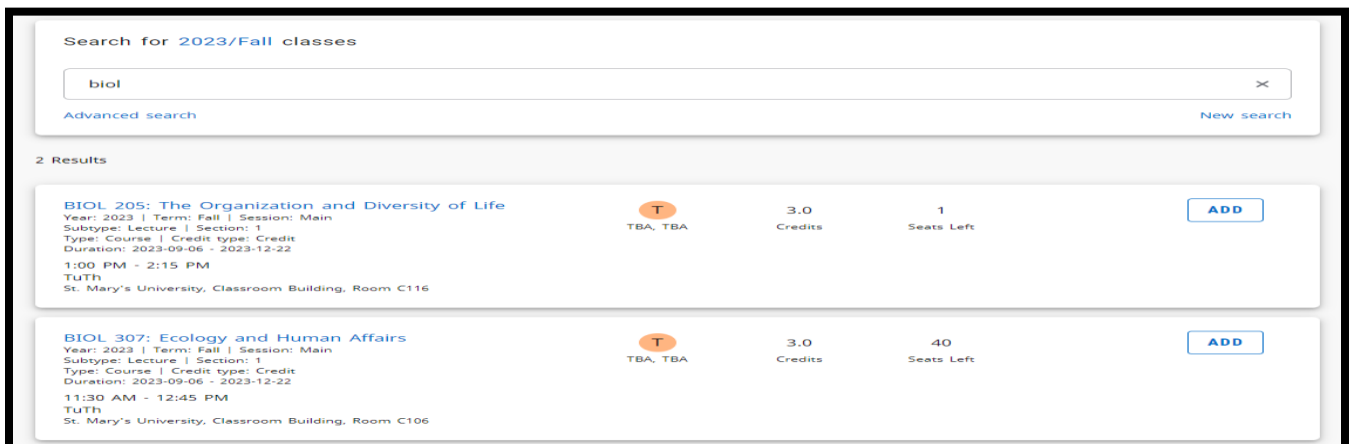
1. Hover over the Registration tab, then click Courses.
2. Search for the term you want to register for by clicking the blue Year/Term button, selecting the correct term, and hitting Select.



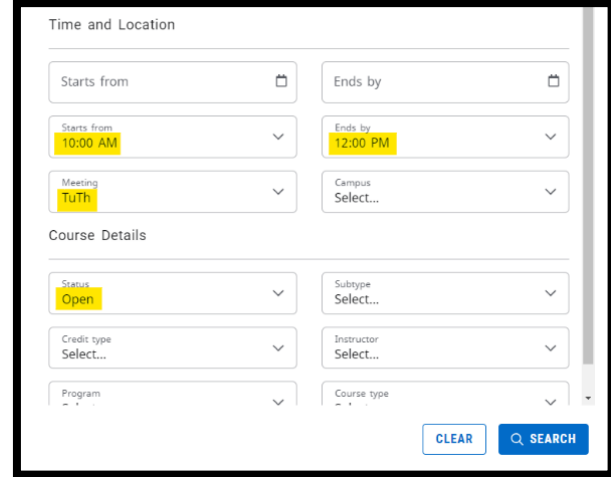
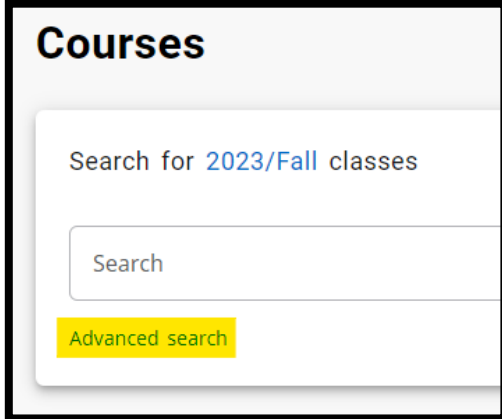
3. Depending on how you wish to look for classes, this step may vary.
  - a. Click the Search bar, hit the spacebar then hit Search to generate all courses being offered for the selected term.
  - b. To search for a specific course, type in the course code (i.e. ENGL 200A) and hit Enter.



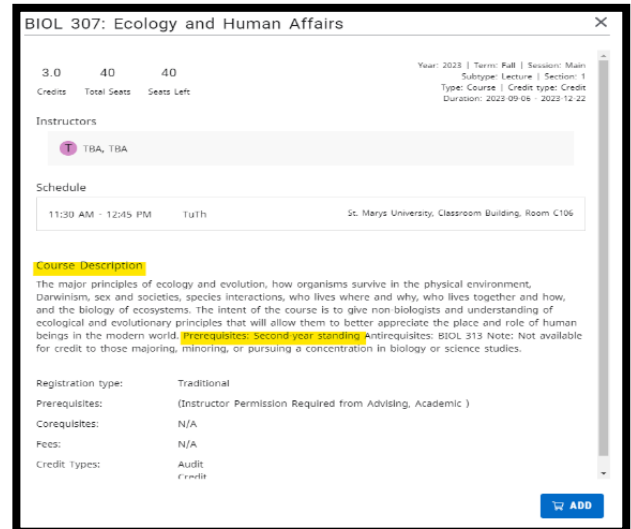
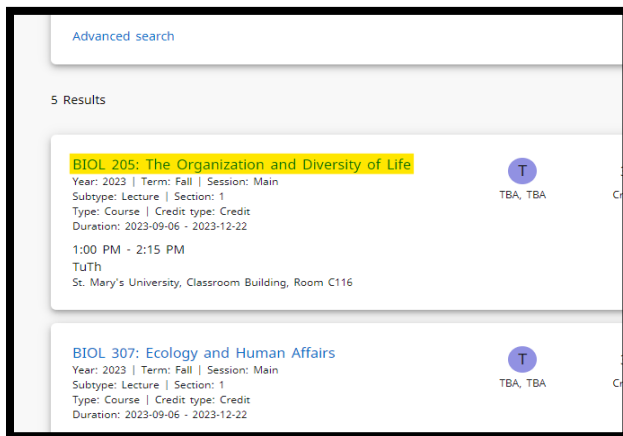
- c. To search for courses offered within a specific department, enter the four-letter department code (i.e. BIOL) and hit Enter.



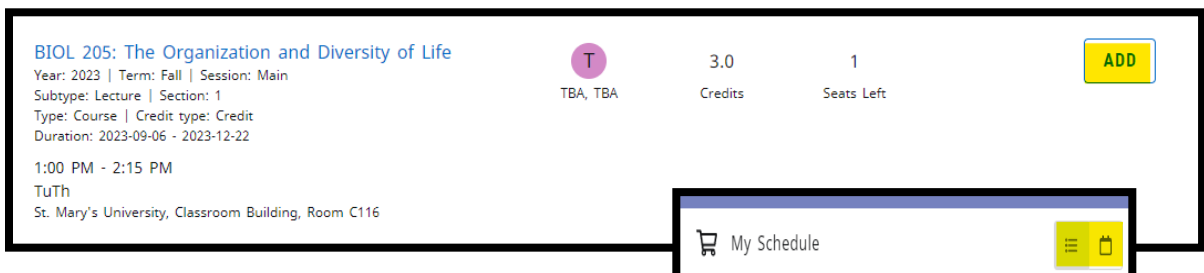
- d. To search specific courses offered certain days of the week, times of the day, etc. or by Open Sections only, click on Advanced Search, fill out the desired fields and click Search.



4. To see the course description, click on the course code and name. A detailed description of the course will appear. You will also be able to see any prerequisites, corequisites and additional course fees.

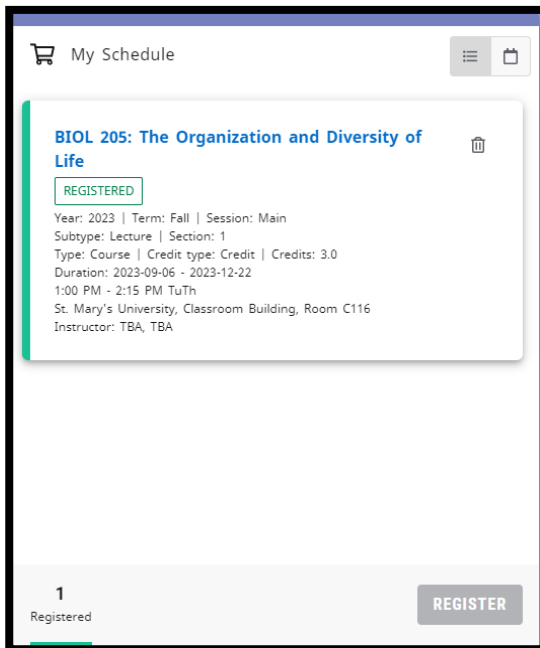
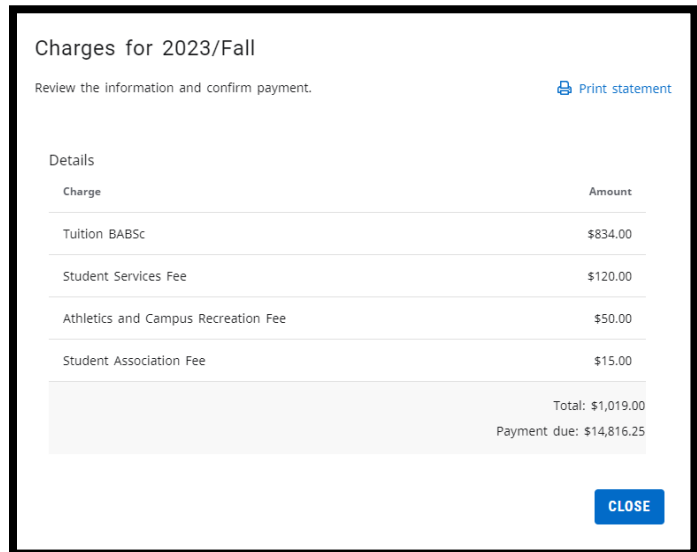
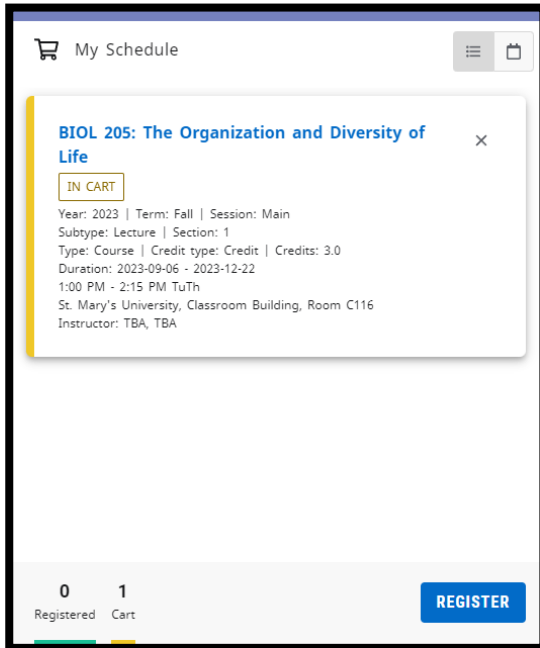


5. To add a course to your cart, click the Add button, and it will be added to your My Schedule list on the right-hand side of your screen. This list can appear as a list or as a schedule view by clicking the appropriate icons.





6. Click Register. A new window will appear noting your tuition and fees for the selected term. Click Close to acknowledge.
  - a. You can register in a maximum of 5 courses per term, but there is no limit to how many courses are in your cart/waitlist.
  - b. Before clicking Register, please drop any additional courses that you do NOT intend to register in (you may have waitlist courses in addition to the 5 courses you register in).



7. A green banner will appear on your screen confirming your registration and your registered courses will now appear in green in the My Schedule list.

## Errors While Registering

### Registration Deposit

If you are a new student to StMU, you will need to pay a [deposit](#) (applied to your first term's tuition) before being able to register for courses.

### Special Admission Requirements

If you are admitted on Special Admission, you will see a Stop List hold on your account and will need to book a meeting with an Academic Advisor before being able to register for courses. Do this by using the [Bookings](#) tab. During your appointment, an Advisor will review the requirements of Special Admission and provide you access to register for your courses.

### Prerequisites

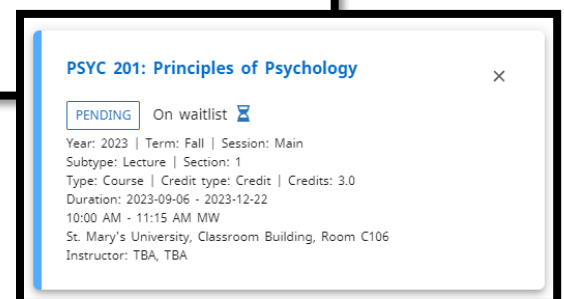
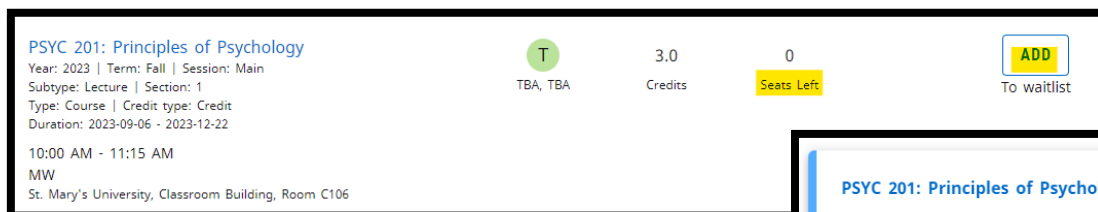
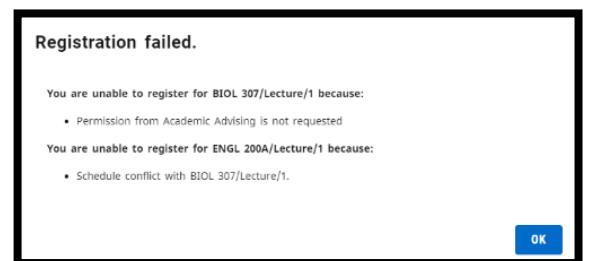
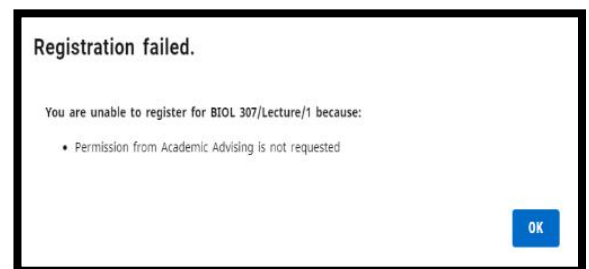
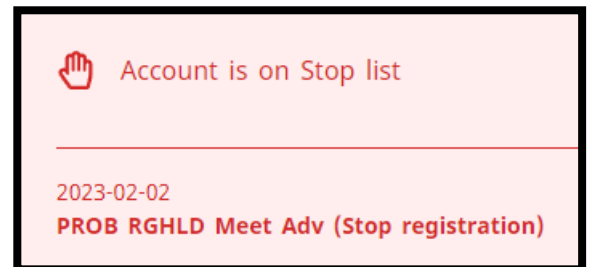
Some courses have prerequisites (a prior action, condition, or course) that must be completed before being able to register for courses. You will know if a course has a prerequisite by clicking the course code and name and reading the [course description](#). If you attempt to register for a course without having the prerequisites, you will get a Registration Failed message.

### Time Slots

If trying to register for a course that is scheduled at the same time, or an overlapping time, with another course you are registering in, you will get a Registration Failed Message.

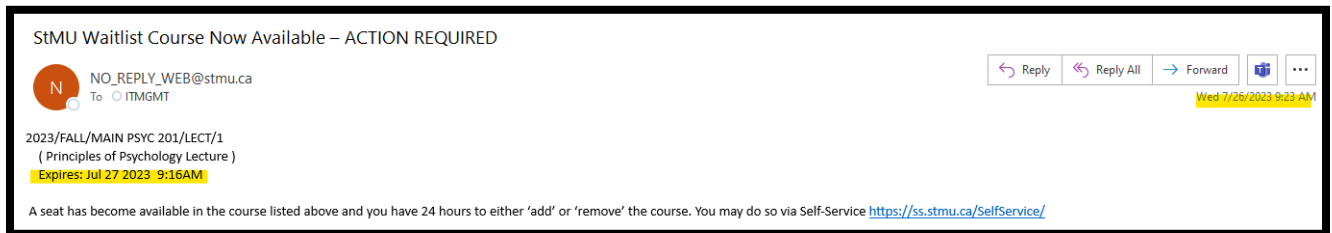
## Utilizing the Waitlist

If there are currently no seats available in a desired course, you can add yourself to the waitlist to be notified when a seat becomes available.



1. Click the Add to Waitlist button. The course will show in My Schedule as Pending.

2. Check your emails daily, as once notified of an opening, you will only have **24 hours** to register for the seat before it is offered to the next student on the waitlist.

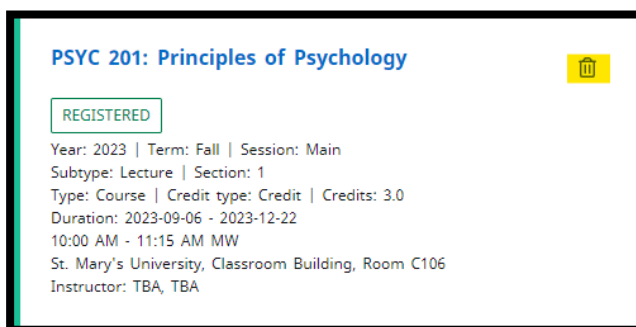


3. Log into self-service, hover over Registration and click Courses. To [register](#), use the same steps listed above.

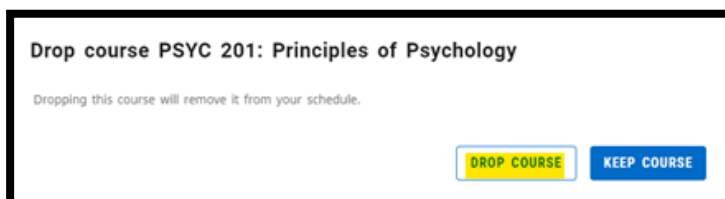
### Dropping a Course

Dropping a course will remove you from a seat in the selected course and will open this seat up to another student. Depending on whether there is a waitlist or not, you may not be able to add yourself to this course again. Please ensure you are dropping the correct course to avoid any scheduling errors.

1. Hover over Registration, then click Courses. Select the term and click Select. Note that if you want to drop that is a pre-requisite another course you are currently registered in, you will need to drop the second course first, then drop the pre-requisite course (i.e. drop PSYC 203 before dropping PSYC 201). If you drop the pre-requisite course first, then attempt to drop the additional course, you will get an error message, and will need to email [advising@stmu.ca](mailto:advising@stmu.ca) to be dropped from the course.
2. In My Schedule, select the course you wish to drop, then click the trash can icon in the top right-hand corner.



3. A pop-up will ask if you wish to remove this course from your schedule. Click Drop Course.



## Grades

### Accessing Unofficial Transcripts

1. Hover over the Grade tab on the ribbon at the top of the screen and click Unofficial Transcript.
2. To print, click the Print button in the top right-hand corner.

### Reviewing Past and Current Grades

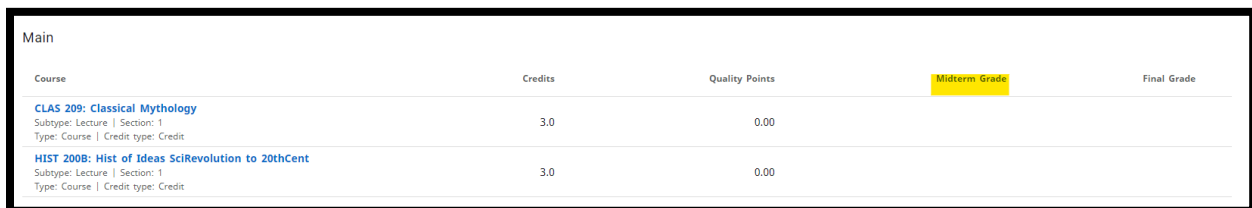
1. Hover over the Grade tab, then click Grade Report.



**Grade Report**

Period: 2023/Winter | Sequence: 001 | Print

2. To review previous terms, click on the term you wish to review at the Period drop-down list.
  - a. The sequence drop down refers to the course type (001 is BA/BSc, 002 is BEd).
3. To print, click the Print icon in the top right-hand corner.
4. To view previous course descriptions, click the course code and name and a new window will pop up.

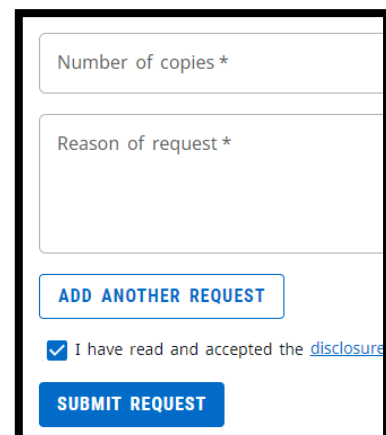


Course	Credits	Quality Points	Midterm Grade	Final Grade
<b>CLAS 209: Classical Mythology</b> Subtype: Lecture   Section: 1 Type: Course   Credit type: Credit	3.0	0.00		
<b>HIST 200B: Hist of Ideas SciRevolution to 20thCent</b> Subtype: Lecture   Section: 1 Type: Course   Credit type: Credit	3.0	0.00		

5. Midterm grade and final grades for each course are on the right-hand side of the page.

### Requesting a Transcript

1. Hover over the Grade tab, then click Request Transcript.
2. Enter the information in the requested fields.
  - a. If you are sending transcripts to multiple institutions/people, Click the Add Another Request button. **Note: It is \$10 per copy.**
  - b. If you are requesting your transcript to be *emailed only*, please enter your email address in the Address line 1 field.
  - c. If you have any additional notes/instructions, please enter them in the Reason of request field.
  - d. Read and acknowledge the Disclosure Statement, then click Submit Request.
  - e. Review the details of each request, then click Pay Now, then Continue. The next screen will take a few seconds to load. **Note: This fee can only be paid by credit card and the 3% service fee has been waived.**



Number of copies \*

Reason of request \*

**ADD ANOTHER REQUEST**

I have read and accepted the [disclosure](#)

**SUBMIT REQUEST**

Confirm request

Review information

**\$20**

Total

**PAY NOW**

Details

University of Calgary Admissions	Copies: 1	Amount: \$10
University of Alberta Admissions	Copies: 1	Amount: \$10

VISA MASTERCARD JCS VISA DEBIT

Cardholder Name

Card Number MMY CW

Total **\$20.00**

Cancel **Pay**

## Finances

### Checking Your Balance

1. Hover over the Finances tab, then click Balance.
2. In the top right corner, select the period/term you wish to review.
3. Your balance summary/details will be displayed with both the period balance, along with the balance from other periods.

Options

Period  
2023/SpringSummr

View

Detail by Charges / Credits

Detail by Summary Type

Balance Summary

### Making a Payment

Making a payment for any of the [Types of Payment](#) are done through Self-Service. Our Enrolment Services Officer will know what type of payment you are making based on the dollar amount submitted.

#### By Credit Card

1. Hover on the Finances tab, then click Balance.
2. In the Make a Payment section at the bottom right of the screen, click the coming term in the Payment period box and enter the amount you wish to pay in the Amount box, then click Make a Payment button.

Make a payment

An additional 3% service fee applies on all credit card payments. Payment can be made through online banking to avoid the additional 3% fee by setting up St Mary's University Calgary as a payee with your bank. Your account number is your 9-digit St. Mary's Student ID number.

Payment period \*  
2023/Fall

Amount \*  
200

**MAKE A PAYMENT**

3. A text box will appear, then click continue. The next screen will take a few seconds to load.
4. Enter credit card details and hit Pay.

**Note: There is a 3% service fee applied to all payments paid by credit card. The 3% fee will automatically be added when you get to the payment screen. Payments made by credit card take 1-2 business days to process.**

### By Online Banking

Payment can be made through online banking to avoid the additional 3% fee by setting up St. Mary's University Calgary as a payee with your bank. Your account number is your 9-digit [St. Mary's Student ID](#) number. Payments made through online banking take 3-5 business days to process.

### Types of Payment

Tuition Balance can be found on the Balance page under the Finances tab.

### Registration Deposit

Before new students can register for courses, a \$200 Registration Deposit needs to be [paid](#), which will be put towards the next term's tuition. A "not able to register" message will appear, indicating this deposit needs to be paid.

### Confirmation of Enrolment

Confirmation of Enrolment is an official document confirming a student's status for all credit programs and used for a variety of reasons, including accessing RESPs, opening student bank accounts, etc.

The processing fee for a Confirmation of Enrolment is \$10.00, and a [Confirmation of Enrolment Form](#) needs to be filled out and emailed to [info@stmu.ca](mailto:info@stmu.ca).

### Locker Request

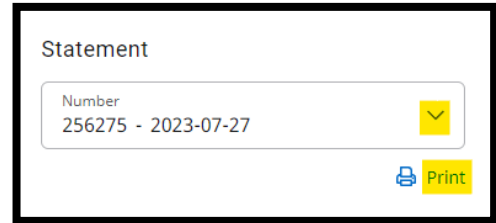
Locker rentals are available for students who wish to keep items on campus. A [Locker Request Form](#) need to be filled out and emailed to [info@stmu.ca](mailto:info@stmu.ca). The associated fee for the requested locker type is required before a locker is assigned.

### ID Replacement

ID replacement requests can be emailed directly to [info@stmu.ca](mailto:info@stmu.ca). The processing fee for an ID Replacement is \$5.

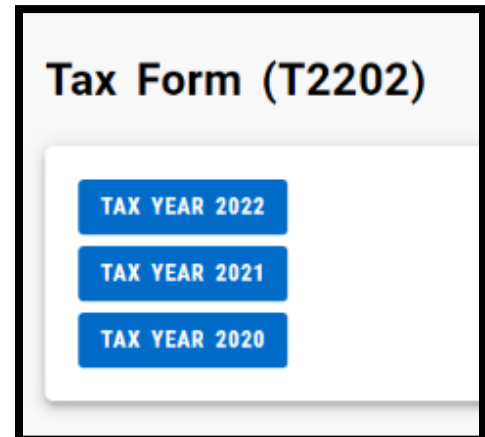
## Statements

1. Hover over Finances, then click Statement.
2. On the right-hand side, click the Statement Number you want to view.
3. To print, click the print icon once you have chosen the correct statement number. **Note: Every time a course is added/dropped, a new statement will be generated.**
4. [Payment](#) can be made under the Balance tab.
5. To request a full statement, please email [info@stmu.ca](mailto:info@stmu.ca).



## Obtaining T2202 Forms

1. Hover over Finances, then click Tax Form (T2202).
2. Click on the year you wish to view.



## Bookings

Hover over the Bookings tab and select the department you wish to book with. You will automatically be taken to the appropriate webpage to complete your booking.

Academic Advising

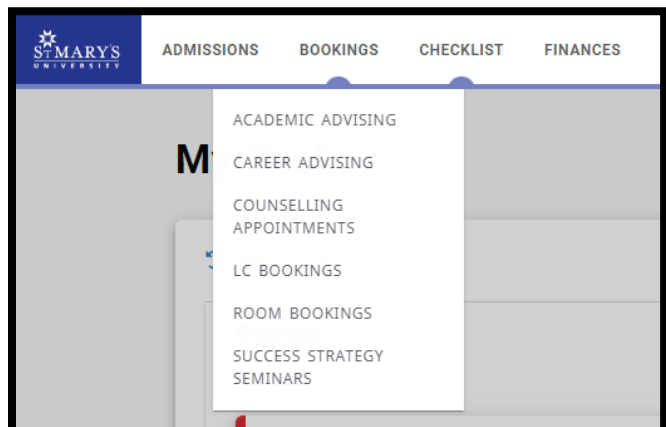
Career Advising

Counselling Appointments

Learning Centre Bookings

Room Bookings

Success Strategy Seminar Bookings

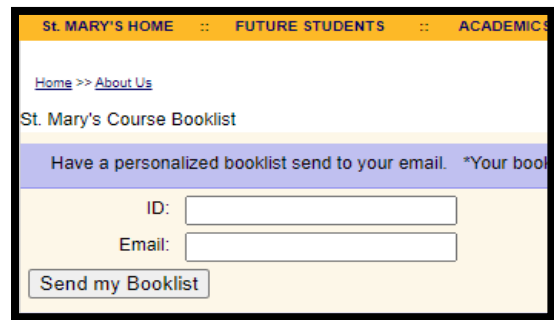


## Resources

### Booklist

After you have completed your registration for the upcoming term, you will be able to request a booklist to your email.

1. Hover over the Resources tab on the ribbon and click Booklist.
2. Enter your 9-digit [St. Mary's Student ID number](#) (0000\*\*\*\*\*) and the email address you would like the list sent to.

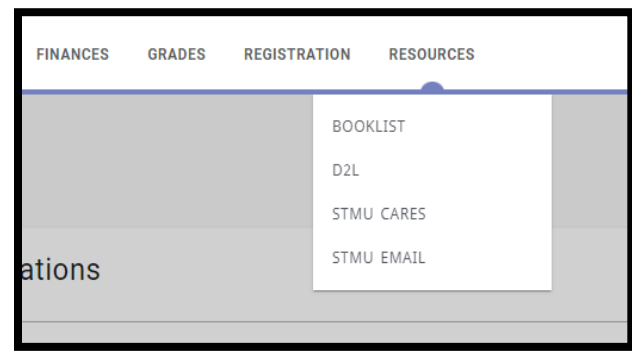


The screenshot shows a web page titled "St. Mary's Course Booklist". At the top, there are navigation links: "Home >> About Us". Below the title, there is a blue banner that says "Have a personalized booklist send to your email. \*Your book". Underneath, there are two input fields: "ID:" and "Email:". A "Send my Booklist" button is located at the bottom of the form.

Booklists are typically available 2-3 weeks prior to the start of the term. Additional questions can be sent to the Bookstore Coordinator at [bookstore@stmu.ca](mailto:bookstore@stmu.ca).

### D2L

1. Hover over the Resources tab on the ribbon and click D2L to access.
2. Sign in using your StMU email and password.



### StMU CARES

1. Hover over the Resources tab and click StMU cares to be redirected to the StMU CARES page on the StMU website.

StMU CARES (Connect, Assess, Reassure, Evaluate, Support) is a non-disciplinary, person-centered way to connect students to support and resources and address barriers to academic success. Students can refer themselves or connect with support resources directly. Faculty, staff and Peer Tutors can also refer. Visit the website for additional information.

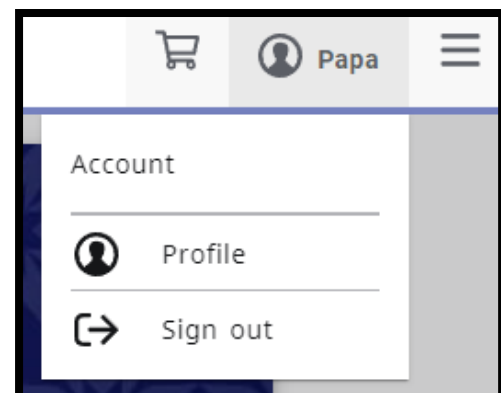
### StMU Email

1. Hover over the Resources tab and click on StMU Email to be redirected to the Outlook Web sign in page.
2. Sign in using your StMU email and password.

### Profile

To access your profile, hover over your name in the top right corner, then click the Profile tab.

Your name, program information, enrolled credits and GPA will appear on the main screen.





## Viewing Information

### Account

1. Click the Account tab. Current contact information and student ID will be displayed.

### Addresses

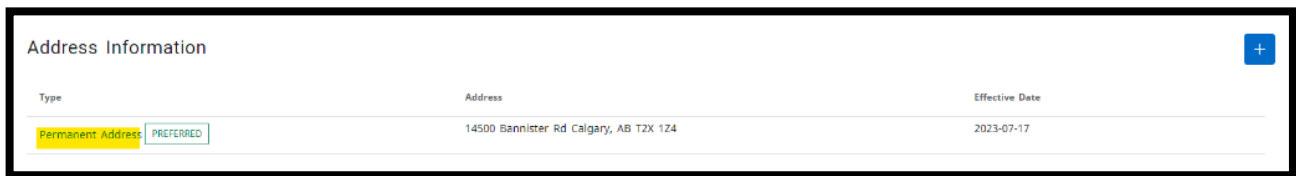
1. Click the Addresses tab. Any addresses on file will be displayed.

### Phone Numbers

1. Click the Phone Numbers tab. Any phone numbers on file will be displayed.

## Updating and Editing Information

### Addresses



Type	Address	Effective Date
Permanent Address <span>PREFERRED</span>	14500 Bannister Rd Calgary, AB T2X 1Z4	2023-07-17

1. Click the Addresses tab.
2. To edit an address, click the Permanent Address you wish to edit. Update information, then click save.
3. To add an address, click the blue + button in the top right corner, enter the information, then click Save.
  - a. Note that the preferred address will be the primary address any mail is sent to.
  - b. Change the Preferred Address by clicking Make preferred on the right-hand side of the screen.
4. To delete an address, click the trash can icon on the appropriate line.

### Phone Numbers



Type	Description	Number	Country	Do not call reason
Permanent <span>PRIMARY</span>		4032543707	CANADA	
Mobile Phone		4032543704	CANADA	<a href="#">Make primary</a>
Other Phone		4032543125	CANADA	<a href="#">Make primary</a>

1. Click the Phone Numbers tab.
2. To edit a phone number, click the Type of Phone Number you wish to edit, then click Save.
3. To add a phone number, click the blue + button in the top right corner, enter the information, then click Save.
  - a. Note that the primary phone number is the main phone number you will be contacted through.
  - b. Change the Primary Phone Number by clicking Make primary on the right-hand side of the screen.
4. To delete a phone number, click the trash can icon on the appropriate line.

## Co-Curricular Records

Any certificates and scholarships earned while at StMU will be displayed on the Co-Curricular Record. To print, click the Print button on the top of the screen.

Questions about the Co-Curricular Record can be sent to [info@stmu.ca](mailto:info@stmu.ca).

Co-Curricular Record		PRINT
Student Activities		
Certificates		
Date	Name	
2021-08-21	Test Taking	
2022-11	Academic Writing Certificate	
2022-11-24	Searching for Physical Materials Library	
Scholarship		
Year	Term	Title
2022	FALL	Jason Lang Scholarship