

Memorial Self-Service

A Step-by-Step Guide for First Time Users

This Guide is meant to supplement the procedures found at:

<http://www.mun.ca/regoff/registration/undergrad.php>

Last Updated: October 2011

“What is Memorial Self-Service?”



Memorial Self-Service provides students with access to:

- Application Status
- Course Offerings
- Grades
- Academic History
- Online Credit Card Payment
- Viewing & Changing current e-mail and mailing addresses

It is also the easiest way to register for your courses!

You may also hear it referred to as “Student Web.”

Please Note: The screenshots shown within this presentation are meant to be examples of the screens you will encounter when using Memorial Self-Service. What you see may not always look exactly the same.

“How do I access Memorial Self-Service?”



Step 1: From the main MUN webpage (www.mun.ca) click on **Memorial Self-Service**.



Step 2: Enter your “**User ID**” and “**PIN**” and click Login.

First time user?

For Memorial Self-Service your **User ID** is your Student Number.

Your temporary PIN is the **YEAR** of your birth followed by the **DAY** of your birth.

Ex: If you were born on December 5, 1989, your PIN will be: 198905.

Forgot your PIN?

Enter in your **User ID** and click the **Forgot PIN?** Button. Follow the steps to reset your PIN.

User ID:

PIN:


Login

Forgot PIN?

“How do I access Memorial Self-Service?”



Step 3: After successfully entering your temporary PIN, you will be asked to create a new 6 digit pin, as well as a Secret Question and Secret Answer.

 Your PIN has expired. Please change it now.

Re-enter Old PIN:

New PIN:

Re-enter new PIN:

Your Secret Question will be asked to you if you forget your PIN in the future.

Question:

Answer:

Note: If you have forgotten your PIN, you will be asked various questions and answers to verify your identity. Make sure your secret question and answer is something you will remember, and is appropriate to be repeated to a third person.

“What do I do now?”



The Student Main Menu has many options available for you to access. Below is a description of the important menus you may need:

- ▲ Personal Information
- 📁 Admissions
- ▲ Registration
- ▲ Graduation
- ▲ Academic Information Menu
- ▲ Financial Information
- 📁 MUNSU WebVote
- 📁 Course Evaluation Reports
- ▲ Distance Education

- **Personal Information:** Update Phone Numbers, Mailing Addresses, E-mail Addresses, and Change your PIN and Secret Question/Answer.
- **Registration:** View your Registration Time, Look up Course Offerings, Add or Drop a Course, View your Timetable.
- **Academic Information Menu:** View Term Grades, View Academic Record, View Final Exam Schedule.
- **Financial Information:** Make a Credit Card Payment, View your Account Summary.
- If you have any questions while using Self-Service, you can access **Front-Counter Assistant** for guidance.










“When can I register?”



- From within the Registration Menu click on **View Registration Times**.
- Select the correct term which you are enquiring about.
- Your registration time will be shown.

Registration Menu

-  [Select Term](#)
 -  [View Registration Times](#)
 -  [Look up Course Offerings](#)
 -  [Add/Drop Classes](#)
 -  [Class Schedule](#)
 -  [Detail Schedule](#)
- 

Your screen will display your registration time in this format:

Term	Start Date	Start Time
2010-2011 Fall	July 20, 2010	11:00 AM

- ✓ All registration times are in Newfoundland Time

Course selection



- Before you start to search through the course offerings, it is important that you know what courses you want or need to register for your program.
- If you need help with your course selections, you should contact an Academic Advisor and/or read “A Guide To First Year,” available online at www.mun.ca/advice.
 - ✓ You can also speak with an advisor and pick up a hard copy of “A Guide To First Year” at one of the two locations below:

St. John's Campus

Academic Advising Centre

Science Building, Room 4053

Phone Number: 709-864-8801

(you may call collect if you wish)

E-mail: advice@mun.ca

Grenfell College:

Registrar's Office

Arts & Science Building, Room 277

Phone Number: 709-637-6298

or 1-866-381-7022

E-mail: info@swgc.mun.ca

Creating your class schedule









- After you know what courses you need, you have to create your **own** schedule.
- You can view the listed course offerings in three places:
 - ✓ The **Undergraduate Registration Procedures Booklet**
 - ✓ The **Office of the Registrar's website** at www.mun.ca/regoff/registration/
 - ✓ **Memorial Self Service**
- Memorial Self-Service provides accurate up to date course offering information.
- There are many tools to help you plan your schedule. The Office of the Registrar has copies of the different campus timetables available on their website:
www.mun.ca/regoff/registration/timetables.php.

Creating your class schedule



- From the **Registration Menu** click on **Look Up Course Offerings**.
- If the system requests you to select a term, select the correct term you are enquiring about, and click **Submit**.

Registration Menu

-  [Select Term](#)
-  [View Registration Times](#)
-  [Look up Course Offerings](#)
-  [Add/Drop Class](#)
-  [Class Schedule](#)
-  [Detail Schedule](#)

- If at any time you are on the wrong screen you can click on the **Return to Menu** button to move back to the previous menu, *or* you can click on **Student Main Menu** to return to the main Memorial Self-Service menu.

Student Main Menu

Search

[RETURN TO MENU](#) [SITE MAP](#) [HELP](#)

“Can you give me any helpful hints?”



- If you are doing a course with a lab, it is recommended that you fit your courses with your labs into your schedule **first**, before adding your non-lab courses into your schedule.
- If you are a first year student and taking an English course in the upcoming semester, it is also recommended that you try to fit your English course into your schedule last. There are more sections of first year English courses than any other course; therefore, it should be easy to fit into your schedule.
- It is recommended that if possible, you **DO NOT** waitlist a course if seats are available in other sections that fit your schedule. If you really hope to get into a particular section, you should register for a section with open seats, and then keep checking during the first few days of classes for your preferred section. Spaces often become available as other students change their schedules during the first week of classes.

Looking up course offerings



- Course offerings are divided by Memorial's different campuses.
- If you want to search the offerings for Psychology 1000, select **Psychology** in the *Subject* field, type **1000** in the *Course Number* field, and select the *Campus* that you are attending where the course is offered (in this case either St. John's or Grenfell College).
 - ✓ If the *Course Number* is left blank, the results will show all courses for your selected subject.
- The other fields can be used to make your search more precise.
- When you are done, scroll to the bottom and click **Class Search**.

Subject:

Course Number:

Campus:

Class Search

Looking up course offerings



- All the course offerings for the course you searched will be display.

Sections Found

Campus: St. John's

Psychology

Select	CRN	Subj	Crse	Sec	Cmp	Cred	Title	Days	Time	Cap	Act	Rem	WL Cap	WL Act	WL Rem	XL Cap	XL Act	XL Rem	Instructo
SR	41154	PSYC	1000	001	1	3.000	Intro To Psychology	TR	10:30 am-11:45 am	284	0	284	999	0	999	0	0	0	Michelle E. Mercer (P)

Comments: Large screen presentation only.

Campus: Sir Wilfred Grenfell College

Psychology

Select	CRN	Subj	Crse	Sec	Cmp	Cred	Title	Days
SR	41159	PSYC	1000	061	4	3.000	Intro To Psychology	MWF

- ✓ Scroll to the left or right to see more information about each section being offered.

Register for your courses



- If your registration time has not yet arrived, all course sections will be marked with an **SR**. If you are allowed to register, course sections will have square boxes next to them. Course sections that are full are marked with a **C**.
- Select the check mark box for the section that fits your schedule.

Now you have two options:

- 1) Click the **Register** button, and register for the course, **or**
- 2) Click the **Add to Worksheet** button to add the course to your Add/Drop Worksheet.



You can add other courses to the same Worksheet and then register for all your selected courses that are on the Worksheet at the same time.

- If these are not the results you were looking for, you can click the **Class Search** button to do another search.

Important notes about registering



- If you are registering for any math course at the St. John's Campus or Math 1000 at the Grenfell Campus you **must** have either completed or be registered for the Math Placement Test (MPT) first*.
- Math 1000 is a co-requisite for Physics 1050 and/or Chemistry 1050. This means they should be taken at the same time. Therefore, you must first register for Math 1000 first. Courses should register for in the following order:
MPT (if you have not already written it), Math 1000, Physics 1050 and/or Chemistry 1050.
- If you have problems registering for Chemistry 1050 because of prerequisites, check the requirements in the Special Course Criteria Section of "A Guide To First Year." You may be able to get a waiver, fill out the form at www.mun.ca/chem/chemforms/forms.html or if you require more information you can call the Chemistry Department at 709-864-8746.

* For further information about the MPT contact the Academic Advising Centre (St. John's) or the Registrar's Office (Grenfell).

Register for your courses



- If you click the **Add to Worksheet** button you will be taken to **Add/Drop Classes** page, where the CRNs (Course Reference Numbers) for the courses you clicked on will be listed.

(There is important information listed at the top of the page, make sure to read it.)

Add Classes Worksheet

A screenshot of a web form titled "Add Classes Worksheet". It features a light blue header bar with the text "CRNs". Below the header are four input fields for CRNs. The first two fields contain the numbers "84057" and "83424", while the other two are empty. Below the input fields are three buttons: "Submit Changes", "Class Search", and "Reset".

CRNs			
84057	83424		

- If you want to add more classes click the **Class Search** button to search for more classes. If you click *Back* on your Browser window you may lose all the CRNs that you added to the **Add Classes Worksheet**.
- After you have added all your courses to the Worksheet you can click the **Submit Changes** button.

Register for your courses



- After clicking the **Submit Changes** button, or the **Register** button (on the course listing page) you will see this screen:

Current Schedule

Status	Action	CRN	Subj	Crse	Sec	Session	Cred	Title	In-Progress Pre-Reqs
Registered on Jul 20, 2010	None	41396	BUSI	1101	056	Full Term	3.000	Principles of Accounting	No
Registered on Jul 20, 2010	None	44207	BUSI	2301	081	Full Term	3.000	Organizational Behaviour	No

- Listed below your registered courses is a summary of how many credit hours you are registered for, how many hours you will be billed for, and the maximum number of credit hours you may register for in the current semester.

Total Credit Hours: 6.000
Billing Hours: 6.000
Maximum Hours: 15.000

- ✓ Most courses are 3 credit hours.
- ✓ The abbreviation **Cred** (on the course listing page) tell you how many credit hours each course is worth.

Viewing your timetable



- After you have registered for all your courses you may want to print off your timetable. Click on the **Return to Menu** button at the top of the screen to go back to the **Registration Menu**.
- Click on **Class Schedule** and your timetable will be displayed for the term you selected.
- If you click on **Detail Schedule** you can view a more in-depth version of your schedule.
- When you are done, scroll to the bottom and click **Class Search**.



REMEMBER:

It is recommended that if possible, you **DO NOT** waitlist a course if seats are available in other sections that fit your schedule. If you really hope to get into a particular section, you should register for a section with open seats, and then keep checking during the first few days of classes for your preferred section. Spaces often become available as other students change their schedules during the first week of classes.





Paying your fees (by Credit Card)



- From the **Student Main Menu** select **Financial Information**.
- Click on **View Account Summary by Term** to view the fees that have been charged to your account and your Current Account Balance.

 [Financial Information](#)

Financial Information

-  [Credit Card Payment](#)
-  [View Account Summary by Term](#)
-  [View Credit Card Payment History](#)
-  [T2202A Information](#)

- To make an online payment to your account, you can click on **Credit Card Payment**.
(online payments are made over a secure connection)


** The deadline for paying your fees (without incurring a **Late Payment Fee**) is the end of the first day of classes for each semester.

Credit Card information

Credit Card:

Card Number:

Card Verification Digits:

 Can't find the Card Verification Digits?
Click [here](#) for more information.

Card Holder Name:

Expiration Month & Year: /

Payment Amount: (\$\$\$\$.cc)

- ✓ Fees can also be paid in person at the Cashier's Office (Arts & Administration Building, Room 1023). However, lineups can become quite long during the first week of classes, so if possible it is recommended that you pay your fees online.





Paying your fees (through Electronic Banking)



- Set up **Memorial University** as a Payee with your financial institution.
- Follow your bank's instructions to make a payment to MUN. Your **Student ID** is your Account Number.
- Go to www.mun.ca, and login to Memorial Self-Service in order to check your **Account Summary** to ensure the payment has been applied. Payment should be processed within 48 hours.

 [Financial Information](#)

Financial Information

-  [Credit Card Payment](#)
-  [View Account Summary by Term](#)
-  [View Credit Card Payment History](#)
-  [T2202A Information](#)

** The deadline for paying your fees (without incurring a **Late Payment Fee**) is the end of the first day of classes for each semester.

- ✓ Fees can also be paid in person at the Cashier's Office (Arts & Administration Building, Room 1023). However, lineups can become quite long during the first week of classes, so if possible it is recommended that you pay your fees online.

A few helpful points



- With Memorial Self-Service you can always tell how many seats are available in each section, or how many seats are left on the waitlist.

Cap	Act	Rem	WL Cap	WL Act	WL Rem
25	16	9	10	0	10

Cap – Number of seats available in a section

Act – Number of people registered in a section

Rem – Number of seats remaining in a section

WL Cap – Number of seats on the waitlist

WL Act – Number of people currently on the waitlist

WL Rem – Number of seats remaining on the waitlist

- If at any time you are viewing information for the wrong term, simply go back to the **Registration Menu** and click on **Select Term**, then select the appropriate term.



Select the term for processing then press the Submit Term button.

Select a Term:

Terminology



The following is some terminology you may hear used during Registration:

- **CRN (Course Reference Number)** – Each course is identified by a five-digit course reference number that must be used when registering through Memorial Self-Service. This number has no inherent significance and may change for each course from semester to semester.
- **Section Number** – Each section or offering of a course has three-digit section number associated with it.
- **Slot** – Most course sections have been assigned a specific time slot in which the class will meet. These indicated on the class schedule www.mun.ca/regoff/registration/timetables.php as well as on timetables.
Time Slot 99 refers to a time slot different from normal, courses assigned this slot are either offered through distance education or will meet at times determined by the academic unit.
- **Credit Hour** – Each course has an associated number of credit hours. Most courses are 3 credit hours, however some courses are only 1 credit hour.

Problems?



- The Registration Help Line at 709-864-4445 is available to answer your questions during Registration. You can also e-mail reghelp@mun.ca for prompt assistance or a next-day response if you e-mail after regular business hours.
- If you forget your PIN or you can't access Memorial Self-Service with your temporary PIN, you should contact the Help Line at 709-864-4445 or by e-mail at reghelp@mun.ca.
- If you have problems with prerequisites that you completed in high school, you should contact the following offices:
St. John's Campus: 709-864-4431 or by e-mail at admissions@mun.ca
Grenfell Campus: 709-637-6298 or 1-866-381-7022
- If you have problems finding your way around Memorial Self-Service, or questions about this presentation please call the Academic Advising Centre (St. John's) at 709-864-8801 or the Registrar's Office (Grenfell College) at 709-637-6298.
- If you need any further advice, you can chat live with a Memorial representative through www.munlive.ca