User Guide
# Table of Contents

The table of contents is organized by the sections that are found on the Student Centre page. If you click on any topic in the table of contents you will be taken directly to that page.

- Sign In ...................................................................................................................... 1
- Passwords .................................................................................................................. 2
- Student Centre ........................................................................................................... 5
- Academics - Proposed Course Registration ................................................................. 7
- Academics - Schedules and Deadlines ......................................................................... 7
- Academics - Class Assignments and Grades ................................................................. 11
- Academics - Transcripts and Enrolment Verification ................................................... 17
- Academics - Apply to Graduate .................................................................................. 20
- Finances - Account Inquiry and Make a Payment ......................................................... 23
- Finances - Financial Aid ............................................................................................. 27
- Finances - Income Tax Receipt – T2202A ................................................................. 29
- Personal Information – Address, Phone, Email ........................................................... 31
- Admissions - Application Status .................................................................................. 34
- Holds ....................................................................................................................... 35
- To Do List ................................................................................................................ 36
- Advisor .................................................................................................................... 38
- NorQuest Resources & Helpful Links .......................................................................... 40
- Sign Out .................................................................................................................. 41

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## If you need help logging in, or have other technical problems, contact Computer Commons:

- Phone: 780.644.6085
- Email: computercommons@norquest.ca
- In-Person: Computer Commons, Downtown Campus, Main Building, 5th Floor
- Hours: Monday-Thursday: 7:30 a.m. to 7:00 p.m. Friday: 7:30 a.m.-5 p.m.
  Closed on weekends and holidays

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## If you need general help about the information you see in MyQuest, contact the Office of the Registrar:

- Phone: 780.644.6000
- In-Person: Office of the Registrar, Downtown Campus, Main Building, Main Floor
- Hours: Monday-Friday: 8:15 a.m. to 4:30 p.m.
  Closed on weekends and holidays

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**NOTE:** When requesting help, make sure to have your student ID number, home address and phone number available.
You can sign in from Campus Life, the NorQuest College student site. Go to:

https://www.norquest.ca/resources/services/resources/student-tools-support/myquest.aspx

On the login screen for MyQuest:

- **Enter your User ID** exactly as shown on your letter from the Office of the Registrar
- The first time you login, enter your **Temporary Password** exactly as shown on your letter from the Office of the Registrar
- Click the **Sign In** button.
Passwords

Changing Your Password

The password you received in your notification letter is temporary and will need to be changed after you log in.

Also, your password will expire every 90 days. If you receive a message that your password has expired:

- Click on **Change My Password**.

OR

You can change your password before it expires if you want to change it to match the password you use for something else.

- Click on **Change My Password** from the main menu.

On the Change Password page:

- **Current Password**: type your password that you used to login.

- **New Password**: type your new password (it must be a minimum of eight characters and contain at least one number).

- **Confirm Password**: type your new password again.

- Click **Change Password** to save the changes.

- Click **OK** on the Password Saved page.

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Setting Up Your “Forgotten Password” Help
You can set up a question that will allow you to reset your password without having to contact Computer Commons:

- Click on **My System Profile** from the Main Menu

- Click on the **down arrow**
- Click on the **question** you will remember the answer to from the drop down list

- Type the **answer** to the question in the Response box.

  **Do not copy the example question**

- Click **Save**
# Using “Password Help” to Get a New Password by Email

If you are unable to login to MyQuest because you have forgotten your password or typed it incorrectly:

- Go to the **Sign In** screen
- Enter your **User ID** in the box
- Then click on the **Unlock Acct/Forgot Your Password** link

- Enter your **User ID** in the box
- Click **Continue**

You will be asked to answer the question that you chose earlier:

- Enter your answer to the question in the response box
- Then click on **Email New Password**

If you answer the question correctly, a new temporary password will be sent to you via email.

Before you can get into the system you will be asked to change the temporary password.

See the section above on changing your password for more information.
In the MyQuest home page there are two folders:

- Favorites – contains recently visited pages and those added by user
- Main Menu – contains all menu items

You can find information using the Main Menu folder on the top-left hand side of your screen.

To use the Main Menu:

- Click on **Self Service**
- Select the menu item that you want to use
- You can find out which menu item you should use in other sections of this guide

However, you are encouraged to use the Student Centre page because it includes some additional information, such as messages and helpful links, that you cannot find using the main menu.

To use the Student Centre page:

- From the Main Menu, click on **Self Service**
- Click on **Student Centre**
The Student Centre page is the main page in MyQuest that includes most of the information that is important to you in one place, such as:

- Access to grades
- Apply for Admissions
- Class schedules
- Financial information
- Help
- Holds and To Do Lists
- Links to resources and news
- MyQuest User Guide
- Personal information
- The Message Centre

From anywhere in MyQuest, if you want to get back to the Student Centre page, use one of the following two options:

- Click on **Student Centre** in the Main Menu

OR

- Click on the down arrow in the ‘go to ...’ box
- Click on **Student Centre** from the drop down list
- Click on the **double arrows** in the circle

TIP – Breadcrumbs are located at the top of the screen and indicate where you are in the menu navigation.
If you have been told that you have a learner plan that lists the courses that you should register in, you can see that information on the Proposed Course Registration page.

- From the Main Menu click on **Self Service**
- Select **Student Centre**
- Click on the **My Proposed Course Registration** link

A new page will open that shows the proposed courses and instructions on how to register.

- After you open the Proposed Course Registration page you will need to print it

When you are finished looking at the Proposed Course Registration page:

- Click the **X** in the upper right corner of your screen to close the page and go back to the Student Centre page

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**Academics - Schedules and Deadlines**

**TIMETABLE / SCHEDULE**

- **Self Service > Student Center > Academics > This Week’s Schedule**
You can see your timetable / class schedule on the Student Centre page.

- From the Main Menu click on **Self Service**
- Then click on **Student Centre**
- Go to the **Academics** section
- Go to **This Week’s Schedule** to see your timetable / class schedule for this term

To view your schedule in a calendar format:

- Click on the **weekly schedule** link under This Week’s Schedule

**OR**

- Click on **Self Service** in the main menu
- Click on **Enrollment**
- Click on **My Weekly Schedule**
- You can also click on **My Class Schedule**, or the **circle** next to **List View**, to view your class schedule in a list view

You can also view your class schedule in a list view and view classes from past terms from the Student Centre page.
From the main menu click on **Self Service**

Then click on **Enrollment**

Click on the **My Class Schedule**

OR

Go to the **Academics** section on the Student Centre page

Click the **down arrow** next to the ‘other academic...’ box

Click on **Class Schedule** from the drop down list

Click on the **double arrows** in the circle

If you have been at the college more than one term, you will need to select a term:

Click the **circle** next to the term for which you want to see your class schedule

Click the **Continue** button
The class schedule page gives you lots of options for viewing your class information, for example:

- Click on the circle next to **Weekly Calendar View** to change back to a calendar view
- Click the **change term** button to look at classes from a different term
- Click the box next to **Show Dropped** to remove the checkmark and then click the **filter button** to remove them from view
- Click the **Printer Friendly Page** link to print the schedule

**DEADLINES**

You can view the academic calendar deadlines for each of your courses through the Student Centre page

- From the main menu click on **Self Service**
- Select **Student Centre**
- Go to the **Academics** section
- Click on the **Deadlines icon** to view the deadlines for dropping, cancelling and withdrawing from the course

To go back to the Student Centre main page, click on **Student Centre** either in the:

- **breadcrumbs** located at the top of the screen
- **Main Menu**
- **go to...** drop down list

Refer to the Student Centre section of this user guide for pictures.
You will be able to view your grades and assignment information either through Gradebook or Moodle.

- Click on **Self Service** in the main menu
- Click on **Student Centre**
- Go to the **Academics** section
- Go to **This Week’s Schedule**
- Click on the icon that looks like this  if your grades are in **Gradebook**
- Click on the icon that looks like this  if your assignments and grades are in **Moodle**

At the end of the term when the classes are over, you will no longer see This Week’s Schedule. You can still view your grades and assignment information. One way to do this is to:

- Go to the **Academics** section on the Student Centre page
- Click **Enrollments**
- OR
- Click the **down arrow** next to ‘other academic...’
- Click on **Class Schedule** from the drop down list
- Click on the **double arrows** in the circle
If you have been a student at NorQuest College for more than one term, you will need to select a term:

- Click on the circle next to the term for which you want to see your grades and assignment information
- Click the Continue button

- Go to the class that you want to view
- Click on either the Gradebook icon or the Moodle icon

If your grades are in Gradebook, you can view your grades and assignment information from the Enrollment page as well.

- Click on Self Service in the Main Menu
- Click on Enrollment
- Click on View My Assignments

OR

- Click on My Class Schedule
- Click on the **Course Title** of the class for which you want to view the grades or assignment information.

- Click on any of the column headings to sort your list of assignments in order by that column.
  - Click once for ascending order
  - Click twice for descending order

- Click on the **assignment name** to view information about the assignment.

You will be able to see some additional information about the specific assignment such as assignment notes.

- Click on the **Return to Class Grades** button to go back to the main page.
Click on the links at the bottom of the page to see information about that item:

- Assignment Category
- Grade Scale
- Instructor Comments
- Student Assignment Dates

To view personal notes from your instructor (only you can view these notes):

- Click on the Instructor Comments link

To view the weighting for your assignments and exams (this can also be found on your course outline):

- Click on the Assignment Categories link

The Grade category is displayed in percentages.
Your **Current Overall Grade** on the Assignment Grade page is **not** your official grade. This grade is a cumulative average and is an approximate grade for all assignments that have been graded to date. Go to **View My Grades** for your official, final grade.

To go back to the Student Centre main page, click on **Student Centre** either in the:
- **breadcrumbs** located at the top of the screen
- **Main Menu**
- **go to...** drop down list

Refer to the Student Centre section of this user guide for pictures.

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### Viewing Official Course Grades

To view your official final grades:

- Click on **Self Service** in the main menu
- Click on **Enrollment**
- Then click on **View My Grades**

**OR**

- Click on **Self Service** in the Main Menu
- Then click on **Student Centre**
- Go to the **Academics** section
- Click on the **down arrow**
- Click on **Grades** in the drop down list
- Click on the **double arrows**

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**Self Service > Enrollment > View My Grades**

![Self Service > Enrollment > View My Grades](image1)

**Self Service > Student Center > Academics > Grades**

![Self Service > Student Center > Academics > Grades](image2)
If you have been a student at NorQuest College for more than one term, you will need to select a term:

- Click on the circle next to the term for which you want to see your final official grades
- Click the Continue button

You will see the official final grade for your course; in addition you will see a grade point average (GPA) if applicable.

- Click the Printer Friendly Page link to print a copy
- Click the change term button if you want to see grades for a different term

To go back to the Student Centre main page, click on Student Centre either in the:

- breadcrumbs located at the top of the screen
- Main Menu
- go to... drop down list

Refer to the Student Centre section of this user guide for pictures.
To view your unofficial transcript or to request an official transcript or enrollment verification:

- Click on Self Service in the Main Menu
- Select Academic Records
- Click on one of the following:
  - Request Official Transcript
  - View Unofficial Transcript
  - Request Enrollment Verification

OR

- Click on Self Service in the Main Menu
- Select Student Centre
- Go to the Academics section
- Click the My Academics link
- Click on one of the following:
  - View my unofficial transcript
  - Request official transcript
  - Request enrollment verification

Unofficial Transcript

- Select View Unofficial Transcript
- Under Report Type, select the Unofficial Transcript from the dropdown list and click on the view report button
- Click on the **View Report**

You can print your unofficial transcript.

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### Official Transcript

- Click on **Request Official Transcript**
- Select the checkbox next to either
  - **Send to My Address** or
  - **Hold for Pickup**
- Click the **Submit** button

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### Enrollment Verification

- To print your Enrollment/Verification choose **Allow to Print from My Browser** and select the term or leave blank for all terms
- Click **Submit**
To request that your enrollment verification be mailed to you, choose **Request Institution to Mail** and select the term or leave blank for all terms.

- Enter the number of copies required for each different address.
- Enter the address you want it mailed to, if it’s different than yours add a new address.
- Click **Submit**.

To go back to the Student Centre main page, click on **Student Centre** either in the:

- **breadcrumbs** located at the top of the screen
- **Main Menu**
- **go to...** drop down list

Refer to the Student Centre section of this user guide for pictures.
Academics - Apply to Graduate

Students who will be completing either a certificate or diploma program must apply to graduate.

To apply to graduate:

- Click on **Self Service** from the main menu
- Click on **Degree Progress/Graduation**
- Click on **Apply for Graduation**

OR

- Click on **Self Service** from the main menu
- Click on **Student Centre**
  - Go to the Academics section
  - Click on the down arrow next to ‘other academic...’
  - Click on Apply for Graduation from the drop down list
  - Click on the double arrows in the circle

Select program and degree:

- Click on the program name that you will be graduating from
Select graduation term:

- Click on the **down arrow** next to the Expected Graduation Term box
- Click on the **term** that you expect to graduate in from the drop down list
- Click the **Continue** button

Verify graduation data:

- Check that the program, the degree and the expected graduation term are correct
- If correct, click the **Submit Application** button

If either the program or term is not correct, use one of the blue buttons to select a different program or select a different term.

After you click the submit application button you will receive a confirmation message that you have successfully applied for graduation.
To go back to the Student Centre main page, click on **Student Centre** either in the:

- **breadcrumbs** located at the top of the screen
- **Main Menu**
- **go to...** drop down list

Refer to the Student Centre section of this user guide for pictures.
You can view your outstanding charges, payments, financial aid and refunds.

- Click on **Self Service** from the Main Menu
- Click on **Campus Finances**
- Click on **Make a Payment**
- Click on **Account Inquiry** if you want to look at your charges first

**OR**

- Click on **Self Service** from the main menu
- Click on **Student Centre**
- Go to the **Finances** section
- Click on **Make a Payment** if you are ready to make a payment
- Click on **Account Inquiry** if you want to look at your charges first
Account inquiry:
After clicking on Account Inquiry as shown above:

- Click on **Charges Due** to view your detailed charges

Your charges for all terms will be displayed.
If you want to view your charges for just one term:

- Click the **down arrow** next to All Terms
- Click on the **term** you want from the drop down list
- Click the **go** button

Make a payment:

- Click on the **Make a Payment** button to pay your charges
You can pay all or portion of your outstanding charges.

- Enter the amount you want to pay in the **Payment Amount** box
- Click the **next** button

You can make a payment with VISA or Master Card by completing the following information:

- **Cardholder Name**
- **Credit Card Number**
- **Expiry Date**

- Click on **Process Transaction**
You can print the confirmation payment through your print browser.

You will also receive a transaction receipt through your campus email.

To go back to the Student Centre main page, click on **Student Centre** either in the:

- **breadcrumbs** located at the top of the screen
- **Main Menu
- **go to...** drop down list

Refer to the Student Centre section of this user guide for pictures.
You can view your Student Finance funding, Scholarships, Awards and Bursaries using the Financial Aid page.

- Click on **Self Service** from the Main Menu
- Click on **Campus Finances**
- Click on the **View Financial Aid** link

OR

- Click on **Self Service** from the Main Menu
- Click on **Student Centre**
- Go to the **Finances** section of the Student Centre page
- Click on the **View Financial Aid** link

- Click on the **Aid Year** to view your detailed award information

**Financial Aid**

**Select Aid Year to View**

Click the aid year you wish to view

<table>
<thead>
<tr>
<th>Aid Year</th>
<th>Institution</th>
<th>Aid Year Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>NorQuest College</td>
<td>Financial Aid Year 2010-2011</td>
</tr>
<tr>
<td>2009</td>
<td>NorQuest College</td>
<td>Financial Aid Year 2009-2010</td>
</tr>
</tbody>
</table>
To go back to the Student Centre main page, click on **Student Centre** either in the:

- **breadcrumbs** located at the top of the screen
- **Main Menu**
- **go to...** drop down list

Refer to the Student Centre section of this user guide for pictures.
Students who are eligible for an Income Tax Receipt (T2202A) to claim their tuition and fees on their income tax return, need to print the receipt from MyQuest:

- Click on **Self Service** from the main menu
- Click on **Campus Finances**
- Click on **T2202A Tax Receipt**

OR

- Click on **Self Service** from the main menu
- Click on **Student Centre**
- Go to the **Finances** section of the Student Centre page
- Click on the **T2202A Tax Receipt** link

Select a tax year:

- Click on the **down arrow** next to the Tax Year box
- Click on the **year** from the drop down list

If you have any question:

- Click on the **T2202A Information and FAQ** link
Your tax information will be displayed on the screen.

To print your tax receipt:
- Click on the Create Printable T2202A (PDF) link

You will need Adobe software to print the tax receipt, if you do not have this software:
- Click on the Get Adobe Reader button to download the software

To go back to the Student Centre main page, click on Student Centre either in the:
- breadcrumbs located at the top of the screen
- Main Menu
- go to... drop down list

Refer to the Student Centre section of this user guide for pictures.
Keep your personal information up-to-date using the **Personal Information** options.

- Click on **Self Service**
- Then click on **Campus Personal Information** to change or view items such as:
  - Addresses
  - Names
  - Phone Numbers
  - Email Addresses
  - Emergency Contact

**OR**

- Click on **Self Service** from the main menu
- Click on **Student Centre**
- Go to the **Personal Information** section on the Student Centre page
- Click on the **blue, underlined name** that you want to view or change, such as:
  - Demographic Data
  - Emergency Contact
  - Names
  - Home Address
  - Home Phone
  - Campus Email
ADDRESSES

To view or change your address:

- Click on **Home Address** on the Student Centre page
- Click on the **edit** button to change your address

- Make the changes to your address and click the **OK** button

- Select the **Address Type** (**Home** or **Mail**) that you are changing.
- Select the **Save** button to save.
- Click the **OK** button.
**NAMES**
You can view your primary, preferred and former names.

- Click on **Names** on the Student Centre page

Note: To change your primary name you will need to provide documentation (proof of name) to the Office of the Registrar.

**PHONE NUMBERS**
You can add and edit your home, cell and work phone numbers.

- Click on **Home Phone** on the Student Centre page

If your cell phone is your only phone, then you should select the ‘Home’ phone type

**EMERGENCY CONTACTS**
You can add, edit and delete your Emergency Contacts.

- Click on **Emergency Contact** on the Student Center page

To go back to the Student Centre main page, click on **Student Centre** either in the:

- breadcrumbs located at the top of the screen
- Main Menu
- go to... drop down list

Refer to the Student Centre section of this user guide for pictures.
You can find out information about your application status:

- From the Main Menu, click on **Self Service**
- Click on **Student Admission**
- Click on **Application Status**

Self Service > Student Admission > Application Status

Click on the **show outstanding items for this application** button to view details of the application.

Self Service > Student Admission > Application Status

You can also see the application status and a To Do List on the Student Centre page. To see your applications status:

- Click on **Self Service** from the main menu
- Click on **Student Centre**
- Go to the **Admission** section
- Look at **My Applications** in the Admissions section.
Holds

If you owe money that is past due, you may have a hold on your records. To see more information about a hold:

- Click on Self Service in the Main Menu
- Click on Student Centre
- Go to the Holds section
- Click on the details link to get more information on each item.

After you click on the details link, a list of all your holds is displayed on the page.

- Click on the blue, underlined name of the item to find out more information

See the Instructions section for details about how to clear the hold.

- Click Return to go back to your Holds list

To go back to the Student Centre main page, click on Student Centre either in the:

- breadcrumbs located at the top of the screen
- Main Menu
- go to... drop down list

Refer to the Student Centre section of this user guide for pictures.
To Do List

The **To Do List** shows things like your admission requirements, if you are applying for a program or, the number of unexcused absences you may have.

To see your To Do List:
- Click on **Self Service** from the main menu
- Click on **Student Centre**
- Go to the **To Do List** section
- Click on the **more** link to get more information

After you click on the details link, a list of all **To Do** items is displayed.
- Click on the **blue, underlined item name** to see more information about that item
After you are finished reading the information:

- Click on **Return** to go back to the To Do List.

To go back to the Student Centre main page, click on **Student Centre** either in the:

- **breadcrumbs** located at the top of the screen
- **Main Menu**
- **go to...** drop down list

Refer to the Student Centre section of this user guide for pictures.
If you have been assigned an advisor, you can see their name, phone number and a link to their email address in order to contact them.

- Click on **Self Service** in the Main Menu
- Click on **Student Centre**
- Go to the **Advisor** section
- Click on the **details** link if you need more information

To contact the advisor by email:

- Click on their **name**
- OR
- Click the **checkbox** in the Notify column
- Then click the **Notify Selected Advisors** button
You can also see your advisor information by:
- Click on **Self Service** in the Main Menu
- Click on **Academic Records**
- Click on **My Advisors**

To go back to the Student Centre main page, click on **Student Centre** either in the:
- **breadcrumbs** located at the top of the screen
- **Main Menu**
- **go to...** drop down list

Refer to the Student Centre section of this user guide for pictures.
NorQuest Resources & Helpful Links

You have access to several different resources in MyQuest by using the links provided on the right hand side of the Student Centre Page:

- Click on **Self Service** in the Main Menu
- Click on **Student Centre**
- Go to:
  - NorQuest Resources
  - Helpful links
  - More helpful links
- Click on the **blue, underlined** item that you want to look at
It is important to **sign out** from MyQuest when you are finished using it:

- Click on the **Sign out** link in the upper right corner of MyQuest

Then:

- Click the **X** in the upper right corner of Internet Explorer to close MyQuest