

Registration FAQs and Troubleshooting

Please take the time to go through the [Essential Student Information webpage](#).

It goes through all the steps required to accept your offer and register for classes, as well as information on student resources, how to obtain your student ID tag, how to apply for bursaries, and more.

For answers to the most common student registration questions and problems, please read the information below. If your questions are not answered here, please email Student.Advisors@keyano.ca and include your student ID number, or full legal name and date of birth. If you experience a technical problem, please include a screenshot of the error message.

Please email us only from your keyanomail account, unless you cannot log in or do not yet have one.

Your password is the same for Self Service, Moodle and Keyanomail. Use your Keyano User Name (name.nameXXX) for Self service and Moodle, but use your entire keyanomail address to access keyanomail (name.nameXXX@keyanomail.ca). Once you have received your acceptance as a Keyano student, your keyanomail is our official communication channel.



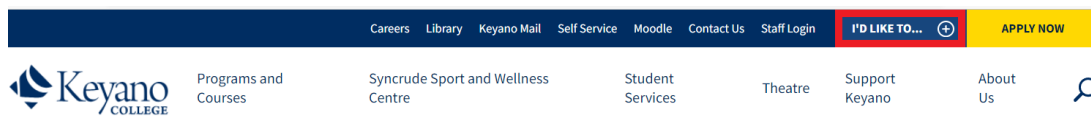
Are there any COVID restrictions? Will classes be online?

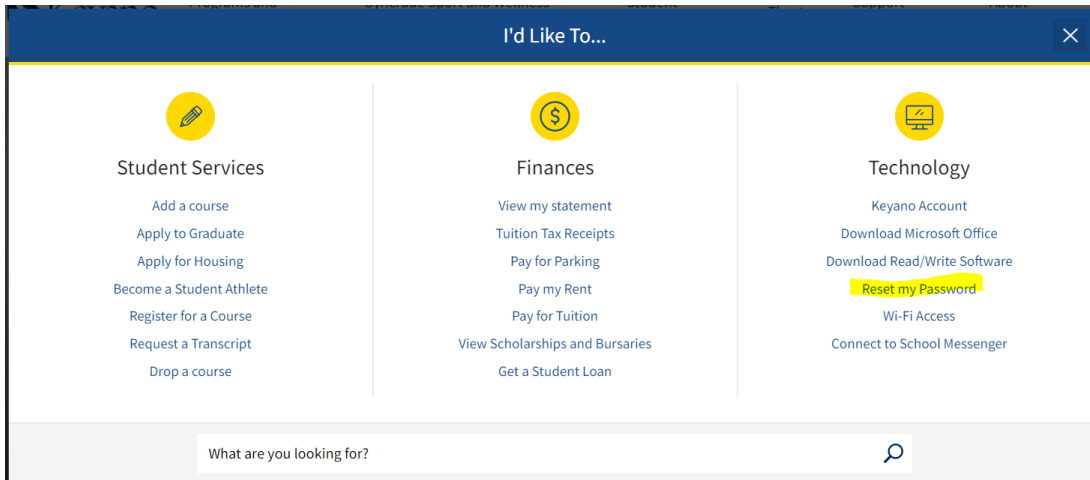
The College is currently planning for classes to be in-person, with some online and HyFlex options. This plan is subject to change if circumstances require it. Please refer to the COVID-19 information page for the latest information. <https://www.keyano.ca/en/student-services/covid-19-novel-coronavirus-information.aspx>

Can you fix my password?

You can locate instructions to set up your password and multi-factor authentication, change or recover your password, etc. by clicking on the **I'D LIKE TO...** button at www.keyano.ca.

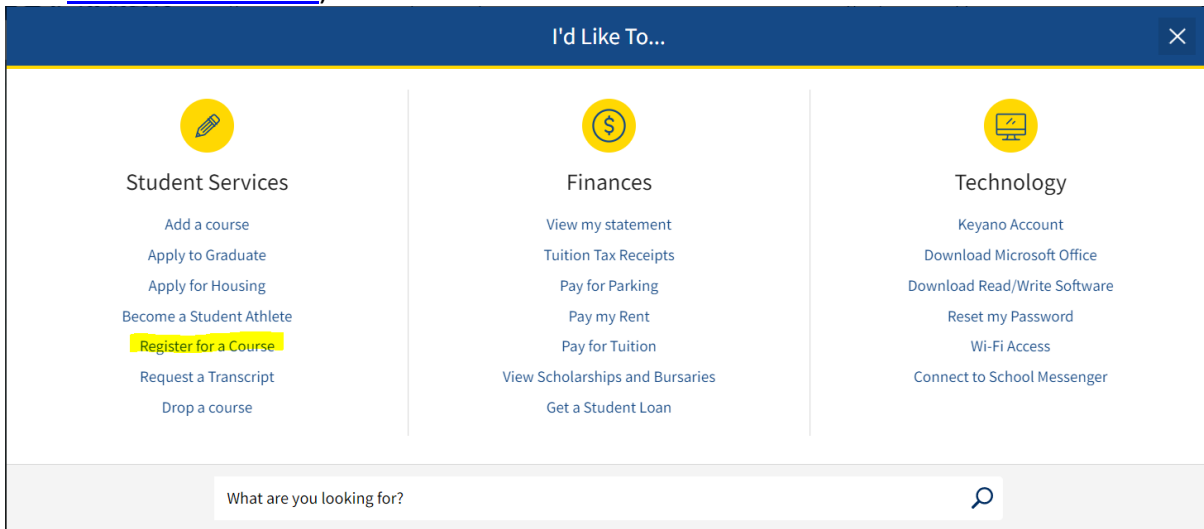
If you run into problems, please contact ITS.HelpDesk@keyano.ca





How do I register for courses?

- You must be accepted into a program, and have accepted the offer of a seat in that program, before you can register for your individual courses.
- You can find step-by-step instructions for registering via the **I'D LIKE TO...** button at www.keyano.ca
- After you have registered, Self Service will show your charges and financial balance.
- You can add and drop classes via Self Service until the deadline for each semester (which is published in the [Academic Schedule](#)).



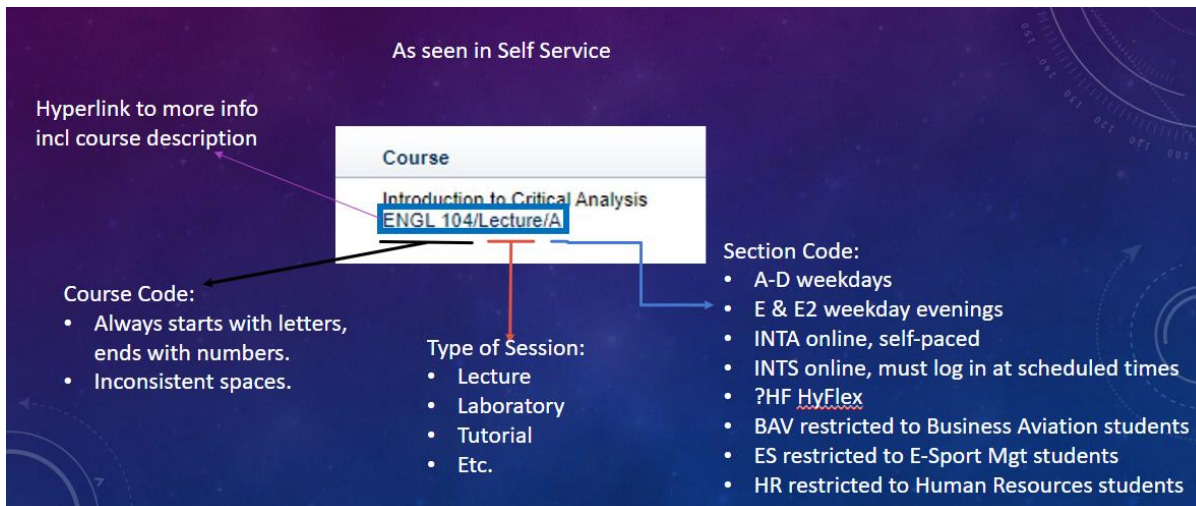
Why do I need to register for all semesters?

We strongly recommend you register for all semesters now, following your program's [registration guide](#), to ensure you are registered in all required courses for your program before they fill up. Not registering early for all semesters could result in being Waitlisted or the course being cancelled due to low enrolment. Please note that students pay for only one semester at a time, 10 business days prior to the start of classes for that semester. Unless IRCC requires it for your study permit (if you are an International student), you do not need to pay for the entire year up front, even if you are registered for Fall, Winter, and Spring terms.

What do all the letters under Section mean?

Each course has a unique course code. Every time we offer a course, we create a Section for it. It is the same course each time, with the same curriculum, but offered at a different time, and sometimes with a different instructor.

As seen in Self Service



Hyperlink to more info incl course description

Course

Introduction to Critical Analysis

ENGL 104/Lecture/A

Course Code:

- Always starts with letters, ends with numbers.
- Inconsistent spaces.

Type of Session:

- Lecture
- Laboratory
- Tutorial
- Etc.

Section Code:

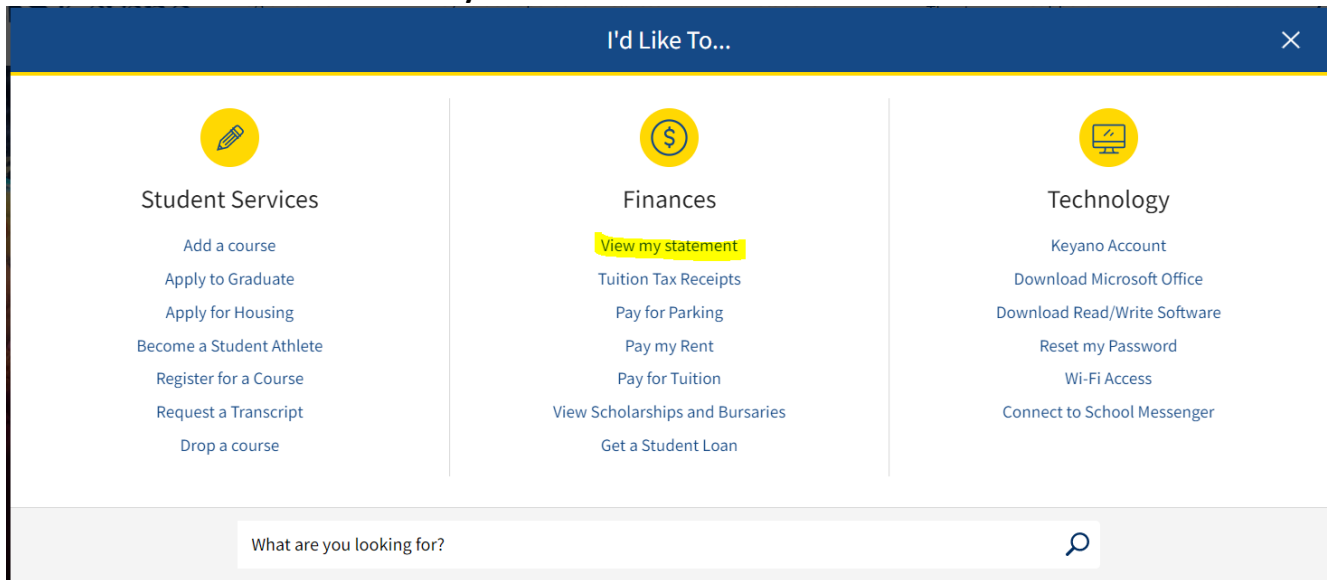
- A-D weekdays
- E & E2 weekday evenings
- INTA online, self-paced
- INTS online, must log in at scheduled times
- ?HF HyFlex
- BAV restricted to Business Aviation students
- ES restricted to E-Sport Mgt students
- HR restricted to Human Resources students

What do I do if the course I want is full?

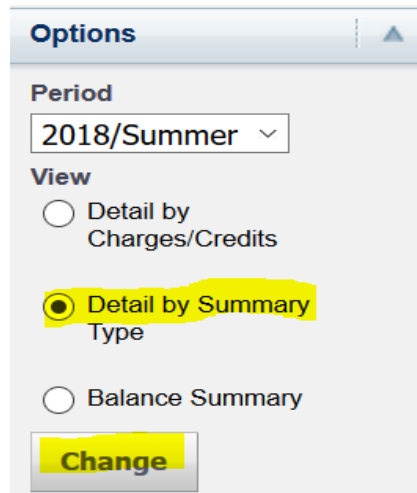
If you can register in another section at a different time, please do so. Otherwise, you can add yourself to the waitlist for your course, and will be contacted via your Keyanomail by a Student Advisor if a seat becomes available.

- As we get closer to the first day of class, other students will rearrange their schedules, and a seat may open up for you.
- As well, the College **may** be able to add more seats or add another Section of that course. (This depends on classroom size limits and faculty availability.)
- In either case, when a seat opens up, a Student Advisor will add you to the course if possible, and notify you via keyanomail.
- **IMPORTANT:** if the course you are waitlisted for
 - has a time conflict with one of your other courses, or
 - will cause you to be in course overload,
 then the Advisor will contact you via keyanomail to ask which course you want to drop, and will give you a very short time limit to respond. **If you don't respond in that time limit, you will be removed from the waitlist.**
- If anyone is on a waitlist, the system prevents other students from registering, even if there are open seats.
- The waitlist is created by the system in chronological order. The only thing you can do to get into that class is WAIT until a seat opens up.
- We will not remove another eligible student to make room for you, even if your need is urgent.
- If a seat does not open up, you will need to take that course in a later semester.

How much do I owe or how do I find my balance?



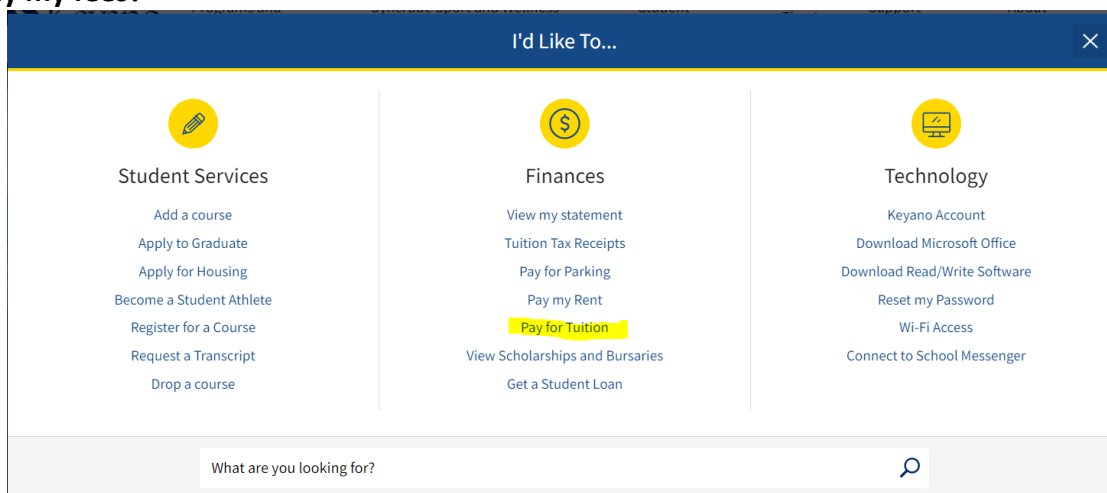
By default, the view of your Statement on Self Service shows you information from your entire history at Keyano College. Please make sure you complete the process of narrowing down your view to a specific semester by clicking the **CHANGE** button after you select the semester (Period in Self Service).



Do I have to pay for the whole year now?

No, only Fall 2022 fees are due by August 17 for *most* programs, as outlined in the [Academic Schedule](#) (please check to confirm your program's due dates). Payment for each term is generally due 10 business days before the start of classes.

How do I pay my fees?

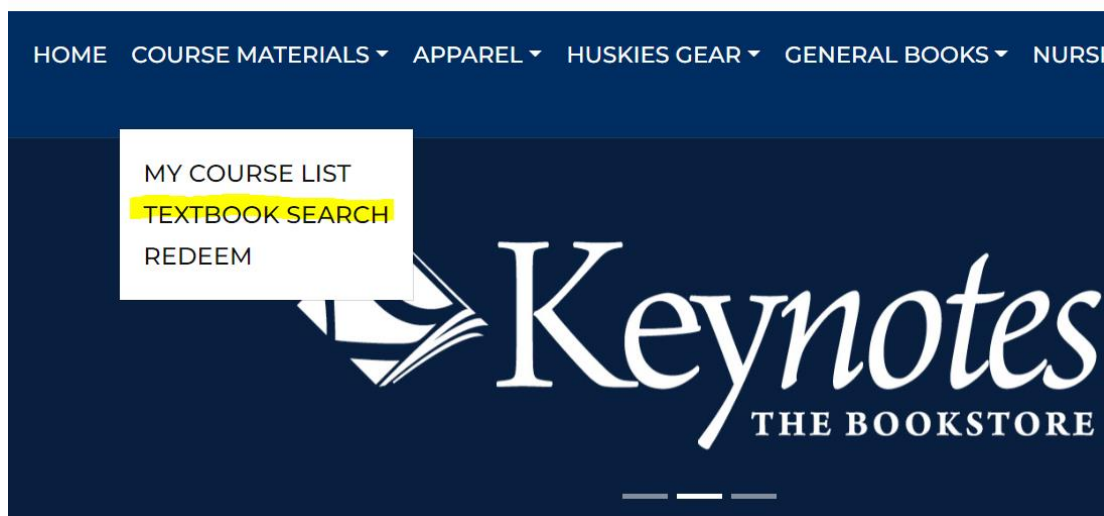


How do I get a receipt so I can apply for my student visa/study permit?

Email admissions@keyano.ca to request one. After we have confirmed the payment has been posted to your student account, we will email you a PDF of the receipt. Please note that it can take several business days for the bank to release the money to the College and for the payment to be posted.

Where do I find my textbooks?

You can shop at the [Online Bookstore](#) anytime! Please note, when ordering books through the Online Bookstore, use Firefox as your browser.



How do I defer my acceptance?

International students experiencing study permit delays may email admissions@keyano.ca with your full name and Student ID, indicating the program you want to defer and the semester to which you would like to defer. Note that for very competitive programs such as Nursing, applications may be deferred, but acceptances may not. Domestic students cannot defer their acceptance, but can withdraw and re-apply for a future intake.

How do I register for a course that's not part of my program?

Students can only be in one program at a time. If you wish to take courses that are not part of the program you are in, you can either complete one program and then apply for the other, or consider applying instead for Open Studies, in which you can take a lifetime maximum of 24 Credits. Note that courses from some programs are not eligible for Open Studies students to take, such as Office Administration and Nursing.

How do I register for a course for which I don't have the pre-requisites?

Pre-requisites are established to ensure that students have a strong enough background in the subject matter that they will be successful in a course. If you do not have the pre-reqs for a course, then you are reducing the probability that you will be successful in it. If you think you can be successful in a course for which you do not have the pre-reqs, please write an argument for why an exception should be made for you, including your legal name and Keyano student number, and email it to registrar@keyano.ca so that your chairperson can review it and decide whether to permit it.

How do I register for courses that have a time conflict?

College Preparation allows one 1-hour time overlap per semester; however, a Student Advisor must add you to the course that overlaps (so email them to ask them to register you). In any other program, you will have to prioritize which course to register for and remove the overlapping course from your cart.

How can I register for more than the maximum courses in a semester?

Taking on more than a full load of courses usually results in the student failing one or more of the courses. You can find the maximum number of credits permitted per semester in each semester's header on your registration guide. You need chairperson permission to take more than the maximum course load in a semester.

Can you register me?

Unless you have exceptional circumstances, such as an Admission hold on your account, all students are to register themselves on Self Service. If you have an exceptional circumstance preventing your registering via Self Service, please add your courses to your Cart in Self Service-and take a screenshot (example below) to email to Student.Advisors@keyano.ca. This will ensure we have enough information to register you in the correct section, in the correct time slot, with the correct instructor.

Cart

2018/Spring Empty Cart Add Section View Schedule Register

Session - Regular Semester Delete Session

Course	Date	Credits	Credit Type	Schedule	
Intro Account I BUS 130/Lecture/E	5/7/2018 - 6/18/2018	3.00	Letter Grade	Tue/Thur 6:30 PM - 9:30 PM, Keyano College Campus, Syncrude Centre, Room 212	Remove
Instructors:	Chandler, Gregory				
Marketing BUS 239/Lecture/E	5/7/2018 - 6/18/2018	3.00	Letter Grade	Mon/Wed 6:30 PM - 9:30 PM, Keyano College Campus, Cleanwater Building, Room 228	Remove
Instructors:	Krabes, Gregory				
Organize Behaviour BUS 270/Lecture/E	5/7/2018 - 6/18/2018	3.00	Letter Grade	Mon/Wed 6:30 PM - 9:30 PM, Keyano College Campus, Syncrude Centre, Room 212	Remove
Instructors:	Efu, Sandra				

What if I don't have a registration guide?

Some programs are unique to the student, such as College Preparation or Open Studies, and some students choose not to follow their registration guide. If this is your case, you register for courses via Self Service in the same way as other students, but you need to select your own courses, and click on View Schedule in your Cart as you add each class, to make sure you have no time conflicts.

Cart

2021/Spring					Empty Cart	Add Section	View Schedule
Session - Regular Semester					Delete Session		
Course	Date	Credits	Credit Type	Schedule			
Introduction to Crit ENGL 104/Lecture/A	5/10/2021 - 6/22/2021	3.00	Letter Grade	Monday 1:00 PM - 2:20 PM: Keyano College Campus, Syncrude Centre, Room 212 Tuesday 1:00 PM - 2:20 PM: Keyano College Campus, Syncrude Centre, Room 212 Thursday 1:00 PM - 2:20 PM: Keyano College Campus, Syncrude Centre, Room 212 Friday 1:00 PM - 2:20 PM: Keyano College Campus, Syncrude Centre, Room 212	Remove		
Instructors:	Jacques, Jane M						

I'm sure I'm registered for my courses, why aren't they showing on my Moodle Dashboard?

Moodle is a separate system from Self Service. Your instructors will add your courses to Moodle by the first day of class, not when you register in them on your Self Service.

Can I accept a second offer?

- Yes.
- You may apply to more than one program at Keyano (but you must pay for each application separately).
 - If you are offered a seat in your backup program, but still haven't been offered a seat in your preferred program, please accept your first offer.
 - If a seat becomes available in your preferred program and you receive that offer, you can accept the new offer. The system will drop you from the original, second-choice program.
 - You can only be in one program in any semester.

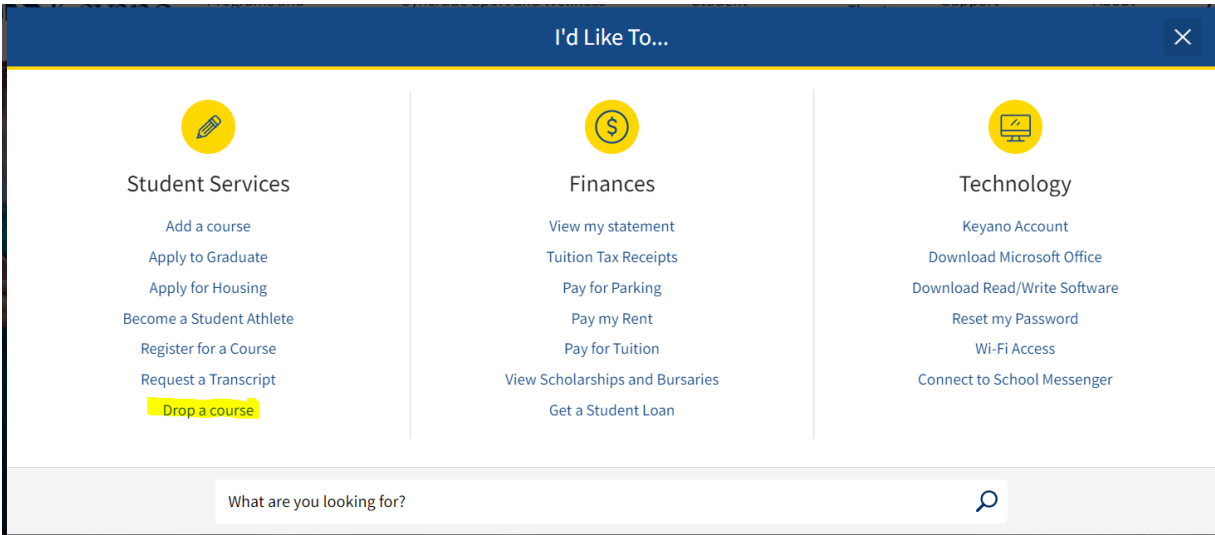
How do I drop or withdraw from a class?

Check the [Academic Schedule](#) to see if it is before the last day to add and drop classes from the semester.

Scroll right to view complete table

	Cert, Dipl, Univ & College Prep	Advanced Care Paramedic (\$4)	EA & ELCC	Power Engineering
Fees due	17-Aug-22	19-Sep-22	17-Aug-22	17-Aug-22
First Day of Class	31-Aug-22	03-Oct-22	31-Aug-22	29-Aug-22
Last day to add/drop classes	14-Sep-22	Drop only: 17-Oct-22	14-Sep-22	Drop only: 12-Sep-22
Last day to waive H&D	14-Sep-22		14-Sep-22	14-Sep-22
Last day to withdraw w/ 50% tuition refund	05-Oct-22		05-Oct-22	
Last day to withdraw	08-Nov-22		08-Nov-22	
Last day of classes	05-Dec-22*	27-Jan-23	09-Dec-22	16-Dec-22
First day final exams	08-Dec-22			
Last day final exams	19-Dec-22			

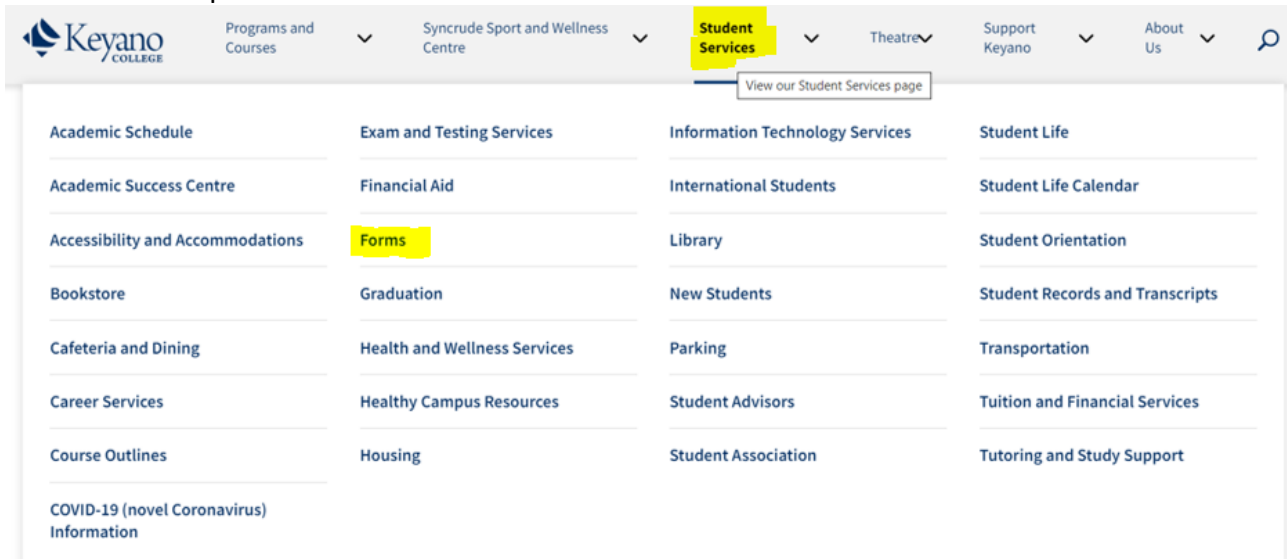
- If it is before the semester’s add/drop deadline, you can drop via Self Service.



- If it is after the semester’s add/drop deadline, but before the last day to withdraw, submit a [Withdrawal/Drop](#) form.

Where can I find the forms I need?

All forms students require can be found on the website:



What if I’m not coming to Keyano after all?

IMPORTANT: once you have registered for your courses, if you change your mind about coming to Keyano, you need to formally notify us, or you will still be on the hook to pay us. To notify us that you are withdrawing from your program and leaving the College, please send the **Withdrawal/Drop Form** per the instructions on the form itself.

I've tried everything and it's still not working! Now what?

If you are not able to register via Self Service, please send a screenshot of the error message to Student.Advisors@keyano.ca so that we can try to troubleshoot and fix the problem.

- Note that you cannot register for courses that are not part of your program.
- You cannot register for courses for which you don't have the prerequisites.
- You cannot add a course that overlaps with another course.
- We cannot get you into waitlisted classes until space becomes available.
- But often the problem is just a technical glitch we need to fix.