FAQs & Troubleshooting

Before you start! Have you checked out the [Essential Student Information webpage](#)?

The Essential Student Information page provides information a new, current, or returning student may need to know. From how 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.

Table of Contents

Do not see your question above or throughout this FAQ? Please email us at 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 login or you do not have one.

How to login to my Keyanomail account?

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

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

FAQs & Troubleshooting
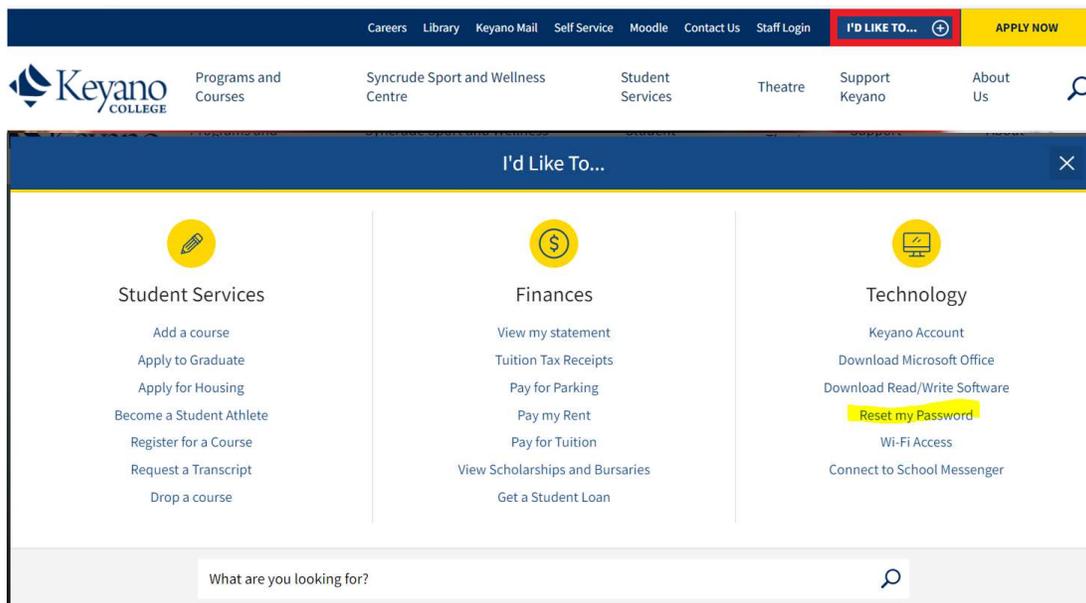
Where do I find my textbooks?

You can shop at the [Online Bookstore](#) anytime! Please note, when ordering books through the Online Bookstore, use Firefox as your browser. Click on Course Materials.
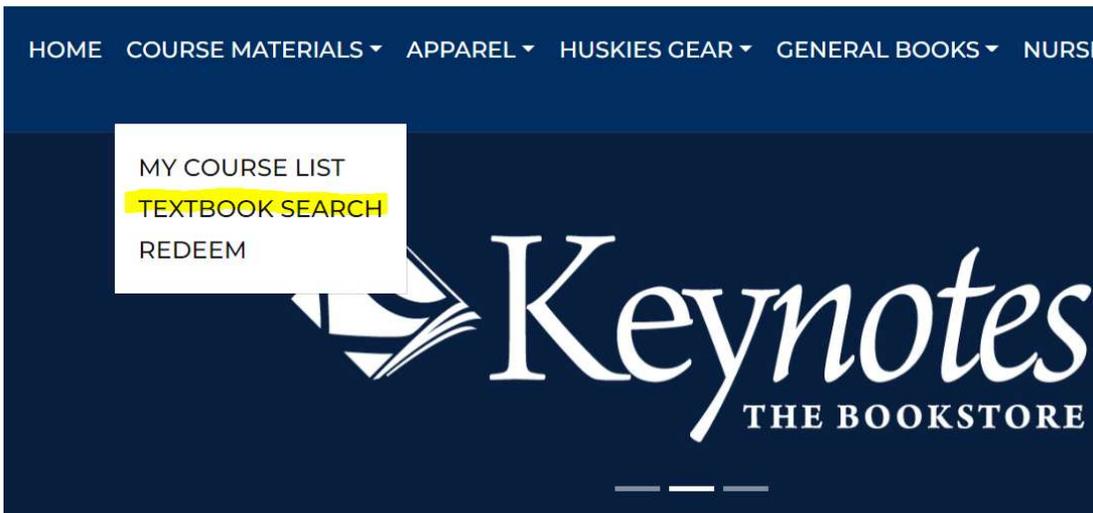
Where can I find the forms I need?

All forms students require can be found on the website under '**Current Students**' and '**Office of the Registrar**' on the main homepage:
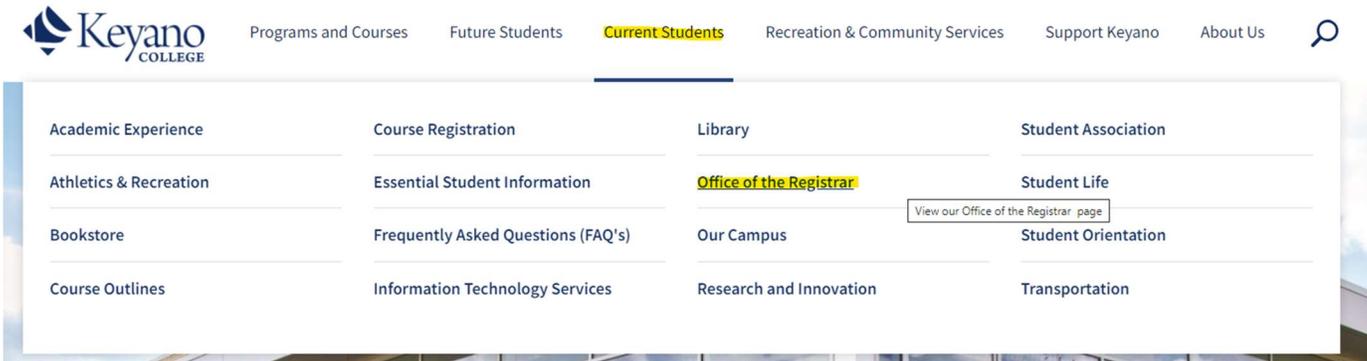
Once you go to the '**Office of the Registrar**' webpage, click the '**forms**' icon to find the form you are looking for:
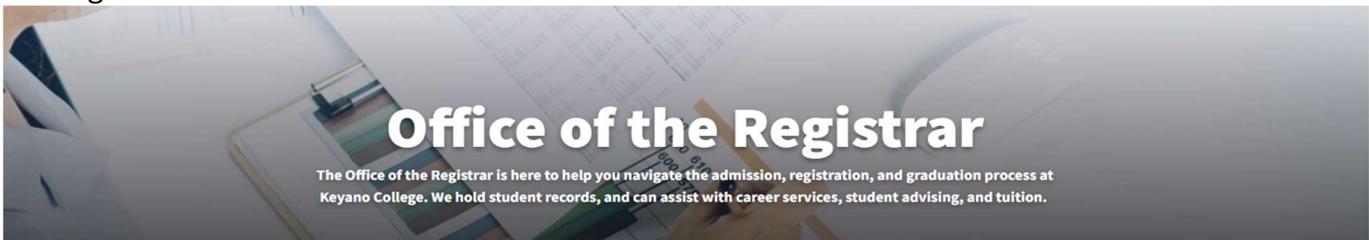
Can I accept a second offer?

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.

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 responsible to pay for your registered course tuition and fees. Non-attendance is no accepted as a form of withdrawal from Keyano College. 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.

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	TueThur 6:30 PM - 9:30 PM; Keyano College Campu, Syncrude Centre, Room 212	Remove
Instructors:	Chandler, Gregory				
Marketing BUS 239/Lecture/E	5/7/2018 - 6/18/2018	3.00	Letter Grade	MonWed 6:30 PM - 9:30 PM; Keyano College Campu, Clearwater Building, Room 226	Remove
Instructors:	Krabes, Gregory				
Organize Behaviour BUS 270/Lecture/E	5/7/2018 - 6/18/2018	3.00	Letter Grade	MonWed 6:30 PM - 9:30 PM; Keyano College Campu, Syncrude Centre, Room 212	Remove
Instructors:	Efu, Sandra				

How do I register for courses?

- You must be accepted into a program and have accepted the offer of a seat in that program through the MyKeys portal and pay your admission deposit 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).
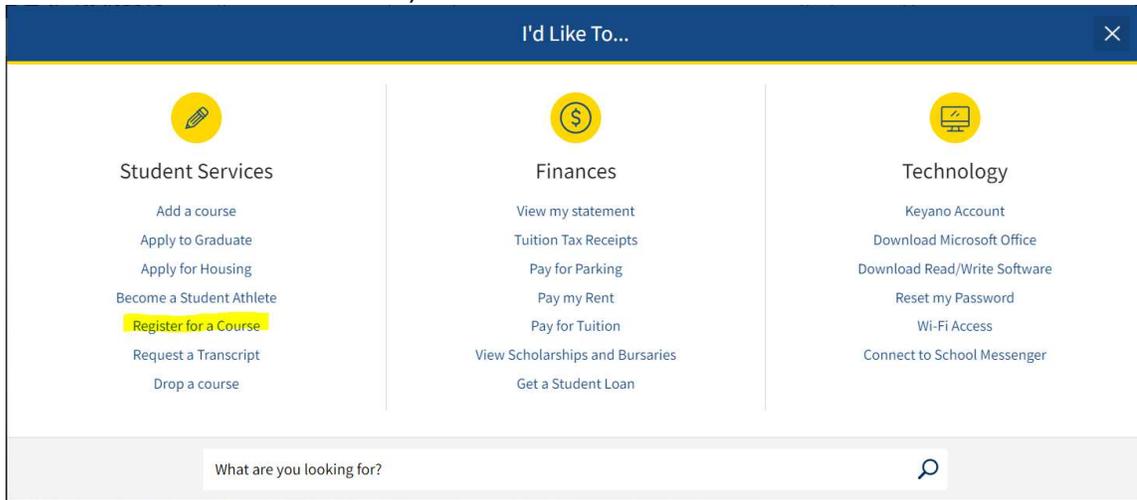
What if I don't have a registration guide?

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.

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 semester wise, 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.

Hyperlink opens pop-up window with more info including course description

Course

Introduction to Critical Analysis
ENGL 104/Lecture/A

Section Code:
- A-D weekdays (at some time between 8 am and 5 pm)
- E & E2 weekday evenings
- INTA online, self-paced
- INTS online, must log in at scheduled times
- ?HF HyFlex, students choose in-person or online each class
- BAV & BVHF reserved for Business Aviation students
- ES & ESHF reserved for E-Sport Mgt students
- GOV reserved for Governance & Civil students
- HR & HRHF reserved for Human Resources students
- NURS reserved for BScN students
- PN reserved for Practical Nurse students

Course Code:
- Always starts with letters, ends with numbers.
- Inconsistent spaces.
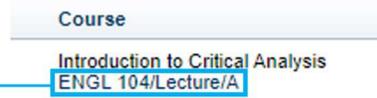
Type of Session:
- Lecture
- Laboratory
- Tutorial
- Practicum
- Clinical
- Etc.

Some sections are reserved for certain groups, and you may not register for those sections, even if it's a course you need. Please see Page 1 of your program's registration guide for more details. For example:
- For ELCC and CHSD courses, ABLD section is reserved for students in the Applied ELCC
- BAV or BVHF is reserved for students in the Business Aviation program
- ES or ESHF is reserved for students in the E-Sport Management program
- HR or HRHF is reserved for students in the Human Resource Management program

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 email 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 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.)
  IMPORTANT: if the course you are waitlisted for
    o has a time conflict with one of your other courses, or
    o will cause you to be in course overload,
  then the Advisor will contact you via email to ask which course you want to drop and will give you a 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.
- We will not remove another eligible student to make room for you, even if your need is urgent.
- If a seat does not open, you will need to take that course in a future semester.

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 (eight 3-credit courses). 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 submit a self-registration form 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.

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 (S4)	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 to student.advisors@keyano.ca for processing.

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.

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

I'd Like To...			✕
Student Services	**Finances**	**Technology**	
Add a course	View my statement	Keyano Account	
Apply to Graduate	Tuition Tax Receipts	Download Microsoft Office	
Apply for Housing	Pay for Parking	Download Read/Write Software	
Become a Student Athlete	Pay my Rent	Reset my Password	
Register for a Course	Pay for Tuition	Wi-Fi Access	
Request a Transcript	View Scholarships and Bursaries	Connect to School Messenger	
Drop a course	Get a Student Loan		

What are you looking for? 🔍

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). See Self Service instructions for details.

How do I pay my fees?
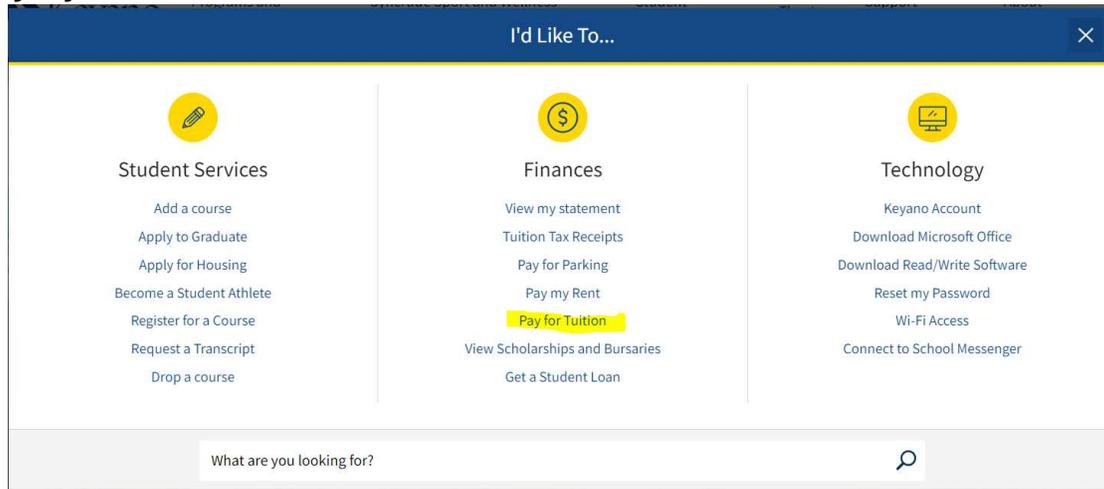
Do I have to pay for the whole year now?

Students are not required to pay for the whole year upon registration. Students pay for each semester (or term) at Keyano College, and tuition and fees are due in full 10 business days PRIOR to the start of the semester for *most* programs as outlined in the Academic Schedule (please check to confirm your program's due dates).

How can I obtain an official receipt for my payments?

Keyano College issues three types of official receipts:

- T2202 tax slips, available at the end of February of the year following the year of study, available through Self Service
- Receipt Letters for International Students, used to request a student visa, see below
- A Proof of Enrolment / Proof of Completion letter that includes financial information, used for most IRCC and funding purposes, submit a form to request one

If none of those will suit your purposes, you can generate a Statement of Account for each term, which lists all charges and payments posted to the students account, available through Self Service

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

Email Student.Advisors@keyano.ca to request one, using the subject line: **International Receipt for Visa Application**, and please include your Keyano Student Number in the body. 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.

Note that you only receive this receipt to apply for your student visa. For subsequent documents required for IRCC purposes, you most likely need a Proof of Enrollment letter, which you can request by submitting the form.