

## **Enrolment Services FAQ**

### **Q: How do I change my address?**

A: Changes should be made using [Memorial Self-Service](#) (Personal Information menu).

### **Q: I require an enrolment verification; where do I go?**

A: Your official transcript, available through [Memorial Self-Service](#), serves as confirmation of your full- or part-time status, but if you require additional confirmation of enrolment for submission to a third party, you can request an enrolment verification letter via Memorial Self Service. Login using your student number and PIN, then click on the link to the Registration Menu, and follow the instructions labelled 'Request Enrolment Verification'.

Once you have submitted your request, you may check its status on the same web page by using the "Enrolment Verification Status". For more information, visit the [Enrolment Verification page](#).

### **Q: What do I require to confirm enrolment for my funding?**

A: This is dependent on your funding source (ie., Student Aid, National Student Loan, Qalipu, etc.). Please contact them to determine their requirements and Grenfell Campus will provide the documents accordingly.

### **Q: What does the university provide for income tax purposes?**

A: The T2202A contains the fee and attendance information needed in the preparation of your income tax return. The T2202A for any given tax year is available no later than early February of the following year, and is found under the "Financial Information" menu in [Memorial Self-Service](#).

### **Q: How do I change my name?**

A: You can request a change of name (either a legal name change or a correction, such as including your middle name) using the Change of Name form available from the Office of the Registrar. Documentation will be required. You may also submit a request in writing, along with a copy of the appropriate documentation, by mail to the Office of the Registrar. Remember to include your preferred first name if it is something other than your legal name.

### **Q: I have questions about my transcript; where do I look?**

A: All questions about transcripts (e.g. how to request one and what information is shown) can be answered on the [Memorial University Transcript page](#).

**Q: Can someone pick up my transcript for me?**

A: Yes. When submitting a transcript request through Memorial Self-Service, you may indicate in the comment box the name of the person whom you authorize to pick up your transcript. Ensure that person brings photo identification to pick up the transcript. Please be advised that official transcripts are printed and mailed from St. John's.

**Q: How do I opt out of insurance?**

A: You can find information about who is eligible and how to opt out of dental and medical insurance through the [GCSU webpage](#).

**Q: How do I set up my @mun.ca e-mail account?**

A: The Office of the Registrar uses @mun.ca e-mail accounts as a tool to communicate with students. If you have not already set up your @mun.ca account, you should do so at my.mun.ca. Information about setting up your @mun.ca account is available [here](#).

**Q: How do I use Memorial Self-Service?**

A: Memorial Self-Service provides you with online access to your personal and academic information and is the tool used throughout your studies at Memorial University for all enrolment activities from registration to convocation to applying for readmission to the university. You can, among many things, confirm course offerings and your registration time, register for courses, and pay your fees each semester through Memorial Self-Service.

Upon receiving an offer of admission to Memorial University, you will be able to set up your Memorial Self-Service account so that you may browse the menus and prepare for registration. For instructions regarding your login ID and PIN, see the Memorial Self-Service login page.