



Banner Self-Service for Students Manual

Canadore Self Service can be accessed via the Canadore website by clicking the Canadore Self Service tab located on the top right hand corner of the Website.

LOGIN

Your User ID is your Student Number (case sensitive) and your PIN is your Date of Birth (**DDMMYY**). You will be prompted to change your PIN on your first login. Your new PIN must be six numbers (no letters).

If you encounter problems with this process please contact please contact Canadore's Service Desk at extension 5800 or Angela Bitetto in the Office of the Registrar at extension 5199.

Once you have entered your new PIN, you will be prompted to enter a Security Question and Answer. This can be used if you forget your PIN in the future.

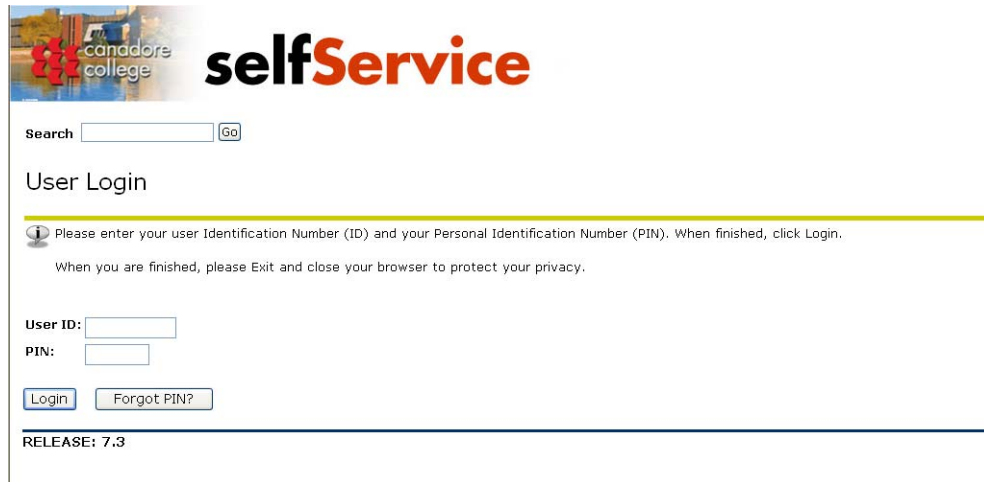
Enter Secure Area



1. Select Enter Secure Area

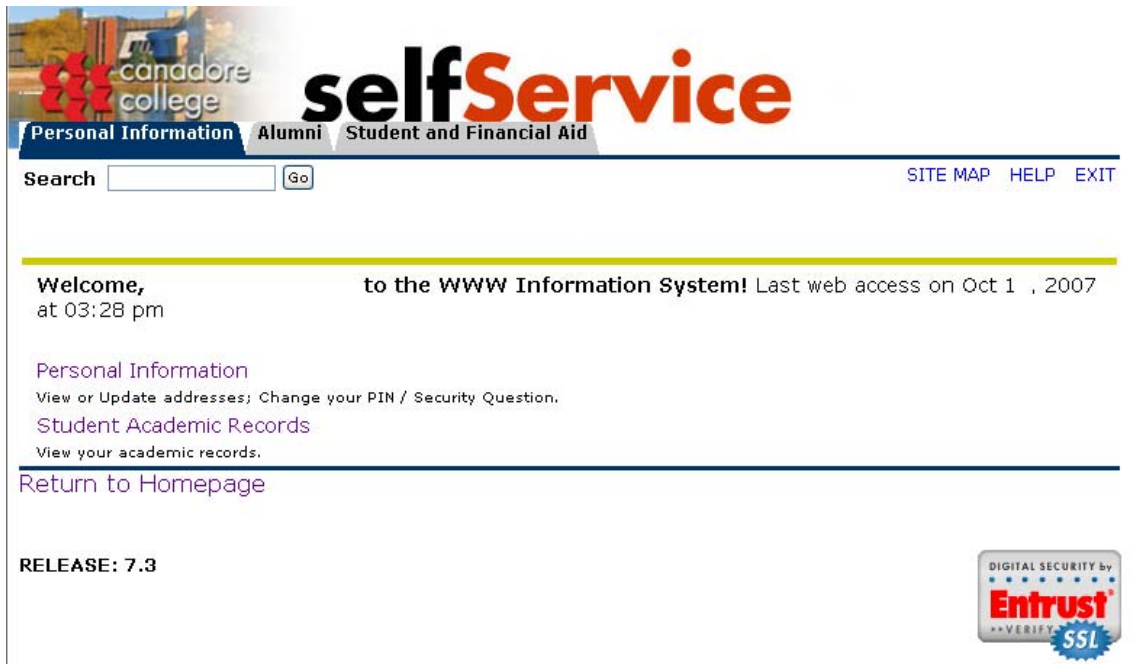
Enter User ID and PIN and Click Login

2. Please enter your User Identification number (ID) and your Personal Identification number (PIN)



The screenshot shows the 'selfService' login page for Canadore College. At the top left is the college logo. The main heading is 'selfService'. Below it is a search bar with a 'Go' button. The section is titled 'User Login'. A message with an information icon states: 'Please enter your user Identification Number (ID) and your Personal Identification Number (PIN). When finished, click Login. When you are finished, please Exit and close your browser to protect your privacy.' Below this are input fields for 'User ID:' and 'PIN:'. There are 'Login' and 'Forgot PIN?' buttons. At the bottom, it says 'RELEASE: 7.3'.

Within self service, the user can view the **Personal Information** menu and **Student Academic Records** menu.



The screenshot shows the main menu of the 'selfService' portal. At the top left is the college logo. The main heading is 'selfService'. Below it are navigation tabs: 'Personal Information', 'Alumni', and 'Student and Financial Aid'. There is a search bar with a 'Go' button and links for 'SITE MAP', 'HELP', and 'EXIT'. A yellow horizontal line separates the header from the main content. The main content area says: 'Welcome, [user name] to the WWW Information System! Last web access on Oct 1, 2007 at 03:28 pm'. Below this are two menu items: 'Personal Information' with the description 'View or Update addresses; Change your PIN / Security Question.' and 'Student Academic Records' with the description 'View your academic records.'. There is a 'Return to Homepage' link. At the bottom left, it says 'RELEASE: 7.3'. At the bottom right is a 'DIGITAL SECURITY by Entrust VERIFY SSL' logo.

All Canadore students and faculty have the ability to update data within “**Personal Information**”.

From these two menu items a user will have access and use of the following forms:

PERSONAL INFORMATION MENU

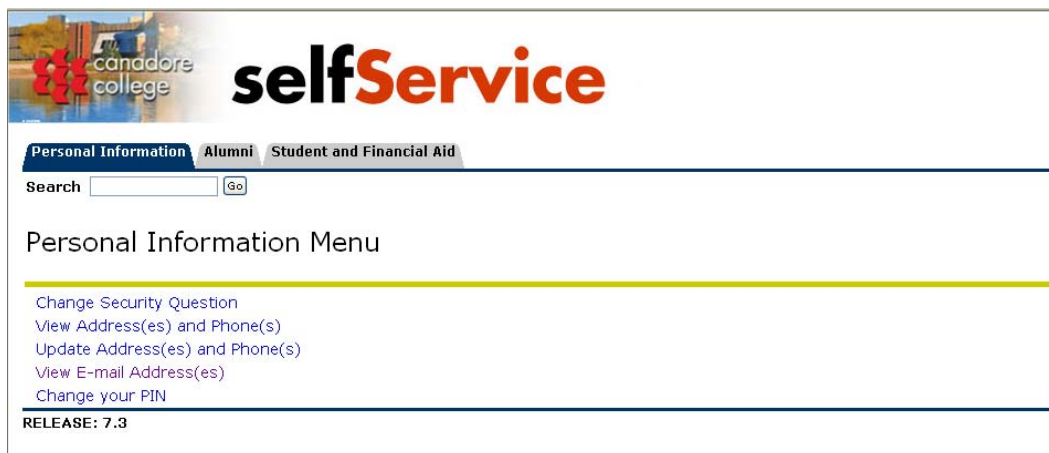
All **Personal Information** is entered, updated, and viewed using the **Personal Information Menu**, which is accessed using the **Main Menu**.

The **Personal Information Menu** allows users to complete vital activities such as determining what address the college uses to correspond with the student. This section describes how to:

- Access the Personal Information Menu
- Change a PIN
- Change Security Question
- View and Update Address (es) and Phone (s) Information
- View and Update E-mail Address (es) Information.

Accessing the Personal Information Menu

Open the **Personal Information** menu.




The screenshot shows the Canadore College selfService portal. At the top left is the Canadore College logo. To its right is the word "selfService" in a large, bold, orange font. Below the logo and title is a navigation bar with three tabs: "Personal Information" (which is highlighted in blue), "Alumni", and "Student and Financial Aid". Below the navigation bar is a search box with a "Go" button. The main content area is titled "Personal Information Menu" and is highlighted with a yellow horizontal line. Below this title is a list of links: "Change Security Question", "View Address(es) and Phone(s)", "Update Address(es) and Phone(s)", "View E-mail Address(es)", and "Change your PIN". At the bottom left of the page, it says "RELEASE: 7.3".

Changing a PIN

To **Change a PIN**, perform these steps:

[Instructions](#)

1. On the **Personal Information Menu**, click **Change your PIN**. The **Change PIN** page appears.
2. In the corresponding fields, enter the **Old PIN** and enter a **New PIN**.
3. Click **Change PIN**. The **Personal Information Menu** appears, notifying you that “Your changes were saved successfully.”



The screenshot shows the 'selfService' interface for Candore College. At the top left is the college logo. The main header includes 'Personal Information', 'Alumni', and 'Student and Financial Aid'. Below this is a search bar with a 'Go' button. The page title is 'Change PIN'. A yellow horizontal line separates the title from the instructions. The instructions state: 'You must enter your old PIN and your new PIN. Re-enter your new PIN for verification. Your PIN must be 6 characters long and the format must comply with your site's rules. When finished, click Change PIN.' Below the instructions are three input fields: 'Enter Old PIN:', 'Enter New PIN:', and 'Re-enter New PIN:'. At the bottom of the form are two buttons: 'Change PIN' and 'Reset'. The footer of the page reads 'RELEASE: 7.3'.

Changing Security Question

To **Change Security Question**, perform these steps:

Instructions

1. On the **Personal Information Menu**, click **Change Security Question**. The **Security Question and Answer** page appears.

canadore college **selfService**

Personal Information Alumni Student and Financial Aid

Search Go

Please enter your new Security Question and Answer and click Submit.

Old Question: 2
 Old Answer: 2
 New Question:
 New Answer:

RELEASE: 7.3

2. In the corresponding fields, enter the **New Question** and enter the **New Answer**.
4. Click **Submit**. The **Personal Information Menu** appears, notifying you that “Your changes were saved successfully.”

Viewing and Updating Addresses and Phones

To view **Addresses and Phones**, perform these steps:

Instructions

1. On the **Personal Information Menu**, click **View Addresses and Phones**. The **View Addresses and Phones** page appears.

canadore college **selfService**

Personal Information Faculty Services

Search Go RETURN TO MENU SITE MAP HELP EXIT

View Address(es) and Phone(s)

Your active addresses are displayed in order by address type.

Addresses and Phones

Home	Phones
Current: Oct 23, 2007 - (No end date)	Primary: 705-
North Bay, Ontario	

RELEASE: 7.3 [Update Address(es) and Phone(s)]

DIGITAL SECURITY by
Entrust

1. On the **View Address (es) and Phone(s)** page, review the current information.
2. To update an existing address, click on Exit on this page or click on Update Address(es) and Phone(s) on the bottom of this page.

The Update Address(es) and Phone (s) Form appears.

Update Address(es) and Phone(s) - Select Address

To **update** an existing address, click the **link** next to the corresponding address.
 To **insert** a new address, select the address type from the pull-down list at the bottom of the page and then click Insert.
Note: Entering overlapping dates may change the effective dates on existing address records.

For change of address information and USPS forms, [click here](#). Use your browser's Back button to return to this page.

Addresses and Phones


Local	Phones
Current: Jul 01, 1967 to (No end date) 1- Main Street W NORTH BAY, Ontario P1B Canada	Primary: None Provided
Home	Phones
Current: Jul 01, 1967 to (No end date) 1- Main Street W NORTH BAY, Ontario P1B Canada	Primary: 705-4

Type of Address to Insert:

[\[View Address\(es\) and Phone\(s\) \]](#)

DFI PAGE- 7 9

Click on **Current** or **Primary** and the **Update Addresses and Phones-Update/Insert** page appears.



Personal Information Alumni Student and Financial Aid

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

Update Address(es) and Phone(s) - Update/Insert

When updating or inserting an address, **Address Line 1, City, State/Province, and ZIP/Postal Code** are required fields; all other fields are optional. If you are entering a foreign address, **Address Line 1, City, and Nation** are required. Unlisted phone numbers will not be published.

Local

Valid From This Date:
 MM/DD/YYYY

Until This Date:
 MM/DD/YYYY

Address Line 1:

Address Line 2:

Address Line 3:

City:

State or Province:

ZIP or Postal Code:

County:

Nation:

On the **Update Addresses and Phones-Update/Insert**, in the corresponding fields, enter the **New Address** and enter the **New Telephone Number** information

Click submit

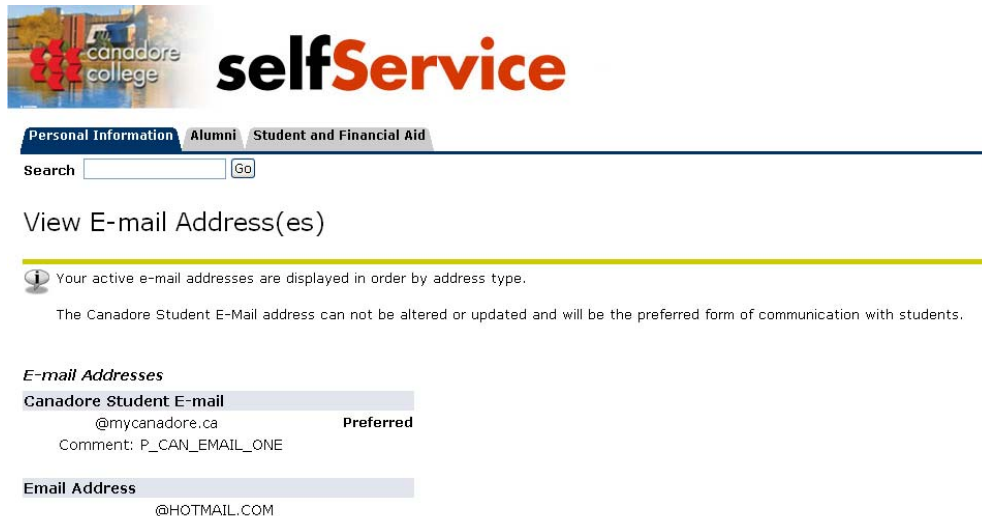
The **Update Addresses and Phones-Select Address** page appears, displaying the current information changes.

Viewing your E-mail Address Information

To **View E-mail Addresses**, perform these steps:

Instructions

1. On the **Personal Information Menu**, click **View E-mail Address**. The **View E-mail Addresses** page appears.



The screenshot shows the Canadore College selfService portal. At the top, there is a navigation menu with 'Personal Information', 'Alumni', and 'Student and Financial Aid'. Below the menu is a search bar with a 'Go' button. The main heading is 'View E-mail Address(es)'. A yellow horizontal line separates the heading from the content below. A small icon and text state: 'Your active e-mail addresses are displayed in order by address type.' Below this, a note reads: 'The Canadore Student E-Mail address can not be altered or updated and will be the preferred form of communication with students.' Under the heading 'E-mail Addresses', there are two entries: 'Canadore Student E-mail' with the address '@mycanadore.ca' and the status 'Preferred', and 'Email Address' with the address '@HOTMAIL.COM'.

Note:

The Canadore E-mail address can not be altered or updated and will be the preferred address used by Canadore College faculty and staff as the primary form of communication with the students.

STUDENT ACADEMIC RECORD MENU

The **Student Academic Record** allows users to complete vital activities from determining what classes a student has added, dropped, or changed and each activity determines what appears in the **Week at a Glance** and **Student Detail Schedule**.

The **Week at a Glance** and **Student Detail Schedule** displays a students' weekly class schedule and individual class details, including **Associated Term**, **CRN** (Course Reference Number), **Status**, and **Credit Hours**.

This section describes how to:

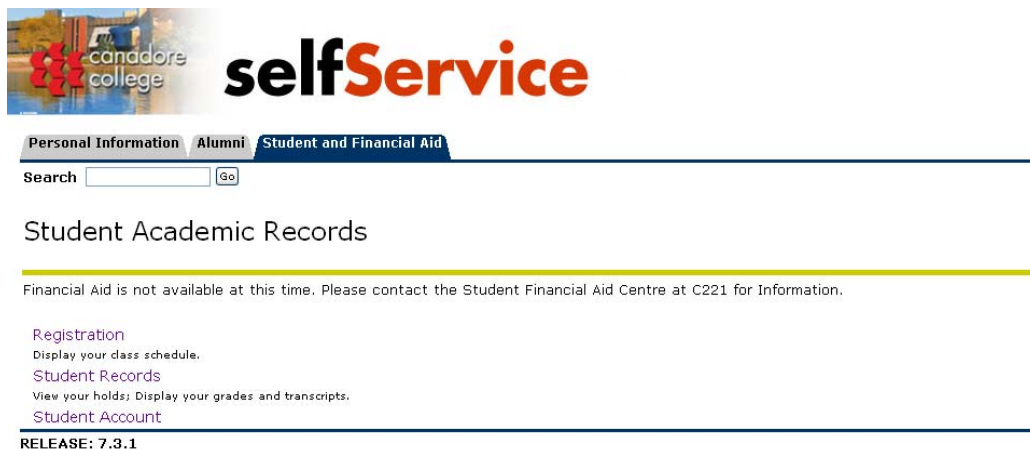
- Access the Registration Menu
- View Week at a Glance
- View Student Detail Schedule.
- View Active Registration and Registration History

Accessing the Registration Menu

To access the **Registration Menu**, perform these steps:

Instructions

1. On the **Main Menu**, click **Student Academic Record**. The **Student Academic Records Menu** appears.



The screenshot shows the Candore College selfService portal. At the top left is the Candore College logo. To its right is the 'selfService' logo. Below the logos is a navigation bar with three tabs: 'Personal Information', 'Alumni', and 'Student and Financial Aid'. Underneath the navigation bar is a search bar with the text 'Search' and a 'Go' button. Below the search bar is the heading 'Student Academic Records'. A yellow horizontal line is positioned below the heading. Below the line is a message: 'Financial Aid is not available at this time. Please contact the Student Financial Aid Centre at C221 for Information.' Below the message are three links: 'Registration' (with subtext 'Display your class schedule.'), 'Student Records' (with subtext 'View your holds; Display your grades and transcripts.'), and 'Student Account'. At the bottom left of the page is the text 'RELEASE: 7.3.1'.

2. On the **Student Academic Records**, click **Registration**. The **Registration Menu** appears.

The screenshot shows the 'selfService' portal for Candore College. The navigation menu includes 'Personal Information', 'Alumni', and 'Student and Financial Aid'. A search bar is present with a 'Go' button. The 'Registration' menu is highlighted, listing options: 'Select Term', 'Week at a Glance', 'Student Detail Schedule', 'Active Registration', and 'Registration History'. The version number 'RELEASE: 7.3.1' is displayed at the bottom.

Viewing Week at a Glance

To view **Week at a Glance**, perform these steps:

Instructions

1. On the **Registration Menu**, click **Week at a Glance**. The **Week at a Glance** page appears.

The screenshot displays the 'Student Schedule by Day and Time' page. It features a search bar, navigation links for 'RETURN TO MENU', 'SITE MAP', 'HELP', and 'EXIT', and a timestamp of 'Oct 09, 2007 11:01 am'. An information icon indicates that classes not scheduled or falling within a different date range are listed at the bottom. A 'Go to (MM/DD/YYYY):' field with a 'Submit' button is provided. The schedule is organized by week, showing 'Week of Oct 08, 2007 (6 of 15)'. The days of the week are listed as columns: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday. The time slots are listed as rows: 8am, 9am, and 10am. The classes listed are:

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8am							
9am	SOC 100-01 10456	BCL 111-01 10385 8:30 am-10:20 am CD D352					
10am			SSW 100-01 10705 9:30 am-11:20 am CD D303	HUM 219-01 10439 9:30 am-11:20 am CD C342			HSP 150-01

The Week at a Glance page helps students get acquainted with their schedule, and it allows them to print a copy for reference for easy class location and class time descriptions.

Viewing Student Detail Schedule

To view the **Student Detail Schedule**, perform these steps:

Instructions

1. On the **Registration Menu**, click **Student Detail Schedule**. The **Student Detail Schedule** page appears.

The screenshot shows a web interface with a navigation bar containing 'Personal Information', 'Alumni', and 'Student and Financial Aid'. Below the navigation bar is a search box and a 'Go' button. The main content area is titled 'Student Detail Schedule:' and includes a date and time stamp 'Fall 2007 Oct 09, 2007 11:05 am'. A yellow horizontal line separates the header from the course details. The first course listed is 'Computers for Human Services - BCL 111 - 01'. Below this course name, the following information is displayed: 'Associated Term: Fall 2007', 'CRN: 10385', 'Status: **Registered** on Aug 28, 2007', 'Assigned Instructor:', 'Grade Mode: Standard Letter Grade', 'Credits: 2.000', 'Level: Post Secondary', and 'Campus: College Drive'. Below the course details is a section titled 'Scheduled Meeting Times' which contains a table with the following data:

Type	Time	Days	Where	Date Range	Schedule Type	Instructors
	8:30 am - 10:20 am	T	College Drive D244	Sep 04, 2007 - Dec 14, 2007	Lecture/Lab	L (P)

The second course listed is 'Substance Abuse I - DAC 180 - 01'. Below this course name, the following information is displayed: 'Associated Term: Fall 2007' and 'CRN: 10624'.

The Student Detail Schedule page helps students get acquainted with their Assigned Instructors, and it allows them to print a copy for reference for Campus location and other relevant information.

Viewing Active Registration

To view **Active Registration**, perform these steps:

Instructions

1. On the **Registration Menu**, click **Active Registration**. The **Active Registration** page appears.

Active Registrations

Oct 09, 2007 11:2

The following classes are not officially considered complete for transcript purposes. Additional information is available by selecting hyperlinked data.

Computers for Human Services - BCL 111 - 01

Associated Term	Fall 2007	Credits	2.000
CRN	10385	Grade Mode	Standard Letter Grade
Status	**Registered** Aug 28, 2007	Course Level	Post Secondary
Schedule Type	Lecture/Lab	Midterm Grade	
Instructional Method	Traditional	Grade Detail	
Campus	College Drive	Associated Instructor	
		Course URL	

Substance Abuse I - DAC 180 - 01

Associated Term	Fall 2007	Credits	4.000
CRN	10624	Grade Mode	Standard Letter Grade
Status	**Registered** Aug 28, 2007	Course Level	Post Secondary
Schedule Type	Lecture/Lab	Midterm Grade	
Instructional Method	Traditional	Grade Detail	
Campus	College Drive	Associated Instructor	
		Course URL	

Viewing Registration History

To view **Registration history**, perform these steps:

Instructions

2. On the **Registration Menu**, click **Registration History**. The **Registration History** page appears.

Registration History

Oct 09, 2007 11:24

The following represents active as well as completed registrations. Withdrawn, dropped, and/or cancelled classes are also displayed. An asterisk preceding the final grade denotes that this grade will be displayed on your transcript.

Associated Term	CRN	Course	Course Title	Credits	Level	Status	Midterm Grade	Final Grade
Fall 2007	10385	BCL 111	Computers for Human Services	2.000	Post Secondary	**Registered** Aug 28, 2007		
Fall 2007	10624	DAC 180	Substance Abuse I	4.000	Post Secondary	**Registered** Aug 28, 2007		
Fall 2007	10627	HSP 105	Interviewing I	3.000	Post Secondary	**Registered** Aug 28, 2007		
Fall 2007	10659	HSP 150	Multiculturalism in Canada	2.000	Post Secondary	**Registered** Aug 28, 2007		
Fall 2007	10439	HUM 219	Human Service Methodology - Group Work	3.000	Post Secondary	**Registered** Aug 28, 2007		
Fall 2007	10448	PSY 100	Foundations in Psychology	4.000	Post Secondary	**Registered** Aug 28, 2007		
Fall 2007	10456	SOC 100	Foundations of Sociology	4.000	Post Secondary	**Registered** Aug 28, 2007		
Fall 2007	10705	SSW 100	History and Philosophy of Social Work	3.000	Post Secondary	**Registered** Aug 28, 2007		
Fall 2007	10650	STS 120	Student Success for Human Services	1.000	Post Secondary	**Registered** Aug 28, 2007		

Working with Student Records

All **Student Records** activities are conducted using the **Student Records Menu**, which is first accessed from the **Main Menu** and then accessed from the **Student & Financial Aid Menu**.

The **Student Records Menu** allows users to complete vital activities from viewing account holds, to viewing final semester grades, transcripts, and other relevant student information.

This section describes how to:

- Access the Student Records Menu
- View Holds
- View Midterm/Final Grades
- View Transcripts

Accessing the Student Records Menu

To access the **Student Records Menu**, perform these steps:

Instructions

2. On the **Main Menu**, click **Student Academic Record**. The **Student & Financial Aid Menu** appears.
3. On the **Student & Financial Aid Menu**, click **Student Records**. The **Student Records Menu** appears.



The screenshot displays the Candore College selfService portal. At the top left is the Candore College logo. To its right is the "selfService" logo. Below the logos is a navigation bar with three tabs: "Personal Information", "Alumni", and "Student and Financial Aid". The "Student and Financial Aid" tab is selected. Below the navigation bar is a search box with a "Go" button. Underneath the search box is the "Student Records" section, which is highlighted with a yellow horizontal line. Below this line is a list of links: "View Holds", "Midterm Grades", "Final Grades", "Grade Detail", "Academic Transcript", "Course Catalog", and "Class schedule". At the bottom of the page, there is a footer that reads "RELEASE: 7.3.1".

Viewing Holds

To **View Holds**, perform these steps:


Instructions


1. On the **Student Records Menu**, click **View Holds**. The **View Holds** page appears.


Personal Information Alumni **Student and Financial Aid**

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

View Holds Oct 09, 2007 12:50

 These are the holds on your record. If you have a registration hold you will not be allowed to register. If you have a grades hold you will not be able to view your grades. A transcript hold will prevent you from viewing your transcript.

 No holds exist on your record.

RELEASE: 7.2 

Viewing Final/Midterm Grades

To **View Final/Midterm Grades**, perform these steps:

Instructions


1. On the **Student Records Menu**, click **Final Grades/Midterm Grades**. The **Final Grades/Midterm Grades** page appears.

Personal Information Alumni **Student and Financial Aid**

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

Midterm Grades - Select Term ost
Oct 09, 2007 12:58 pm


Select a Term:

RELEASE: 7.2 

2. In the **Select a Term** drop-down list, select the desired term.
3. Click **Submit**. The **Final Grades/Midterm Grades** page appears, including final/midterm course grade details.

Midterm Grades

Fall 2007
Oct 09, 2007 01:27 pm

 Midterm grades are displayed for the term selected. Midterm grades are not assigned to all courses. If a midterm grade does not display for a course, one has not been assigned by the instructor.

Student Information

Current Program

Ontario College Diploma

Level: Post Secondary
Program: Social Service Worker
Admit Term: Fall 2005
Catalog Term: Fall 2007
College: Human Services
Campus: College Drive
Major: Social Service Worker

Coursework

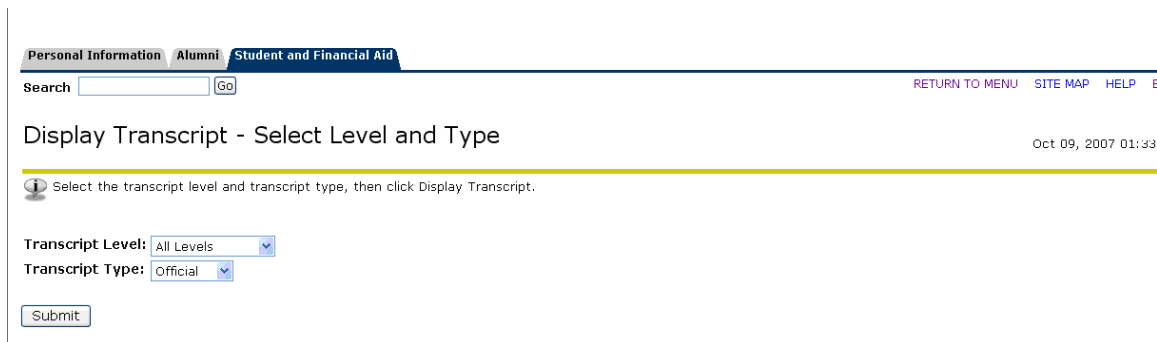
CRN	Subject	Course	Section	Course Title	Campus	Midterm Grade	Credits	Level
10385	BCL	111	01	Computers for Human Services	College Drive		2.000	Post Secondary
10624	DAC	180	01	Substance Abuse I	College Drive		4.000	Post Secondary
10627	HSP	105	01	Interviewing I	College Drive		3.000	Post Secondary
10659	HSP	150	01	Multiculturalism in Canada	College Drive		2.000	Post Secondary
10439	HUM	219	01	Human Service Methodology - Group Work	College Drive		3.000	Post Secondary

Viewing a Transcript

To **View a Transcript**, perform these steps:

Instructions

1. On the **Student Records Menu**, click **Academic Transcript**. The **Academic Transcript Options** page appears.




The screenshot shows the 'Academic Transcript Options' page. At the top, there are navigation tabs: 'Personal Information', 'Alumni', and 'Student and Financial Aid'. Below the tabs is a search bar with a 'Go' button and links for 'RETURN TO MENU', 'SITE MAP', and 'HELP'. The main heading is 'Display Transcript - Select Level and Type' with a timestamp 'Oct 09, 2007 01:33'. An information icon indicates: 'Select the transcript level and transcript type, then click Display Transcript.' Below this are two dropdown menus: 'Transcript Level:' set to 'All Levels' and 'Transcript Type:' set to 'Official'. A 'Submit' button is at the bottom.

2. In the **Transcripts Level** and **Transcript Type** drop-down lists, select the desired transcript details.
3. Click **Submit**. The **Academic Transcript** page appears.

Display Transcript

c

 This is NOT an official transcript. Courses which are in progress may also be included on this transcript.

[Institution Credit](#) [Transcript Totals](#) [Courses in Progress](#)

Transcript Data

STUDENT INFORMATION

Name :

Birth Date: May , 19

Curriculum Information

Current Program

College: Human Services

Major: Social Service Worker

***Transcript type:OFFI is NOT Official ***

DEGREES AWARDED

Sought: Ontario College Diploma Degree Date:

Curriculum Information

Attempt Hours Passed Hours Earned Hours GPA Hours Quality Points GPA

Sought: Ontario College Certificate Degree Date:

Curriculum Information

Primary Degree

Major: Preparatory Health Science

Attempt Hours Passed Hours Earned Hours GPA Hours Quality Points GPA

COURSES IN PROGRESS -Top-

Fall 2007

College: Human Services

Major: Social Service Worker

Student Type: Continuing

Subject	Course	Level	Title	Credit Hours
BCL	111	PS	Computers for Human Services	2.000
DAC	180	PS	Substance Abuse I	4.000
HSP	105	PS	Interviewing I	3.000
HSP	150	PS	Multiculturalism in Canada	2.000
HUM	219	PS	Human Service Methodology - Group Work	3.000
PSY	100	PS	Foundations in Psychology	4.000
SOC	100	PS	Foundations of Sociology	4.000
SSW	100	PS	History and Philosophy of Social Work	3.000
STS	120	PS	Student Success for Human Services	1.000

Note the transcript is only considered Official if it is signed and sealed by the Registrar.

Viewing Account Information

To **View Account Information**, perform these steps:

Instructions

1. On the **Student Academic Records Menu**, click **Student Account** and the **Student Account Menu** page appears.



selfService

[Personal Information](#) [Alumni](#) [Student and Financial Aid](#)

Search

Student Account

[Account Summary](#)
[Account Summary by Term](#)
[Account Detail for Term](#)
[Statement and Payment History](#)
[View Holds](#)

RELEASE: 7.3.1

Click **Account Summary** or **Account Summary by Term**. The **Account Summary** or **Account by Term** page appears.

Note:

If you require clarification or have any questions with respect to transactions in your account please contact the Registrar's Office at extension 5123 or the Finance Office at extension 5507.

Returning to the Main Menu & Logging Out

To Return to the main Menu and Logout, perform these step:

1. On the last page accessed, click **Return to Menu** in the upper right hand corner of the page. The **Student Record Menu** appears or the last page accessed appears.
2. On the **Student Record Menu** page, click **Return to Menu**. The **Main Menu** appears.
3. On the **Main Menu**, click **Exit** in the upper right hand corner of the page

The **Final Logout** page appears.



selfService

Search

User Logout

Thank you for using the WWW Information System.

If you are finished, please close your browser to protect your privacy.

[Return to Homepage](#)

RELEASE: 7.3

As a matter of security users need to completely logout of their session when they are finished using Banner Faculty and Advisor Self-Service.

Version 1.1