If you require confirmation information for Government Student Loans please contact the Student Awards and Financial Aid office (SAFA) in the University of Regina Enrolment Services department.

Email: safa@uregina.ca or phone: 306-585-4591

Please know that documents shared through MyCreds™ | MesCertif™ come directly from the University of Regina and are tamper-evident and cryptographically signed, making them authentic and official. You can securely and conveniently access and share your academic documents with other colleges and universities, government, employers, and third parties.
1) Log into UR Self-Service located on the University of Regina website (www.uregina.ca).

If you do not know your U of R student ID number and PIN, or have never used UR Self-Service please contact IT Support and provide your complete name, date of birth, and the years you attended the U of R. You can email IT.Support@uregina.ca or call 306-585-4685 for assistance.

2) Go the Student tab, choose Student Records, then select Document Request.
3) Select **Confirmation of Enrolment** from the **Document Type** drop-down menu.

Your @uregina.ca webmail account is automatically added to the **Your Email Address**.

If you are not familiar with your (@uregina.ca) webmail account, please visit the IT website at [https://www.uregina.ca/is/student/accounts/index.html](https://www.uregina.ca/is/student/accounts/index.html).

You can also contact the IT Support team at [it.support@uregina.ca](mailto:it.support@uregina.ca) or 306-585-4685.

4) Select the **Term** you would like your Confirmation of Enrolment letter to start with.

Example: If you wanted to have the Spring/Summer and Fall terms in your document you would select the 2022—Spring/Summer term since it is the oldest term you want on your document.

A confirmation of enrolment is provided for ungraded terms, the current term, or any future terms in which the student is registered.

Beyond these terms, it is recommended you request your Official Transcripts.
5) Select the **Number of Terms** you would like included in your Confirmation of Enrolment letter.

![Image of Confirmation of Enrolment form]

- **Document Type:** Confirmation of Enrolment
- **Your Email Address:** [Email Address]
- **Term:** 2022-2022 Spring/Summer

This is the number of terms you would like on your document which includes the term you have selected above and terms **after this term that you are registered in.**

Example: If 2 was selected, the document would have 2022 Spring/Summer and 2022 Fall.

6) Click the **Submit** button.

Any past requests, as well as your new request, will appear under **Requested Documents.**

![Image of Requested Documents]

- This icon indicates that you have 30 minutes to remove your most recent request. Hover your cursor over the icon to delete your request and then create a new one.

- After 30 minutes the request is automatically locked, **the request can no longer be deleted,** and it is sent to the Registrar’s Office for processing.

* After you have submitted the request, you will be able to go back to step 4 in these instructions and request other official documents, such as your Official Transcripts.

7) Click the **Finished** button when you are done requesting all documents. This will return to the UR Self-Service menu.
Confirmation of Enrolment
Requesting Your Document

9) You can **check the status** of your request at any time in UR Self-Service. Go to the **Student** tab, choose **Student Records**, then select **Document Request**.

You can check the **Status** of your request at the end of the table.

<table>
<thead>
<tr>
<th>Status</th>
<th>Request received</th>
<th>Available in MyCreds</th>
</tr>
</thead>
</table>

**Request received** indicates that the request has been sent to the Registrar's Office.

**Waiting to be processed** indicates the request has been received by the Registrar's Office. The request will be processed immediately or held depending on the processing option you requested.

**Available in MyCreds** indicates the request has been completed and you can view it in your MyCreds account.

**DO NOT REGISTER FOR A MyCreds™ | MesCertifMC ACCOUNT** before receiving your **notification email** from noreply@mycreds.ca sent your email account.

Confirmation of Enrolments may take **2-3 days** to be processed and available in **MyCreds™ | MesCertifMC**. Processing times can vary and may take longer during peak request times during the January and September months. Requests are done in batches in the order they are received.

**NOTE:** If this is not your first time requesting an official document from the University of Regina and you have already registered for **MyCreds™ | MesCertifMC**, you will receive a “**notification of new document**” email.

You can click the **View Document** button/link in the email OR you can proceed to the **Login Instructions** in the full instructions document.
1) Locate the notification email from noreply@mycreds.ca in your email account. If you did not receive the email, please check the email listed in your request from UR Self-Service to ensure it is correct. Contact MyCreds@uregina.ca or call 306-585-4127 if you need the email to be resent.

2) Click the Register button located in your email to register for a MyCreds™ | MesCertif™ account. Some e-mail systems do not display images and you may only see a link that you can click which will take you to the same location.

The button or link will direct you to the MyCreds online registration page which is different depending on whether you are a current or past student. This is further explained on the following page.

3) Log In with the University of Regina Authentication

You will be directed to the University of Regina’s Multi-Factor Authentication page which requires your student username, password, and access to the verification software on your phone or computer.

You can also contact it.support@uregina.ca or call 306-585-4685 if you experience login issues.
Confirmation of Enrolment

Login to MyCreds

Once you have registered for MyCreds™ | MesCertif™ using your notification email, you can login to your account and access your documents anywhere there is internet access.

3) Go to MyCreds at www.mycreds.ca to login.

4) Sign in by using your email and password or with your Education Provider depending on your student status.

For Past Students
Enter the Email and Password that you provided when registering for MyCreds and click the Sign In button.

For Active/Current Students
Click on the Sign in with your Education Provider button.

You will be directed to the University of Regina’s Multi-Factor Authentication page which requires your student username, password, and access to the verification software on your phone or computer.

Other Options
You can link to other accounts (Google, Facebook and LinkedIn) on you have logged into MyCreds.
1) If you do not remember your password or are unable to sign in after you have registered, click on the text icon Can’t sign in? located below the Sign in button.

2) Enter your email address. Click Submit.
   
   This will send you to either an activation email or an email to reset your password, depending on which is required for you to access your account.
1) Once you are logged in you will be directed to the Documents page. All documents in your account are listed on this page.

1) List View
You can switch from two different types of views for the list of documents in your account.

2) Status of Document
Payment required (view) - indicates that payment is required from before viewing and sharing the document.
Available - indicates that the document is valid and available to view and share.
Revoked - indicates that the document has been removed by the university and the student will need to contact the University of Regina at mycreds@uregina.ca.

3) Pay
Click on the document title or status to view and pay for your document. This will direct you to the individual document page and allow you to enter payment information.
2) Make sure to select the correct Confirmation of Enrolment letter before paying.

Check the Term, Number of Terms and Issued date prior to paying for the document.

It is the responsibility of the student to select the correct document before paying.
Student’s will not be refunded if the incorrect document is payed for.

3) Click the PAY button
4) Complete the payment form.

Entering the **billing address and postal code** of the credit card you use is a requirement of the MyCreds™ payment system (Stripe). The verification for the postal code goes back to the bank / financial institution that issued the payment card. The format for the postal code needs to match the financial institution’s records. You should refer to your statements (online or hardcopy) to see what the format for the postal code is with the issuing financial institution. To give you an idea of the variations, some need the letters to be uppercase while others use lowercase; some are looking for the space between the first 3 characters and others are not. There is not one standard format; the format for the postal code needs to match the financial institution’s records.
5) Click the PAY button on the lower left side of the form.

A pop-up window will notify you if your payment has been successful. You will be returned to the Documents page where the document’s status will be updated to Available.
1) Once you have paid for the document, you will be able to select it from your Documents page and view it on the Confirmation of Enrolment view page.

If your document is not up-to-date, you can re-request a new Confirmation of Enrolment in your UR Self-Service account. Once we receive your request a newer version of your document will be uploaded to MyCreds™ | MesCertif™ and an email will be sent to you. If you have already paid for the 90 day access you will not have to pay again as long as you request the exact same Term and Number of Terms as the original document. You are responsible for requesting the correct Term and Number of Terms.
1) Your Confirmation of Enrolment will look similar to what you see below.

- **Official Letterhead**: The official letter head is at the top of the page with the complete address on the right hand side.
- **Student Information**: The complete name and Student ID number is located here.
- **Program Information**: The information is regarding the current program you are enrolled in.
- **Year of Study**: Degrees, diplomas, and certificates are defined academically in terms of credit hours, not years of study. For administrative purposes, the University defines year of study for undergraduate students as follows:
  - Year 1: 0-23 credit hours successfully completed
  - Year 2: 24-53 credit hours successfully completed
  - Year 3: 54-83 credit hours successfully completed
  - Year 4: 84-113 credit hours successfully completed
  - Year 5: 114-143 credit hours successfully completed
  - Beyond Year 5: 144 or more credit hours successfully completed
- **Term**: Each term is listed by the most current first.
- **Term Start and End**: Each term has its own start and end date listed.
- **Course Information**: The name, description, term dates and credit hours is listed here.
- **Full Time and Part Time credit hour information**: An explanation of the University of Regina’s policy for Full and Part time status is available here.
- **Registrar’s Signature and Official Seal**: The official University of Regina seal and the signature of the Registrar for authentication
- **Issued Date**: This date indicates when the document was uploaded to MyCreds.
1) When in the Document View area you can select **SHARE** from the Actions column.

OR use the **SHARE** button located at the top when you are viewing the Confirmation of Enrolment document page.
Confirmation of Enrolment
Sharing Your Document

2) A pop-up window will appear. You can choose between Generate a link to my document OR Send my documents to a registered organization.

If you choose the Generate a link to my documents option, you will need to enter the email address of the location you are sending your Confirmation of Enrolment letter to in the Recipient Email field.

If you choose the Send my documents to a registered organization option, you will need to enter the organization name in the Recipient field. In MyCreds the organization’s name may not appear since not all organizations are registered with MyCreds.

If No organization match your search criteria appears, you will need to change your option to Generate a link to my documents.

See the next page for information on the other fields in this form.
3) Other than the **Recipient Email** field, all other fields are optional and do not need information in order to send your document. Explanations for each field are below.

The **Share name** field is for your own information and will not be seen by the recipient. You can leave this blank if you choose.

The **Purpose of share** field is for your own information and will not be seen by the recipient that you. You can leave this blank if you choose.

The **Reference** field is viewed by the recipient. This can be used if you have an ID with the receiving location or need to specify the department you are applying for.

**Access PIN is optional.** It is intended for additional security. If left blank, the person receiving the document will be able to view without any information from you. You can leave this blank if you choose. When used, the **Access PIN must be disclosed** to the receiver or they will not be able to access your document.

The **Expiry date is optional.** It can be used to set a time limit on the availability of your document. If left blank, the receiver can still access the document.

4) Click the **SHARE** button.

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If you have attempted to send your confirmation of enrolment via **MyCreds™ | MesCertifMC** and they have rejected your document, please email us at **mycreds@uregina.ca** so that we can assist you in sending your document.
1) While on the main Documents view page, click the SHARING link on the top right of the page.

2) The Shares page will list all the shares you have sent for any document you have in MyCreds.

1. This is the share name you would have created when you shared the document.
2. This is the email of the location you shared the document with.
3. This is the date the email was sent to the location with your document.
4. This will have the expiry date if you created one.
5. This means the document is available to the location you shared it to.
6. This allows you to disable the document if you no longer want it available to the location you shared it to.