Welcome to the University Transfer!

University Transfer courses are general education courses offered to earn credits towards your NorQuest Diploma.   We reside in the Faculty of Business and Community Studies, Department University Transfer and Credit Continuing Education.

By now, you should have received an information package sent by the Office of the Registrar, which contains a user ID and a temporary password.

**How and where do I log-on?**

**To Access MyQuest** (to see your class schedule, registration information)

1. Go to [www.norquest.ca](http://www.norquest.ca) and click the Current Students tab. In the bottom right corner click MyQuest. Use the logon information sent to you by the Registrar. Your username will be your first initial, last name, and three digits (e.g. fsmith157). You will be asked to change your password the first time you log on;
2. Click on **Student Centre** on the right hand side of the screen.  This will give you your course information and class schedule.

**To Access Moodle** (where your course materials are located)

Go to <http://norquest-test.cybera.ca> . When the page loads, click on **Login** located at the bottom of the page. You will then need to enter your **username** and **password**:

* Your **username** will be the same as your **MyQuest login** (first initial, last name, and a series of 3 numbers eg. fsmith157)
* Your **password** will be the **ChangeMe.1** (you will be prompted to change it on your first login)

**To Access MyMail (your College email address)**

1. Go to [www.norquest.ca](http://www.norquest.ca) and click the Current Students tab. In the bottom right corner click MyMail.
2. Click on Login to MyMail. Use the logon information sent to you by the Registrar. Your email address will be your first initial, last name, and the 3 digits @ mynorquest.ca (e.g. fsmtih157@mynorquest.ca). You will be asked to change your password the first time you log on;

**Who do I call if I have problems with my logon?**

Should you encounter any log-on problems or have difficulty accessing information, please call 780-644-6085 or email [computercommons@norquest.ca](mailto:computercommons@norquest.ca); this service is available to help you between the hours of 8:00 a.m. and 5:00 p.m., Monday to Friday.

**Where do I get my course material?**

If you have not yet received your course materials, please email [studentbookstore@norquest.ca](mailto:studentbookstore@norquest.ca).  You may also call 780-644-6203 and leave a message on the bookstore voice mail.

**How do I get in touch with my Instructor or the University Transfer office?**

You should receive an email from your instructor within the next few days. You may also contact your instructor via email (instructor’s name can be found in “**My Class Schedule**” on **MyQuest,** i.e. [firstname.lastname@norquest.ca](mailto:firstname.lastname@norquest.ca)), if you have any questions about the course academics.  For administrative information, you may contact [bcs.universitytransfer@norquest.ca](mailto:bcs.universitytransfer@norquest.ca).

Any email correspondence or **message you leave on the telephone, must include** the following or your request **may be delayed**:

* **Your Name**
* **NorQuest ID Number**
* **Telephone Number**
* **Course you are studying**

**How do I make arrangements to write my exams**?

We will need to work with you to set up dates and times for you to write your exams.  If you require the services of a proctor, please ask your proctor to complete the attached form and send it back to us at **NorQuest College, University Transfer, 10215 108 Street, Edmonton, AB  T5J 1L6** or email it to [bcs.universitytransfer@norquest.ca](mailto:bcs.universitytransfer@norquest.ca), or fax it to **780-644-6481**.   All exams written at the **main campus** must be requested at least **2 weeks prior** to the anticipated exam date and all **proctor supervised exams** must be requested at **least 4 weeks** prior to the examdate.

If you wish to write your exam at a NorQuest College writing centre, please contact [bcs.universitytransfer@norquest.ca](mailto:bcs.universitytransfer@norquest.ca), at least **three** weeks **prior** to the date you wish to write your exam.

**Other Information I should know:**

* The **University Transfer Course Administration Office** can be reached by email at [bcs.universitytransfer@norquest.ca](mailto:bcs.universitytransfer@norquest.ca).
* For instructional questions, contact your instructor.
* For academic issues/requests, you may contact the University Transfer course academic advisor, Karen Taylor by email at [karen.taylor@norquest.ca](mailto:karen.taylor@norquest.ca) .

I hope this information is helpful to you.  Please feel free to contact the Administration Office should you have any questions or need help.  Good luck with your studies!