Athabasca University
Canada's Open University

An Overview of AU's Student Portal

Presented by: James D'Arcy

Athabasca University

What is a portal?

- Web based gateway to information and knowledge in network computing.
- Goal is to resolve access to information scattered across a number of sources (internet, intranet, database, document storage, etc.).
- Serves as a single point of entry with the ability to display and customize access to content.

Athabasca University

Types of Portals

- Commercial (public) – Offer broad content for diversified audience (yahoo, msn, lycos, etc.).
- Publishing – specific interests (zdnet.com).
- Personal – target specific filtered info.
- Affinity – support communities like hobby groups or political parties.
- Mobile – accessible from mobile devices.
- Voice – web portals with audio interfaces (can be accessed by cell phone)
- Corporate – also known as enterprise – provide access to rich content to corporate and corporate partners.

Athabasca University

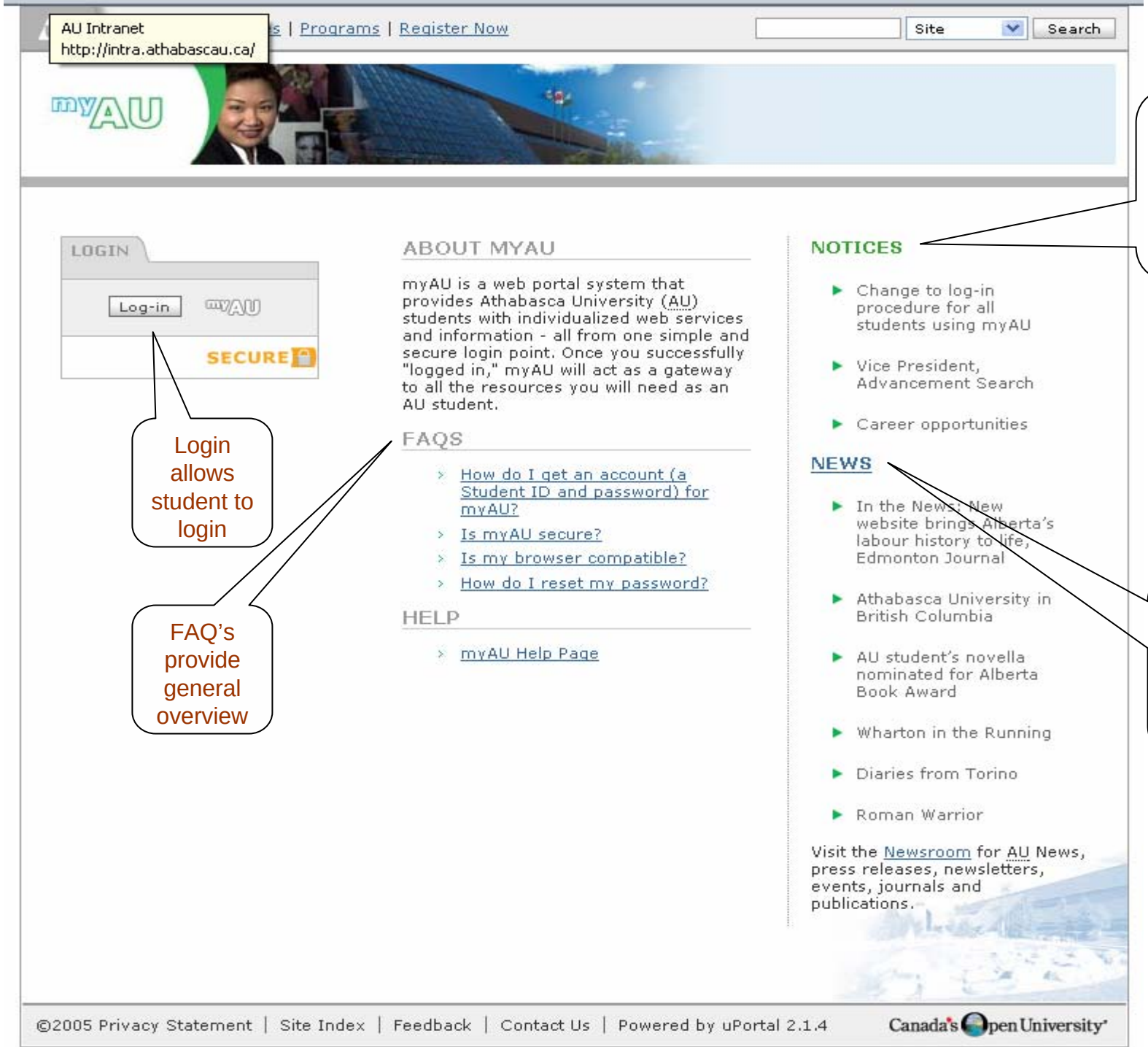
Athabasca University's Portal (myAU)

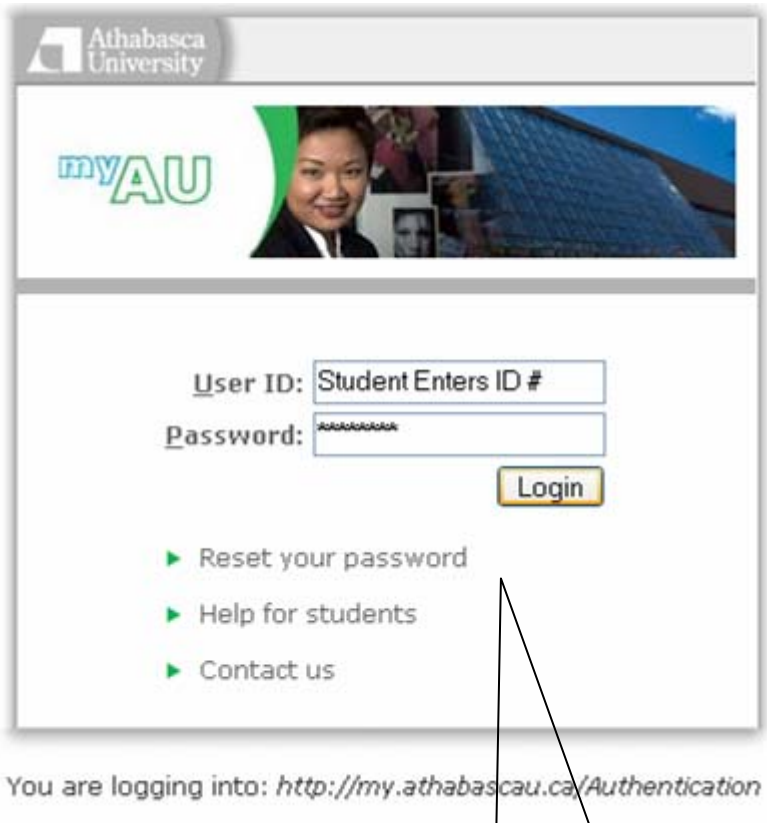
- myAU was developed to provide admitted students with a single point of entry to access information about AU and specific information pertaining to their academic careers at AU.

Athabasca University

AU's Governance Structure

- myAU Managers Group – cross functional management group who direct the day to day operations of myAU.
- myAU Web Steering Committee – cross functional representatives group who review new initiatives and prioritize the evolution of myAU.


AU Intranet
http://intra.athabascau.ca/
Programs | Register Now
Site
Search
myAU
LOGIN
Log-in
myAU
SECURE
ABOUT MYAU
myAU is a web portal system that provides Athabasca University (AU) students with individualized web services and information - all from one simple and secure login point. Once you successfully "logged in," myAU will act as a gateway to all the resources you will need as an AU student.
FAQS
How do I get an account (a Student ID and password) for myAU?
Is myAU secure?
Is my browser compatible?
How do I reset my password?
HELP
myAU Help Page
NOTICES
Change to log-in procedure for all students using myAU
Vice President, Advancement Search
Career opportunities
NEWS
In the News: New website brings Alberta's labour history to life, Edmonton Journal
Athabasca University in British Columbia
AU student's novella nominated for Alberta Book Award
Wharton in the Running
Diaries from Torino
Roman Warrior
Visit the Newsroom for AU News, press releases, newsletters, events, journals and publications.
©2005 Privacy Statement | Site Index | Feedback | Contact Us | Powered by uPortal 2.1.4
Canada's Open University
Notices provide information about new features or changes
Login allows student to login
FAQ's provide general overview
News provide information pertaining to the AU community



Direct interface with AU's Central Authentication System (CAS) and is a "single" sign on system for all AU services (except Library)

Need help logging into myAU?

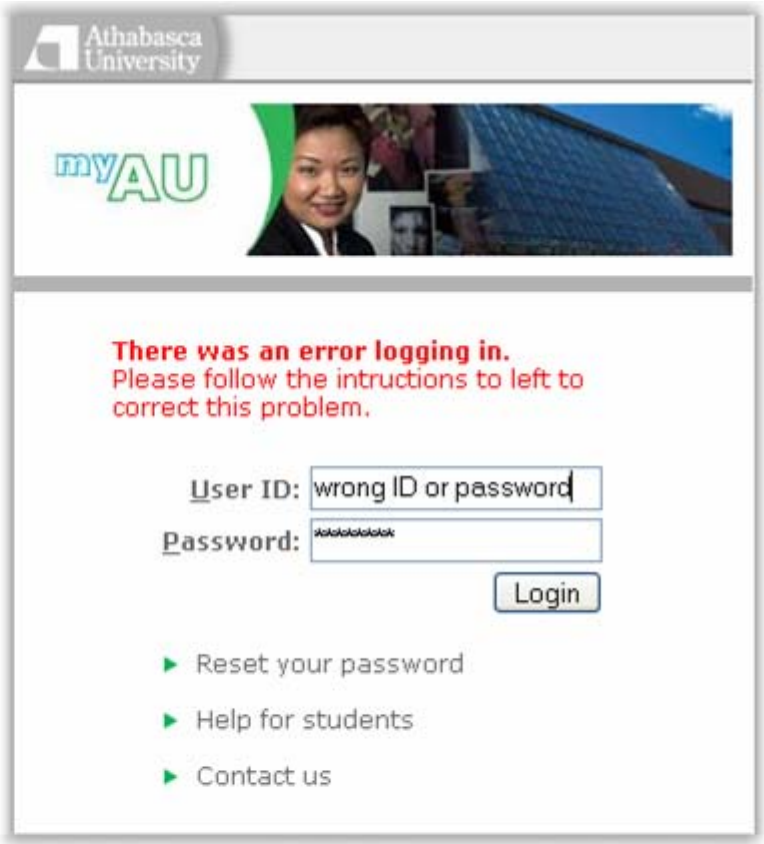
The following should help correct the problem.

Log in again. You may have mis-typed either your user ID or password.

Reset your password. You may have forgotten your password.

Contact us

Message to students who are having problems



You are logging into: *http://my.athabascau.ca/Authentication*

myAU

Conditions of Use and Privacy

Welcome James Doe

Dr. Dietmar Kennepohl - Acting VP Academic

Welcome message on first login

Students must agree to terms

WELCOME

Hello, I'm Dietmar Kennepohl, Acting Vice-President Academic at Athabasca University. Welcome to myAU, your very own customized portal space. Here you have access to a wide variety of services in one convenient location. You can register for courses, check your student record and take part in discussion boards. We'll be adding other resources from time to time. And we'll be sending information to you as well.

There are a few important things you need to know before you continue. The first is about the security of this site. Athabasca University is committed to providing you with web sites that respect your privacy. Please read the conditions of use and privacy on AU websites. Any personal information you provide voluntarily to Athabasca University through this portal will be used only for the purpose for which it was collected. We have in place reasonable processes and procedures to keep this personal information safe and secure. **Remember to log off and exit your browser before leaving your terminal. Anyone with access to your terminal will have access to all your student records as long as the connection is still active.**

The other thing you need to remember are rules regarding behaviour on this site. You will be accountable for your actions. Please read the non-academic misconduct policy. Please help us keep this site enjoyable by reporting any messages or uses of the site that you feel do not conform to this policy by contacting Public Affairs

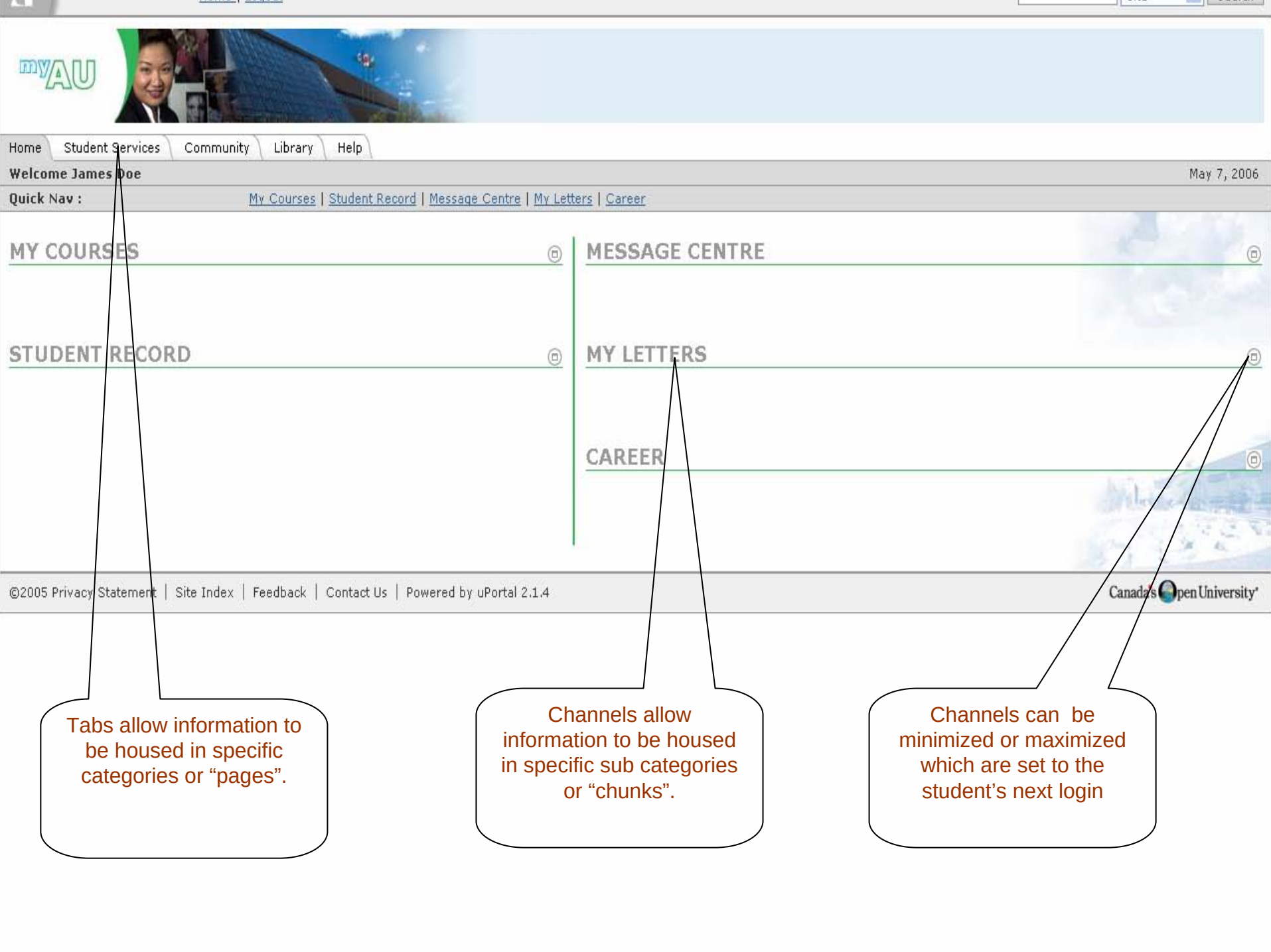
Athabasca University will not be responsible for any injury or damage arising from the personal use of this site. Below, you are asked to agree to this code of conduct before you can proceed into the portal.

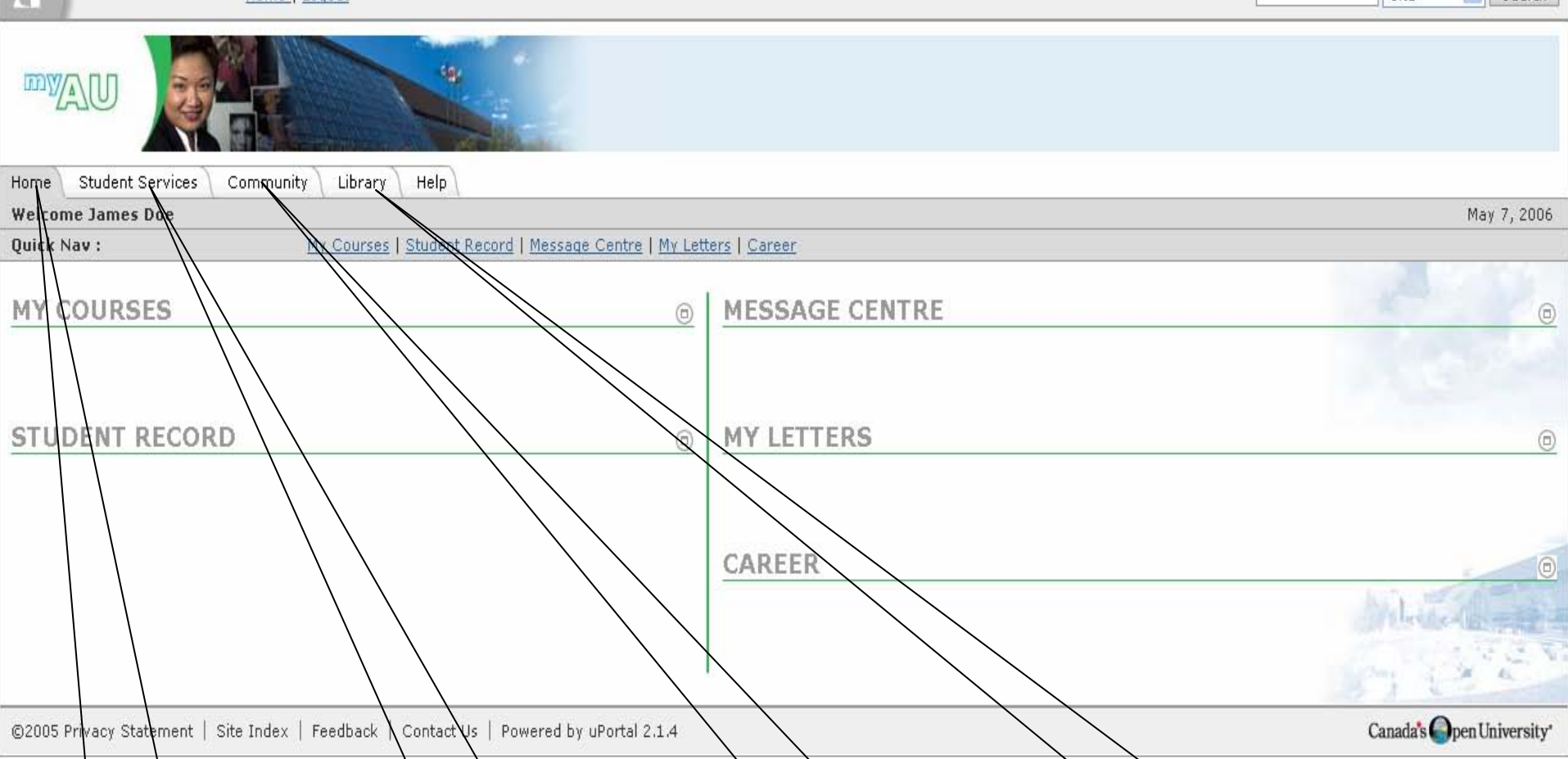
One final message before you begin to explore. Athabasca University prides itself on serving students in a way that encourages success. This promise is made to students in a document entitled "Expect the Best: Service Standards" (for North American students Service Standards and for International students International Service Standards). We encourage you to familiarize yourself with the service standards and to contact us if you believe we are not meeting these expectations.

I hope you enjoy your customized portal space. And good luck with your studies! We hope to meet you on the road of life-long learning many times over the years.

☐ I AGREE TO ABIDE BY THE TERMS AND CONDITION AS STATED ABOVE.

I AGREE | Cancel


myAU
Home
Student Services
Community
Library
Help
Welcome James Doe
May 7, 2006
Quick Nav :
My Courses | Student Record | Message Centre | My Letters | Career
MY COURSES
MESSAGE CENTRE
STUDENT RECORD
MY LETTERS
CAREER
©2005 Privacy Statement | Site Index | Feedback | Contact Us | Powered by uPortal 2.1.4
Canada's Open University
Tabs allow information to be housed in specific categories or “pages”.
Channels allow information to be housed in specific sub categories or “chunks”.
Channels can be minimized or maximized which are set to the student’s next login

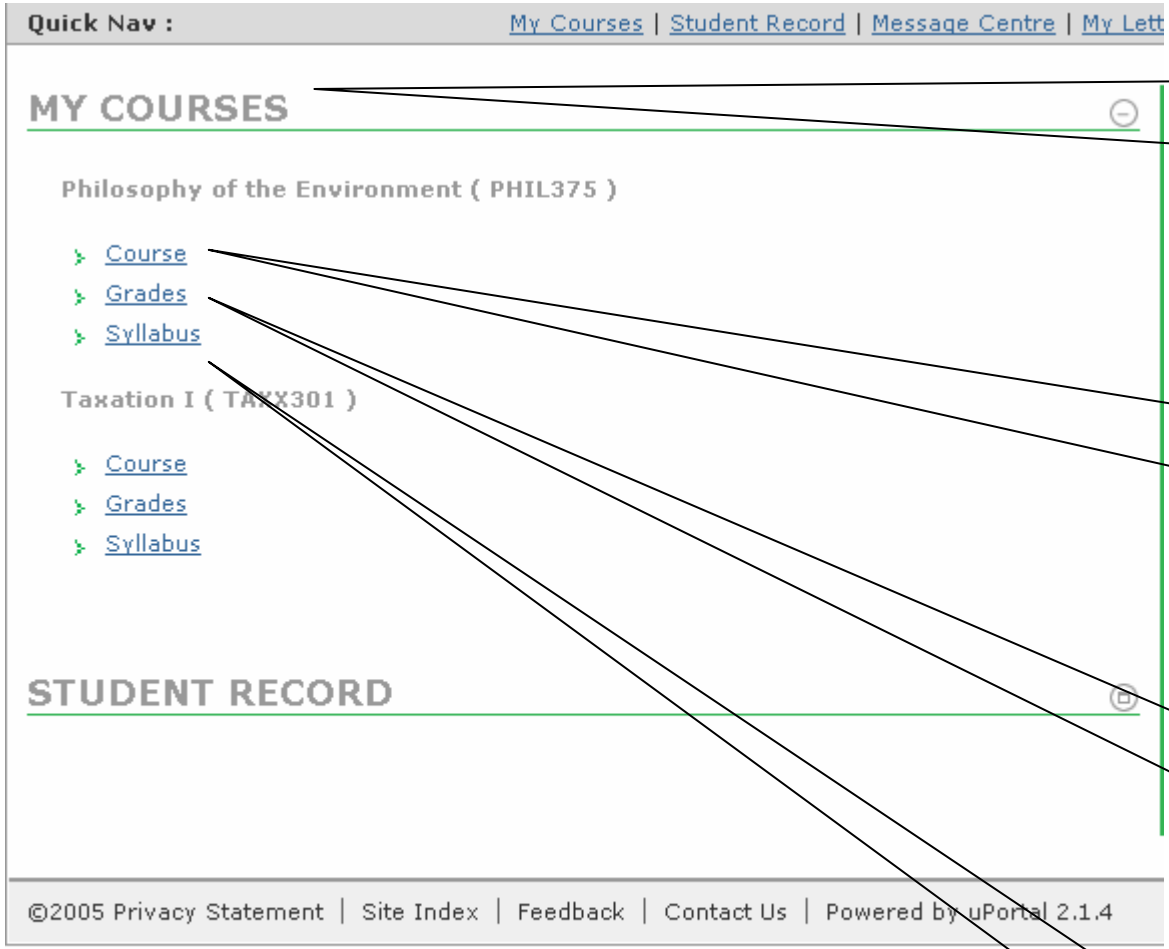


Home (as displayed here) is the student's home page.

Student Services provides links to policy information, the AU Calendar and forms

Community provides links to community discussion boards, blogs a a personal journal

Library provides links to services such as the library catalogue and journal databases



My Courses Channel displays a list of the student's current courses

The Course link takes the student to the online learning resources for the course

The Grades link takes the student to their online grade book for that specific course

The Syllabus link takes the student to the course outline

Links to student record related services (registration, withdrawal, exam request, program, T2202A, etc..)

MY COURSES

STUDENT RECORD

When you enter personal information into an AU web form as part of a secure web transaction, your information is encrypted using standard http secure (https://) Internet protocol. However, **remember to log out** before leaving your computer. Anyone with access to your computer will have access to your account as long as the connection is still active and AU can not be held responsible.

Manage Your Courses

- Register in a Course
- Apply for a Course Extension
- Withdraw from a Course
- Request an Exam
- Complete a Tutor-Marked Exercise Form (DOC)
- Check Your Course Status
- Check Your Grades

Manage Your Student Record

- Change Your Personal Information
- Change Your Password
- Reactivate Your Student Record
- Request Transcripts

Review Financial Information

- Apply for Scholarships
- Obtain Your T2202A Income Tax Form

Manage Your Program

- Change Your Program
- Check Your Program Admission Status

Find more forms on the Student Services tab.

MESSAGE CENTRE

The Message Centre delivers administrative messages from AU to all students. For specific course-related messages, refer to My Courses.

Subject	Date
New online transcript request available	2006-May-01
Online transcript FAQ	2006-May-01
au.world ... next week	2006-Apr-20
Watch for convocation invitations in the mail soon	2006-Apr-10
Eligible to graduate? Application for graduation forms must be received by May 12th	2006-Apr-10
Change to log-in procedure for all students using myAU	2006-Mar-13
2005 T2202A's - Tuition and Education Tax Credit Certificate information is now available	2006-Jan-30
Tell Your Story	2005-May-16

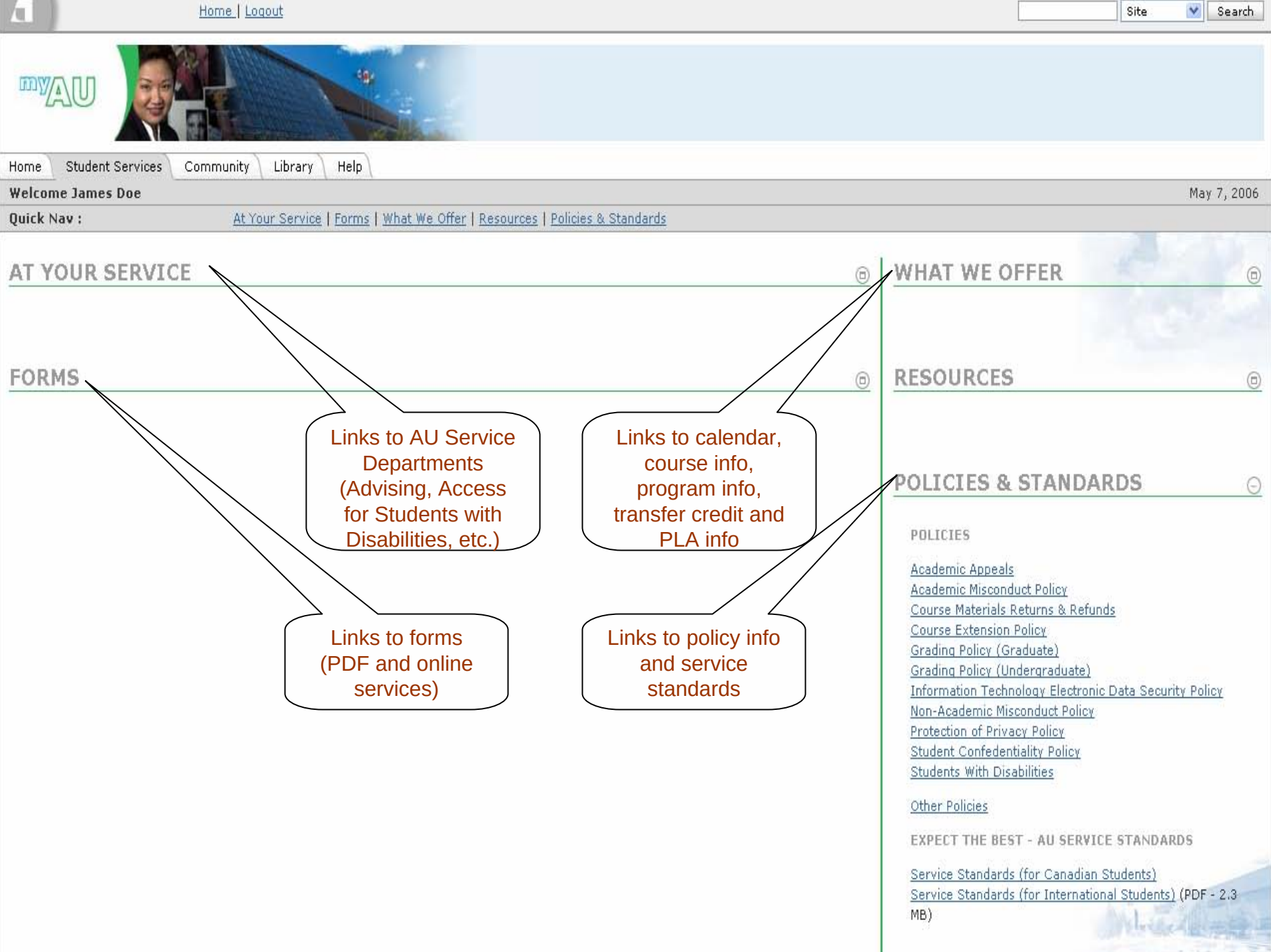
Current Messages to students

MY LETTERS

Electronic Letters (to be discussed in Gilbert's presentation)

CAREER

Career related links (jobs.com, etc.)


Home | Logout
Site
Search
myAU
Home
Student Services
Community
Library
Help
Welcome James Doe
May 7, 2006
Quick Nav :
At Your Service | Forms | What We Offer | Resources | Policies & Standards
AT YOUR SERVICE
WHAT WE OFFER
FORMS
RESOURCES
POLICIES & STANDARDS
Links to AU Service Departments (Advising, Access for Students with Disabilities, etc.)
Links to calendar, course info, program info, transfer credit and PLA info
Links to forms (PDF and online services)
Links to policy info and service standards
POLICIES
Academic Appeals
Academic Misconduct Policy
Course Materials Returns & Refunds
Course Extension Policy
Grading Policy (Graduate)
Grading Policy (Undergraduate)
Information Technology Electronic Data Security Policy
Non-Academic Misconduct Policy
Protection of Privacy Policy
Student Confedentiality Policy
Students With Disabilities
Other Policies
EXPECT THE BEST - AU SERVICE STANDARDS
Service Standards (for Canadian Students)
Service Standards (for International Students) (PDF - 2.3 MB)

Home | Logout

Site | Search

myAU

Home | Student Services | Community | Library | Help

Welcome James Doe May 7, 2006

Quick Nav : Communication Tools | Communities | News | Staff Profile

COMMUNICATION TOOLS

PERSONAL TOOLS

Blog
Personal Journal
Bookmarks

DISCUSSION BOARDS

GENERAL

- Open
- Learning at a Distance

ACADEMIC AREAS

- Business
- Music
- Psychology
- Science

GROUPS

- Grad Students

COMMUNITIES

AU Undergraduate Students' Union

NEWS

STAFF PROFILE

EVA KNISLEY

Information Centre Acting Coordinator/Trainer

I started with AU in 1984 in the Office of the Registrar but after a couple of years I left to raise four children. I returned in 1996 and joined the Info Centre as an attendant. Since June 2004 I have been acting coordinator and trainer.

The best part of my job is keeping my staff well trained and well informed so they can provide the best service to our students and potential students. They need to be on top of their game: the Info Centre handles an average of 11,000 calls and answers an average of 18,000 "Ask AU" questions per month.

Links to personalized info and discussion boards

Links to current news and events

Links to other community info (students' union)

Staff Profile (this is the only content related entry)

Welcome jamesda4 May 7, 2006

WELCOME

WELCOME TO AU LIBRARY SERVICES

AU Library Home
Access the Library's web site where you will find a wide array of online resources and services to meet the needs of distance learners.

Contact the Library Information Desk

VIEW YOUR ACCOUNT

When you click on this button, you will be automatically authenticated with the Library catalogue system. You can search the catalogue, request some types of material, manage your library account, and place interlibrary loans through this system. It may sometimes ask you to log in again. You may type your information again. Or, you can close the window and click to enter the library catalogue again.

VIEW YOUR ACCOUNT

The Future Evolution of myAU

- Graduate student portal
- Two way messaging (like instant messenger)
- AU email accounts
- Staff portal
- Access to finance account
- Interactive program planning
- Targeted information push (for example, specific to a course, specific to a student's course contract with AU, specific to a program, specific to a demographic, etc.)
- Conditionalized content (for example, specific to a program, specific to a cohort of students, etc.)

Some Statistics

- Between January 1 and April 30, 2006
  - There were 335,835 log-ins in total and 20,505 unique instances
  - 20,411 students accessed their student record using myAU
  - 20,413 students accessed e-letters through myAU
  - 32,776 students accessed their T2202A through myAU
  - 16,455 students accessed registration services through myAU.

Questions?

Athabasca University
Canada's Open University

Electronic Letters at Athabasca University

Presented by: Gilbert Perras

Athabasca University

Why E-letters?

- Cost-savings
- Better Student Service
  - More timely delivery
  - Expectations
  - Not dependent on Canada Post
- Plan for Growth

Athabasca University

The Project

- Project Proposal – March 18, 2005
- Implementation - December 15, 2005
- Duration of 9 months
- Cost of $165,000

Edit View Favorites Tools Help

Back Search Favorites

http://www.athabascau.ca/ Go

Log-in myAU AU Site Search

Athabasca University
Canada's Open University

"[Online learning] provides a lot of people with flexibility to be able to continue with their work if they have a current job, and be able to still upgrade their university education ..."

SHANNON RITTMEYER
B ADMIN

INFORMATION ABOUT

COURSES
PROGRAMS
STUDENT LIFE
REGISTER NOW
LIBRARY
RESEARCH AT AU
ABOUT AU
DEPARTMENTS & CENTRES
QUESTIONS? ASK AU
CONTACT US

INFORMATION FOR

CURRENT STUDENTS
ALUMNI & FRIENDS

LEARNING AT A DISTANCE

Athabasca University delivers distance education to students around the world.

We are an open university with a wide range of excellent courses and programs. We offer you flexibility in your studies to suit your schedule. Learn more About AU.

CONGRATULATIONS GRADUATES

NOTICES

- Convocation June 8, 9, & 10, 2006
- Vice President, Advancement Search
- Career opportunities

NEWS

- Canada Research Chair in distance education renewed at Athabasca
- Focusing Outside Limitations
- New Award Recognizes Exemplary Service
- Students the World Over
- Travelling Man

Edit View Favorites Tools Help

Back Search Favorites

http://www.athabascau.ca/ Go

Log-in myAU AU Site Search

Athabasca University
Canada's Open University

"[Online learning] provides a lot of people with flexibility to be able to continue with their work if they have a current job, and be able to still upgrade their university education ..."

SHANNON RITTMEYER
B ADMIN

INFORMATION ABOUT

- COURSES
- PROGRAMS
- STUDENT LIFE
- REGISTER NOW
- LIBRARY
- RESEARCH AT AU
- ABOUT AU
- DEPARTMENTS & CENTRES
- QUESTIONS? ASK AU
- CONTACT US

INFORMATION FOR

- CURRENT STUDENTS
- ALUMNI & FRIENDS

LEARNING AT A DISTANCE

Athabasca University delivers distance education to students around the world.

We are an open university with a wide range of excellent courses and programs. We offer you flexibility in your studies to suit your schedule. Learn more About AU.

CONGRATULATIONS GRADUATES

NOTICES

- Convocation June 8, 9, & 10, 2006
- Vice President, Advancement Search
- Career opportunities

NEWS

- Canada Research Chair in distance education renewed at Athabasca
- Focusing Outside Limitations
- New Award Recognizes Exemplary Service
- Students the World Over
- Travelling Man

Athabasca University's Office of the Registrar Online Services - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://tux.athabascau.ca/oros/jsp/welcome.jsp
Go Links

Welcome

Athabasca University's Office of the Registrar Online Services

If you prefer to use printable PDF forms to communicate, they are available online.

Please read **Applying, Enrolling, Registering** for more information about applying to Athabasca University and registering in courses.

RETURNING/ACTIVE STUDENTS:

- You are **currently registered** in an AU course or **have completed** (or withdrawn from) an AU course **within the previous 12 months** (includes completion of a course on a **Letter of Permission** from AU). You may **Login** immediately.

HOW TO BECOME A STUDENT AT AU:

- Use this procedure if you have **never** applied to become a student at Athabasca University.
- You must complete either the **Undergraduate General Application Form** or **Graduate Application Form before** you register in a course.
- The forms will ask whether you are enrolling as an unclassified (non-program, visiting [enrolled at another institution and taking an AU course for credit], or a transfer student) or program student. Please refer to the **glossary** in the calendar for more information.
- Once admitted to AU a student account is created and you are issued a Student ID number.
- Use your **Student ID number** to **Login**. Now, you may access all online services provided by AU including course registration.
- Undergraduate students may register in a course immediately.

Athabasca University's Office of the Registrar Online Services - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address https://tux.athabascau.ca/oros/jsp/welcome.jsp Go Links

Welcome

Athabasca University's Office of the Registrar Online Services

If you prefer to use printable PDF forms to communicate, they are available online.

Please read **Applying, Enrolling, Registering** for more information about applying to Athabasca University and registering in courses.

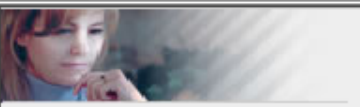
RETURNING/ACTIVE STUDENTS:

- You are **currently registered** in an AU course or **have completed** (or withdrawn from) an AU course **within the previous 12 months** (includes completion of a course on a **Letter of Permission** from AU). You may **Login** immediately.

HOW TO BECOME A STUDENT AT AU:

- Use this procedure if you have **never** applied to become a student at Athabasca University.
- You must complete either the **Undergraduate General Application Form** or **Graduate Application Form before** you register in a course.
- The forms will ask whether you are enrolling as an unclassified (non-program, visiting [enrolled at another institution and taking an AU course for credit], or a transfer student) or program student. Please refer to the **glossary** in the calendar for more information.
- Once admitted to AU a student account is created and you are issued a Student ID number.
- Use your **Student ID number** to **Login**. Now, you may access all online services provided by AU including course registration.
- Undergraduate students may register in a course immediately.

Student Personal Information - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://tux.athabascau.ca/oros/servlet/DispatcherServlet?action=personalInfo&level=UG
Go Links



Undergraduate General Application

Bachelor Degrees, University Diplomas, University Certificates, Unclassified Studies

** Fields marked with an asterisk are required fields.*

Please fill in your Personal Information, and proceed to the next page of the application.

International Applicants inside of Canada holding a current Study Authorization should submit their General Application in our traditional format by fax to 1-780-675-6174 or by mail. Here is a link to our Printable General Application Form.

Students who are enrolled in a program listed on the the Canadian Virtual University website and wish to be admitted to Athabasca University to take courses as a visiting student should complete the Canadian Virtual University LOP/Visiting Student Admission Form to have application fees waived.

Students attending a collaborating institution and taking an Athabasca University course for credit should contact Athabasca University to complete their application.

First Name: *

Preferred First Name:

Middle Name:

Last Name: *

Former First Name:

Former Last Name:

Street Address1: *

Street Address2:

Street Address3:

City: *

Province/State: * **Required if in Canada or the United States.**

Postal/Zip Code:

Country: *

e-mail Address:

Note: Street Addresses must be provided **(No Post Office Box Numbers)** for addresses outside Canada and the United States.

Internet

Edit View Favorites Tools Help
Back Search Favorites
https://tux.athabascau.ca/oros/servlet/DispatcherServlet?action=personalInfo&level=UG Go

Street Address2:

(No Post Office Box Numbers) for addresses outside Canada and the United States.

Street Address3:

City: *

Province/State: * **Required if in Canada or the United States.**

Postal/Zip Code:

Country: *

e-mail Address:

e-mail Confirmation:

Canada/USA Phone Numbers Area Code Number				**International Phone Numbers** Number *(including country code)*
Home:		Ext:		Home:
Business:		Ext:		Business:
Fax:		Ext:		Fax:

Letter Delivery Method (What is this?) e-letters Printed Letters*

Letter Delivery Confirmation:
Have you read and understood the difference between e-letters and printed letters? Yes ☑ No ☒ *

Citizenship: Canadian Citizen Other*

If Other, please specify below:

Permanent Resident/Landed Immigrant

Country of Citizenship:

Gender: Male Female Not Specified*

Date of Birth: (DD/MM/YYYY)*

Occupation:

Edit View Favorites Tools Help

Back Search Favorites

https://tux.athabascau.ca/oros/servlet/DispatcherServlet?action=personalInfo&level=UG Go

Street Address2:

(No Post Office Box Numbers) for addresses outside Canada and the United States.

Street Address3:

City: *

Province/State: * **Required if in Canada or the United States.**

Postal/Zip Code:

Country: *

e-mail Address:

e-mail Confirmation:

Canada/USA Phone Numbers Area Code Number				**International Phone Numbers** Number *(including country code)*	
Home:		Ext:		Home:	
Business:		Ext:		Business:	
Fax:		Ext:		Fax:	

Letter Delivery Method (What is this?) e-letters Printed Letters*

Letter Delivery Confirmation:
Have you read and understood the difference between e-letters and printed letters? Yes ☑ No ☒ *

Citizenship: Canadian Citizen Other*

If Other, please specify below:

Permanent Resident/Landed Immigrant

Country of Citizenship:

Gender: Male Female Not Specified*

Date of Birth: (DD/MM/YYYY)*

Occupation:

Edit View Favorites Tools Help
Back Search Favorites
https://tux.athabascau.ca/oros/servlet/DispatcherServlet?action=personalInfo&level=UG Go

Street Address2:

(No Post Office Box Numbers) for addresses outside Canada and the United States.

Street Address3:

City: *

Province/State: * **Required if in Canada or the United States.**

Postal/Zip Code:

Country: *

e-mail Address:

e-mail Confirmation:

Canada/USA Phone Numbers Area Code Number				**International Phone Numbers** Number *(including country code)*	
Home:			Ext:	Home:	
Business:			Ext:	Business:	
Fax:			Ext:	Fax:	

Letter Delivery Method (What is this?) e-letters Printed Letters*

Letter Delivery Confirmation:
Have you read and understood the difference between e-letters and printed letters? Yes ☑ No ☒ *

Citizenship: Canadian Citizen Other*

If Other, please specify below:

Permanent Resident/Landed Immigrant

Country of Citizenship:

Gender: Male Female Not Specified*

Date of Birth: (DD/MM/YYYY)*

Occupation:

Edit View Favorites Tools Help
Back Search Favorites
http://www.athabascau.ca/registrar/OROShelp.php?page=eletters
Go

OFFICE OF THE
REGISTRAR

OFFICE OF THE REGISTRAR
CONTACT REGISTRATION SERVICES
ACADEMIC RECORDS
ADMISSIONS
TRANSFER CREDIT EVALUATION SERVICES
EXAMINATION SERVICES
FINANCIAL ASSISTANCE
REGISTRATION SERVICES
SCHOLARSHIPS AND AWARDS

INFORMATION ABOUT
COURSES
PROGRAMS
STUDENT LIFE
REGISTER NOW
LIBRARY
RESEARCH AT AU

WELCOME TO ELECTRONIC LETTERS (E-LETTERS)

This new feature gives you the option to view certain letters online should you choose this option. By choosing to receive your letters electronically, you will be able to view, save, and/or print the following letters:

Admission - This letter confirms that you have been admitted to Athabasca University. Please note that there are several different types of admission letters. Not all admission letters will be available online, and these letters will be mailed to you.

Registration - This letter confirms that your registration request has been processed. Please note that this letter appears after the 11th day of the month prior to your start date (e.g. the letter for a course you are beginning on December 1 will appear after November 11). Please also note that this letter is generated once a tutor has been assigned to the course you have registered in.

Pre-registration - This letter confirms that your pre-registration request has been processed. This letter is sent to you when you pre-register in a course more than two months in advance of your start date.

Edit View Favorites Tools Help
Back Search Favorites
http://www.athabascau.ca/registrar/OROShelp.php?page=eletters
Go

Pre-registration - This letter confirms that your pre-registration request has been processed. This letter is sent to you when you pre-register in a course more than two months in advance of your start date.

Re-registration - This letter confirms that you have been registered in a course in which you were previously registered.

Tutor - This letter introduces and provides contact information for the tutor of your course.

Withdrawal - This letter confirms that your withdrawal from a course has been processed.

Extension - This letter confirms that your request for a course extension has been processed.

Exam - This letter confirms your request for an exam has been processed.

Final grade - This letter confirms your final grade for a course.

We have enabled you to view your letters online to provide a more convenient and timely way for you to access your letters. We recommend that you save all letters to your PC because e-letters will only be available online six months after they have been created. Not all letters are available online; those not available will be printed and mailed to you through Canada Post. In the future, we hope to provide more letters electronically.

If you have any questions, concerns or comments, or are experiencing any difficulties with accessing e-letters, please contact us.

CHOOSING E-LETTERS AS THE LETTER

Edit View Favorites Tools Help
Back Search Favorites
http://www.athabascau.ca/registrar/OROShelp.php?page=eletters Go

printed and mailed to you through Canada Post. In the future, we hope to provide more letters electronically.

If you have any questions, concerns or comments, or are experiencing any difficulties with accessing e-letters, please contact us.

CHOOSING E-LETTERS AS THE LETTER DELIVERY METHOD

If you choose e-letters as your letter delivery method, you will not receive certain printed letters (as listed above) through Canada Post. This requires you to access these letters online in the myAU student portal or through the Office of the Registrar Online Services (OROS). You should check your e-letters on a regular basis – at least every two weeks. If you prefer to have your Athabasca University letters printed and mailed to you, please choose printed letters as your letter delivery method.

CHOOSING PRINTED LETTERS AS THE LETTER DELIVERY METHOD

If you choose printed letters as your letter delivery method, you will receive print copies of Athabasca University letters via Canada Post. If you would like to conveniently view your letters online, please choose e-letters as your letter delivery method.

E-LETTERS FREQUENTLY ASKED QUESTIONS

Office Of The Registrar - Last Updated 06/22/2006 22:09:55

©2006 Privacy Statement | Site Index | Feedback | Contact Us
Canada's Open University

Edit View Favorites Tools Help
Back Search Favorites
http://www.athabascau.ca/registrar/OROShelp.php?page=eletters
Go

printed and mailed to you through Canada Post. In the future, we hope to provide more letters electronically.

If you have any questions, concerns or comments, or are experiencing any difficulties with accessing e-letters, please contact us.

CHOOSING E-LETTERS AS THE LETTER DELIVERY METHOD

If you choose e-letters as your letter delivery method, you will not receive certain printed letters (as listed above) through Canada Post. This requires you to access these letters online in the myAU student portal or through the Office of the Registrar Online Services (OROS). You should check your e-letters on a regular basis – at least every two weeks. If you prefer to have your Athabasca University letters printed and mailed to you, please choose printed letters as your letter delivery method.

CHOOSING PRINTED LETTERS AS THE LETTER DELIVERY METHOD

If you choose printed letters as your letter delivery method, you will receive print copies of Athabasca University letters via Canada Post. If you would like to conveniently view your letters online, please choose e-letters as your letter delivery method.

E-LETTERS FREQUENTLY ASKED QUESTIONS

Office Of The Registrar - Last Updated 06/22/2006 22:09:55

OFFICE OF THE
REGISTRAR

OFFICE OF THE REGISTRAR
CONTACT OFFICE OF THE REGISTRAR
ACADEMIC RECORDS
ADMISSIONS
CHALLENGE FOR CREDIT
EXAMINATIONS
Exam Invigilation Network
FINANCIAL AID
FORMS FOR STUDENTS
GRADUATION INFORMATION
REGISTRATIONS
STUDENT AWARDS
TRANSFER CREDIT EVALUATIONS

INFORMATION ABOUT
COURSES
PROGRAMS

ELECTRONIC LETTERS (E-LETTERS) FAQ

1. What exactly are e-letters?

E-letters are electronic letters available online to undergraduate students. Find out more.

2. I am a graduate student. How come I cannot see any e-letters?

E-letters are only available to undergraduate students. We hope to provide e-letters to graduate students in the future.

3. How long will my letters be available online?

Your e-letters will be accessible for six months. Therefore, we recommend that you save all your letters to your PC.

4. What does letter delivery method mean?

You can choose between two different letter delivery methods: e-letters or printed letters.

5. How do I know what my letter delivery method is?

RELATED AU SERVICES

- Read more about e-letters
- I would like to view the AU Student Code of Conduct.
- Services A-Z
- I have a different question

Ask AU

Edit View Favorites Tools Help
Back Search Favorites
http://www.athabascau.ca/registrar/eletters_FAQ.php Go

5. How do I know what my letter delivery method is?

In myAU, check out the section titled 'Letter Delivery Method' to find out what your letter delivery method is.

You can also check your letter delivery method at the Office of the Registrar Online Services (OROS). Click on Electronic Letters in the Student Record section on the left, and check out the section titled 'Letter Delivery Method.'

6. Can I switch my letter delivery method any time?

Yes. Please note that most of the letters are created overnight and therefore will not be accessible until the day after your request. However, some letters are only produced once a month. Read more.

7. How do I get an original copy of my acceptance letter sent to my sponsor for funding?

You can print the letter off and send it to them or contact us to have a letter sent for you.

8. I asked for an extension but my course registration letter still shows the original contract date. Why?

Your original course registration letter will always show the original contract date. An extension letter will be available to you to confirm your request for a course extension. The extension letter will indicate your new contract date.

9. I am having problems accessing my e-letters. What should I do?

Edit View Favorites Tools Help
Back Search Favorites
http://www.athabascau.ca/registrar/eletters_FAQ.php Go

You can print the letter off and send it to them or contact us to have a letter sent for you.

8. I asked for an extension but my course registration letter still shows the original contract date. Why?

Your original course registration letter will always show the original contract date. An extension letter will be available to you to confirm your request for a course extension. The extension letter will indicate your new contract date.

9. I am having problems accessing my e-letters. What should I do?

Contact us.

10. Will I receive an e-mail notification each time I have a new e-letter to view?

No, we do not require all students to have an e-mail address. For those students that do have an e-mail address, AU has found it very cumbersome and time consuming to maintain and ensure e-mail addresses are active. However, AU does recognize that this would be a better service to students. We are currently undertaking a project that may resolve issues we had with maintaining e-mail addresses. Please stay tuned.

Office Of The Registrar - Last Updated 06/22/2006 22:16:38

Edit View Favorites Tools Help
Back Search Favorites
https://tux.athabascau.ca/oros/servlet/DispatcherServlet?action=personalInfo&level=UG Go

Street Address2:

(No Post Office Box Numbers) for addresses outside Canada and the United States.

Street Address3:

City: *

Province/State: * **Required if in Canada or the United States.**

Postal/Zip Code:

Country: *

e-mail Address:

e-mail Confirmation:

Canada/USA Phone Numbers Area Code Number				**International Phone Numbers** Number *(including country code)*
Home:		Ext:		Home:
Business:		Ext:		Business:
Fax:		Ext:		Fax:

Letter Delivery Method (What is this?) e-letters Printed Letters*

Letter Delivery Confirmation:
Have you read and understood the difference between e-letters and printed letters?

Yes ☑ No ☒ *

Citizenship: Canadian Citizen Other*

If Other, please specify below:

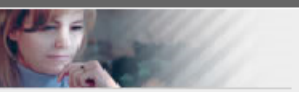
Permanent Resident/Landed Immigrant

Country of Citizenship:

Gender: Male Female Not Specified*

Date of Birth: (DD/MM/YYYY)*

Occupation:



GENERAL
Home
Help
MyAU Student Portal
Logout
Change Password
ADMISSION
Graduate Application
Graduate Admission
Undergrad Application
Change Program
COURSES
Course Availability
Course Registration
Course Extension
Course Withdrawal
Request Exam
STUDENT RECORD
Admission Status
Electronic Letters
Grades
Transcript Request
View/Modify Personal Info
View T2202A Form

Welcome to Electronic Letters (e-letters)

This new feature gives you the option to view certain letters online. What are e-letters?

Letter Delivery Method

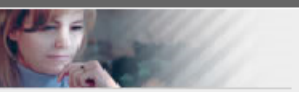
Your letter delivery method is set to **e-letters:** What does this mean?

If you want to receive printed letters by mail, you may **disable** ☒ **e-letters**.

Letters

You don't appear to have any electronic letters available. Electronic Letters are generated once every night. Please check back tomorrow.

Please note that e-letters that are more than six months old are not displayed. Therefore, we recommend that you save these letters to your PC.



GENERAL
Home
Help
MyAU Student Portal
Logout
Change Password
ADMISSION
Graduate Application
Graduate Admission
Undergrad Application
Change Program
COURSES
Course Availability
Course Registration
Course Extension
Course Withdrawal
Request Exam
STUDENT RECORD
Admission Status
Electronic Letters
Grades
Transcript Request
View/Modify Personal Info
View T2202A Form

Welcome to Electronic Letters (e-letters)

This new feature gives you the option to view certain letters online. What are e-letters?

Letter Delivery Method

Your letter delivery method is set to **e-letters:** What does this mean?

If you want to receive printed letters by mail, you may **disable** ☒ **e-letters**.

Letters

You don't appear to have any electronic letters available. Electronic Letters are generated once every night. Please check back tomorrow.

Please note that e-letters that are more than six months old are not displayed. Therefore, we recommend that you save these letters to your PC.

Edit View Favorites Tools Help

Back Search Favorites

http://www.athabascau.ca/ Go

Log-in myAU AU Site Search

Athabasca University
Canada's Open University

"[Online learning] provides a lot of people with flexibility to be able to continue with their work if they have a current job, and be able to still upgrade their university education ..."

SHANNON RITTMEYER
B ADMIN

INFORMATION ABOUT

COURSES
PROGRAMS
STUDENT LIFE
REGISTER NOW
LIBRARY
RESEARCH AT AU
ABOUT AU
DEPARTMENTS & CENTRES
QUESTIONS? ASK AU
CONTACT US

INFORMATION FOR

CURRENT STUDENTS
ALUMNI & FRIENDS

LEARNING AT A DISTANCE

Athabasca University delivers distance education to students around the world.

We are an open university with a wide range of excellent courses and programs. We offer you flexibility in your studies to suit your schedule. Learn more About AU.

CONGRATULATIONS GRADUATES

NOTICES

- Convocation June 8, 9, & 10, 2006
- Vice President, Advancement Search
- Career opportunities

NEWS

- Canada Research Chair in distance education renewed at Athabasca
- Focusing Outside Limitations
- New Award Recognizes Exemplary Service
- Students the World Over
- Travelling Man

Edit View Favorites Tools Help

Back Search Favorites

http://www.athabascau.ca/

Log-in myAU

AU Site Search

Athabasca University
Canada's Open University

"[Online learning] provides a lot of people with flexibility to be able to continue with their work if they have a current job, and be able to still upgrade their university education ..."

SHANNON RITTMEYER
B ADMIN

INFORMATION ABOUT

- COURSES
- PROGRAMS
- STUDENT LIFE
- REGISTER NOW
- LIBRARY
- RESEARCH AT AU
- ABOUT AU
- DEPARTMENTS & CENTRES
- QUESTIONS? ASK AU
- CONTACT US

INFORMATION FOR

- CURRENT STUDENTS
- ALUMNI & FRIENDS

LEARNING AT A DISTANCE

Athabasca University delivers distance education to students around the world.

We are an open university with a wide range of excellent courses and programs. We offer you flexibility in your studies to suit your schedule. Learn more About AU.

CONGRATULATIONS GRADUATES

NOTICES

- Convocation June 8, 9, & 10, 2006
- Vice President, Advancement Search
- Career opportunities

NEWS

- Canada Research Chair in distance education renewed at Athabasca
- Focusing Outside Limitations
- New Award Recognizes Exemplary Service
- Students the World Over
- Travelling Man

Edit View Favorites Tools Help

Back Search Favorites

http://my.athabascau.ca/render.userLayoutRootNode.uP Go

Home | Courses | Programs | Register Now

Site Search

LOGIN

Log-in myAU

SECURE

ABOUT MYAU

myAU is a web portal system that provides Athabasca University (AU) students with individualized web services and information - all from one simple and secure login point. Once you successfully "logged in," myAU will act as a gateway to all the resources you will need as an AU student.

FAQS

- How do I get an account (a Student ID and password) for myAU?
- Is myAU secure?
- Is my browser compatible?
- How do I reset my password?

HELP

- myAU Help Page

NOTICES

- Convocation June 8, 9, & 10, 2006
- Vice President, Advancement Search
- Career opportunities

NEWS

- Canada Research Chair in distance education renewed at Athabasca
- Focusing Outside Limitations
- New Award Recognizes Exemplary Service
- Students the World Over
- Travelling Man
- AU's first student e-zine, au.world, is launched

Visit the Newsroom for AU News, press releases, newsletters,

Edit View Favorites Tools Help

Back Search Favorites

https://secure.athabascau.ca/cas/login?service=http://my.athabascau.ca/Authentication

Go

Athabasca University

myAU

User ID:

Password:

Login

- Reset your password
- Help for students
- Contact us

You are logging into: *http://my.athabascau.ca/Authentication*

myAU

Welcome James Doe May 7, 2006

MY COURSES

STUDENT RECORD

MESSAGE CENTRE

MY LETTERS

CAREER

myAU

Welcome James Doe May 7, 2006

Quick Nav : My Courses | Student Record | Message Centre | My Letters | Career

MY COURSES

MESSAGE CENTRE

STUDENT RECORD

MY LETTERS

CAREER

MY LETTERS

WELCOME TO ELECTRONIC LETTERS (E-LETTERS)

This new feature gives you the option to view certain letters online. What are e-letters?

LETTER DELIVERY METHOD

Your letter delivery method is set to **e-letters:** What does this mean?

If you want to receive printed letters by mail, you may **disable** ☒ e-letters.

LETTERS

You don't appear to have any electronic letters available. Electronic Letters are generated once every night. Please check back tomorrow.

MY LETTERS

WELCOME TO ELECTRONIC LETTERS (E-LETTERS)

This new feature gives you the option to view certain letters online. What are e-letters?

LETTER DELIVERY METHOD

Your letter delivery method is set to **e-letters:** What does this mean?

If you want to receive printed letters by mail, you may **disable** e-letters.

LETTERS

You don't appear to have any electronic letters available. Electronic Letters are generated once every night. Please check back tomorrow.

MY LETTERS

WELCOME TO ELECTRONIC LETTERS (E-LETTERS)

This new feature gives you the option to view certain letters online. What are e-letters?

LETTER DELIVERY METHOD

Your letter delivery method is set to **e-letters:** What does this mean?

If you want to receive printed letters by mail, you may **disable** e-letters.

LETTERS

Please select the e-letter you wish to view. To view e-letters, you must have Acrobat Reader. You can download the **FREE** Acrobat Reader from Adobe's Website.

Letter	Term	Access Date	Creation Date
admission letter75714	200603	2006-Apr-12	2006-Mar-31

Please note that e-letters that are more than six months old are not displayed. Therefore, we recommend that you save these letters to your PC.

MY LETTERS

WELCOME TO ELECTRONIC LETTERS (E-LETTERS)

This new feature gives you the option to view certain letters online. What are e-letters?

LETTER DELIVERY METHOD

Your letter delivery method is set to **e-letters:** What does this mean?

If you want to receive printed letters by mail, you may **disable** e-letters.

LETTERS

Please select the e-letter you wish to view. To view e-letters, you must have Acrobat Reader. You can download the **FREE** Acrobat Reader from Adobe's Website.

Letter	Term	Access Date	Creation Date
admission letter75714	200603	2006-Apr-12	2006-Mar-31

Please note that e-letters that are more than six months old are not displayed. Therefore, we recommend that you save these letters to your PC.

Electronic Letters Download

Welcome to the AU Electronic Letters download page. Your letter should have begun automatically downloading. If this does not happen within a few seconds, please download your letter.

When you are finished, you may GO BACK to the service you came from.

Opening ADMISSION LETTER75714.pdf
The site has suggested that "ADMISSION LETTER75714.pdf" be handled as an attachment. It is of type application/pdf (Adobe Acrobat Document) and located at:
https://tux2.athabascau.ca
What should Mozilla do with this file?
Open it with the default application (AcroExch)
Open it with
Choose...
Save it to disk
Always perform this action when handling files of this type
OK
Cancel

Athabasca University

Office of the Registrar

March 31, 2006
ID: 9606472

Trenton David Adams
62 Birch Street
Athabasca, AB T9S 1T4

Dear Trenton:

Welcome to Athabasca University. You are enrolled in the Unclassified Admission category. This category allows you to complete courses for credit without being enrolled in a credential program.

Should you decide in the future to enroll in a credential at Athabasca University, the courses you successfully complete may be considered for credit to the extent the credential regulations allow. If you require assistance in planning a program please contact a Student Advisor at our Learning Centres. Call 1-800-788-9041 and ask to speak to an Advisor.

Athabasca University

Cost Savings

- Staffing costs of $165,000
- Cost savings of $75,000 annually
  - Based on $0.60/letter
  - Staff savings of 0.2 FTE
- ROI of approx. 2 years

Athabasca University

Usage patterns

- Day 1: 210 e-letters (70 non-e)
- Week 1: 1850 e-letters (813 non-e)
- Month 1: 7200 e-letters (3600 non-e)
- Year 1 (estimate): 110,000 e-letters

The Future of Eletters at AU

- Graduate students
- Add other existing letters
- Create new letters
  - Reminder letters

Questions?

gilbert.perras@keyano.ca
jdarcy@athabascau.ca