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## Admissions

**My admission portal shows that I was accepted. Now what do I do?**

Once admitted, you will receive notification via the LU applicant portal. Following this acknowledgement, you will receive a paper or electronic formal offer of admission. Once you accept your offer, you will receive a copy of your degree requirements form, listing the courses that you will be required to complete to obtain the degree. It will also list the course advanced standings that were provided.

### **Who do I notify about my acceptance?**

If you received a paper offer, send your acceptance via email to [admissions@laurentian.ca](mailto:admissions@laurentian.ca)

If you received an electronic offer, accept it on the student portal electronically.

### **What courses am I supposed to take?**

A degree requirements form will be sent to your Laurentian GroupWise email account. If you do not receive a copy of your degree requirements form, please email [luonline@laurentian.ca](mailto:luonline@laurentian.ca) and provide your name with student ID and program information to request a copy of your form.

### **There are courses that were pending on my CGA transcript that I was not provided credits for on my degree requirements form. How do I get these applied now?**

If courses are now completed and listed on the transcript, please have a revised transcript sent from the issuing institution to the admissions department at Laurentian directly at [admissions@laurentian.ca](mailto:admissions@laurentian.ca)

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## **Registering in courses**

## **When do I get my LU accounts information and how do I activate my LU accounts?**

Your Laurentian ID consists of a username and password that you will need to access all Laurentian University services, including your course selection tool, WebAdvisor. You can activate your Laurentian ID by going to [lul.ca/accesslu](http://lul.ca/accesslu) and following the onscreen instructions. Please have your 7-digit Laurentian student number ready as it will be needed for this process. For help on activating your account, please refer to the help screens on the AccessLU site.

## **My password does not work?**

You may reset your password by using the Laurentians self-serve password reset at <https://sspr.laurentian.ca> and follow the instructions to change your password. If you are unable to change your password, you will have to contact IT at [it@laurentian.ca](mailto:it@laurentian.ca)

## **How will I know that I can register in courses?**

Each semester the Registrar will send an email announcement to your LU email account to advise when registrations are open. Fall and winter registrations are usually available beginning May/June of each year and in February for the spring term. These dates vary annually. Online students typically register for courses on a term basis. Note that if you do not receive an email notification, you may access this information in important dates on the Laurentian University website.

## **How do I register in courses?**

Once you have your Login name and Password for WebAdvisor, proceed to [www.webadvisor.laurentian.ca](http://www.webadvisor.laurentian.ca) to register in your courses. Course registrations are completed through Webadvisor. Students are solely responsible for their registrations and course changes.

- Select, Login and enter your WebAdvisor name and password
- Select, WebAdvisor for students
- Select, Register for classes
- Select, Search and register for sections
- Enter the Term, Subject, and Course Level for each course you want to register for. Click Submit. Select the course or courses, click submit
- Under Action, choose Register. Click Submit. Click OK.

## **I could not register, I received an error message. What do I do?**

If you are unable to register in courses through webadvisor, please send the details of the course you wish to register in (Course name, Course number, Section, Session, Semester) to [registrar@laurentian.ca](mailto:registrar@laurentian.ca). Please include your name and students id. The following is an example of the codes you will see in webadvisor.

### **COMM-5001-EL-13 / Financial Management**

COMM = Commerce course

E = English

L = Laurentian University

13 = Online Course

Note: Online courses are coded as EL-13, EL-14, EL-15 etc. If EL-13 section is full, please enrol in EL-14, or EL-15.

**IMPORTANT** - Remember to enrol early for your course. If a section is full, check to see if another section is available. Make sure to register for the right course. Failure to do so could result in additional fees and if the online course is full, you may not be able to take the course in the preferred term.

### **How do I know if I am registered, will I receive a confirmation?**

No you will not receive a confirmation message. You can check to see if you are registered in your course by accessing your “transcript” in webadvisor. <https://webadvisor.laurentian.ca>

### **I registered in my course. When and how do I pay my fees?**

Students can view the balance of their account online by consulting the Account Summary on the WebAdvisor, under the Financial Information section. Students are responsible for paying their university fees within the set deadlines regardless of whether they have received an e-statement notification or not, since they have online access to the status of their account at all times. Please visit the fees website at <https://laurentian.ca/fees-financing> for information about the due dates and payment options.

**My fees invoice does not have enough detail such as course name. How do I request a detailed fees invoice?**

You may request a detailed fees invoice by emailing [fees@laurentian.ca](mailto:fees@laurentian.ca) and indicate that you require a detailed fees invoice.

**How many credits can I take each semester?**

Part-time students are to complete less than 18 credits between September and April and up to 15 credits between May and August.

**I need to drop my course, how do I do that?**

Webadvisor allows students to self-register, drop and withdraw from courses. Information related to these processes is available at <http://laurentian.ca/course-changes-withdrawals-refunds>

In this system, students can change their course selection up to two weeks following the course start date. To accommodate this new process, LU has changed all online courses so that the first module is covered over the first 2-weeks. Groups will be generated following the deadline date for late registrations.

Although every effort is made to ensure students are able to take the courses they want in each session, Laurentian does have the right to limit the number of students enrolled in each course. As such, it is very important to register early!

Course materials can be purchased through the Laurentian University Bookstore or another vendor of your choosing. Depending on the specific course materials, various purchasing options might be available such as hard and/or digital copies. Generally, digital copies can provide substantial savings and convenience for students.

It is recommended that students review the required course materials for their specific course at least two weeks prior to the course start date. Doing so in advance will confirm the available

purchasing options and formats. This is important since some course materials might only be available in one particular format (e.g. only hard copy or only digital copy). Students purchasing a physical copy of their course materials should take into account the necessary shipping time. The list of required course materials is normally available from the Laurentian University Bookstore website approximately four weeks before the start of a term.

### **How do I know which book I need?**

Please follow these steps to order your textbooks and course materials through the Laurentian University Bookstore.

Step 1: Go to the Laurentian University Bookstore website operated by Follett.

Step 2: Click on the link “Books” and select “Textbooks & Course Materials”.

- Select Your Term – The Spring and Summer terms are listed together.
- Select Your Department – The department should be COMM unless you are taking a course with a different department.
- Select Your Course
- Select Your Section – Online courses with the Faculty of Management are denoted by EL-13, 14 or 15. The section code might be different for courses with other departments. You can confirm your specific course section through WebAdvisor.
- Click “Submit”

Step 3: Select your required course materials and add them to your shopping cart by clicking “Add to Cart”.

**Important:** Students purchasing a physical copy of their course materials should take into account the necessary shipping time. In this situation, it is recommended to order the physical copy at least two weeks before the course start date.

Step 4: Click “Select Another Course” if you require additional course materials or “Go to Cart” to continue to the next step.

Step 5: Review your order and select your preference regarding the condition of your textbooks.

- If the textbook condition (new/used) I selected is unavailable, please REPLACE my textbook with the condition available. This may affect my order total. (Recommended)
- If the textbook condition (new/used) I selected is unavailable, DO NOT replace my textbook. I understand that the unavailable item(s) will be CANCELLED from my order.

**Important:** If you select the second option and receive a cancellation email, please contact the bookstore immediately for alternative options. Please be aware that this can often happen in particular when ordering used textbooks due to the unavailability of the item.

Step 6: Click “Checkout”.

Step 7: Choose to “Sign In” to your eFollett account, “Create Account” or “Continue as Guest”.

Step 8: Follow the remaining directions to complete your purchase.

It is recommended that you review the shipping information and return policy detailed on the bookstore website prior to your purchase.

**I ordered my book and did not yet receive it. Who do I contact?**

All customer support questions relating to your course materials purchased through the bookstore should be directed to the Laurentian University Bookstore at [laurentian@bkstr.com](mailto:laurentian@bkstr.com)

**Can I buy my book from another vendor?**

Students who choose to purchase their course materials from a source other than the Laurentian University Bookstore are solely responsible for obtaining the correct materials.

**I registered in a COMM online course and purchased my textbook, how do I go about completing my course now?**

All COMM online courses are delivered through the Desire2Learn (D2L) learning management system. You may access D2L at, <https://d2l.laurentian.ca>. Please note that if you are a newly admitted student it will take a number of days for your access to be granted.

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