A GUIDE TO
FREQUENTLY ASKED QUESTIONS

STUDENT PORTAL

ACCESS MY PORTAL

A Detroit Mercy email account is required to access My Portal.

1. In your web browser, go to my.udmercy.edu
2. Log in using your Detroit Mercy email credentials.

ACTIVATE YOUR DETROIT MERCY EMAIL

Email address and password: Your initial email address / password will be provided by the Admissions Office (for new students) or the Registrar's Office (for transfer students, readmits and guests).

1. In your web browser, go to portal.office.com
2. Log in with your Detroit Mercy email address / password.

LOCKED OUT OF YOUR ACCOUNT?

1. You can reset your password by clicking on "Forgot Password?" in the login box at my.udmercy.edu
2. If you have been locked out of your account, wait five minutes and try again or use the "Forgot Password" feature. If you are still unable to log in, contact the IT Helpdesk at 313-993-1500 to unlock your account.

ACADEMIC INFORMATION

TO VIEW ACADEMIC AND ADVISOR INFORMATION

Here you can view your registration status, class, academic standing, advisor and curriculum information.

1. Log in to my.udmercy.edu with username / password.
2. Look for the heading "Self-Service - Student."
3. Click "Student Profile."

TO RUN A DEGREE EVALUATION

1. Log in to my.udmercy.edu with username / password.
2. Look for the heading "Self-Service - Student."
3. Click "Student Profile."
4. Click on "Degree Evaluation" to either "Generate New Evaluation" of your current program or click on "What-if Analysis" to evaluate your credits within a program you are considering.
5. Follow directions or click on "Review How-To-Videos" to learn more.

VIEW/PRINT ACADEMIC HISTORY

1. Log in to my.udmercy.edu with username / password.
2. Look for the heading "Self-Service - Student."
3. Click "Student Profile."
4. Click "Academic History."
5. Click "Submit" to view Academic History.
6. Click File, "Print" to print Academic History.

VIEW MIDTERM OR FINAL GRADES

1. Log in to my.udmercy.edu with username / password.
2. Look for the heading "Self-Service - Student."
3. Click "Student Profile."
4. Click "View Grades."

PRINT YOUR CLASS SCHEDULE

1. Log in to my.udmercy.edu with username / password.
2. Look for the heading "Self-Service - Student."
3. Click "Registration."
4. Click "View Registration Information" and select "Term."
5. Click on the Printer icon top right corner.

REGISTRATION INFORMATION

REGISTER FOR CLASSES WITH CRNS *

1. Log in to my.udmercy.edu with username / password.
2. Look for the heading "Self-Service - Student."
3. Click "Registration."
4. Click "Register for Classes."
5. Select "Term."
6. Select "Enter CRNs"
7. Input five-digit CRN (ex. 12345).
8. Select "Add another CRN for additional courses."
9. Click "Add to Summary" and click "Submit" (bottom right).
   * *Note any registration errors and correct if necessary.*

REGISTER FOR CLASSES WITHOUT CRNS *

1. Log in to my.udmercy.edu with username / password.
2. Look for the heading "Self-Service - Student."
3. Click "Registration."
4. Click "Register for Classes."
5. Select "Term."
6. Search on Subject and any attributes of interest.
7. Click on "Search."
8. Review sections and click on "Add next" to the section.
9. Scroll to the bottom of the page and click "Submit."
   * *Note any registration errors and correct if necessary.*

DROP A CLASS

Check schedule for when this can be done online. Otherwise, you must submit a paper form.
Follow the steps for registering above, then from the screen:

1. Open the drop-down window next to the course you want to drop.
2. Select "Web Delete."
3. Select "Submit Changes" at the bottom of the page.

If a form is needed:
   A. Click on "Student Profile."
   B. Click on "Forms."
   C. Download and print the "Advising and Registration Form."
   D. Bring the form to the college office in Briggs 108 or scan the form to the Associate Dean at armstrov@udmercy.edu

APPLY TO GRADUATE

1. Log in to my.udmercy.edu with username and password.
2. Click "Student Profile."
3. Click "Apply to Graduate."
4. Select term you expect to graduate in and answer all additional questions concerning program, name, address, etc.

ERRORS YOU MAY ENCOUNTER

Sections in which you were unable to register will appear as schedule errors.

Examples include:

- Closed sections.
- Time conflicts.
- Duplicate sections.
- Student-level errors (UG, GR, PR).
- Class level errors.
- Permission needed.
- Prerequisites and co-requisites.
- Campus restriction.

You cannot override these error messages. You will need to go to the appropriate person or office to clear the error or choose another course if you are not eligible for an override.

Contact the Associate Dean's office if you are unsure whom to contact.

VIEW HOLDS ON YOUR ACCOUNT

1. Log in to my.udmercy.edu with username / password.
2. Look for the heading "Self-Service - Student."
3. Click "Student Profile."
4. Click "Holds" red button near top-right of screen.
5. Contact the appropriate office to resolve the issue.

ENROLLMENT, DEFERMENT OR LOAN INFORMATION

1. Log in to my.udmercy.edu with username / password.
2. Look for the heading "Self-Service - Student."
3. Click "Student Profile."
4. Click "National Student Clearinghouse."
5. Click on whichever option you desire.

UPDATING ADDRESS / PERSONAL INFORMATION

1. Log in to my.udmercy.edu with username / password.
2. Look for the heading "Personal Profile."
3. Click "Personal Profile."
4. Click "Personal Information."
5. Click the edit "pencil" ✎ next to each item that needs updated and click "Update."

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