

Self-Service Student Dashboard FAQ Guide

1. What is Self-Service?

Self-Service is the new student dashboard that consolidates academic, financial, and administrative tools into a single platform. It offers a modern, mobile-friendly interface with personalized content and easy access to the services students use most.

2. What's New in the Portal?

- **Single Sign-On:** One login for all services.
- **One-Stop Shop:** Access to all key student resources in one place.
- **Personalized Dashboard:** Customized for your needs and activity.
- **Modern, intuitive design:** Easier to navigate and use.
- **Mobile-Friendly:** Works smoothly on phones, tablets, and desktops.
- **Announcements & Notifications:** Important updates delivered directly to your dashboard.
- **Day-at-a-Glance:** Quickly view classes, tasks, and reminders.

3. Frequently Asked Questions

I can't find a card on my dashboard — what should I do?

If a card such as Grades, T2202, Student Aid, or others is missing, follow these steps:

- **Step 1: Check if the card was removed**
Students can customize the dashboard, so a card may have been removed accidentally.
- **Step 2: Re-add the card from the Card Library**
 1. Click 'View all Cards' or the magnifying glass.
 2. Search for the card name.
 3. Click 'Save card to home page' (bookmark icon).
- **Step 3: Refresh your dashboard**
Sometimes the card appears after a page refresh.
- **Step 4: Still missing?**
Your role may not grant access, or permissions may need updating. Contact the Helpdesk or Enrolment Services if re-adding doesn't work.

I can't log in. What should I do?

- Make sure you are using your Network credentials (same log in as DC Connect and DCmail)
- Try again if you recently changed your password.
- Try incognito mode or clear your browser cache.
- If still unable to log in, contact the IT Helpdesk.

The portal won't load or looks blank.

- Switch browsers
- Try an incognito/private window.
- Refresh or restart the browser.
- Reconnect to Wi-Fi
- If the issue persists, screenshot the problem and contact IT.

Where do I find grades, transcripts, financial forms, or my timetable?

- Use the following cards: Self-Service Links, Account Summary, Student Aid, Class Schedule, Classes & Grades and others.
- If you don't see the card, check the 'I can't find a card on my dashboard — what should I do?' section above.

How do I update my personal information?

- Find the Self-Service Links card
- Select 'Update Personal Information'
- If certain information cannot be edited, contact Enrolment Services.

4. Who do I contact for help?

Issue Type	Contact
Login Issues	IT Helpdesk
Grades, transcripts, enrolment	Enrolment Services
Student aid or OSAP	Financial Aid
International issues	International Education
Missing cards or dashboard errors	Enrolment Services