

NAVIGATING MOSAIC

Office of the Registrar
Student Services

June 3, 2022

A photograph of a stone archway with grapevines climbing over it. The archway is made of light-colored stone and has a decorative keystone. A paved path leads through the archway into a green, tree-filled area. The scene is brightly lit, suggesting a sunny day.

LAND ACKNOWLEDGMENT

We take this time to recognize that we are currently on the traditional territory shared between the Haudenosaunee confederacy and the Anishinaabe nations, which was acknowledged in the Dish with One Spoon Wampum belt.

CONTENT

1. Account Balances & Payments
2. Student Direct Stream (SDS)
3. Enrolling in Courses & Enrolment Appointments
4. Student Cards
5. Updating Personal Information
6. Enrolment Letters
7. Scholarships & Bursaries
8. Academic Requirements - Academic Advising Report
9. Transcripts
10. How to Connect with Us

STUDENT SERVICES VS INTERNATIONAL STUDENT SERVICES

- Fee Payments
- Aid & Awards
- Enrolment & Enrolment Verification
- Transcripts
- Service Requests
- Degree Verification
- Convocation

- Immigration Advising
- Success Coaching
- Peer Support and Events
- Health Insurance (UHIP)
- Incoming Exchange Students

MOSAIC STUDENT PORTAL

Mosaic's Student Portal is made up of tiles. Each tile has a specific function. Most often we'll refer you to your Student Center Tile to view information pertaining to finances, academics, service requests, enrolment letters, etc.

The screenshot displays the Mosaic Student Portal home page with a dark red header containing a dropdown menu labeled "Mosaic Home". The main content area is a grid of white tiles on a dark grey background. The tiles are arranged as follows:

- Convocation Forms:** Features a graduation cap icon.
- Timetable to Outlook:** Features a calendar icon with a green plus sign.
- My Exam Schedule:** Features a yellow pencil icon.
- Student Exams:** Features a blue document icon with a list.
- Mosaic News:** A larger tile containing two news items:
 - Training:** "AP Training on Teams June to December 2022" by Financial Affairs, dated 05/30/2022. Includes a "Training" logo.
 - PCard:** "May 2022 PCard transactions available" by Financial Affairs, dated 05/30/2022. Includes a PCard icon.
- Enrol Direct Deposit (Student):** Features an icon of a smartphone with a green arrow and a dollar sign.
- Create My Timetable:** Features a blue document icon with a clock.
- Tasks:** Features a yellow warning triangle icon with an exclamation mark. Below the icon, it says "No current tasks".
- AwardSpring:** Features a piggy bank icon. Below the icon, it says "The new way to apply for aid and awards".
- Grades:** Features an envelope icon with a gear and a document.
- Student Center:** Features a laptop icon with a green line graph.
- COVID Positive Case Reporting:** Features a red cross icon.
- Regulatory Training:** Features a clipboard icon with a green checkmark. Below the icon, it says "Health and Safety, AODA, Privacy, and Regulatory training".



ACCOUNT BALANCES & PAYMENTS

VIEWING YOUR ACCOUNT BALANCE

Pre-enrollment

- No actual charges posted yet
- Estimate tuition fees for SDS application
- Pre-payment posted as credit
- Current Balance: Click to add text
negative

Post-enrollment

- Due now: Balance due by the fee deadline
- Future due: upcoming due amount
- Current balance: positive

The screenshot shows the 'Finances' section with a 'My Account' sidebar containing links for 'Account Inquiry', 'Account Summary', 'Financial Aid', 'View Financial Aid Awards', 'View Financial Aid Applications', and 'View Tuition, Aid and Awards Summary'. The main 'Account Summary' area displays a 'Current balance -27,600.00.' with a breakdown: 'Due Now 0.00', 'Future Due 0.00', and 'Pending Aid 0.00'. At the bottom, it states 'Currency used is Canadian Dollar' and includes a search dropdown with 'other financial...' and a search icon.

The screenshot shows the 'Finances' section with a 'My Account' sidebar containing links for 'Account Inquiry', 'Account Summary', 'Financial Aid', 'View Financial Aid Awards', 'View Financial Aid Applications', and 'View Tuition, Aid and Awards Summary'. The main 'Account Summary' area displays a 'Current balance 2,833.02.' with a breakdown: 'Due Now 2,833.02', 'Future Due 0.00', and 'Pending Aid 0.00'. At the bottom, it states 'Currency used is Canadian Dollar' and includes a search dropdown with 'other financial...' and a search icon. A 'Make a Payment' button is visible in the bottom right corner.

MAKE A PAYMENT – INTERNATIONAL METHODS

Option 1:

CIBC International Student Pay (CIBC)

- Bank wire (NEFT/RTGS for India)
- Visa Debit/Credit
- Mastercard Debit/Credit
- China Union Pay Debit/Credit
- Direct Debit ACH (US)

Option 2:

Western Union Global Pay

- Bank wire (NEFT/RTGS for India)
- Visa Debit/Credit
- Mastercard Debit/Credit
- China Union Pay Debit/Credit,
- Direct Debit ACH (US),
- Wechat Pay

Transaction time: 7-10 business days to post to Mosaic

MAKE A PAYMENT – CANADIAN METHODS

ONLINE BANKING

Setting it up

- Log in to your financial institution's website.
- Go to Bill Payments.
- Add a Payee (or new bill).
- Search and add McMaster University.
- Enter your 9-digit student number as the "Account Number". (Double check the ID # before proceeding)
- Confirm the information.

Make a payment

- Log in to your financial institution's website.
- Go to Bill Payments.
- Select McMaster University.
- Enter amount you wish to pay.
- Confirm the information.
- Take a screenshot as a proof of payment.
- Payments can take 2-4 days to arrive in your student account.

MAKE A PAYMENT – CANADIAN METHODS

VISA / MASTERCARD

1. Log in to Mosaic.
2. Select the Make a Payment button located in the finance section of your Student Center.
3. Follow the instructions for Credit Card payments. Please note: VISA debit and Mastercard debit cards are NOT accepted using this method.
4. A non-refundable convenience fee of 2.25% will be charged by the provider.
5. To avoid late payment and other administrative charges, submit no later than the **payment deadlines**.
6. Transactions can take 2-4 days to arrive in your student account.

PAYMENT DEADLINES - ENROLLED STUDENTS

- **Interest** 1.2% per month
- **Late Fee** \$75 late fee/term
- **Financial Blocks** – Interim and Full-Service Blocks

TERM	PAYMENT DEADLINE
Fall (September – December)	September 25
Winter (January – April)	January 25
Spring (May – mid-June)	May 25
Summer (end-June – August)	July 25



STUDENT DIRECT STREAM (SDS)

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Depending on where you live, you may be able to get your study permit faster through the SDS. To be eligible for faster processing through the SDS, **you must be a legal resident living in 1 of the following countries:**

Antigua and Barbuda	India	Senegal
Brazil	Morocco	St. Vincent and the Grenadines
China	Pakistan	Trinidad and Tobago
Colombia	Peru	Vietnam
Costa Rica	Philippines	

STUDENT DIRECT STREAM (SDS)

- Have an acceptance letter from a post-secondary [designated learning institution](#)
- Live outside of Canada when you apply
- **Have proof you have paid your tuition for your first year of study**
- Have a [Guaranteed Investment Certificate](#) (GIC) of CAN\$10,000
- Depending on where you're applying from, you may also need to provide other documents. Make sure you include all the [documents required by the visa office](#) that processes your application.
- If you live anywhere other than 1 of the countries listed above (even if you're a citizen of one of the countries above), you must apply through the [regular study permit application process](#).



<https://www.youtube.com/watch?v=nQmOkDsZOfk&t=1s>



COURSE ENROLMENT & ENROLMENT APPOINTMENTS

HOW TO ENROL

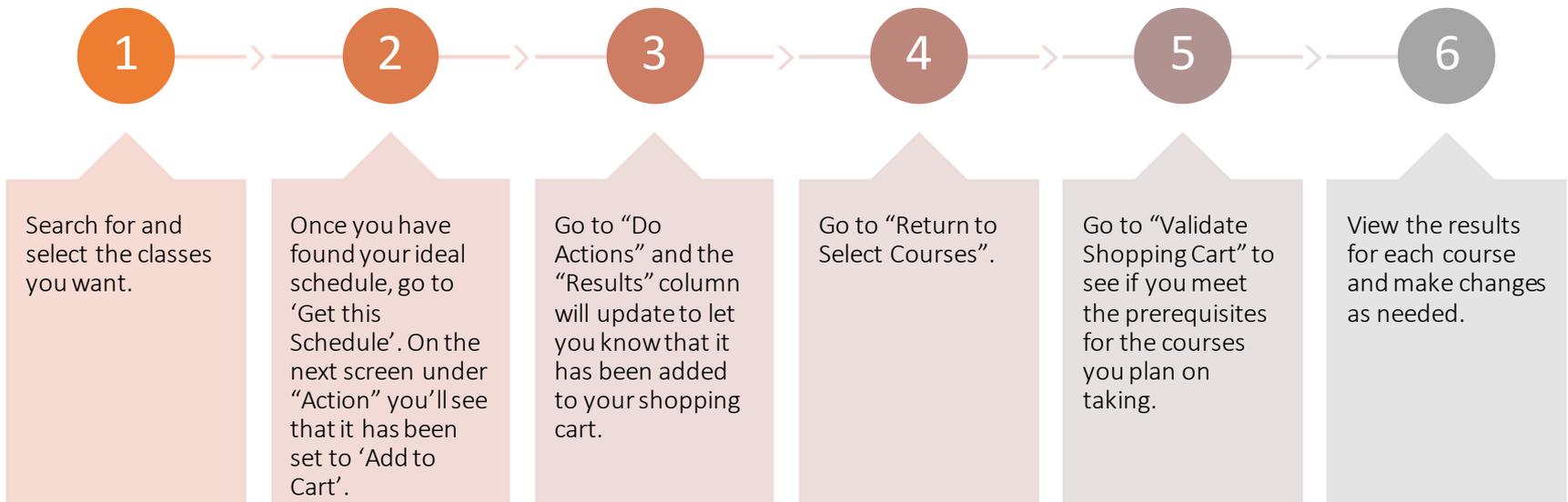
- MyTimetable is the newest online self-service tool for undergrad students that allows you to find an optimal and conflict-free timetable and direct class enrolment.
- Any classes dropped from MyTimetable will reflect on Mosaic.
- MyTimetable will be available starting June 17.
- [Tutorial video](#) available on the website.

You can access MyTimetable two ways:

- Log into Mosaic and go to the Create MyTimetable tile on the homepage
- OR go to the MyTimetable link in the Student Center in Mosaic
- Once logged in, you will be able to search, sort, select your optimal timetable.
- On the day of your enrolment appointment, you will be able to move your selected schedule from the shopping cart and enroll.

PLAN YOUR SCHEDULE

You can access MyTimetable before your enrolment begins. This allows you to save schedules to your favourites and easily pull them up when it's your time to enroll. You can also add courses to your shopping cart and validate it to ensure that you meet the prerequisites for the course.



ENROLMENT APPOINTMENTS

- Enrolment begins on June 17, 2022
- Enrolment Appointments display in My Timetable and Student Centre on **June 10, 2022.**
- We recommend that you enroll in both your Fall and Winter courses at the same time, if you intend to take courses both terms.

Academic Level	Enrolment Appointment Begins
Level 5	Friday, June 17
Level 4	Monday, June 20
Level 3 and Exchange	Wednesday, June 22
Level 2	Friday, June 24
Level 1	Tuesday, June 28
Non-Degree Students (LOP, Continuing, Visiting Students)	Tuesday, July 5



STUDENT CARDS

STUDENT ID CARD

- Your ID card identifies you as a McMaster University student: it displays your student number, name, photo, and contains an encoded magnetic strip.
- Permits you access to services on campus or online. In addition, you must present your student card in the Registrar's Office to make inquiries about your personal academic record.
- **McMaster student photo ID cards are required at all exams (online and in-person)** as the method of identification.
- If your card is lost or stolen, report it immediately to the Office of the Registrar's online chat or the Student Services in Gilmour Hall 108 to have the card invalidated. Replacement cards can be created for a \$30 fee.

WHERE CAN I USE MY STUDENT CARD

- **Library Card:** The bar code on the card will enable you to borrow materials through the McMaster Library system and access the digital collections.
- **University Campus Store:** Your card can be used as a charge card at the Campus Store.
- **Recreation Card:** You can use your ID card to access the David Braley Athletic Centre.
- **Hospitality Services:** The McMaster student ID card is a meal card for those living in residence. Off-campus students may elect to put money on their card to be used at on-campus and select off-campus dining locations.

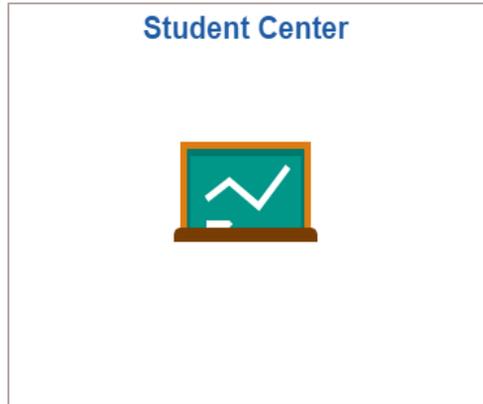
HOW DO I GET ONE?

- If you are a newly admitted international student, you'll need to upload a passport type photo (head shot) in the Mosaic Student Center > Personal Information > Demographics Data, by **July 15**.
- Your student ID card is produced following enrolment.
- Your first card is free of charge.
- Subsequent cards will be at a charge of \$30.00 each.
- Students will be able to pick-up their card in August. Watch for the dates in the RO Student Services Bulletin

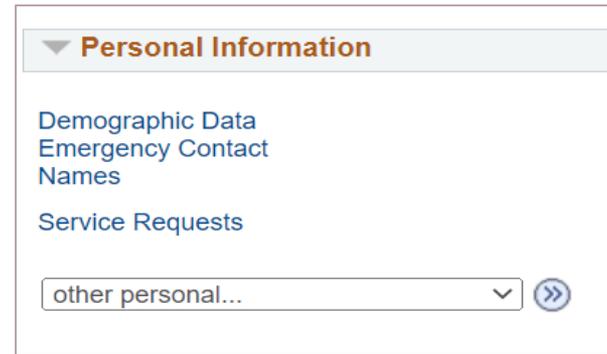


UPDATING PERSONAL INFORMATION

UPDATING PERSONAL INFORMATION



- Log in to Mosaic and select the Student Center Tile.



- Under the Personal Information heading select Demographic Data.
- This is also where you'll upload a photo for your Student ID Card



Here you can update your personal information. Most of you will have international addresses – please add your Canadian mailing address once you have found housing in Canada.



ENROLMENT LETTERS

ENROLMENT VERIFICATION LETTERS

Proof of student data such as status, course enrolment, graduation date, degree program and more; can be a requirement for scholarships, employment, university applications or immigration purposes.

Enrolment Letters can be self-generated through Mosaic's Student Center:

- Academics
- Enrollment/Financial Letters
- Select Academic Career
- Select Academic Term
- Select Letter Type
- Submit

▼ **Academics**

[Search](#)
[Plan](#)
[Enroll](#)
[My Academics](#)

Enrollment / Financial Letters >>

Enrollment/Financial Letters Request Option

Your Academic Institution: MCMST

*Select Academic Career for this Letter:

*Select Academic Term for this Letter:

*Select which letter you would like to request:

*Select your delivery option: PDF

SUBMIT

HOW TO SUBMIT A SERVICE REQUEST

- Log in to [Mosaic](#)
- Go to your Student Centre tile
- Select “Other academics”
- Select Service Requests
- Click create a new request
- Select the appropriate category
- Click next
- Select Service Request
- Select a request type
- Add attachments
- Click submit

Service Request Tutorial

Office of the
Registrar





SCHOLARSHIPS & BURSARIES

WHAT ARE SCHOLARSHIPS & BURSARIES

Scholarships (also called awards) are funding that's awarded based on your academic and extracurricular achievements.

Bursaries are funding provided by McMaster based solely on financial need.

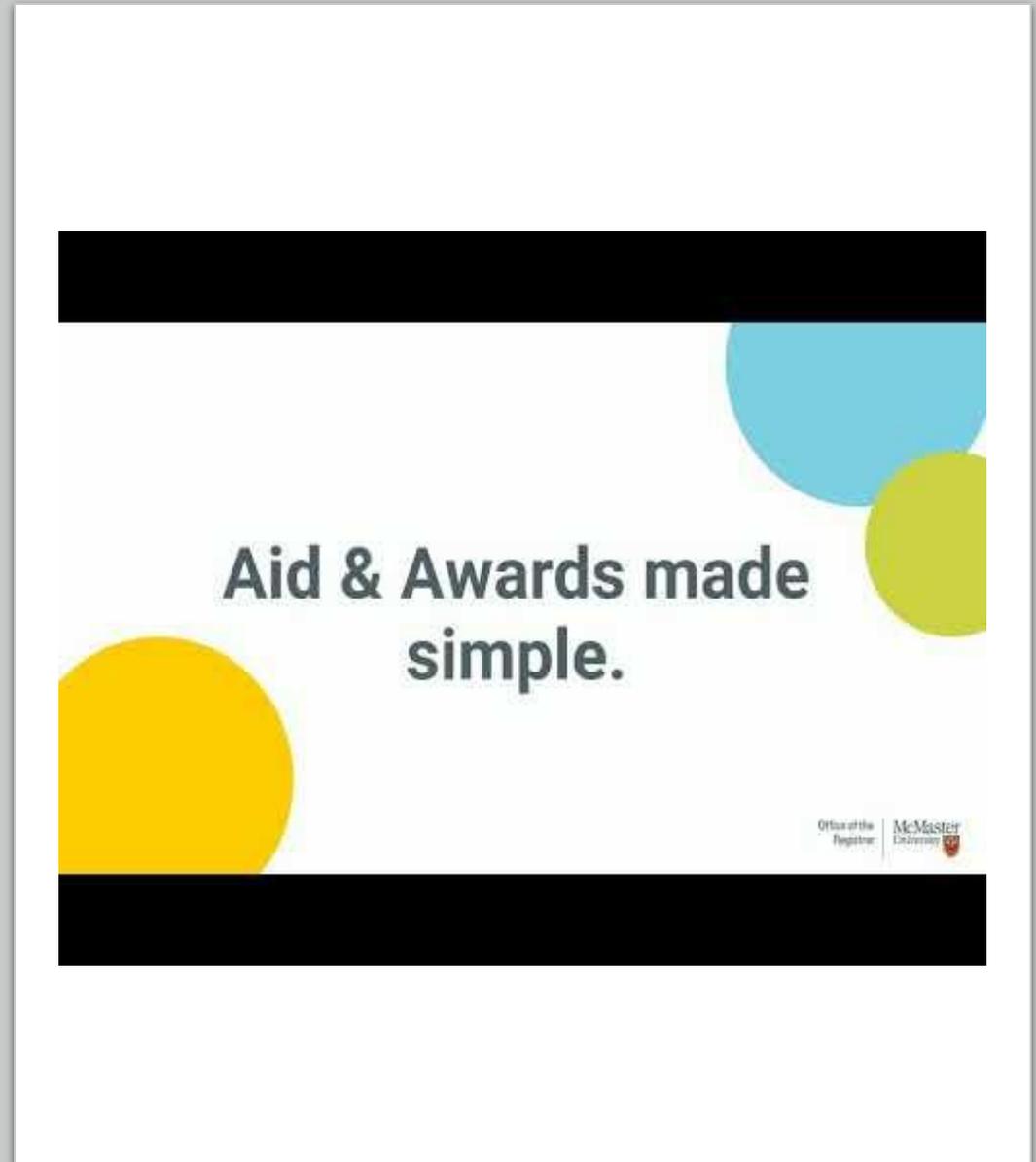
Both are **non-repayable** funding, which means you don't need to pay it back!

International and domestic undergraduate students from all Faculties/programs can apply.

AWARDSRING

With [AwardSpring](#), you complete one common app that matches you with all the aid & award opportunities you're eligible for on your Dashboard.

You can share the same requirements (i.e. a reference letter or statement of interest) across all applications with the same criteria to save you time!





ACADEMIC REQUIREMENTS

YOUR ACADEMIC ADVISING REPORT

View your Academic Advisement Report in Mosaic

You can access your Academic Advisement Report from a tile on Mosaic. This tool is intended to help you understand your academic degree requirements.

How to read your Academic Advisement Report

Please see the guide on using the [Academic Advisement Report](#) for assistance.

HOW TO READ YOUR ACADEMIC ADVISING REPORT

Step 1: Click on tile

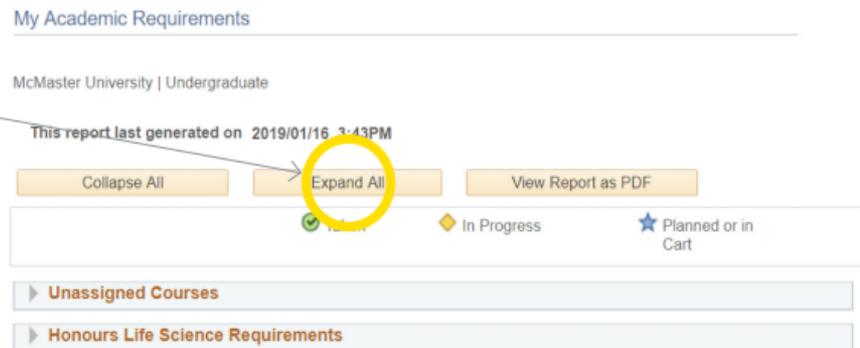
You can access your Advisement Report from a tile on Mosaic.



Step 2: Expand all

Step 3: Carefully review all requirement categories

Take note of "unit requirements", "units taken" and "units needed."



HOW TO READ YOUR ACADEMIC ADVISING REPORT

Step 4: Follow link to view more courses

▼ Electives

Satisfied: 45 Units

• Units: 45.00 Required, 45.00 taken, 0.00 needed

The following courses were used to satisfy this requirement:

Course	Description	Units	When	Grad	Notes	Status	Repeat Code
CHEM 2OB3	Organic Chem II	3.00	2018 Winter	C		✓	INCL
CLASSICS 2MT3	Ancient Roots: Med Terminology	3.00	2019 Winter			◆	
HLTHAGE 1CC3	Intro to Mental Hlth & Illness	3.00	2018 Fall	A		✓	
HLTHAGE 2GG3	Mental Health and Society	3.00	2019 Winter			◆	
KINESIOL 1YY3	Anatomy & Physiology II	3.00	2011 Fall/Winter	B		✓	
LIFESCI 2D03	Behavioural Processes	3.00	2017 Fall	A+		✓	INCL
LIFESCI 3M63	Cellular Dynamics	3.00	2019 Winter			◆	
PSYCH 1XX3	Found. Psych, Neurosci Behav	3.00	2011 Fall/Winter	B+		✓	
PSYCH 2AP3	Abnormal: Fund & Maj Disord	3.00	2018 Fall	A		✓	
PSYCH 2C03	Social Psychology	3.00	2018 Fall	A		✓	C3YY

Step 5: Follow link to view notes

Information on McMaster's grading policy can be found in the Academic Calendar, under General Academic Regulations.

Step 6: Review restrictions and limits

Be sure to read the entire Advisement Report, including the explanation of limits at the end of the report (if applicable).

The following limits restrict courses which may be used towards your degree

- A maximum number of Level 1 units or Transfer Credit course may be used toward degree requirements:
- 48 units of 1*** level
 - 60 units of transfer credit



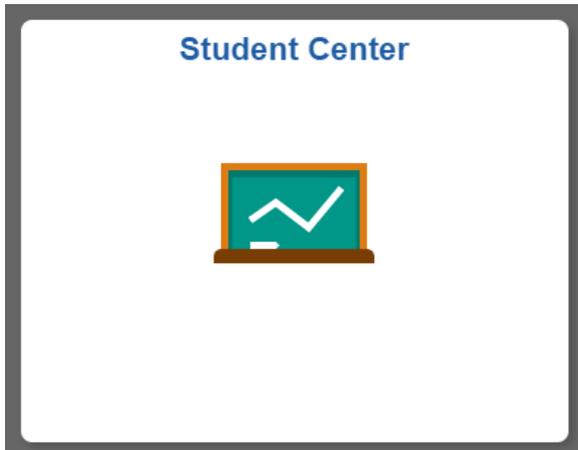
TRANSCRIPTS

WHAT IS A TRANSCRIPT?

A transcript is a copy of your permanent academic record at McMaster University, duly certified by the Registrar and bearing the embossed seal of the University. A transcript is privileged information and is available by submitting a request via [Mosaic](#).

- Your transcript provides such information as your courses and grades, term averages, awards and scholarships, and degree(s) awarded and conferral date following your convocation ceremony.
- Available to current students and alumni
- Available with good financial standing (no financial holds)
- Contains undergraduate and graduate academic information
- Your transcript will not display a cumulative GPA

HOW TO REQUEST AN ETRANSCRIPT ON MOSAIC



When you log in to Mosaic, select the **STUDENT CENTER** tile.

Under **ACADEMICS** you'll select **Transcript: Request Official** and click on >> to search.

Nadya's Student Center

▼ **Academics**

[Search](#)

[Plan](#)

[Enroll](#)

[My Academics](#)

Transcript: Request Official



HOW TO REQUEST AN ETRANSCRIPT ON MOSAIC

McMaster now offers official transcripts sent electronically through Parchment Ordering Services! E-Transcripts are securely sent by Parchment Ltd. using Blue Ribbon Certification.

Select Processing Options

Select Option

Delivery

Launch Parchment

[GUIDE TO ORDERING TRANSCRIPTS THROUGH PARCHMENT \(PDF\)](#)

Select **ETranscript** on the drop-down list if you wish to send your transcript electronically. **Click on Launch Parchment.**

- You'll be re-directed to Parchment.com for your request. Please create an account and enter all required information.
- You will need to provide a recipient email.
- There's a \$3 fee for Parchment transcripts.
- The full Guide to Ordering Transcripts through Parchment (PDF) can be found on the Transcript website.



HOW TO CONNECT WITH US

IN PERSON SERVICES

- We offer drop-in service on campus, Monday, Tuesday, and Thursday 10 a.m. to 3:30 p.m., Wednesday 12:00 p.m. to 3:30 p.m. Closed on Fridays. We are in Gilmour Hall Room 108. Don't forget to bring your government ID and student card. Please [join the line](#) for service.

ONLINE CHAT

- MAC, our chatbot, is available 24/7 to answer your general inquiries. Ask MAC clear, concise questions to get best results.
- If MAC can't answer your question, click on the SSP Connect button during live chat hours to join the queue and speak with a Student Services Professional (SSP).
- We offer live chat hours on Monday, Tuesday, and Thursday 10:00 a.m. to 6:30 p.m., Wednesday 12:00 p.m. to 6:30 p.m. Closed on Fridays.

BOOK AN APPOINTMENT

- You can [book an appointment](#) with Accounts Receivable to discuss a past due balance and/or a payment plan on your student account. Please note this is a virtual appointment.