Get Help

Frequently Called Numbers
Bookstore 403.220.5937
Campus Security (Main) 403.220.5333
Campus Security (Downtown) 403.473.2614
Continuing Education Student Services 403.220.2866
Health and Recreation Centre 403.220.7749
Micro Store 403.210.9881
Parking Services 403.220.6771
Safewalk: Main 403.220.5333
Taylor Family Digital Library 403.220.8895

Access your course details
Your course details are noted in your receipt, confirmation of registration and through the My ContEd student portal at conted.ucalgary.ca/portal.

Online Learning Resources
View our Online Learning Resources at conted.ucalgary.ca/info/online-resources.jsp for guides that will help you prepare for your first online course, orient you to the software used to deliver your online course, and direct you to other helpful resources.

Access IT support
For technology support, please contact the IT Support Centre at 403.220.5555 or toll-free at 1.888.342.3802 or visit ucalgary.service-now.com/?id=contact_and_help

Access writing support
To access writing support please visit the following online resources:
• Online Writing Resources from the Student Success Centre ucalgary.ca/ssc/resources/writing-support
• Academic Honesty for Continuing Education students conted.ucalgary.ca/info/honesty.jsp
• APA Formatting and Style Guide owl.english.purdue.edu/owl/resource/560/01/

Get help from a student advisor
We’re here to help. Visit conted.ucalgary.ca/contact or call 403.220.2866; toll-free at 1.866.220.4492 (Mon – Fri, 8:30 am – 4:30 pm (MT)).

Apply for funding
Available grants and scholarships are listed at conted.ucalgary.ca/funding. Awards are given to deserving students not only for their academic achievement, but also for community involvement. Award sponsors include both corporate and private donors.

Access Calgary Transit Stations
Southbound: 7 Avenue between 8 Street and 7 Street SW
Northbound: 7 Avenue at the corner of 7 Street and 7 Avenue
For Calgary Transit routes and schedules, call 403.262.1000, or visit calgarytransit.com
Welcome

You’ve registered for Continuing Education courses — now what? This information is meant to help orient you to the practical aspects of being a UCalgary Continuing Education student.

Prepare for your Course

Access your course details
Your course details are in the confirmation of registration and receipt you receive after enrolling in a Continuing Education course. They can also be accessed through the My ContEd student portal at conted.ucalgary.ca/portal. The student portal is secure. Only you can view your personal information. If you experience problems logging in to My ContEd, please try the Forgot UCID or Forgot Password links on the login page. For assistance please visit conted.ucalgary.ca/contact or call 403.220.2866; toll-free at 1.866.220.4492 (Mon – Fri, 8:30 am – 4:30 pm (MT)).

Get your textbooks, tools or equipment
Required textbooks and course materials are listed in the confirmation of registration email you receive after enrolling in a Continuing Education course. Textbooks, Course Packs and art supplies can be purchased and UCalgary bookstore. Visit calgarybookstore.ca for location and hours or to order your materials online.

Do you need Student Accessibility Services?
Students with disabilities who are considering enrolling in a Continuing Education course are encouraged to meet with an advisor at the Student Accessibility Services Centre to discuss specific accommodations and supports that they may require. Visit ucalgary.ca/access for more information.

Find out if there is pre-work for your course
Check your course receipt, or login to your My ContEd student portal at conted.ucalgary.ca/portal to determine if you need to complete any pre-work assignments.

Configure your computer for online courses
To successfully access online courses and material, you will need to make sure that your computer is properly configured, and that you have the knowledge to use the tools. Visit conted.ucalgary.ca/info/online-resources.jsp to access resources to guide you through your online learning experience.

Your first day of class

Find your classroom
Classroom locations are in the confirmation of registration and receipt you receive after enrolling in a Continuing Education course. They can also be accessed through your My ContEd student portal at conted.ucalgary.ca/portal. You can access a main campus room finder by visiting ucmapspro.ucalgary.ca/RoomFinder

Online courses can be accessed via your My ContEd student portal at conted.ucalgary.ca/portal. Login to your My ContEd student portal and click the Desire2Learn button to access your online classroom.

Where you can park
Temporary parking passes are available on the main campus for Continuing Education students. The passes can be purchased at the time of registration by phone or in person. See the back page for parking locations or for more information visit conted.ucalgary.ca/info/transportation.jsp

Access Wi-Fi
Continuing Education students can access UCalgary’s wireless network while on campus. You need to have a valid email address and telephone number (SMS enabled) in order to register.
1. Open the Wi-Fi settings on your device and connect to “airuc-guest”.
2. Open a web browser on your device. Attempt to visit any web page, and you will be redirected to a registration page.
3. Enter your email address, name, and device phone number. Accept the terms of use, and click “Register”.
Access will expire after 72 hours. Repeat the above steps to re-establish access. For more details please visit the UCalgary Information Technologies website at ucalgary.service-now.com

Access IT Support Centre
Before connecting with the IT Support Centre please review the following information.
1. If you are having trouble using the University’s online tools – Desire2Learn or Adobe Connect – please visit our tutorials page at conted.ucalgary.ca/info/online-resources.jsp
2. If you are having trouble logging in to your MyContEd Student Portal or Library Services; please visit the following pages:
   - conted.ucalgary.ca/info/ucid.jsp
   - conted.ucalgary.ca/info/library.jsp
3. If you are having trouble using custom software that is used in your course, please contact your instructor.
   If you need further help please visit the U CIT Support Centre at 403.220.5555 or toll-free at 1.888.342.3802 or visit ucalgary.service-now.com/it?id=Contact_and_Help Be sure to identify yourself as a Continuing Education student.

When to begin your online course
You will have access to your online course at 9 am MT on the start date of the course, unless otherwise notified.

During your course

Access Library Services
Students who are enrolled in classroom or online courses of 10 instructional hours or longer have access to the online journals and e-books available at the University of Calgary Library. Library access is available 30 days before your course starts, and 30 days after it ends. Go to library.ucalgary.ca and browse for resources. When prompted for a login, enter your 8-digit UCID assigned to you by Continuing Education and your My ContEd student portal password.

Connect with your instructor
Your instructor provides their contact information in your course outline as well as in the class list under the Communication tab in your Desire2Learn course. Contact them with questions or notify them of a planned absence. Please allow 24-48 hours for a reply.

Attendance
You are strongly urged to attend all sessions. Some courses have specific attendance requirements. While instructors will assist students who must be away occasionally for work related travel or medical reasons, it is not appropriate to plan holidays during the session. Missing more than 25 percent of class hours may result in a failing grade.

Refunds, Transfers and Withdrawals
A $25 withdrawal fee will be applied per course to all approved refunds and transfers. For more information visit conted.ucalgary.ca/info/refund.jsp
If you have questions about the refund, withdrawal, and transfer policy, contact us at 403.220.2866 or visit conted.ucalgary.ca/contact

Completing your course

Access your grades
Grades will be awarded in a letter grade format, and posted on your My ContEd student portal soon after they are received from the instructor, approximately 50 days after the exam or final assignment date. To view grades, go to My ContEd and enter your UCID and password. You can find your courses and final grades under “My Enrolment History”.

Appeal your grade
Continuing Education has procedures in place for appeals and re-appraisals of grades. Visit conted.ucalgary.ca/info/appeals.jsp for more information.

Evaluate your course
During every Continuing Education course, students are presented with opportunities to evaluate the course and instructor.

Access your completed Desire2Learn course
Your Desire2Learn course content is available for one year after the course end date.