

## Student Records and Registration

Ground Floor, Humanity House, South Campus, Maynooth University.

Tel: 01 708 3813 / Email: [records.office@mu.ie](mailto:records.office@mu.ie)

### Where can I find information about Maynooth University and Coronavirus Covid-19?

Please find all the information on the COVID-19 Guidance page <https://www.maynoothuniversity.ie/coronavirus>

### How do I register for repeat exams?

Please see Examinations Information on Student Help Desk website [www.maynoothuniversity.ie/studenthelp](http://www.maynoothuniversity.ie/studenthelp)

### I have lost my student ID card; how do I get a new one?

You can request a replacement student card for a charge of €20 which can be paid online via the following link: <https://shop.nuim.ie/card-replacement-fee>

Once you have paid the Student Records Office will print and post your Student Card to the postal address provided. Please ensure this address is up-to-date on [Student Web](#).

Any funds on your account will be transferred into the new ID when it is issued.

### My student ID card is out of date / the degree on my student ID card is no longer correct; how do I get a new one?

If your student card has expired and you are continuing your education at Maynooth University, or you have transferred to a different degree, you can request an updated student ID card by emailing [mycard.student@mu.ie](mailto:mycard.student@mu.ie) and include your student number. The replacement card is free provided you hand your old card into the Student Records and Registration Office.

You can request your updated card be sent to your postal address, please ensure this address is up-to-date on [Student Web](#).

### How do I request a transcript / Letter Certifying Registration / Letter of Certification?

You can apply for your transcript / letters certifying registration / letters of certification by using the webform: [Academic Transcripts Letters and Forms | Maynooth University](#)

### I need to get a J1 / medical card / social welfare form signed and stamped, where can I get this done?

Please email all pages of these forms to [records.office@mu.ie](mailto:records.office@mu.ie) ensuring to include your student number and the Student Records Office will sign and stamp the form and email back.

### How do I change my subject(s)/module(s)?

Students can amend their subject choices using the [Student Web](#) facility. Once logged in, go to Registration Amendments > Change Subject/Module on the left-hand side of the page. Online amendments can be made in the first 3 weeks of Semester One and the first 2 weeks of Semester Two (students will be emailed prior to inform them when the amendment facility will open/close).

A charge of €50 will be applied for Subject and Module Amendments requested after both the Semester 1 and Semester 2 deadlines.

If you are unable to make the change online you should complete the [Change of Module Request Form](#). This form should be emailed to [registration.docs@mu.ie](mailto:registration.docs@mu.ie), please ensure to put your student number and year of study in the subject line.

**\*\*Important\*\*** If you just want to change a subject or module, please DO NOT click the 'On-line Registration' tab and DO NOT click change pathway. This will cancel your current registration and de-register you. If you do this and have difficulty registering again, please contact the Records and Registration Office (records.office@mu.ie) immediately.

### **The module change deadline has passed for this semester, can I still make amendments?**

If the module change deadline has passed for the current semester, it may still be possible to make amendments.

You will need to provide written permission from your academic department(s) confirming that you can make the change.

Any change requested after the deadline also incurs a €50 late module change fine which can be paid online via the following link: [€50 Late Module Change Fine - N.U.I. Maynooth \(maynoothuniversity.ie\)](#)

Once you have made the payment & submitted written permission, the Office will process the change requested.

**\*\*Important\*\*** From the 1st of December of the academic year, you must fill out and submit the attached RE1 Extenuating Circumstances form and submit it to the Policy Office for approval. This form is available on the website [www.maynoothuniversity.ie/records](http://www.maynoothuniversity.ie/records)

### **Canceling a first semester module when the semester is finished:**

If you wish to cancel a first semester module on or after the 1st of December of the academic year, you must fill out an RE1 Extenuating Circumstances form and submit it to the Policy Office (policy@mu.ie) for approval. The form is available on the website [Registry Forms | Maynooth University](#)

### **How do I change my class/module group?**

Please contact your department to enquire about changing classes/tutorials.

### **How do I register to repeat the year?**

To register to repeat an academic year, students must complete the appropriate Repeat Registration Form which is available on the Records and Registration Office website: <https://www.maynoothuniversity.ie/records/student-registration>, scroll down to the "Repeating Students" tab, select the appropriate form and return the completed form to [registration.docs@mu.ie](mailto:registration.docs@mu.ie) ensuring to put 'Repeat Form [Student Number]' in the subject line.

Once The Records and Registration Office have processed the registration you will receive an email confirming same and giving details on how to complete the registration process.

**\*\*Important\*\*** Please note, students are only permitted to repeat a period of study once without permission, to check if you need to fill out an RE1 form, please contact us ([records.office@mu.ie](mailto:records.office@mu.ie))

### **I've forgotten my password/log in details, who do I contact?**

If you have forgotten your password/log in details or you cannot log in using your existing details, please contact IT Services using the Live Chat Forum. Click the ["Ask"](#) button where one of the IT services team can assist you.

Note: If you can't see the "Ask" button, please click the 'cookies declaration' at the bottom of the IT Services webpage. You will be brought to the Cookies Declaration page where you will see the options to "Change your consent" – select this option and then select "allow all cookies" on the pop-up that shows at the bottom of the screen. Once you have completed these steps, refresh the IT Services page and the "Ask" button should now be available.

### **I have been offered and accepted a postgraduate course on PAC - when do I register for my course?**

If you are commencing your course in September 2021, you will receive all the registration information from our office from Monday 9th August, and weekly thereafter. If you have been offered and accepted your course on PAC then there is nothing further you need to do regarding registration until prompted by our office. Just check your emails regularly during August and keep an eye out for our email.

### I've just accepted my offer on CAO, when do I register?

All incoming 1st year students will receive an email from our office. This email will contain all the instructions on how to complete the registration process, which includes an online registration. The email will also contain your student account details. Please be aware all emails will be sent to the email address provided on your CAO application. Please check Junk/Spam folders also.

**\*\*Important\*\*** to complete the registration verification and receive your student ID card, Registration Verification will take place on campus, usually in September. Details of the date you are required to attend will be included in the email you will receive for registration. Students must produce the following documentation for Registration Verification: a valid passport or valid driving license with photo OR birth certificate (accompanied by Public Services Card or one of the accepted forms of photo ID). Note: baptismal certificate will not be accepted. Students wishing to register in their married name must either produce a state marriage certificate or have their married name on their passport.

We **DO NOT** accept the Age Card.

### Erasmus and Study Abroad (International) students.

Applications to study in Maynooth University as an Erasmus or a Study Abroad Student are handled by the [International Office](#).

### Occasional Students

Undergraduate Applications to study modules in Maynooth University as an Occasional Student are handled by the [Admissions Office | Maynooth University](#)

### How do I check my registration / check that I am registered for the correct modules/subjects?

You can check your registration / check the modules/subjects you are registered for at any time by logging into [Student Web](#). Your current registration can be viewed under the 'Confirmation of Registration Report' tab on the left-hand side.

Please note, if you have de-registered from a module/subject, it will still appear in your report but will have a 'Y' in the 'cancelled' column.

If you are still unsure and want to confirm that your registration is correct, please email [records.office@mu.ie](mailto:records.office@mu.ie) from your student email account including your student number and we will be able to assist you.

### Can I get a form stamped/signed on a student's behalf?

Our office will only stamp/sign forms when requested to do so directly by the student. Due to GDPR, we will not accept requests from third parties, and we will not provide any information without the student's consent.

If a student would like a third party to get a form stamped/signed on their behalf, the student must inform our office by email from their Maynooth University email account.

If we receive a form by post, we will confirm with the student before returning the form to the postal address on the student's record.

### Can I request a letter/transcript on someone's behalf?

Our office will only accept requests directly from students. Due to GDPR, we will not accept requests from third parties, and we will not provide any information without the student's consent.

If a student would like a third party to request/collect a letter/transcript on their behalf, the student must inform our office by email from their MU mail.

### How do I request a letter confirming that I am no longer registered as a student?

You can request this letter online by filling out our online form: [www.maynoothuniversity.ie/records/academic-transcripts-letters-and-forms](http://www.maynoothuniversity.ie/records/academic-transcripts-letters-and-forms)

This is a general letter. If you need more specific details included in the letter, please email [records.office@mu.ie](mailto:records.office@mu.ie) from your student email account.

#### **How do I request a letter confirming that I am a registered student?**

You can request this letter online by filling out our online form: [www.maynoothuniversity.ie/records/academic-transcripts-letters-and-forms](http://www.maynoothuniversity.ie/records/academic-transcripts-letters-and-forms)

This is a general letter. If you need more specific details included in the letter, please email [records.office@mu.ie](mailto:records.office@mu.ie) from your student email account.

Please note, we will only accept requests directly from students and will not accept requests from third parties.

#### **How do I update my address/communication details?**

If you are a current student, you can update your address online via the [Student Web](#) under the 'Update address/phone details' tab on the left-hand side of the screen. Please ensure that you save your details correctly.

If you are a past student, please email your new details to [records.office@mu.ie](mailto:records.office@mu.ie). Always remember to include your student number and/or date of birth when you email the office.

#### **How do I suspend/withdraw from my course? (Post-grad students)**

To suspend or withdraw from your post-graduate course, you will need to fill out the R1 form which is available on the website [Registry Forms | Maynooth University](#)

The form must be filled out and signed by yourself, the Fees & Grants office and your Head of Department before it is submitted for processing. Your student ID card must also be returned. Please note, the onus is on the student to have the form fully completed prior to submitting and incomplete forms will cause a delay in processing. Of course, if you have any difficulties with the form, please let us know.

Taught post-graduates should submit their completed form to the [Student Records office](#).

Research post-graduates should submit their completed form to [policy@mu.ie](mailto:policy@mu.ie) for approval.

For more information, please visit our website via the following link: <https://www.maynoothuniversity.ie/records/withdrawing-deferring-or-suspending-registration>

#### **How do I defer/de-register/withdraw from my course? (Undergrad. students)**

To defer your course as an undergraduate student, you will need to fill out the undergraduate de-registration online form which is available on our website, where you will also find further information on deferring / withdrawing from your course: <https://www.maynoothuniversity.ie/records/withdrawing-deferring-or-suspending-registration>

#### **How do I request an English version, duplicate or replacement copy of my degree parchment?**

Maynooth University does not issue degree parchments. They are issued by the NUI as they are the awarding body. For this reason, you will need to request any translated versions, duplicates, or replacements of your degree parchment directly from NUI.

Any information on the request process can be found via the following link: <http://www.nui.ie/services/document-services.asp>

#### **How do I get my class ranking?**

You can request a class ranking by sending an email to [records.office@mu.ie](mailto:records.office@mu.ie). Please include your student number in the email.

Please note: Rankings are provided for the overall qualification and subjects for each academic year - rankings are not available for individual modules. Rankings cannot be provided for the current academic year.

In your request, please specify if you require your rank in class for:

- Each year of your registration in Maynooth University or just your final year
- Your overall Qualification and each Subject contained therein

**Where is the Records Office located and what are the opening hours?**

We are on the Ground Floor of Humanity House on South Campus: <https://www.maynoothuniversity.ie/campus-life/campus-map>

Due to current COVID-19 restrictions the Student Records and Registration Office are working on an appointment basis ONLY. Please make your booking through our [BOOKING PAGE](#).

We are also happy to answer your queries by telephone on (01) 7083813 or by email [records.office@mu.ie](mailto:records.office@mu.ie)