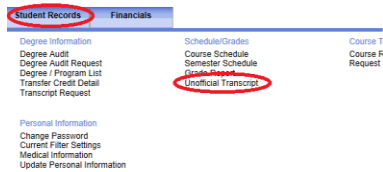


## REGISTRATION FREQUENTLY ASKED QUESTIONS

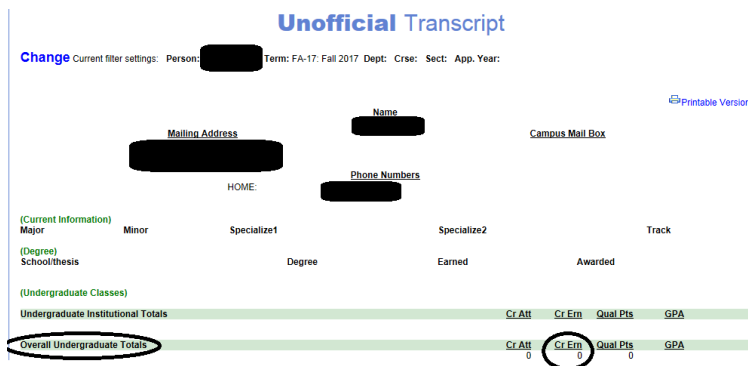
**Q: How do I find out my total earned credit hours?**

**A:** You can find this by accessing your unofficial transcript in your [EMPOWER ME](#) account. You can access your EMPOWER ME account at <https://my.mcnwo.mercycollege.edu/fusebox.cfm>

Once in your EMPOWER ME account you can access your unofficial transcript by selecting the 'Student Records' tab in the upper left hand corner and then in the 'Schedule/Grade' menu select Unofficial Transcript.



Toward the bottom of the transcript under Overall Undergraduate Totals look for the number underneath 'CR Ern'. This is the total number of credit hours earned.



**Unofficial Transcript**

Change Current filter settings: Person: [Redacted] Term: FA-17, Fall 2017 Dept: Crse: Sect: App. Year:

Printable Version

Name: [Redacted]  
Mailing Address: [Redacted] Campus Mail Box: [Redacted]  
Phone Numbers: [Redacted]  
HOME: [Redacted]

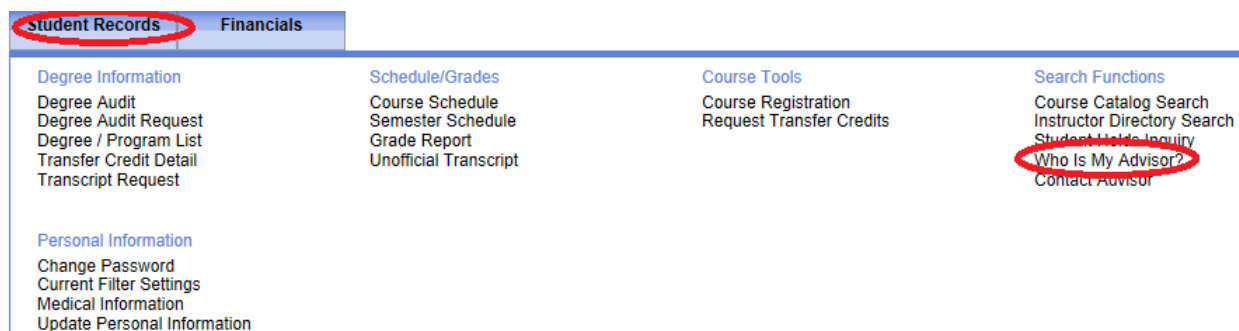
(Current Information)	Major	Minor	Specialize1	Specialize2	Track		
(Degree)							
School/thesis			Degree	Earned	Awarded		
(Undergraduate Classes)							
Undergraduate Institutional Totals				Cr Att	Cr Ern	Qual Pts	GPA
Overall Undergraduate Totals				0	0	0	

# REGISTRATION FAQ

**Q: How do I know who my advisor is?**

A: You can find this by accessing 'Who is My Advisor' in your [EMPOWER ME](#) account. You can access your EMPOWER ME account at <https://my.mcnwo.mercycollege.edu/fusebox.cfm>

Once in your EMPOWER ME account you can access 'Who is My Advisor' by selecting the 'Student Records' tab in the upper left hand corner and then in the 'Schedule/Grade' menu select Unofficial Transcript.



<b>Student Records</b>	Financials		
<b>Degree Information</b> Degree Audit Degree Audit Request Degree / Program List Transfer Credit Detail Transcript Request	<b>Schedule/Grades</b> Course Schedule Semester Schedule Grade Report Unofficial Transcript	<b>Course Tools</b> Course Registration Request Transfer Credits	<b>Search Functions</b> Course Catalog Search Instructor Directory Search Student Hold Inquiry <b>Who Is My Advisor?</b> Contact Advisor
<b>Personal Information</b> Change Password Current Filter Settings Medical Information Update Personal Information			

**Q: What is an "Advisor Pin"?**

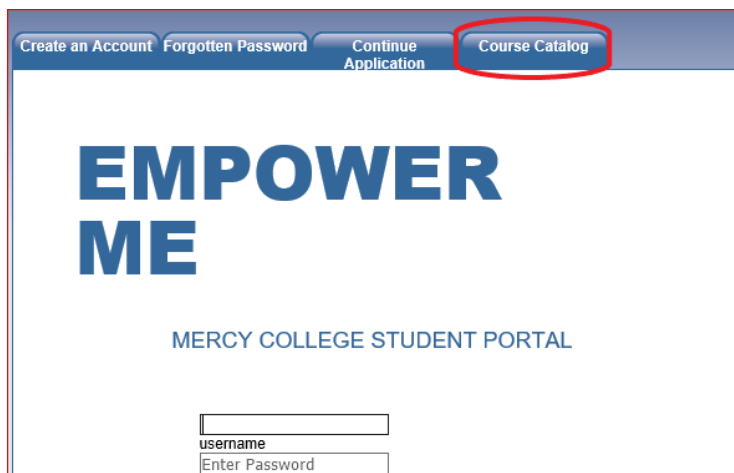
A: This pin stops designated students from enrolling in classes prior to meeting with their advisor. Currently A.S. General Studies students, students on academic probation, and students who are not admitted to a program have advisor pins.

**Q: I'm not certain how to register for classes, are there instructions online?**

A: Instructions for any Empower Function including registration can be found at <https://www.mercycollege.edu/my-mercy/student-records/empowerme-instructions>. An online tutorial can also be found at the bottom of <https://www.mercycollege.edu/my-mercy/student-records/registration-schedule/>.

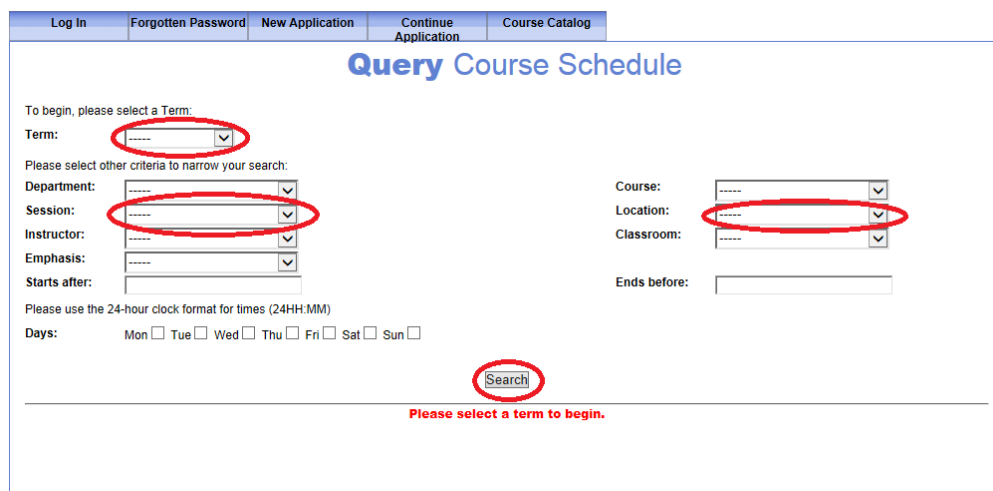
**Q: How do I find out what courses are being offered?**

A: There are many ways to view the course schedule from within EMPOWER ME. However, prior to login you can view the course schedule by selecting the 'Course Catalog' tab toward the top of the screen.



Once in the Course Catalog, you must identify the 'Term' you wish to review the schedule. Other filter items are available. Be careful not to limit your search too much and also be certain to know what Session and Location you are viewing.

Once you have selected the appropriate filters you can select the search button at the bottom of the filters. If you select no filters other than the Term, you will see the entire schedule for the semester.



**Q: What do I do if I have a BUSINESS HOLD, ADMISSION HOLD, or REGISTRAR HOLD?**

# REGISTRATION FAQ

A: Students with a business, admission, or registrar hold on their account will not be allowed to register until the hold is cleared.

For Business Holds contact the Business Office at 419-251-1726.

For Admissions Holds contact Admissions Office at 419-251-1906.

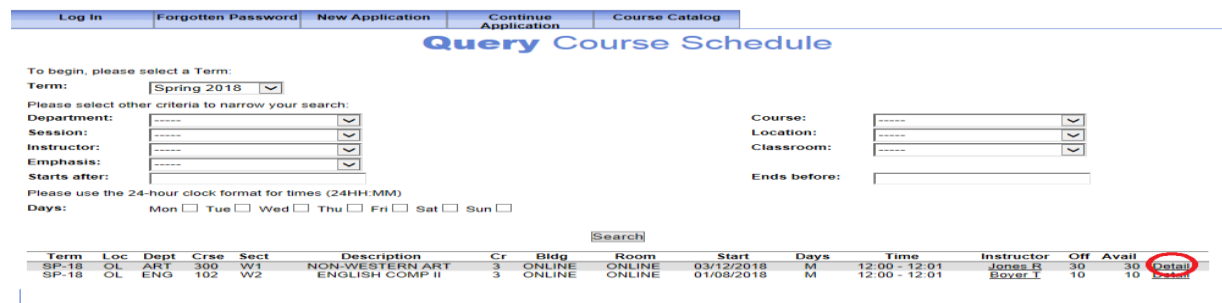
For Registrar Holds contact Student Records at 419-251-8989.

**Q: What does a “Pending Course” mean when I am trying to register?**

A: A course will show up as “Pending” for a few reasons: a time conflict w/another course, the course is not in your required major, the course has been reserved for a specific major, or the course is full. The reason will be listed in red on the registration page. Click on the Delete button to the left of the course and re-add the correct section.

**Q: How do I know if a class has been reserved for a specific major?**

A: In EMPOWER ME, In the course schedule query, you can hover your cursor over the “Detail” link to the right of a course and it will give you information about the course. Course reservation information is located in the ‘Course Notes’ after the courses title.



Term	Loc	Dept	Crse	Sect	Description	Cr	Bldg	Room	Start	Days	Time	Instructor	Off	Avail	Detail
SP-18	OL	ART	300	W1	NON-WESTERN ART	3	ONLINE	ONLINE	03/12/2018	M	12:00 - 12:01	Jones B	30	30	
SP-18	OL	ENG	102	W2	ENGLISH COMP II	3	ONLINE	ONLINE	01/08/2018	M	12:00 - 12:01	Boyer I	10	10	<a href="#">Detail</a>