

WHAT IS AVAILABLE ONLINE AT 'STUDENT CENTER', VIA BAY NAVIGATOR SELF-SERVICE

AMONG OTHERS, BELOW ARE SOME OF THE FUNCTIONS AND INFORMATION AVAILABLE TO YOU, ONLINE, AT 'STUDENT CENTER', VIA BAY NAVIGATOR SELF-SERVICE.

- 1 LEARN YOUR MASSBAY STUDENT ID NUMBER
- 2 VIEW AND PRINT YOUR GRADES
- 3 REQUEST OFFICIAL TRANSCRIPTS
- 4 REQUEST ENROLLMENT VERIFICATIONS
- 5 PAY YOUR ACCOUNT BALANCES
- 6 VIEW IF ANY 'HOLDS' PLACED ON YOUR RECORD
- 7 REGISTER AND/OR DROP CLASSES
- 8 REVIEW, CHANGE OR ADD ADDRESSES
- 9 SEARCH FOR COURSES OFFERED
- 10 LOOK UP TEXT BOOK PRICES
- 11 VIEW TRANSFER CREDITS RECEIVED
- 12 VIEW AND PRINT YOUR CLASS SCHEDULE
- 13 FINDOUT YOUR ADVISOR

TO ACCESS 'STUDENT CENTER'

- 1 NAVIGATE TO [WWW.MASSBAY.EDU](http://www.massbay.edu)
- 2 SCROLL DOWN TO THE BOTTOM OF THE PAGE
- 3 CLICK ON THE [BAY NAVIGATOR](#) LINK
- 4 ENTER YOUR USERNAME AND PASSWORD FOR BAY NAVIGATOR
- 5 CLICK ON THE MENU ITEM [-SELF-SERVICE](#),
- 6 CLICK ON THE MENU ITEM [-STUDENT CENTER](#)

FIND OUT WHAT YOUR BAY NAVIGATOR USER ID AND INITIAL-PASSWORD ARE

- 1 NAVIGATE TO [HTTP://MBCCWEB.MASSBAY.EDU/INFO/](http://mbccweb.massbay.edu/info/)
- 2 FOLLOW ON-SCREEN INSTRUCTIONS
- 3 **FOR ASSISTANCE**, CONTACT THE MASSBAY HELPDESK AT (781-239-2440), OR THE HELPDESK LINK FOUND AT BOTTOM OF SCREEN AT [WWW.MASSBAY.EDU](http://www.massbay.edu). HELPDESK PROVIDES 24/7 IMMEDIATE SUPPORT FOR MANY ISSUES INCLUDING RESETTING PASSWORDS.

PLEASE NOTE: IF YOU NEED TO UPDATE OR CORRECT YOUR LAST NAME, SOCIAL SECURITY NUMBER AND/OR BIRTHDATE, YOU MUST GO TO THE OFFICE OF THE REGISTRAR, LOCATED IN THE ENROLLMENT CENTER OF WELLESLEY HILLS CAMPUS AS WELL AS FRAMINGHAM CAMPUS, WITH A PICTURE-IDENTIFICATION.

QUICK STEPS TO STUDENT ACCOUNTS

- 1 NAVIGATE TO [WWW.MASSBAY.EDU](http://www.massbay.edu) SCROLL DOWN TO THE BOTTOM OF THE PAGE
- 2 CLICK ON THE [BAY NAVIGATOR](#) LINK
- 3 ENTER YOUR USERNAME AND PASSWORD FOR BAY NAVIGATOR IF YOU DON'T KNOW YOUR USERNAME AND PASSWORD, USE THE [STUDENTS: LOOKUP USERNAME AND PASSWORD](#) LINK, FOUND ON THE LOG-IN SCREEN.
IF YOU HAVE FORGOTTEN YOUR PASSWORD, CLICK THE [FORGOT PASSWORD](#) LINK TO RESET YOUR PASSWORD. AN EMAIL TO YOUR MASSBAY EMAIL ACCOUNT WILL BE SENT.
- 4 CHOOSE THE MENU ITEM [-SELF-SERVICE](#), NEXT, CHOOSE MENU ITEM [CAMPUS FINANCES](#)
- 5 UNDER THE [CAMPUS FINANCES](#) SECTION CHOOSE ONE OF THE FOLLOWING:
 - a. **ACCOUNT INQUIRY:** TO REVIEW STUDENT ACCOUNT DETAIL OF TUITION AND FEE CHARGES AND PAYMENTS
 - b. **MAKE A PAYMENT:** TO PAY THE COLLEGE IN FULL USING A CREDIT CARD, OR TO JOIN A PAYMENT PLAN WITH NELNET (NBS, FACTS) FOR THE CURRENT TERM. FOLLOW INSTRUCTIONS ELSEWHERE ON THIS FLYER.
 - c. **WAIVE FEES:** STUDENT MAY WAIVE MASSPIRG (\$9) AND/OR TEXTBOOK ENDOWMENT (\$5) FEE FOR THE CURRENT TERM
 - d. **WAIVE HEALTH INSURANCE:** TO WAIVE THE MANDATORY HEALTH INSURANCE FEE FOR THE CURRENT TERM. ONCE SUBMITTED, NO CHANGES CAN BE MADE TO THE ONLINE WAIVER. WAIVERS MUST BE SUBMITTED BEFORE THE BILL DUE DATE OR AT THE TIME OF REGISTRATION. WILL NEED OWN HEALTH INSURANCE CARD AVAILABLE TO ENTER VALID INFORMATION. FOLLOW INSTRUCTIONS ELSEWHERE ON THIS FLYER.

QUICK STEPS TO WAIVE HEALTH INSURANCE

- 1 NAVIGATE TO [WWW.MASSBAY.EDU](http://www.massbay.edu)
- 2 CLICK ON THE [BAY NAVIGATOR](#) LINK, FOUND AT THE BOTTOM OF SCREEN
- 3 ENTER YOUR USERNAME AND PASSWORD FOR BAY NAVIGATOR
- 4 CHOOSE THE MENU ITEM [-SELF-SERVICE](#), NEXT, CHOOSE MENU ITEM [CAMPUS FINANCES](#).
- 5 CLICK [WAIVE HEALTH INSURANCE](#): NEW WINDOW WILL OPEN. AT THIS POINT YOU WILL NEED YOUR HEALTH INSURANCE CARD AVAILABLE TO ENTER VALID INFORMATION
- 6 CHOOSE YOUR INSURANCE COMPANY FROM THE LOOK UP LIST. IF YOUR INSURANCE COMPANY IS NOT LISTED, YOU MAY CHOOSE 'OTHER' FROM THE LOOK UP LIST. IF YOU CHOSE OPTION 'OTHER', ANOTHER BOX WILL APPEAR AND YOU MUST FILL IN THE NAME OF THE COMPANY. THE STUDENT ACCOUNTS OFFICE WILL MONITOR THIS FIELD AND VALIDATE THE INSURANCE COMPANY
- 7 ENTER IN THE POLICY NUMBER OR GROUP ID NUMBER OF THE INSURANCE PLAN
- 8 ENTER THE FULL NAME OF THE PERSON WHO CARRIES THE INSURANCE I.E. WHO PAYS THE PREMIUM
- 9 FROM THE DROP DOWN LIST CHOOSE THE RELATION TO THE SUBSCRIBER I.E. MOTHER, FATHER
- 10 CLICK SAVE WHEN ALL THE INFORMATION HAS BEEN ENTERED
- 11 A NEW WINDOW WILL POP UP ASKING TO SAVE OR CANCEL THE SUBMISSION
- 12 CLICK 'OK', THEN NAVIGATE TO [ACCOUNT INQUIRY](#) TO CONFIRM THAT THE CHARGES ARE ADJUSTED

MAKE A PAYMENT/SIGN UP FOR PAYMENT-PLAN

- 1 CLICK ON [SELF SERVICE](#), NEXT ON [CAMPUS FINANCES](#), NEXT ON [MAKE A PAYMENT](#). YOU WILL NEED YOUR CREDIT OR DEBIT CARD AVAILABLE.
- 2 [OPTION FOR PAYING THE COLLEGE DIRECTLY, IN FULL, USING CARD](#) SKIP DOWN TO THE SECOND BOX AND BEGIN TO ENTER PAYMENT INFORMATION FOR THE TERM. **OTHERWISE**
- 3 CLICK [SET UP PAYMENT PLAN](#): NEW WINDOW WILL OPEN.
 - a. NEXT SCREEN CLICK THE LINK [PAYMENT PLAN](#). A NEW WINDOW SHOULD OPEN. YOU MUST FIRST DISABLE YOUR BROWSER TOOL'S **POP-UP BLOCKER** FEATURE IN ORDER TO ALLOW THE POP-UP PAGE TO OPEN. A NEW WINDOW WILL OPEN FOR NELNET (NBS, FACTS) WEBSITE; CONTINUE TO SET UP THE PAYMENT PLAN

(OVER)

TRANSCRIPTS MAY BE REQUESTED

- 1 **ONLINE VIA STUDENT CENTER.** LOG IN TO BAY NAVIGATOR SELF-SERVICE FOUND AT WWW.MASSBAY.EDU
- OR
- 2 **IN WRITING.** SEND US A WRITTEN, SIGNED AND DATED REQUEST, INDICATING HOW MANY YOU WANT WHERE YOU WANT THEM TO BE SENT ETC. WE WILL NEED AS MUCH INFORMATION ABOUT YOU AS POSSIBLE, IE. FULL NAME, MASSBAY STUDENT ID #, DATE OF BIRTH, SOCIAL SECURITY NUMBER, DATES OF ATTENDANCE ETC. AND A PHONE NUMBER WHERE WE CAN CONTACT YOU. OUR ADDRESS IS: 50 OAKLAND ST, WELLESLEY HILLS, MA 02481
- OR
- 3 **IN-PERSON.** YOU CAN COME IN WITH A PICTURE ID AND FILL OUT A REQUEST FORM. THERE IS A \$10 **CASH-ONLY** FEE FOR RUSH-ORDERS. OTHERWISE, THERE IS NO CHARGE FOR TRANSCRIPT SERVICE.

PLEASE NOTE: 1) YOUR TRANSCRIPTS WILL NOT BE RELEASED IF THERE IS A 'HOLD' PLACED ON YOUR RECORDS BY FISCAL AFFAIRS DUE TO OUTSTANDING CHARGES. IF THERE IS ONE, YOU MUST CLEAR THAT FIRST. 2) WE DISCOURAGE ELECTRONIC SUBMISSION OF REQUESTS IN THE E-MAIL OR IN FAX AS IT IS NOT A SECURE WAY OF REQUESTING TRANSCRIPTS. FURTHERMORE, **WE DO NOT E-MAIL OR FAX OUT TRANSCRIPTS.**

ENROLLMENT OR DEGREE VERIFICATIONS

- 1 STUDENTS MAY REQUEST ENROLLMENT VERIFICATIONS ONLINE, VIA STUDENT CENTER. LOG IN TO BAY NAVIGATOR SELF-SERVICE FOUND AT WWW.MASSBAY.EDU
- OR
- 2 LENDING AGENCIES, EMPLOYMENT AGENCIES, OTHER ORGANIZATIONS OR INSTITUTIONS MAY REQUEST ENROLLMENT OR DEGREE VERIFICATIONS ONLINE, VIA NATIONAL STUDENT CLEARINGHOUSE WEB SITE AT WWW.STUDENTCLEARINGHOUSE.ORG
 - 3 National Student Clearinghouse
2300 Dulles Station Boulevard, Suite 300
Herndon, VA 20171
703-742-4200
- OR
- 4 STUDENTS MAY REQUEST ENROLLMENT VERIFICATIONS IN WRITING. SEND US A WRITTEN, SIGNED AND DATED REQUEST, INDICATING WHAT IT IS YOU WANT AND WHERE YOU WANT THEM TO BE SENT ETC. WE WILL NEED AS MUCH INFORMATION ABOUT YOU AS POSSIBLE, IE. FULL NAME, MASSBAY STUDENT ID #, DATE OF BIRTH, SOCIAL SECURITY NUMBER, DATES OF ATTENDANCE ETC. AND A PHONE NUMBER WHERE WE CAN CONTACT YOU. OUR ADDRESS IS: 50 OAKLAND ST, WELLESLEY HILLS, MA 02481

PLEASE NOTE: ENROLLMENT VERIFICATIONS FOR FUTURE SEMESTERS ARE DONE ONLY AFTER THE ADD/DROP PERIOD DEADLINE FOR THAT SEMESTER.

REVIEWING MID-TERM OR FINAL GRADES

- 1 STUDENTS MAY REVIEW GRADES ONLINE, VIA STUDENT CENTER. LOG IN TO BAY NAVIGATOR SELF-SERVICE FOUND AT WWW.MASSBAY.EDU
- 2 CLICK ON 'SELF SERVICE'
- 3 CLICK ON 'STUDENT CENTER'
- 4 CLICK ON THE 'GRADES' LINK, FOUND IN THE 'OTHER ACADEMICS' DROP DOWN MENU FOUND IN THE 'ACADEMICS' SECTION, AND CLICK ON THE '>>' SIGN NEXT TO IT
- 5 SELECT A TERM FOR WHICH YOU WISH TO REVIEW GRADES AND CLICK ON THE GREEN COLORED 'CONTINUE' BUTTON
- 6 AFTER REVIEWING IT, IF YOU WISH TO REVIEW GRADES FOR ANOTHER TERM, CLICK ON THE GREEN COLORED 'change term' BUTTON
- 7 WHEN DONE REVIEWING/PRINTING GRADES, CLICK ON THE 'go to...' DROP DOWN MENU, FOUND ON TOP OR BOTTOM OF SCREEN TO SELECT ANOTHER FUNCTION OR TO GO BACK TO THE 'STUDENT CENTER', AND CLICK ON THE '>>' SIGN NEXT TO IT TO NAVIGATE TO IT.

ADDRESS VIEW AND UPDATE

STUDENTS CAN VIEW THEIR OWN ADDRESS(ES) WE HAVE ON FILE, FOR ACCURACY AND IF NECESSARY, MAKE CHANGES TO IT ONLINE, VIA STUDENT CENTER. FOLLOW THE STEPS OUTLINED BELOW.

- 1 LOG IN TO BAY NAVIGATOR SELF-SERVICE FOUND AT WWW.MASSBAY.EDU.
- 2 CLICK ON 'SELF SERVICE'
- 3 CLICK ON 'STUDENT CENTER'
- 4 UNDER THE SECTION TITLED 'PERSONAL INFORMATION', YOU WILL NOTICE YOUR 'CONTACT INFORMATION' THAT WILL INCLUDE YOUR ADDRESS(ES).
- 5 REVIEW YOUR ADDRESS(ES), AND IF YOU NEED TO UPDATE ANY OF THEM, CLICK ON THE ADDRESS TYPE AND FOLLOW ON-SCREEN DIRECTIONS

DEFINITIONS OF ADDRESS TYPES AT MASSBAY, AND THEIR USAGE:

HOME: ADDRESS WHERE YOU LIVE WHILE IN SCHOOL AT MASSBAY. ('HOME' AND 'PERMANENT' ADDRESSES COULD BE THE SAME)

PERMANENT: ADDRESS WHERE YOU LIVE IN THE USA WHEN NOT IN SCHOOL AT MASSBAY. ('HOME' AND 'PERMANENT' ADDRESSES COULD BE THE SAME)

MAIL: ADDRESS WHERE YOU WOULD PREFER ALL OF YOUR MASSBAY MAIL BE SENT, IF DIFFERENT FROM YOUR 'HOME' AND/OR 'PERMANENT' ADDRESS.

BILLING: ADDRESS WHERE YOU WOULD PREFER YOUR MASSBAY BILLS AND/OR REFUNDS BE SENT, IF DIFFERENT FROM YOUR 'MAIL' AND/OR 'PERMANENT' ADDRESS.

DEGREE: ADDRESS WHERE YOU WOULD WANT YOUR DIPLOMA OR CERTIFICATE BE SENT, UPON GRADUATION.

PLEASE NOTE: YOUR MASSBAY BILLS AND/OR REFUNDS WILL BE SENT TO YOUR 'BILLING' ADDRESS **IF** YOU HAVE ONE DIFFERENT THAN YOUR 'MAIL' ADDRESS. OTHERWISE, THEY WILL BE SENT TO YOUR 'MAIL' ADDRESS **IF** YOU HAVE ONE DIFFERENT THAN YOUR 'PERMANENT' ADDRESS. OTHERWISE, THEY WILL BE SENT TO YOUR 'PERMANENT' ADDRESS.

CLASS SCHEDULE VIEW AND PRINT

STUDENTS SHOULD VIEW AND PRINT THEIR CLASS SCHEDULE PRIOR TO COMING IN FOR THEIR CLASSES

- 1 LOG IN TO BAY NAVIGATOR SELF-SERVICE FOUND AT WWW.MASSBAY.EDU.
- 2 CLICK ON 'SELF SERVICE'
- 3 CLICK ON 'STUDENT CENTER'
- 4 UNDER THE SECTION TITLED 'ACADEMICS', CLICK ON 'CLASS SCHEDULE' FOUND IN THE 'OTHER ACADEMICS' DROP DOWN MENU.
- 5 REVIEW YOUR SCHEDULE, THEN CLICK ON THE PRINTER ICON OF YOUR WEB BROWSER TO OBTAIN A PRINTOUT OF IT.

PLEASE NOTE: PROTECT THIS PRINTOUT AND DO NOT LEAVE IT UNATTENDED OR THROW IN THE TRASH

(OVER)