Do I need to register for my first courses? How do I log into my courses?

Your enrollment advisor will register for the first course(s) in your program. Successful completion of this course – or courses - is required before you can move onto other degree requirements. To access your course, please go to your myWalden portal (https://my.waldenu.edu/). Log in to your myWalden portal and select the Academics tab. In the Current Courses area, click on the Go To Your Classroom link for your specific course.
Note: If class hasn’t started yet the courses will appear in your Future Courses area on the Academics tab.

**What do I do if I can’t register myself on myWalden?**

If you are in a program that allows self-registration and you cannot register via the View Degree Audit and/or Register for Courses link under the Student Services tab you can email your academic advisor for assistance with the registration process. If you have a Bursar’s Hold on your account, then registration cannot proceed until the hold is cleared. Please contact the Bursar’s Office to discuss your payment options. For directions on how to self-register using your Degree Audit please visit the [Academic Advising website](http://inside.waldenu.edu/c/Student_Faculty/StudentFaculty_13092.htm).

**How do I drop a class, and what are the deadlines?**

To drop a class you can use the Review Schedule or Drop Classes option under the Student Services tab on your myWalden portal, or you can e-mail your request to the advising team. If you are a new student and requesting to withdraw from your class during the first 7 days, please e-mail your Enrollment Advisor for assistance. Before you drop a class, please contact the Financial Aid Office to find out how it will affect you. Also, to find out the tuition refund and drop deadlines, please review the academic calendar and applicable drop and withdrawal deadlines for your course. The academic calendar is available online at [http://inside.waldenu.edu/c/Student_Faculty/StudentFaculty_13092.htm](http://inside.waldenu.edu/c/Student_Faculty/StudentFaculty_13092.htm).

Please note: Students are not able to self-drop their last course using the Drop Classes option in their portal. If you are seeking to drop your only course for your term please email your academic advisor your request for processing.

**How do I take a term off?**

To take off a term you would need to complete the Leave of Absence (LOA) Form found on the Student Services tab of your myWalden portal To learn more about the policies of taking a Leave of Absence, please refer to the Student handbook at [http://catalog.waldenu.edu/](http://catalog.waldenu.edu/) (select Walden University Student Handbook from the drop-down in the top right corner).

**Why did Walden University change its textbook and course materials purchasing process?**

A new U.S. Department of Education regulation is going into effect July 1, 2016, and will impact how students purchase their textbooks and other course materials. Since Walden is a U.S.-based institution, we have revised our course materials purchasing process in order to comply with this regulation.
When can I start purchasing books prior to each term?

We recommend you order your books approximately 4 weeks prior to the start of your first class or next course.

What should I do to ensure I get my materials on time?

There are a number of things that you can do to ensure that you receive your materials in a timely fashion:

- Update your shipping address if it changes. (You can update your address within myWalden on the Student Services tab, under Personal Information.)
- Supply a physical shipping address rather than a PO Box, if possible.

How do I find out which books to purchase for my courses?

You will find out which course materials are needed by logging in to your myWalden portal and clicking on the “Academics” tab and selecting the bar labeled “Future Courses.” Under the name of your future course, there are links titled “View/Buy Course Materials.” The course materials information is available in the “View/Buy Course Materials” link when the Walden bookstore opens 4 weeks prior to each term start, and this link will take you directly to the Walden bookstore page where you can purchase your materials. You may also order your course materials from an online retailer or local bookstore of your choice.

Additional resources for course materials may include, but are not limited to:

- Amazon
- Barnes & Noble

What if I purchase my books from somewhere other than the Walden bookstore? How can I confirm I have the right texts and materials?

On your student portal, in the “Future Courses” section on the “Academics” tab, you will see all required materials for the course, including edition and ISBN information on the link titled “View/Buy Course Materials.” If you wish to purchase your materials from another retailer, you should use this information to confirm the materials are correct before purchasing.
What if my Walden bookstore order does not arrive in time for the start of my class?

If your course materials do not arrive in time for the start of your class, please contact your faculty member, who can work with you to ensure your success in the classroom. If you are ordering close to the term start, check to see if your course materials have ebook options—if so, select that option.

What if I ordered an ebook from the Walden bookstore and I haven’t received a code to redeem my purchase?

If there is an issue with your order, you should contact the Walden bookstore directly. If you need assistance downloading your ebook, please contact our support team at econtentsupport@mbsdirect.net or by calling 1-877-355-0090 (domestic) or 1-573-441-9179 (international), or via live chat support. Students may also access their ebook from their MBS account by visiting bookstore.mbsdirect.net/waldenonline.htm and logging in.

If I purchase from the Walden bookstore, how are my course materials shipped?

Currently, the Walden bookstore offers UPS (United Parcel Service) and USPS (United States Postal Service) shipping methods, and the shipping method can be selected after you have purchased your course materials.

How long will it take me to receive my course materials from the Walden bookstore once I have placed my order?

Delivery depends on the shipping method selected; however, orders are shipped within 24 hours, Monday–Friday (excluding holidays). Orders placed after noon (U.S. Central Standard Time/Central Daylight Time) on Fridays will ship the following Monday. An order confirmation e-mail will be sent to you when your shipment has left the facility, and a tracking number will be included in the e-mail.

What methods are available to pay for my books?

If purchasing through the Walden bookstore, students must submit their payment for course materials directly to the bookstore. You can use a credit, debit card or PayPal to remit your funds directly to the bookstore.

I have applied for financial aid. Will I receive my funds in time to purchase my books and materials?

The Office of Financial Aid begins sending financial aid award notifications to eligible students with complete financial aid applications 6–8 weeks prior to a term start. It is
important for you to know that textbooks and other course materials are eligible expenses covered under U.S. federal financial aid. If your federal financial aid will create a credit balance, you may request a book advance prior to the start of the term. To see if you are eligible for U.S. federal financial aid, please visit: https://www.waldenu.edu/financial-aid/types/federal/eligibility.

**What is a book advance, and how do I request one to pay for my course materials?**

A book advance is an advancement of U.S. financial aid funds to assist active, enrolled students with the cost of their books and course-related materials. Students can request a maximum amount of $500. The amount of the book advance is added to the total charges for the term. If and when financial aid funds are applied to your student account, they will be used to pay the amount of the book advance. Please note that if you become ineligible for financial aid, you will be responsible for the repayment of the book advance.

To apply for the book advance, students need to complete and submit a Book Advance Request form. The Book Advance Request form can be found in your student portal by selecting the “Student Services” tab and then clicking the “Financial Forms” link (under “Tuition & Finances”). Next, click on “Book Advance Request,” under the “Financial Services Forms” section. Once completed and submitted, please allow up to 5 business days for the book advance request to be processed. For more information, please contact us at bursar@waldenu.edu.

**Who is eligible for a book advance?**

Active, enrolled students are eligible for a book advance once they have an “Eligible to Apply for Book Advance” message in the “Messages” tab of their myFinAid portal or their financial aid is marked as Sent to Lender. If you have a past due balance, or the amount of your financial aid will not cover the cost of tuition for the term, you will not be eligible for a book advance.

**Can I request a book advance prior to each course start date?**

Book advances are issued per term, not per course. Active, enrolled students may submit a book advance request beginning 4 weeks prior to the term start through the end of the first week of class. Students are only eligible for one book advance per quarter or semester, depending on their program.