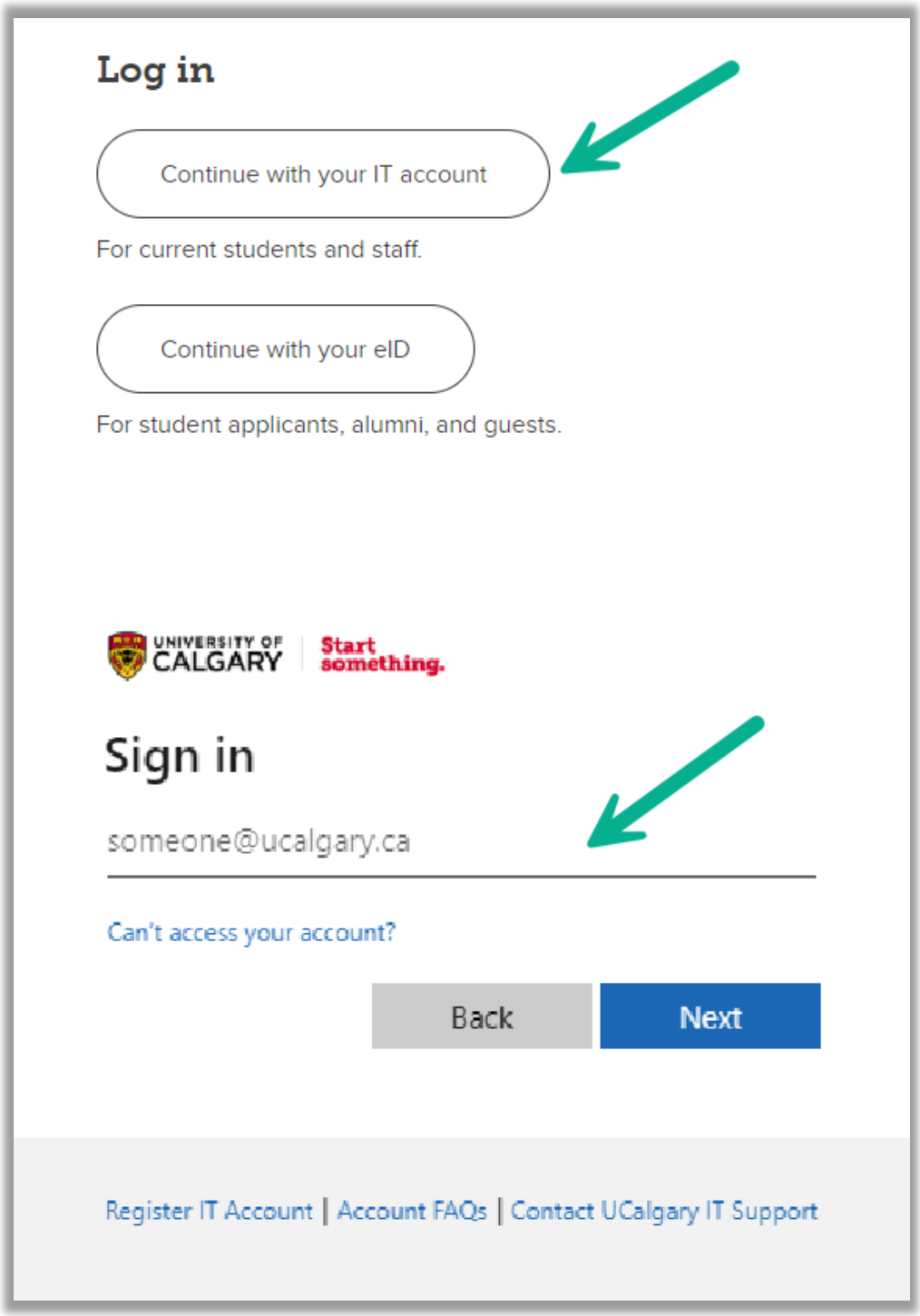
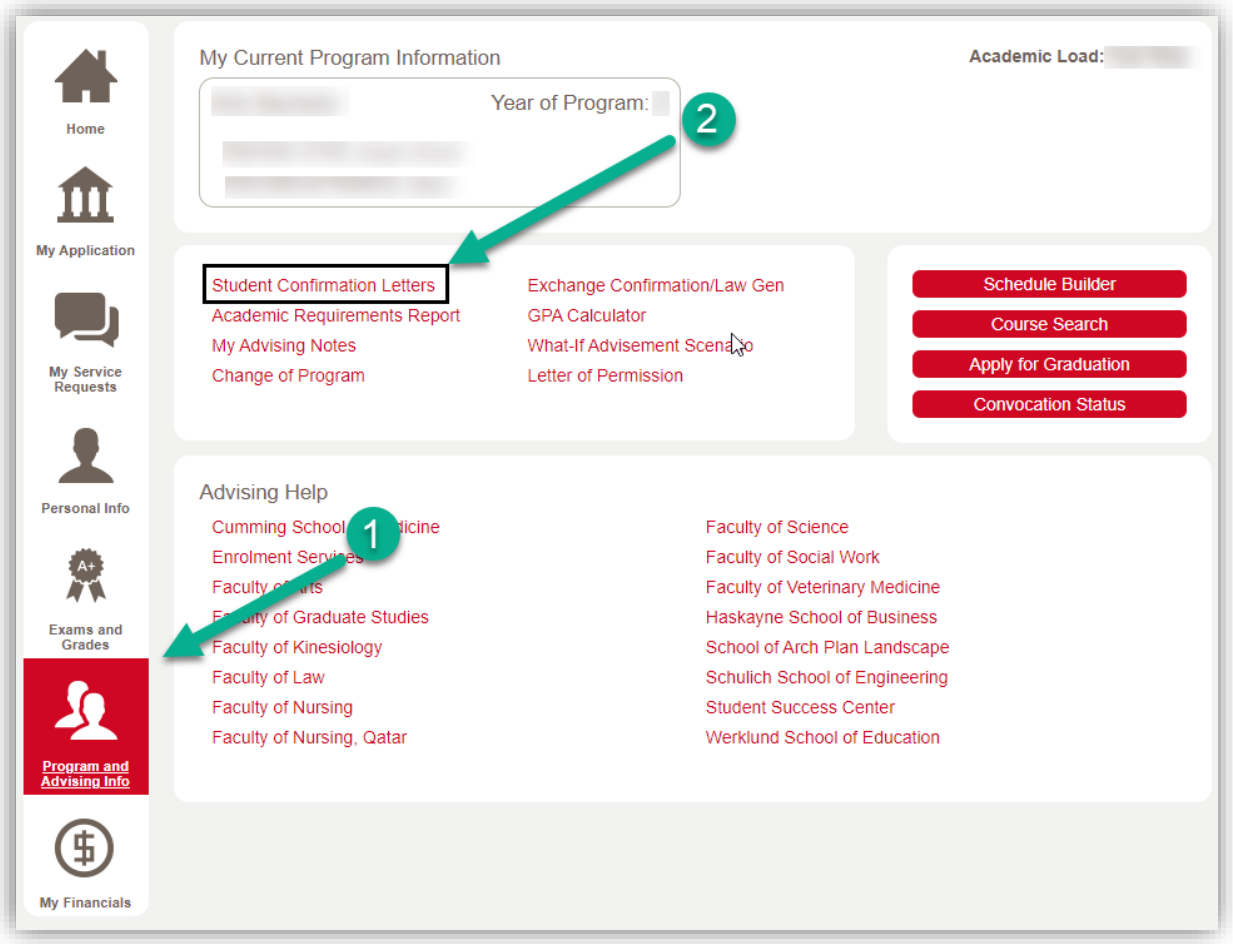
Below is a step-by-step guide to help you access your *Program Completion* letter.

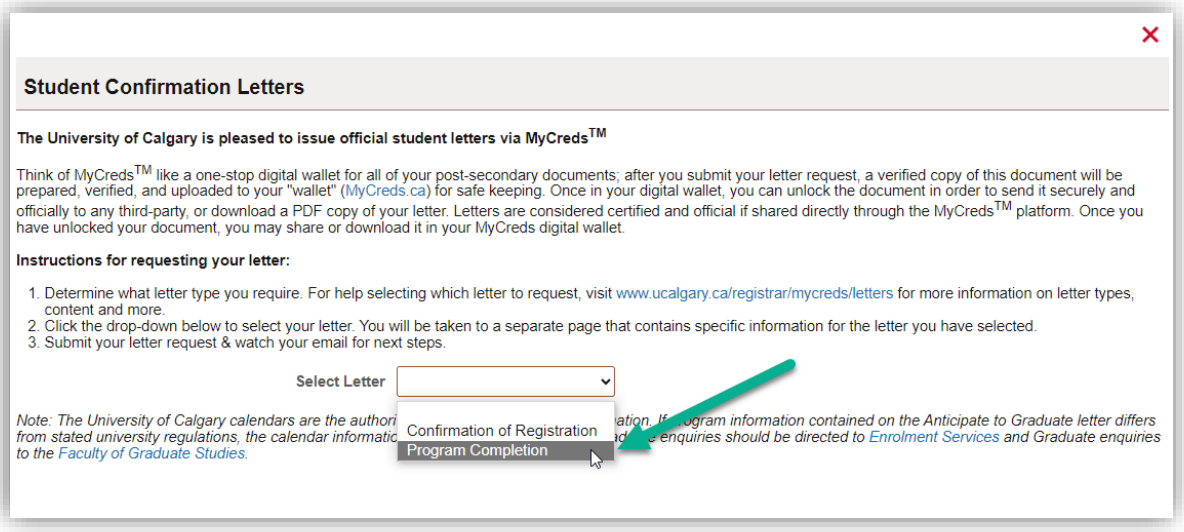
1. Log into your Student Centre (my.ucalgary.ca)



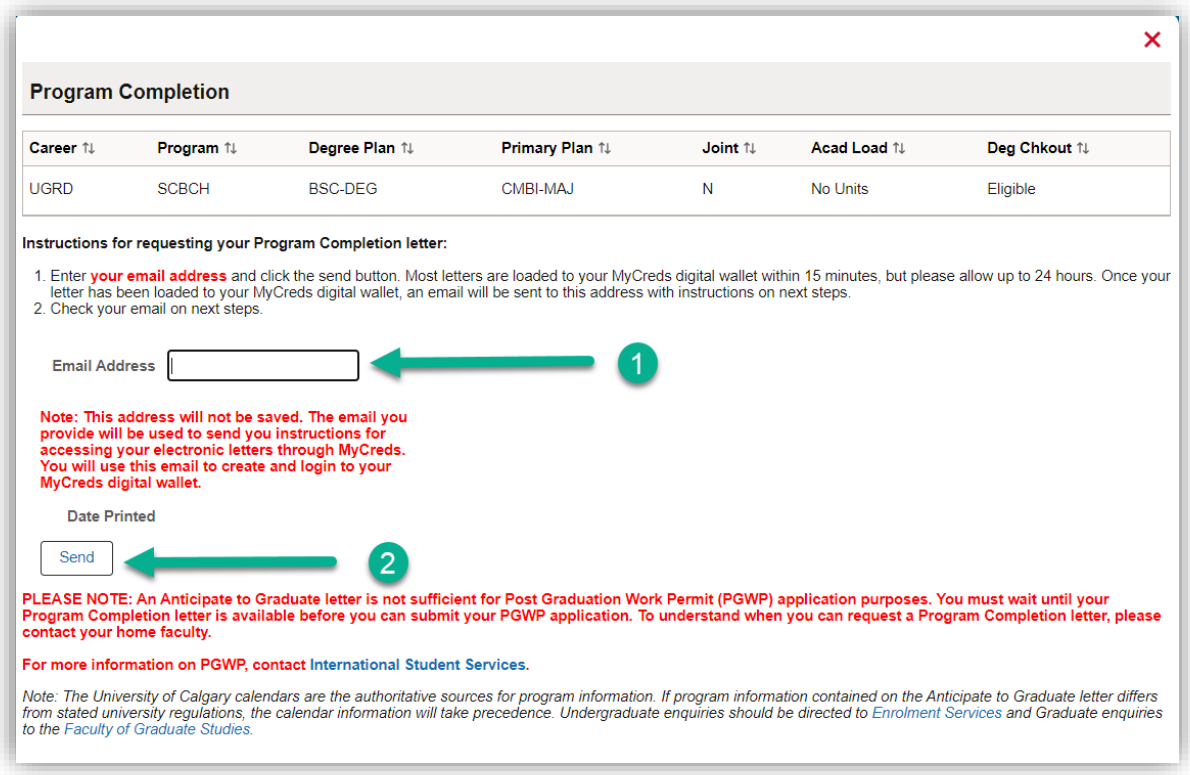
2. Go to the **Program and Advising Info** tab on the navigation panel, scroll to the middle of the page, and click on **Student Confirmation Letters.**



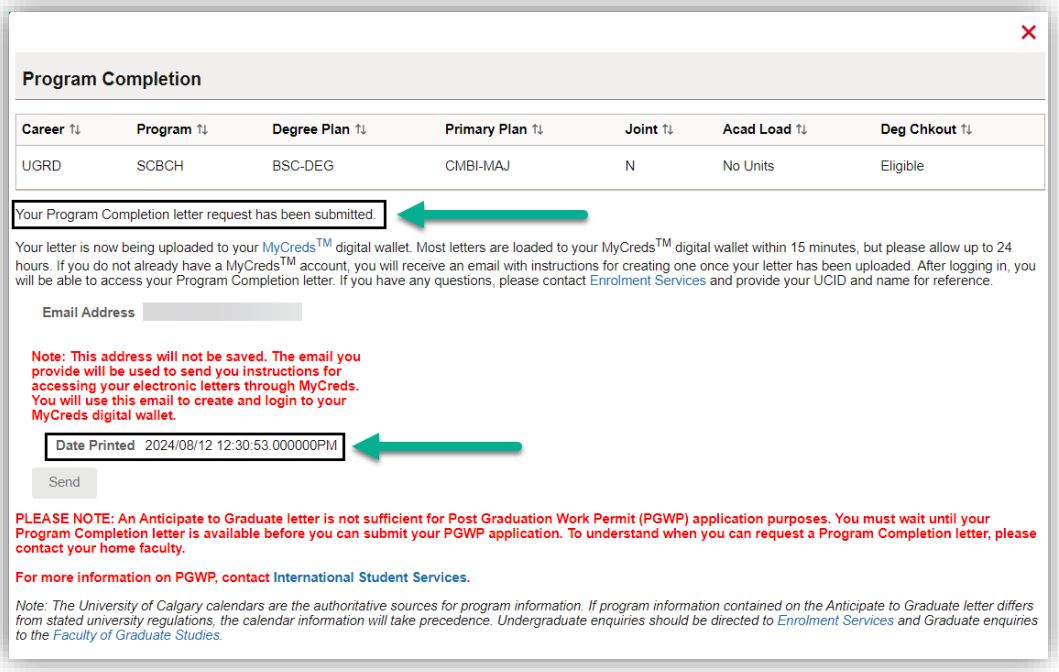
3. Select the letter type – **Program Completion.** Please note, you must have submitted your application to graduate and have it approved by your home faculty to be able to view this option.



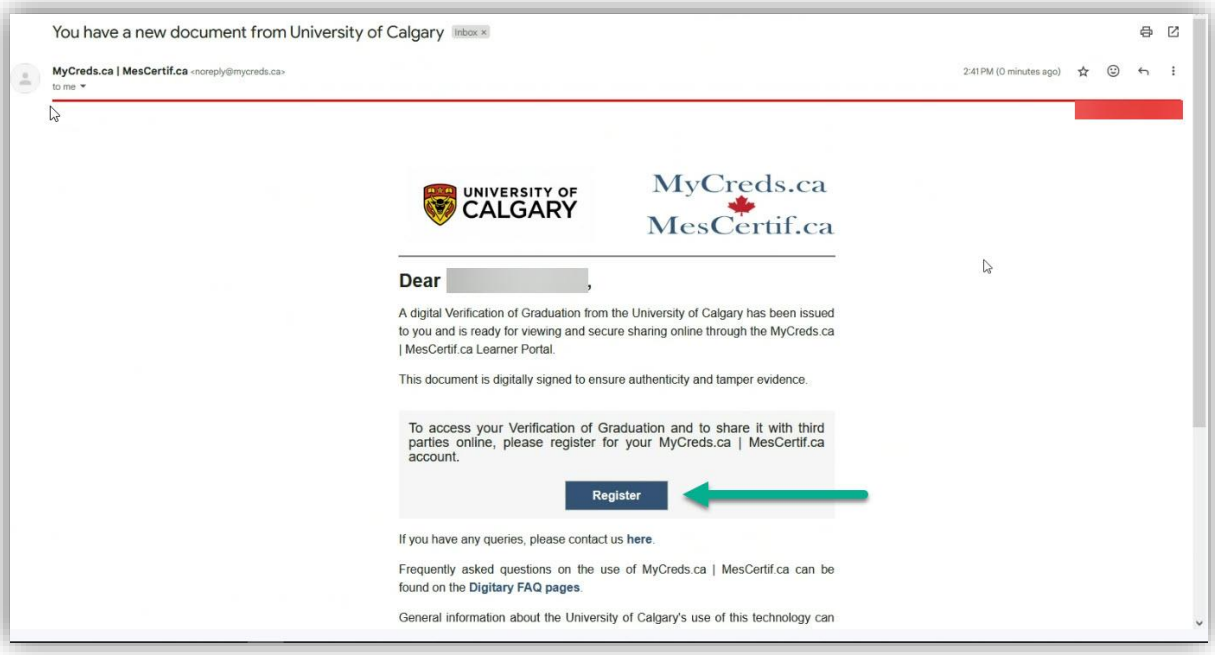
4. Read the instructions on the page.
Input your **Email Address**. This email address will be used to send you your *MyCreds* login information. **DO NOT ENTER THE RECEIPIENT'S EMAIL ADDRESS**.
Now, click **Send**.



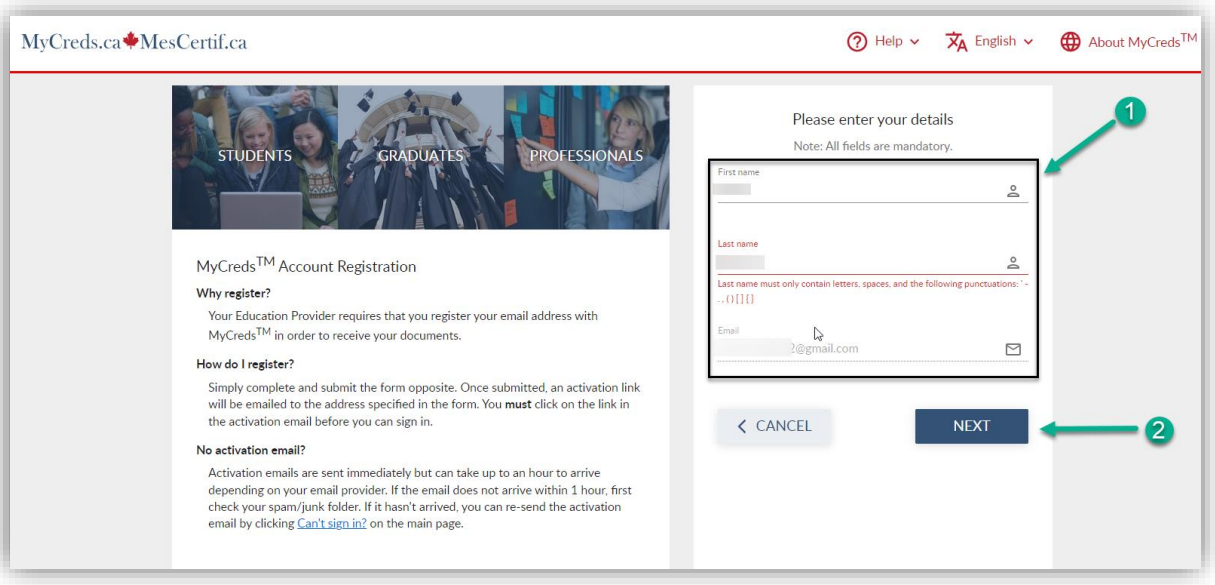
5. The screen will confirm that your request has been submitted. This page will also confirm the Print Date that will be reflected on the requested letter.



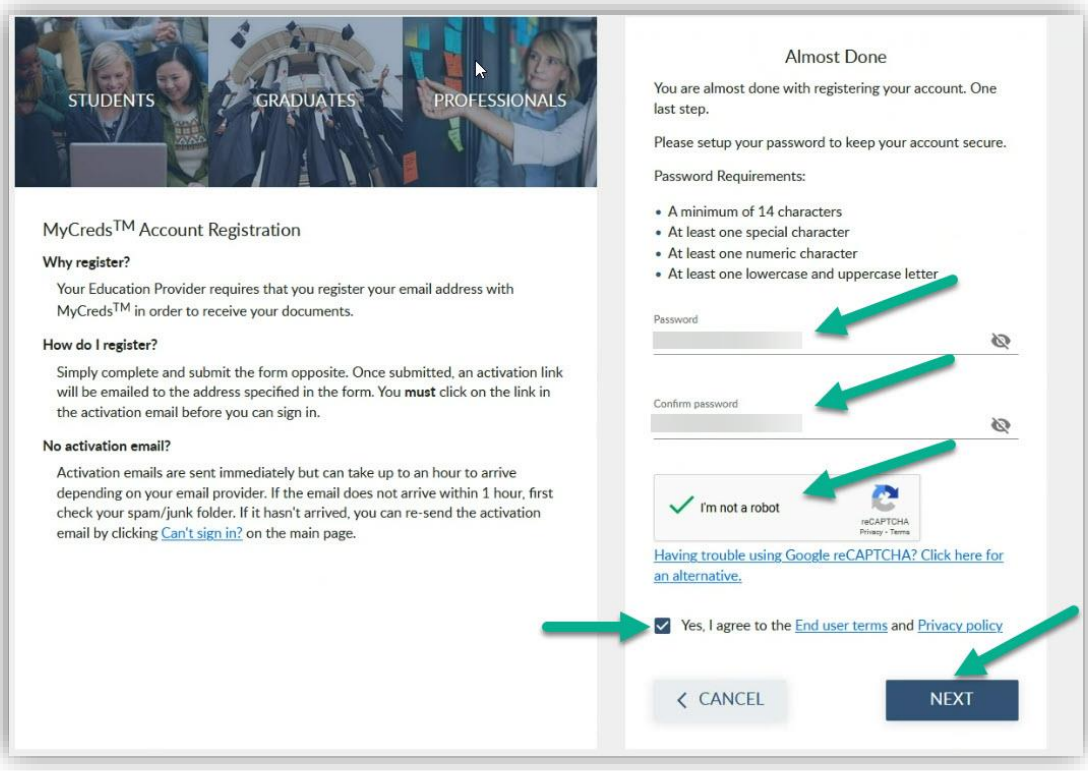
6. **MyCreds Registration:** If this is your first time requesting a MyCreds document, you will receive an email to the email address you provided in Step 4. The email will provide you with the link to **Register** to the MyCreds.ca portal. ***Proceed to Page 4, Step 7.***
MyCreds Login: If you already have a MyCreds account associated with the email address mentioned in Step 4, please skip forward to ***Page 6, Step 12.***



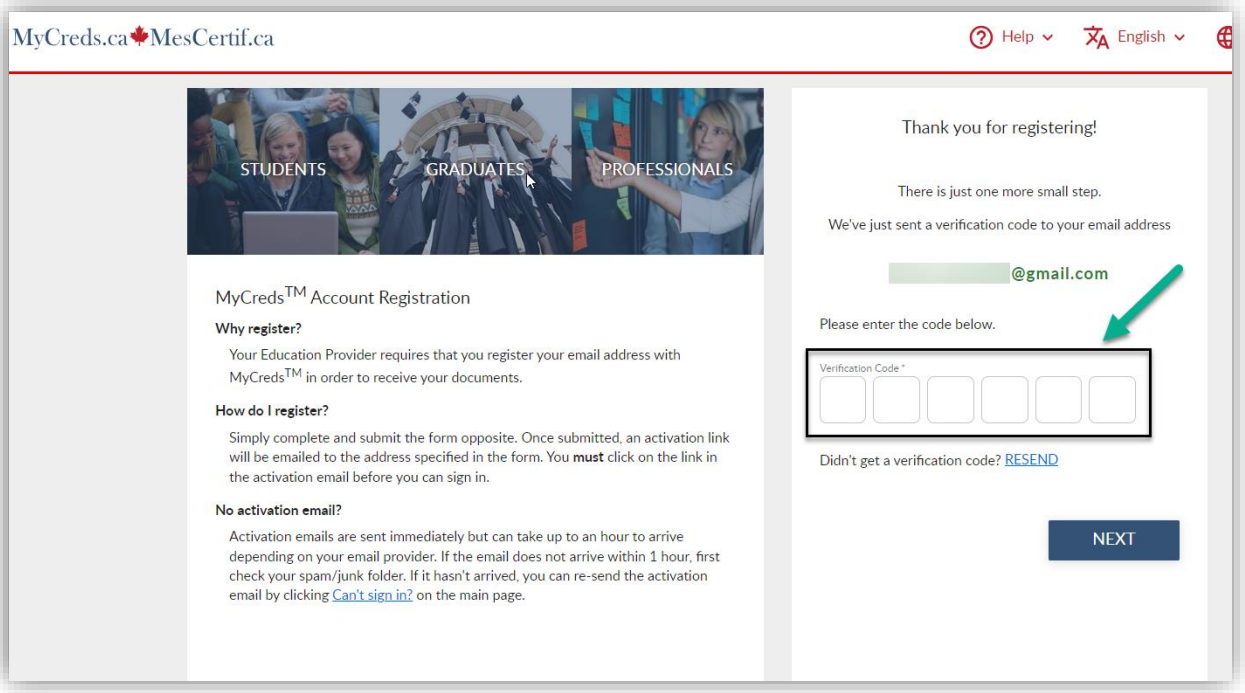
7. Once you click the link to **Register** from your inbox, you will be redirected to the MyCreds registration page. Fill out your **First Name**, **Last Name** and **Email Address** (the email address should be the same as provided in your Student Centre request in Step 4). Click **Next**.



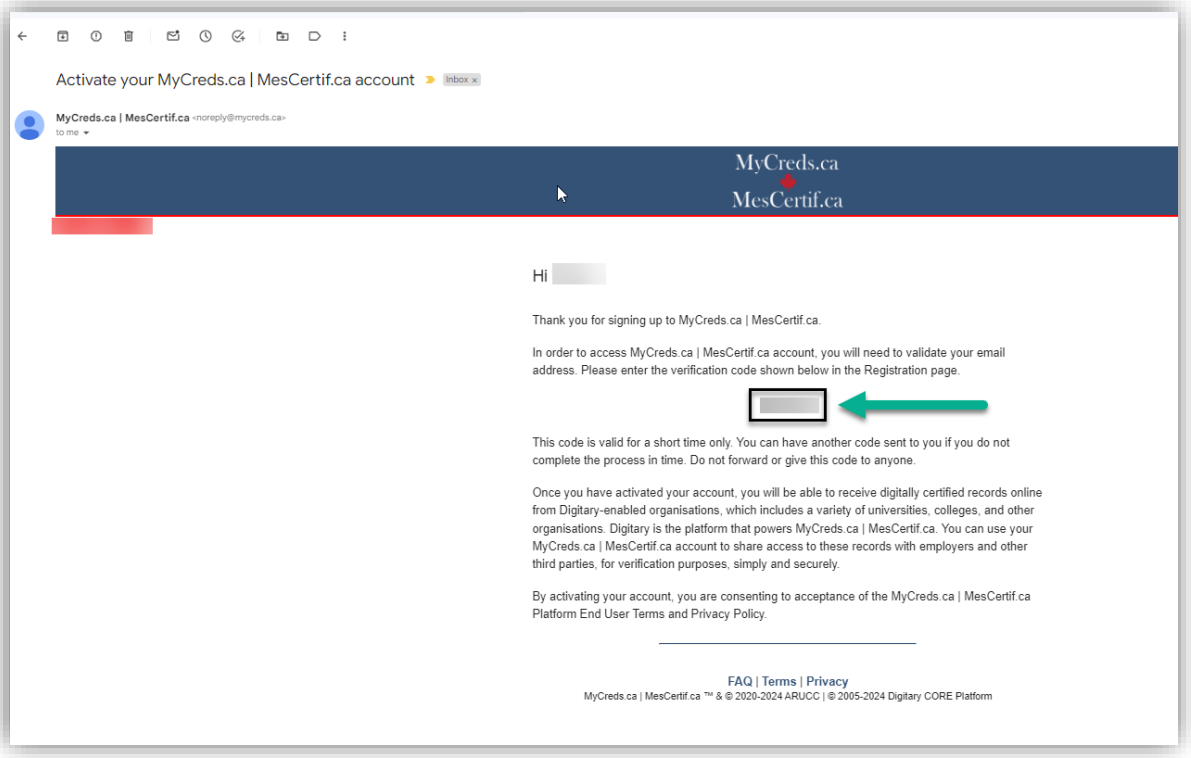
8. You will be asked to enter a password and confirm this. Confirm the other requirements on the screen and click **Next**.



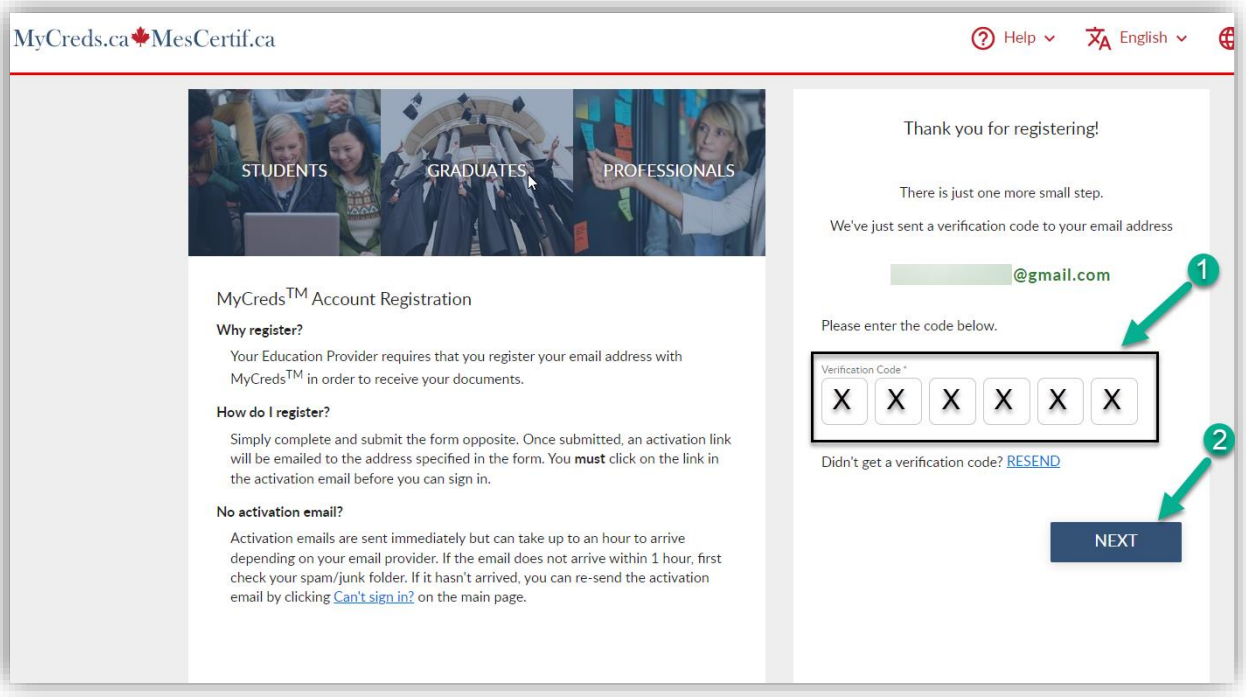
9. The next screen will request a 6-digit **Verification Code.** MyCreds will send this code to your email inbox to verify your email.



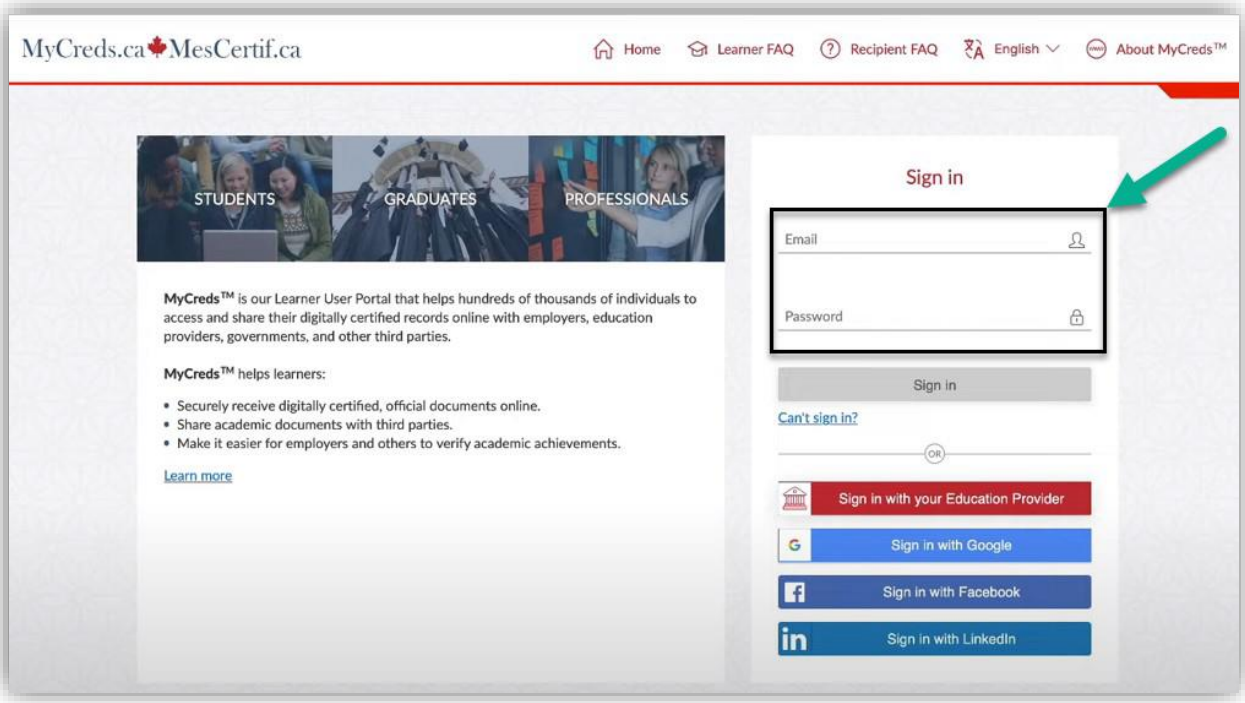
10. Open your email inbox to view the 6-digit Verification Code. Copy this code over to the MyCreds page.



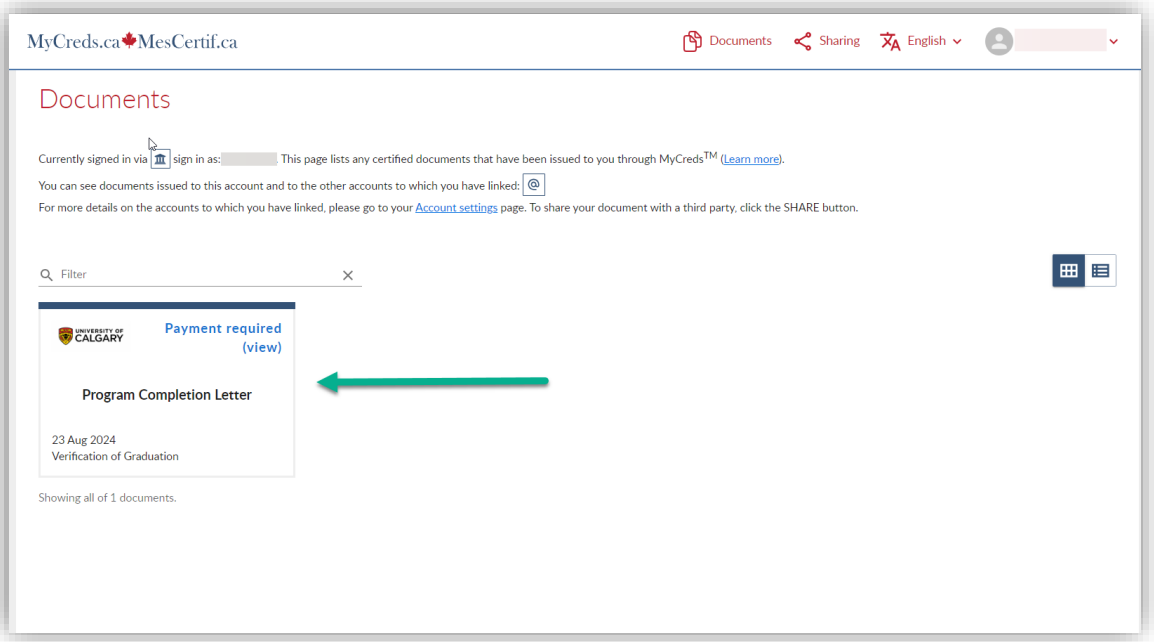
11. Once you input the code to the MyCreds page, click **Next.**



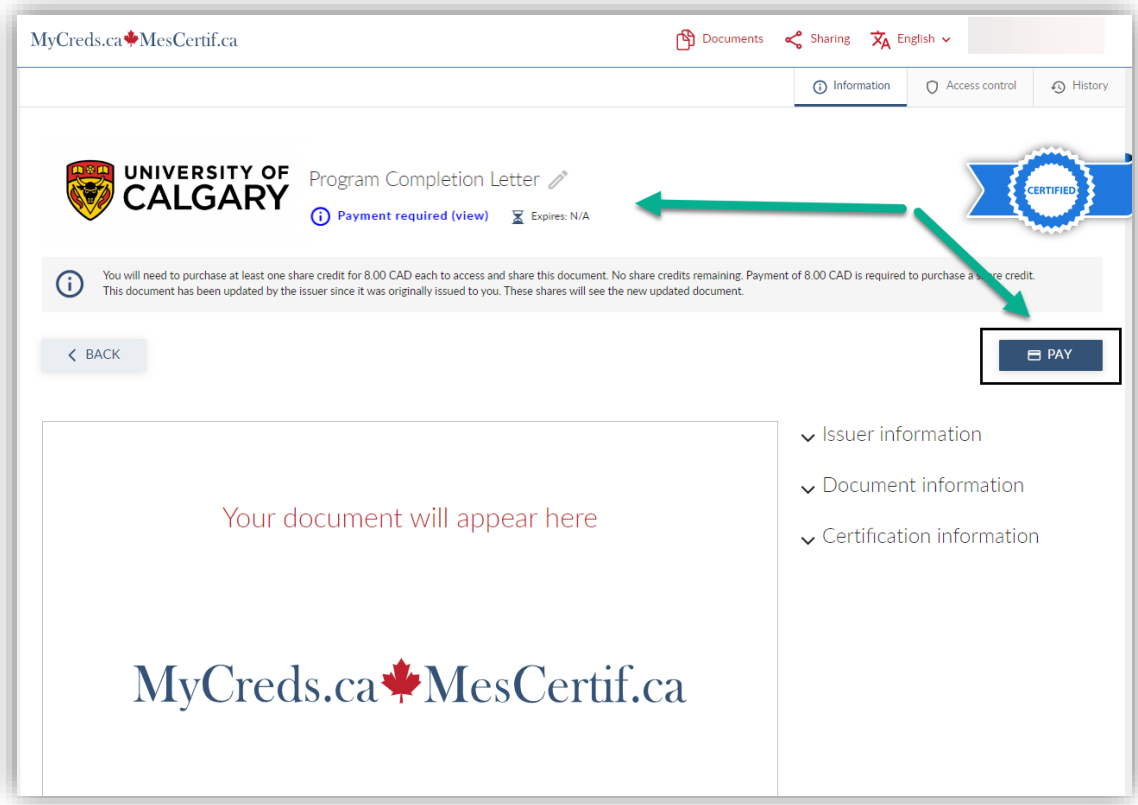
12. You will now be directed to log in to your MyCreds portal, where you can input the login information.
If you already have a MyCreds account associated with the email address mentioned in Step 4, you can enter your login information directly on the MyCreds **Sign in page to access the letter.



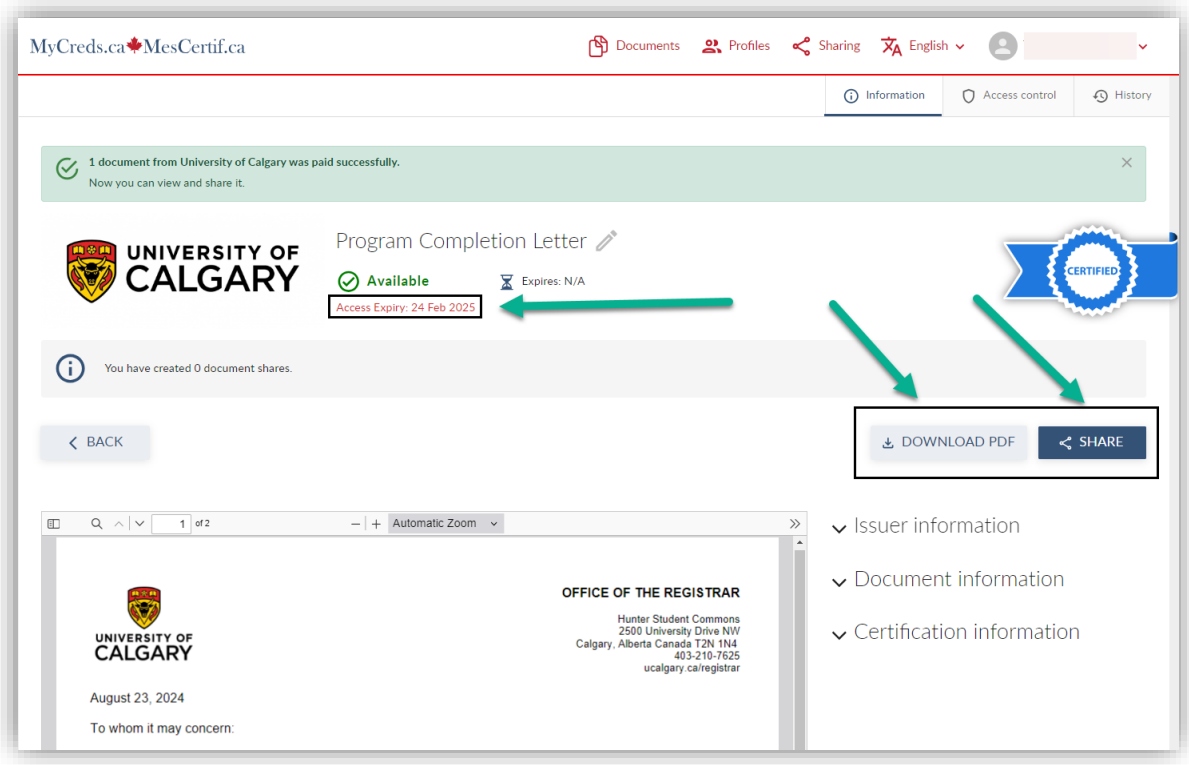
13. You are now logged in to your MyCreds portal. Your requested letter should be available on the **Documents** page. Click on the tile with your letter to open it.



14. The next page will indicate that there is **Payment required** to access the letter. You can initiate this payment through the **Pay** button.



15. Once payment is complete, you can **view, download, and share** the letter. The **Access Expiry** indicates the date this letter will no longer be available on your MyCreds portal.



End of Procedure. For further questions, please contact Enrolment Services.