FAQ – Frequently Asked Questions

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How to contact Ross University Student Service Center?
How to access Assist America Medical Evacuation Information?
I. Personal Information

1.0 Change Security Question:
   1. Click the Personal Information tab at the top of the page
   2. Click on the Change Security Question option
   3. Enter the new question and the new answer in the corresponding fields
   4. Click the Submit button to complete the process

2.0 View Addresses and Phones
   1. Click on the Personal Information tab at the top of the page
   2. Click on the View Addresses and Phones option

3.0 Update address and/or phone number
   1. Click on the Personal Information tab at the top of the page
   2. Click on the Update Addresses and Phones option
   3. Click on the hyperlink next to the address or phone number you wish to update
   4. Make the desired changes to the address and/or phone number
   5. Click the Submit button to complete the process

3.1 Insert address and/or phone number
   1. Click on the Personal Information tab at the top of the page
   2. Click on the Update Addresses and Phones option
   3. Click the Type of Address to Insert pull-down menu to select the desired address type and click the Submit button
   4. Enter address and/or phone number information
   5. Click the Submit button to complete the process

3.2 Delete address and phone number
   1. Click on the Personal Information tab at the top of the page
   2. Click on the Update Addresses and Phones option
   3. Click on the hyperlink next to the address or phone you wish to update
   4. Enter a check in the Delete this Address checkbox by clicking it
   5. Click the Submit button to complete the process

4.0 View E-mail Address
   1. Click on the Personal Information tab at the top of the page
   2. Then click on the View E-mail Addresses option

5.0 Update E-mail Address
   1. Click on the Personal Information tab at the top of the page
   2. Click on the Update E-mail Addresses option
   3. Click on the hyperlink next to the E-mail you wish to update
4. Make the desired changes to the E-mail address
5. Click the Submit button to complete the process

5.1 Insert E-mail Address
1. Click on the Personal Information tab at the top of the page
2. Click on the Update E-mail Addresses option
3. Select Type of E-mail to Insert pull-down menu and select desired E-mail type and click the Submit button
4. Enter the E-mail address
5. Click the Submit button to complete the process

5.2 Delete E-mail Address
1. Click on the Personal Information tab at the top of the page
2. Then click on the Update E-mail Addresses option
3. Next, click on the hyperlink next to the E-mail you wish to delete
4. Finally, check the Delete this Address checkbox
5. Click the Submit button to complete the process

5.3 Change Preferred E-mail Address
1. Click on the Personal Information tab at the top of the page
2. Click on the Update E-mail Addresses option
3. Click on the hyperlink next to the E-mail you wish to assign preferred status
4. Enter a check in the Make this your Preferred address checkbox by clicking on it
5. Click the Submit button to complete the process

6.0 Directory Profile

6.1 Publish /Hide Personal Information
1. Click on the Personal Information tab at the top of the page
2. Click on the Directory Profile option
   • Directory Item column contains the names of personal information items available to the Directory listing
   • Current Listing column contains the values for each corresponding item
   • Display in Directory column contains checkboxes specifying whether or not each information item is available as part of a directory listing
3. Should you decide to hide an information item, enter a check in a checkbox by clicking on it in order to hide the corresponding information item

7.0 View Emergency Contacts
1. Click on the Personal Information tab at the top of the page
2. Click on the View Emergency Contacts option

7.1 Update Emergency Contact
   1. Click on the Personal Information tab at the top of the page
   2. Click on the Update Emergency Contacts option
   3. Click on the hyperlink next to contact you wish to update
   4. Enter changes to contact information
   5. Click the Submit button to complete the process

7.2 Insert Emergency Contact
   1. Click on the Personal Information tab at the top of the page
   2. Click on the Update Emergency Contacts option
   3. Click the New Contact hyperlink
   4. Enter E-mail address
   5. Click the Submit button to complete the process

7.3 Delete Emergency Contact
   1. Click on the Personal Information tab at the top of the page
   2. Click on the Update Emergency Contacts option
   3. Click on the hyperlink next to the contact you wish to delete
   4. Check the Remove Contact checkbox
   5. Click the Submit changes button to complete the process

8.0 Update Marital Status
   1. Click on the Personal Information tab at the top of the page
   2. Click on the Update Marital Status option
   3. Select the appropriate value from the Marital Status drop-down menu
   4. Click Update Marital Status button to complete the process

9.0 Change PIN
   1. Click on the Personal Information tab at the top of the page
   2. Click on the Change your PIN option
   3. Enter your current PIN in the field labeled Enter Old PIN
   4. In the field labeled Enter New PIN enter the new desired PIN
   5. Re-enter the new PIN in the following field
   6. Click the Change PIN button to complete the process

10.0 Reset PIN in case you don’t remember it
   1. On the myRoss homepage Click on the Login to myRoss link
   2. Click on the Reset Self Service PIN option located above the User ID and PIN prompts.
   3. Enter the last four digits of your Social Security Number in the field labeled Last 4 digits of your SSN
   4. In the field labeled First 5 characters of your last name: enter the first five characters of your last name
   5. Click on the Submit button
6. Check the e-mail sent to you. It will contain the PIN Reset Key. Enter this key in the corresponding PIN Reset Key on the form
7. Click on the Submit button
8. Your PIN has now been reset to your birth date in the following format: MMDDYY

II. Student Services

1.0 Student Records

1.1 View Holds
   1. Click on the Student Services tab at the top of the page
   2. Click on the Student Records option
   3. Click on the View Holds link

2.0 Financial Aid

2.1 Financial Aid Status
   1. Click on the Student Services tab at the top of the page
   2. Click on the Financial Aid option
   3. Click on the Financial Aid Status link
   4. Choose the year from the Select Aid Year drop-down menu
   5. Click the Submit button

2.2 Eligibility:

2.2.1 Holds: Financial Aid
   1. Click on the Student Services tab at the top of the page
   2. Click on the Financial Aid option
   3. Click on the Eligibility link. Finally, click on the Holds link

2.2.2 Student Financial Aid Eligibility Requirements
   1. Click on the Student Services tab at the top of the page
   2. Click on the Financial Aid option
   3. Click on the Eligibility option
   4. Click on the Student Requirements link
   5. Choose the year from the Select Aid Year drop-down menu
   6. Click the Submit button

2.3 Award
2.3.1 Financial Aid Award Summary
1. Click on the Student Services tab at the top of the page
2. Click on the Financial Aid option
3. Click on the Award option. Finally, click on the Account Summary by Term link

2.3.2 Financial Aid Award by Year
1. Click on the Student Services tab at the top of the page
2. Then click on the Financial Aid option
3. Click on the Award option
4. Click on the Award for Aid Year link

2.3.3 Accept Financial Aid Award
1. Click on the Student Services tab at the top of the page
2. Click on the Financial Aid option
3. Click on the Award option
4. Click on the Accept Award Offer link
5. Select the year from the Select Aid Year drop-down menu and click the Submit button

2.3.5 Financial Aid Award History
1. Click on the Student Services tab at the top of the page
2. Click on the Financial Aid option
3. Click on the Award option
4. Click on the Award History link

2.3.6 Loan Application History
1. Click on the Student Services tab at the top of the page
2. Click on the Financial Aid option
3. Click on the Award option
4. Click on the Loan Application History link

2.4 General Financial Aid:

2.4.1 Financial Aid Forms
1. Click on the Student Services tab at the top of the page
2. Click on the Financial Aid option
3. Click on the General Financial Aid option
4. Click on the Download Financial Aid Forms link

2.4.2 Federal Aid or Renewal Application
1. Click on the Student Services tab at the top of the page
2. Click on the Financial Aid option
3. Click on the General Financial Aid option
4. Click on the *Federal Aid Application or Renewal Application* link

2.4.3 Sallie Mae Loan Information
1. Click on the *Student Services* tab at the top of the page
2. Click on the *Financial Aid* option
3. Click on the *General Financial Aid* option
4. Click on the *Loan Information* link

2.4.4 Sallie Mae OpenNet
1. Click on the *Student Services* tab at the top of the page
2. Click on the *Financial Aid* option
3. Click on the *General Financial Aid* option
4. Click on the *OpenNet* link

2.4.5 Sallie Mae Manage Your Loans
1. Click on the *Student Services* tab at the top of the page
2. Click on the *Financial Aid* option
3. Click on the *General Financial Aid* option
4. Click on the *Manage Your Loans* link

2.4.6 National Student Loan Data System
1. Click on the *Student Services* tab at the top of the page
2. Click on the *Financial Aid* option
3. Click on the *General Financial Aid* option
4. Click on the *National Student Loan Data System* link

2.4.7 Department of Education
1. Click on the *Student Services* tab at the top of the page
2. Click on the *Financial Aid* option
3. Click on the *General Financial Aid* option
4. Click on the *Department of Education Information* link

2.4.8 General Financial Aid Information
1. Click on the *Student Services* tab at the top of the page
2. Click on the *Financial Aid* option
3. Click on the *General Financial Aid* option
4. Click on the *General Financial Aid Information* link

2.4.9 Government Services
1. Click on the *Student Services* tab at the top of the page
2. Click on the *Financial Aid* option
3. Click on the *General Financial Aid* option
4. Click on the *Government Services* link

2.4.10 Scholarship Search Tools
1. Click on the Student Services tab at the top of the page
2. Click on the Financial Aid option
3. Click on the General Financial Aid option
4. Click on the General Scholarship Search Tools link

2.4.11 Residency and Relocation Loan Information
5. Click on the Student Services tab at the top of the page
6. Click on the Financial Aid option
7. Click on the General Financial Aid option
8. Click on the Residency and Relocation Loan Information link

3.0 Registrar

3.1 View Holds

3.2 Registrar Forms

3.2.1 Basic Science Leave of Absence [LOA]
1. Click on the Student Services tab at the top of the page
2. Click on the Registrar option
3. Click on the Registrar Forms option
4. Click on either School of Medicine Forms or School of Veterinary Medicine Forms option
5. Click on the Basic Science LOA option
6. An Adobe window will pop up that contains a .pdf version of Basic Science LOA form

3.2.2 Clinical LOA
1. Click on the Student Services tab at the top of the page.
2. Click on the Registrar option
3. Click on the Registrar Forms option
4. Click on either School of Medicine Forms or School of Veterinary Medicine Forms option
5. Click on the Clinical LOA option
6. An Adobe window will pop up that contains a .pdf version of Clinical LOA form

3.2.3 Reinstatement Application
1. Click on the Student Services tab at the top of the page.
2. Click on the Registrar option
3. Click on the Registrar Forms option
4. Click on School of Medicine Forms option
5. Click on the Reinstatement Application option
6. An Adobe window will pop up that contains a .pdf version of the Reinstatement Application

3.2.4 Letter of Enrollment Request
1. Click on the Student Services tab at the top of the page.
2. Click on the Registrar option
3. Click on the Registrar Forms option
4. Click on either School of Medicine Forms or School of Veterinary Medicine Forms option
5. Click on the Letter of Enrollment Request option
6. An Adobe window will pop up that contains a .pdf version of the Letter of Enrollment

3.2.5 Graduation Memo and Application
1. Click on the Student Services tab at the top of the page.
2. Click on the Registrar option
3. Click on the Registrar Forms option
4. Click on either School of Medicine Forms or School of Veterinary Medicine Forms option
5. Click on the Graduation Memo and Application option
6. An Adobe window will pop up that contains a .pdf version of the Graduation Memo and Application

3.2.6 Registrar Exit Interview
1. Click on the Student Services tab at the top of the page.
2. Click on the Registrar option
3. Click on the Registrar Forms option
4. Click on either School of Medicine Forms or School of Veterinary Medicine Forms option
5. Click on the Registrar Exit Interview option
6. An Adobe window will pop up that contains a .pdf version of the Registrar Exit Interview

3.2.7 Registrar’s timeline for third and fourth year students
1. Click on the Student Services tab at the top of the page
2. Click on the Registrar option
3. Click on the Registrar Forms option
4. Click on School of Medicine Forms option
5. Click on the Registrar’s timeline for third and fourth year students option
6. An Adobe window will pop up that contains a .pdf version of the Registrar’s timeline for third and fourth year students

3.2.8 Transcript Request Form
1. Click on the Student Services tab at the top of the page
2. Click on the Registrar option
3. Click on the Registrar Forms option
4. Click on either School of Medicine Forms or School of Veterinary Medicine Forms option
5. Click on the Transcript Request Form option
6. An Adobe window will pop up that contains a .pdf version of the Transcript Request Form

3.2.9 Withdrawal Form
1. Click on the Student Services tab at the top of the page
2. Click on the Registrar option
3. Click on the Registrar Forms option
4. Click on either School of Medicine Forms or School of Veterinary Medicine Forms option
5. Click on the Withdrawal Form option
6. An Adobe window will pop up that contains a .pdf version of the Withdrawal Form

3.2.10 Late Arrival Registration Petition
1. Click on the Student Services tab at the top of the page
2. Click on the Registrar option
3. Click on the Registrar Forms option
4. Click on either School of Medicine Forms or School of Veterinary Medicine Forms option
5. Click on the Late Arrival Registration Form option
6. An Adobe window will pop up that contains a .pdf version of the Late Arrival Registration Form

3.2.11 Name Change Form
1. Click on the Student Services tab at the top of the page
2. Click on the Registrar option
3. Click on the Registrar Forms option
4. Click on either School of Medicine Forms or School of Veterinary Medicine Forms option
5. Click on the Name Change Form option
6. An Adobe window will pop up that contains a .pdf version of the Name Change Form

3.2.12 Notification of Scheduled USMLE Sitting Date
1. Click on the Student Services tab at the top of the page
2. Click on the Registrar option
3. Click on the Registrar Forms option
4. Click on School of Medicine Form
5. Click on the Notification of Scheduled USMLE Sitting Date option
6. An Adobe window will pop up that contains a .pdf version of the Notification of Scheduled USMLE Sitting Date form

3.2.13 School of Medicine Academic Catalog 2006 – 2007
1. Click on the Student Services tab at the top of the page
2. Click on the Registrar option
3. Click on the Registrar Forms option
4. Click on School of Medicine Forms
5. Click on the School of Medicine Academic Catalog 2006 – 2007 option
6. An Adobe window will pop up that contains a .pdf version of the School of Medicine Academic Catalog 2006 – 2007

3.2.14 School of Medicine Student Handbook 2006 – 2007
1. Click on the Student Services tab at the top of the page
2. Click on the Registrar option
3. Click on the Registrar Forms option
4. Click on School of Medicine Forms
5. Click on the School of Medicine Student Handbook 2006 – 2007 option
6. An Adobe window will pop up that contains a .pdf version of the School of Medicine Student Handbook 2006 – 2007

3.2.15 Advanced Introduction to Clinical Medicine Orientation Memo – May 2007
1. Click on the Student Services tab at the top of the page
2. Click on the Registrar option
3. Click on the Registrar Forms option
4. Click on School of Medicine Forms option
5. Click on the Advanced Introduction to Clinical Medicine Orientation Memo – May 2007 option
6. An Adobe window will pop up that contains a .pdf version of the Advanced Introduction to Clinical Medicine Orientation Memo – May 2007

3.2.16 Letter of Intent
1. Click on the Student Services tab at the top of the page.
2. Click on the Registrar option
3. Click on the Registrar Forms option
4. Click on School of Veterinary Medicine Forms option
5. Click on the Letter of Intent option
6. An Adobe window will pop up that contains a .pdf version of the Letter of Intent
3.2.17 Letter of Enrollment
1. Click on the Student Services tab at the top of the page.
2. Click on the Registrar option
3. Click on the Registrar Forms option
4. Click on School of Veterinary Medicine Forms option
5. Click on the Letter of Enrollment option
6. An Adobe window will pop up that contains a .pdf version of the Letter of Enrollment

3.2.17 Detailed Graduation Instructions
1. Click on the Student Services tab at the top of the page.
2. Click on the Registrar option
3. Click on the Registrar Forms option
4. Click on School of Veterinary Medicine Forms option
5. Click on the Detailed Graduation Instructions option
6. An Adobe window will pop up that contains a .pdf version of the Detailed Graduation Instructions

3.2.18 Veterinary Timeline Guide
1. Click on the Student Services tab at the top of the page.
2. Click on the Registrar option
3. Click on the Registrar Forms option
4. Click on School of Veterinary Medicine Forms option
5. Click on the Veterinary Timeline Guide option
6. An Adobe window will pop up that contains a .pdf version of the Veterinary Timeline Guide

3.3 Registrar Links

3.3.1 Education Commission for Foreign Medical Graduates [ECFMG]
1. Click on the Student Services tab at the top of the page
2. Click on the Registrar option
3. Click on the Registrar Links option
4. Click the ECFMG option
5. A new browser window will pop up, leading you to the ECFMG website

3.3.2 American Veterinary Medical Association [AVMA]
1. Click on the Student Services tab at the top of the page
2. Click on the Registrar option
3. Click on the Registrar Links option
4. Click the American Veterinary Medical Association option
5. A new browser window will pop up, leading you to the AVMA website

3.3.3 Test of English as a Foreign Language [TOEFL]
1. Click on the Student Services tab at the top of the page
2. Click on the Registrar option
3. Click on the Registrar Links option
4. Click the Test of English as a Foreign Language option
5. A new browser window will pop up, leading you to the TEOFL website

3.3.4 International English Language Testing System [IELTS]
1. Click on the Student Services tab at the top of the page.
2. Click on the Registrar option
3. Click on the Registrar Links option.
4. Click the Test of English as a Foreign Language option
5. A new browser window will pop up, leading you to the IELTS website

3.3.4 Council for Adult & Experimental Learning [CAEL]
1. Click on the Student Services tab at the top of the page.
2. Click on the Registrar option
3. Click on the Registrar Links option.
4. Click the Council for Adult & Experimental Learning option
5. A new browser window will pop up, leading you to the CAEL website

3.3.5 National Board of Veterinary Medical Examiners [NBVME]
1. Click on the Student Services tab at the top of the page.
2. Click on the Registrar option
3. Click on the Registrar Links option.
4. Click the National Board of Veterinary Medical Examiners option
5. A new browser window will pop up, leading you to the NBVME website

3.3.6 American Association of Veterinary State Boards [AAVSB]
1. Click on the Student Services tab at the top of the page.
2. Click on the Registrar option
3. Click on the Registrar Links option.
4. Click the American Association of Veterinary State Boards option
5. A new browser window will pop up, leading you to the AAVSB website

4.0 Clinical Department

4.1 Clinical forms
1. Click on the Student Services tab at the top of the page.
2. Click on the Clinical Department option.
4. Click the Clinical Forms option
5. An Adobe window will pop up that contains a .pdf version of a specific hospital’s form.

4.2 Affiliated Clinical Training Sites (Hospital List)
1. Click on the Student Services tab at the top of the page.
2. Click on the Clinical Department option.
4. Click the Affiliated Clinical Training Sites (Hospital List) option
5. An Adobe window will pop up that contains a .pdf version of the hospital list

5.0 Student Accounts

4.1 Account Balance
1. Click on the Student Services tab at the top of the page
2. Click on the Student Accounts option
3. Click on the Account Balance link

4.2 Account Detail by Term
1. Click on the Student Services tab at the top of the page
2. Click on the Student Accounts option
3. Click on the Account Detail by Term link
4. Select the term from the Select a Term drop-down menu
5. Click the Submit button

4.3 Bursar Holds
1. Click on the Student Services tab at the top of the page
2. Click on the Student Accounts option
3. Click on the View Holds link

4.4 Student Accounts Forms

4.4.1 Refund Check Stop Payment Request
1. Click on the Student Services tab at the top of the page
2. Click on the Student Accounts option
3. Click on the Student Accounts Forms link
4. Click on the Request for Refund Check Stop Payment hyperlink

4.4.2 General Information Regarding 1098T Statement
1. Click on the Student Services tab at the top of the page
2. Click on the Student Accounts option
3. Click on the Health Insurance link
4. Click on the General Information Regarding 1098T Statement hyperlink

4.5 Health Insurance

4.5.1 Health Insurance Waiver
2. Click on the Student Services tab at the top of the page
3. Click on the Student Accounts option
4. Click on the Health Insurance option
5. Click on the Health Insurance Waiver Form link

4.5.2 Student Resources Health Insurance Plan
1. Click on the Student Services tab at the top of the page
2. Click on the Student Accounts option
3. Click on the Health Insurance link
4. Click on the Student Resources Health Insurance Plan hyperlink.

4.5.3 Affiliate Health Insurance Provider
1. Click on the Student Services tab at the top of the page
2. Click on the Student Accounts option
3. Click on the Health Insurance link
4. Click on the Affiliate Health Insurance Provider hyperlink.

4.5.4 Health Insurance Claim Form
1. Click on the Student Services tab at the top of the page
2. Click on the Student Accounts option
3. Click on the Health Insurance link
4. Click on the Health Insurance Claim Form hyperlink.

4.5.5 Enrollment form for Dependents
1. Click on the Student Services tab at the top of the page
2. Click on the Student Accounts option
3. Click on the Health Insurance link
4. Click on the Enrollment form for Dependents hyperlink.

4.5.6 Assist America Medical Evacuation Information
1. Click on the Student Services tab at the top of the page
2. Click on the Student Accounts option
3. Click on the Health Insurance link
4. Click on the Assist America Medical Evacuation Information hyperlink.

5.0 Clinical Information
1. Click on the Student Services tab at the top of the page
2. Click on the Clinical Information option
3. Click on the Clinical Rotations link

6.0 Contact Ross University Student Service Center
1. Click on the CONTACT US option at the top right of any page.
2. The Ross University Student Service Center phone number and extension will appear in the new browser window.