Troubleshooting: Registration AND ENROLLMENT Issues for College Now

(\*Hyperlinks available at [www.SMSU.edu/academics/collegenow](http://www.SMSU.edu/academics/collegenow) under “**Troubleshooting Registration/Enrollment Issues”**.)

**Application:**

1. **Student receives a message stating they need to “submit transcripts and an application fee”**

This message can be ignored. We do not require transcripts or an application fee for the College Now program.

1. **Student chooses login option and is brought to another institution’s site**

Make sure the student is on the SMSU application page when they choose the login option. They should see the Southwest MN State University logo and brown banner at the top of their screen. If something else is showing, have them follow this link for the [online application](https://eservices.minnstate.edu/adm/public/studentWelcome?campusId=075)

*(Hint: the “campusId=075” must be included in the website in order to tie it directly to SMSU)* [*https://eservices.minnstate.edu/adm/public/studentWelcome?campusId=075*](https://eservices.minnstate.edu/adm/public/studentWelcome?campusId=075)

**E-Services/Registration:**

1. **Student does not remember their StarID and/or password**

They will need to use the [StarID Self Service](https://starid.minnstate.edu/) page to reset/retrieve their StarID information.

*\*See the StarID section on the back for further information.*

1. **Student receives an error message stating “invalid userID and/or password”**

This message comes up if the StarID or password is entered incorrectly. First, have the student retry their information...make sure they are using the 2-letter, 4-number, 2-letter format (i.e. – ab1234cd) for their StarID and that their password contains three out of the four requirements of upper case letter, lower case letter, number, and special character. If a student feels they are typing their information correctly and they are still receiving this message, they will need to use the [StarID Self-Service](https://starid.minnstate.edu/) page to reset/retrieve their StarID information. It can take up to 15 minutes for the system to recognize the updated password.

1. **Student receives an error message stating their “account has been disabled”**

Typically, this means the student had more than one StarID listed in the system. Our system office monitors for this and will merge two accounts together and disable the second StarID. If a student receives this message, they will need to use the [StarID Self-Service](https://starid.minnstate.edu/) page to reset/retrieve their StarID information.

1. **Student receives a “Cohort Code” error message after attempting to register**

In this situation, either the student has just recently applied and has not waited the 2-business days for the application to be processed on our end **OR** we do not have an application on file for this student in our system **OR** they completed an undergraduate application instead of a College Now one. The student should refer to the [Application Status](https://eservices.minnstate.edu/esession/authentication.do?campusId=&postAuthUrl=http%3A%2F%2Feservices.minnstate.edu%2Fadm%2Fpublic%2Fsecure%2FappStatus%2Fstatus%3FcampusId%3D075) page to check the status of their College Now application. If it is listed as “submitted successfully”, then they will need to wait the additional 2-business days for us to process the application. After the two days, if they are still receiving this message, please contact the College Now Office and we will look into their file. If their application is listed as “unsubmitted”, they will need to complete and submit their application. Again, they will need to wait 2-business days upon successfully submitting their application before they attempt to register.

1. **Student receives an error message stating there is a “hold on their account”**

This means the student is probably a PSEO student either here at SMSU or at another institution within the MinnState system. If they are an SMSU student, contact the College Now Office and we can remove the hold for them to register. If they are from another institution, they will need to contact that institution and have them temporarily remove the hold in order to register.

\*\*\*Sophomores will also get this message if sophomore paperwork is not submitted – see [website](https://www.smsu.edu/academics/collegenow/studentresources/index.html) for details.

**StarID and Self Service Site:**

1. **Student receives message stating “account cannot be verified” when attempting to use the self-service page**

This means either they have more than one StarID account in the system under that same email account or they do not have that email listed on any of their MinnState accounts. You will need to contact the College Now Office with the student’s name, their email address, and the error message they receive and we will look into their file on this end.

1. **Student no longer has access to the email account on file**

If a student no longer has access to the email that we have on file, they can change this email address through their E-Services account under the “Account Management” tab and then “Demographics”. If they do not have access to their E-Services account, then you will need to send an email to the College Now Office with their new email account and we can update it in our system.

If after attempting to resolve the issue, there are still problems, please let us know and we can look into it further. In addition, this is a working document, so if you experience additional problems while attempting to get students applied and registered for College Now courses, please let us know and we can get them added to the list.

**Contact information:**

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