

Troubleshooting Issues

Help, I can't log-in!!

Make sure that you've entered the correct default password—that is, your birthdate, using the format DDMMYY.

New students should also ensure that they have submitted an acceptance of their offer in writing (undergrad/postgrad) or online (postgrad only) since the system only includes names of persons who are confirmed as expected to register.

No courses have come up for selection on the Add/Drop Courses page

Remember that you'll need to select the appropriate period (i.e. Semester/Term) at the Add/Drop Course Selection page. You could also check that the proper Subject area(s) have been highlighted on that page from the listing provided.

I'm having problems requesting a course override

The Request Overrides page is linked to your Add/Drop Courses page, so, unless you've attempted to add the course to your record using the Add/Drop page (and had gotten an ERROR), that course will not be available to you in the drop-down listing on the Request Overrides page.

I can't find a course

See *No courses have come up for selection on the Add/Drop Courses page (above)*

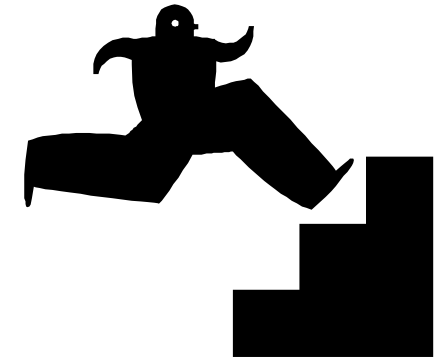
If you're still having an issue and are certain that the course is being offered for the requested period, call and speak with a member of the SAS team to get the latest course-related information (see contact info below).

Where can I get assistance if I have difficulty?

Registration Assistants will be available in the central Registration area (Assembly Hall) during the official registration period, and also in Faculty Computer Labs as stated in your Faculty Schedule. In addition, there are hotlines that you can call to get answers to your queries (see info below).



Academic Registration Step-by-Step



Student Administration System

Contact info:
Phone: 970.4472
E-mail: SASProj@uwimona.edu.jm

Brought to you by:



SAS at your service...

Dear Student,

Welcome to UWI Mona Campus Registration 2008/2009 powered by the Banner Student Administration System (SAS)!

This system, which was launched last year, has undergone some revisions this year in an effort to better meet the needs of its users. As such, on these pages you'll find the most current steps to using the (online) Web Registration Module. Returning students will note a few changes over last year—most notably, elimination of the Dean's Approval step—as such, all students are advised to pay careful attention to the new process outlined in this brochure, which is summarized as follows: (1) Course Selection & Approvals, (2) ID Card collection, (3) Financial Clearance & Registrar's Approval, and (4) Health Card & Parking Sticker collection. Consider this your "Road Map", of sorts, to successfully completing the web-based portion of the process, which has to do with **Step 1**.

Look out for other information brochures and fliers that focus on other aspects of the registration process, as well as a registration overview document that includes a checklist of all the things that you need to complete during your Registration.

We hope that this information will prove useful to you and would welcome any feedback (positive or negative) on how we can make it more relevant to your needs. For your reference, our information is provided on the back of this publication.

Wishing you a great year,
The SAS Team

1 Go to the UWI Mona homepage: <http://www.mona.uwi.edu/>
Click in the SAS icon, then
Enter Secure Area
Start at the User Login Page

2 Enter your Student ID Number in the appropriate box. Use your birthdate (DDMMYY) as your default Password (you can opt to change it later).

3 Click on Student Services to register. Then, on the next page, choose Registration (of course!).

4 Select Add/Drop Classes to be taken to the page where courses can be chosen. Then choose the Term for which you are registering.

** Remember that registration in the system is done on a Semester-by-Semester, rather than Academic Year, basis, so you will have to repeat the process for EACH Semester..*

5 Each course is added by typing the individual CRN (Course Reference Number). If this number is unknown, or not otherwise provided, click on Class Search to be taken to a page that will allow you to look-up the classes you wish to add.

From the Look-up Classes to Add page, select either one, or more (using the Ctrl key) Subject areas. Then click Class Search.

6 Once the course listings page appears, simply click in the boxes provided under the Select column beside each of the courses you wish to add, then choose Register to add the courses to your record.

Alternately, you may wish to select Add to Worksheet in order to review your course selections or add additional courses. From this page, then choose Submit Changes.

7 The Course Selection page will list all the courses selected, and show that you are Web Registered, for those courses where the criteria has been satisfied. You will see ERROR Messages for those courses where the criteria was not satisfied an override is required to select the course.

At the bottom of the page, you will be able to request the necessary override(s), should you choose to, by clicking on the Request Overrides button.

8 The Request Course Overrides page provides you with the opportunity to do three things:

1. Request a course override, and include a note to the lecturer, if desired. You will then have to click the Submit Request button once the relevant information has been provided.
2. View the status of overrides already requested.
3. View previous overrides given (history).

9 Course Overrides are evaluated by the system at two levels: first at a Departmental level, and then at a Faculty level. Each of these require separate override requests, therefore, once an override is requested, check back on its status and repeat the process as necessary until BOTH Departmental & Faculty approvals have been granted. (Alternately, you may opt to select another course for which no overrides are required.)

Once all your course selections are complete and approved, move on to **Registration Step II...**