

### Common Portal Registration Issues

If you need your portal log in information:

Your username is your 6 digit ID number, located on your ID card or possibly on correspondence from the College, such as a billing statement.

Use the *I Forgot my Password* function to have a new password sent to your Wheelock email account.

Quickest Way to Find Your Courses

Log in and click the Course Search tab. Click Course Search again on the right side of the page (not Add/Drop Courses).

In the search criteria categories, choose your location in the 'Campus' drop down box.

There should be only a few courses listed, each with an add box next to it. Click the box and click Add at the bottom of the page to add the course to your schedule.

'Root Element is missing' error when performing Course Search:

Make sure there is nothing entered in any of the search criteria fields. Clear the fields and start the search again.

This error means the system does not like what you entered for search criteria.

If you do not have add boxes next to the courses you need:

You may have a financial hold on your account. Click the Course Search tab and look in the View Course Schedules box. If you have a hold, it will display a message like 'StuAcctRegHold- Call x2121. You need to call that extension in Student Accounts to clear the hold. If you do not have a financial hold, please call Academic Records for assistance.

Pre-requisites issues:

If you get a pre-requisite message, please contact the National and Regional office to obtain an override for the course. Any pre-requisites should have been met previously in the program.

How to View Grades:

Click on the My Academics tab and there will be a term drop down in the Grade Report box. Select the term you want to view grades for and they will appear on the next page.

How to View your Schedule:

Click on the Course Search or Registration tab and your schedule should be displayed in the Course Schedules box.

Email:

Wheelock's official mode of communicating with students is their Wheelock email account. If you do not use your Wheelock email account, please contact IT at 617-879-2309 to obtain your email username and password and directions on how to check your email. It is very important to use this account as this is how the College communicates.

Please remember, you cannot attend a class that you have not registered for. Be sure to register for all your courses for the term before classes begin.