

FAQ re: Online REG

Q. What should I do if it says, “session has expired”?

A. Press the blue “cancel courses” button, logout of your student portal, and try again. Make sure to fill out the payment information within 10 minutes to prevent this issue.

Q. Why won't my online credit card payment go through?

A. There are a few possible reasons why your payment won't go through:

- Telephone number: Make sure there are no spaces or dashes in your phone number
- Name: Only list your first and last name, no middle names
- Postal Code: Make sure you are using the postal code you used when you signed up for your credit card. Do not enter any spaces and write the letters in either all upper-case or all lower-case. If neither option works, please contact your bank to confirm that you have the correct details.
- If the error message says “AVS”, please call your bank and ask them to release the funds to Coquitlam College. Do not exit out of the page before you call.

Q. Can I use visa debit for online credit card payment?

A. No, to use you checking or savings account, you can do an online bill payment a few days before your registration date/payment deadline. Alternatively, you can pay in-person by debit card at the Coquitlam Campus at least 1 day before your registration/payment deadline. Please note that in-person payments made after 3:00 pm will not be shown in your student portal for 48 hours.

Q. What if I want to select 6 courses?

A. The online system will only let you select 5 courses. If you would like to add a 6th course, you will need to come speak with an advisor in the Coquitlam Campus.

Q. Why isn't the course I want showing on my student portal?

A. It is because you do not have the prerequisites to take that course. It will only show courses that you are eligible to take. If you think you have the prerequisites for courses that are not shown, please contact us by phone or email.

Q. What do I do if the course I want is full?

A. It is possible that other students may drop the course you are wanting to take. Regularly check the timetable on our website to see if any spots become available. We will not register you in courses that are full.

Q. How do I change courses?

A. Go to the same tab on your student portal that you registered on. Unselect the course you do not want to take and select a different course and press the blue “confirm changes” button and press “register now” or “pay now”. Please note that there will be a \$25 course change fee.