Graduate Web Registration FAQ's

- **WHAT IS MY PIN NUMBER?**
If you have ever logged into the 'Secure Area' on the Saint Rose website, then you have already been prompted to change your Personal Identification Number (PIN) from the default which was your birth date (MM/DD/YY). The PIN you created is your 6 digit numerical password for entry into the secure site. When you selected your PIN you also entered a security question. Answering the question correctly allows you to reset your PIN if you ever need to.

- **WHAT IF I FORGET MY PIN NUMBER?**
If you have forgotten your PIN, type in your user/student ID and skip the PIN area. Click on the "Forget PIN?" button. This will lead you to your security question. Type the answer. Click on the "Submit Answer" button. You are then prompted to enter a new 6 digit PIN. Next, re-enter the same new PIN. Lastly, click on the "Reset PIN" button. If you have a problem the Registrar's Office may be able to help you, please call 518-458-5464.

- **WHAT IS AN ALTERNATE PIN? HOW IS IT DIFFERENT FROM MY PIN NUMBER?**
As a graduate student, your Alternate PIN was emailed to you by the Registrar's Office in the letter that told you the time and date of your registration. This *Alternate PIN* is needed for registration functions; to add or drop classes on the web or to register in-person. You are assigned a new Alternate PIN for each open enrollment. You are given one in the fall for spring registration, and then given a new one in the middle of the spring semester to register for both summer and fall classes. Your regular PIN on the other hand, is one you have created (was originally your birthdate) which grants you access to the online secure site where you can view a variety of personal information throughout the year: grades, un-official transcripts, financial aid, account status, etc.

- **I'VE LOGGED ON BUT CAN'T REGISTER. WHY?**
There are a few reasons why you might not be able to register on the web. (1) You did not wait until your assigned registration time. The Registrar's Office sends you an email telling you the assigned time and date of your registration. You may register at this time or any time after until 4:30 pm on the last day of Add/Drop. (2) You have a HOLD. If you have a HOLD you will not be allowed to register or add courses. You must contact the office that has put your account on HOLD, and clear up any outstanding issues, balance, etc. Once that office has lifted the HOLD you will be able to register. (3)Registration is over, the time/dates for adding and dropping classes has passed. The last opportunity to make changes to your schedule is 4:30 pm on the last day of the Add/Drop period.

- **WHAT DOES THIS REGISTRATION ERROR THAT POPPED UP MEAN?**
Closed Section means there are no seats available in the class, the class is full. Please check to see if there are any other sections of the course available, or choose another course. **Field of Study Restriction** means that this course section is only open to certain majors and this is not your declared major. **Pre-requisite/test score** means you have not taken the course/s needed prior to enrolling in this course (prerequisites) or you do not have a high enough math placement score to enroll. **Maximum hours exceeded -** a graduate student can take up to a maximum of 12 graduate credits, if you wish to enroll for a course overload (13 credits or more) you would need your dean's permission to do so. **Duplicate section** - if you are trying to register for a different section of a course for which you have already registered you will need to drop the duplicate before the computer will allow you to add the same course.

- **ARE THERE ANY COURSES THAT I WILL BE UNABLE TO REGISTER FOR ON THE WEB?**
Yes. (1) You cannot register for an **Independent Study** online. In order to register for an Independent Study, you must submit a completed independent study application with signatures, a copy of the description of the study, and a completed registration form to the Registrar's Office. (2) If you have met a **prerequisite through a Course Substitution Approval Form** the computer will not be able to recognize the prerequisite as being fulfilled. You will need to manually register through your Assistant Registrar.