"I can't register on Pathway!"

1. I don't know my username and Password
   a. Your username is sent to newly admitted students when they apply for Admission
   b. To register your username, create your password, and reset your password visit
      https://www.umkc.edu/is/password/
   c. If you still have issues, contact UMKC Technical Support at 816-235-2000

2. I know my SSO and Password, but it says "user ID and/or password invalid" when I try to login:
   a. If the student has reset their password but still <u>cannot</u> login to a computer lab, their UMKC email, and/or Canvas (they get a similar message on those sites), have them contact Technical Support at 816-235-2000 or techsupport@umkc.edu

3. <u>Can</u> log-in to Pathway, but does not have the usual 8 tiles
   a. The student has not granted their E-Consent to do business with UMKC online. They need to click on the **UM E-consent** tile in Pathway, grant consent, and log-in again.
   b. If the student <u>does not</u> have the UM E-consent tile
      i. It is possible that they declined consent. Have the student contact registrar@umkc.edu or 816-235-1125

4. Can log-in to Pathway, can navigate to **Add A Class**, but then get a message that says **You Do Not Have Access to Enrollment At This Time**.
   a. If it is during priority registration, the student's registration start time has not yet arrived.
   b. If it is after the student's registration start time or during open registration:
      i. The student may not be admitted yet
         1. You can check for admission status in several places:
            a. **UM Processes and Reports > UM Admit and Recruit > Application Inquiry**
            b. **Records and Enrollment > Career and Program Information > Student Program/Plan**
            c. **Records and Enrollment > Career and Program Information > Student Career**
      ii. The student may not be eligible to enroll yet
         1. Term Activation runs every night, Mon-Fri. If a student is admitted that day, they will be made term active at approximately 6 p.m. that night.
         2. Advisors can check for Term Activation in several places:
            a. **Records and Enrollment > Student Term Information > Term Activate A Student**
            b. **Records and Enrollment > Career and Program Information > Student Term Search**

5. Can log-in to Pathway, can navigate to **Add A Class**, but when they attempt to enter a **Class Number** get a message that says **This is Not a Valid Class Number**

a. Class number is the same thing as Reference Number – it is 5-digits long. Some students are trying to enter the Course Number in this box instead (i.e. the 110 of ENGL 110).
    i. Summer class numbers start with a 3
    ii. Fall class numbers start with a 4
    iii. Spring class numbers start with a 1
b. The wrong term is selected. There are two steps to selecting the correct term. First they have to select the term from the drop down menu, Second they have to click the Change button.

6. Other Error Messages

    a. The student attempts to register for a class, but gets a message that the class was unable to be added because they do not meet the requisites.
        i. To override this for a single student, sign-off on an add/drop form and send them to Registration and Records to be manually put in the class.
        ii. To change this setting for ALL students, work with the catalog administrator to have the pre-reqs updated in the catalog.
        iii. If the pre-reqs appear to be correct, but the student still cannot registrar then contact registrarscheduling@umkc.edu for assistance in troubleshooting.

    b. The student attempts to register for a class, but gets a message that they have already exceeded the repeatable limit for the class.
        i. The student is still registered for the class, this is just a message.
        ii. The student already has the class or an equivalent on their transcript and this is just a warning message in case it is something they should not take again.
        iii. If you do NOT want this warning to appear for a particular class because it is often repeated, let catalog administrator know to set the class up on the Catalog to allow repeats. umkccatalog@umkc.edu