“I can’t register on Pathway!”

1. I don’t know my SSO and Password
   a. This information is sent to newly admitted students when they apply for Admission via email and hard-copy letter
   b. On the Pathway log-in page (http://pathway.umkc.edu)
      i. Click on “Forgot My Password”
      ii. Select “New User”
         1. enter the desired information to retrieve the SSO
         2. this link will NOT email them a password (even though it says it will)
      iii. Select “Current User”
         1. enter the desire information
         2. answer a security question
         3. create a password
   iv. Log-in to Pathway
   v. For more detailed instructions on this process, see www.umkc.edu/registrar/pathway.asp
   c. Call the Call Center at 816-235-2000
   d. Email pathway@umkc.edu with your name, SSN, and date of birth requesting this information

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 cannot login to a computer lab, their UMKC email, and/or Blackboard (they get a similar message on those sites), have them contact the Call Center at 816-235-2000 or callcenter@umkc.edu.
   b. If the student can login to a computer lab, their UMKC email, and/or Blackboard, have them email their name, SSO/user ID, and Student ID to pathway@umkc.edu. They probably do not have the correct “role” assigned to them and this will have to be fixed in Columbia.

3. Can log-in to Pathway, but does not have the Self Service > Student Center, or when they click on Self Service > Student Center, it says access denied.
   a. The student has not granted their E-Consent to do business with UMKC online. They need to click on the UM E-consent link in their Pathway menu (it’s always the very last link on the menu), grant consent, and log-in again.
   b. If the student does not have the UM E-consent link in their menu:
      i. They may have logged in with a one-time use password and only have the option to set-up their permanent password. If their only menu option is UM Processes and Reports, have them click on that and then on Welcome Bootstrap Password and follow the instructions.
      ii. If the student logged in with their ‘real’ password and does not have the UM E-consent link, have them email their name, SSO/user ID, and Student ID to pathway@umkc.edu. They probably do not have the correct “role” assigned to them and this will have to be fixed in Columbia.
4. Can log-in to Pathway, can navigate to Self Service > Student Center, can click on 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 5:30 p.m. that night. Josie Laws and Amy Cole can manually enter Term Activation if necessary.
         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 Self Service > Student Center, can click on 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. The current requisites in the system are the same level, degree program, and academic unit restrictions that were in CICS. This is NOT related to any specific coursework the student may or may not have.
   ii. To override this for a single student, sign-off on an add/drop form and send them to Registration to be manually put in the class.
   iii. To change this setting for ALL students, notify Amy Cole that the Enrollment Requirement needs to be edited.

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 Marcia Roberts know to set the class up on the Catalog to allow repeats.