

Frequently Asked Questions for Students



Student Information System Project

1. I'm preparing for registration and I can't seem to find one of the courses I need. What's the problem?

- The problem might be that the course prefix has changed. Beginning this summer, any prefix that had a dash in it was changed to a prefix without a dash. There are 9 subjects that had this change, so the classes should appear only under the prefix without the dash:

New!

<u>Name</u>	<u>Old Prefix</u>	<u>New Prefix</u>
Curriculum & Instruction	C-I	CI
Computer Science	C-S	CS
Health Professions	H-P	HP
Information Systems	I-S	IS
Military Science	M-S	MS
Occupational Therapy	O-T	OT
Public Health	P-H	PH
Radiation Therapy	R-T	RT
Women's Gender & Sexuality Studies	W-S	WGS

- The prefix for APH courses has also changed. All APH courses are now located under 'ART.'

2. How am I supposed to sign up for my MTH course when there are only 10 seats available and they are already taken?

- If you are searching for a MTH course, be sure to uncheck the box in the Search Criteria list that says "Show Open Classes Only." Seats in many MTH courses are opened and closed each week. By unchecking the box, you'll see all classes where seats may or may not come open at a later date. Check out the Math Department Registration Notes for more information:
<http://www.uwlax.edu/mathematics/dept/RegistrationInfo.htm>

New!

3. Where do I find my registration date and time for fall?

- Locate the right-hand panel on your main WINGS Student Center page. Under the 'Enrollment Dates' section, click the 'Details' link. Click the green 'Change Term' button and select the fall 2009 term. Your registration date and time will appear in the row titled 'Regular Academic Session.'
- If you are not given the option to change your term, it is likely that you have filled out an 'Intent to Graduate' form for either spring or summer 2009. If you are not going to graduate in the spring or summer, you will need to contact your Dean's Office and have them change your expected graduation date. Please note that this change will take approximately 24 hours so you will have to wait a day before you will be allowed to register.

New!

4. I paid my \$100 enrollment deposit but it still says that I have a hold on my account. What should I do?

- Locate your holds on your right-hand panel of Student Center and click on the 'Details' link. Find out whether your hold is related to your registration deposit or something else.
- It takes about 15 minutes for WINGS to register your enrollment deposit payment. Wait 15 minutes after you have paid your enrollment deposit and then try to register.
- If you still have a enrollment deposit hold on your account after waiting the 15 minutes, please call the Cashier's Office:
 - (608)785-8719
 - Office hours: Monday - Friday, 8:00 AM - 4:00 PM

New!

5. Where do I get a username and password?

- Your username and password were sent to you in an email to your University account. For your convenience, your username is your student ID number. If you have deleted the email or cannot locate it, please contact the ITS Support Center:
 - 608-785-8774
 - itssupport@uwlax.edu
 - Room 103, Wing Technology Center

6. Can I access the WINGS on a Macintosh computer?

- The web-based portion of the WINGS works on a Macintosh using Internet Explorer or Safari.


7. What do I do if I cannot log in?

- If you are having technical difficulties logging into WINGS Student Center, please contact the ITS Support Center:
 - 608-785-8774
 - itssupport@uwlax.edu
 - Room 103, Wing Technology Center

8. I'm getting a message that says "Your session is about to be timed out."

- For security reasons, the WINGS system will logout any user that has not shown any activity in the system after 40 minutes. You will receive this message just before you are timed out. To access WINGS, simply log on to the system again.

9. On many search screens, there are a myriad of fields where I can enter search specifications. What do they mean and which of the blanks MUST I fill in?

- The rule of thumb is to fill in at least TWO blanks before clicking 'Search.' On certain screens, required fields are designated with an asterisk. The easiest method to fill-in-the-blanks is to use the Lookup button  whenever it is provided.