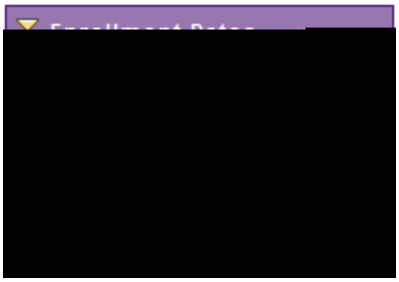
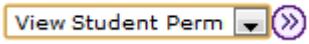
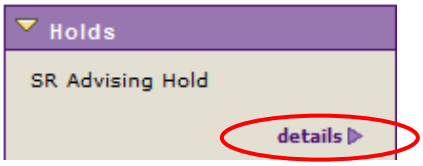
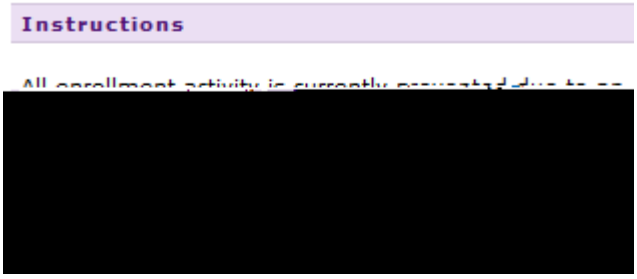
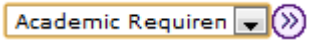
Common Student Questions/Answers

Question	Answer
How do I access my Student Center?	Log into *My Universe*. Click the **Go to My Student Center** link on the ***My Page*** tab.
How do I access Registration (Enrollment)?	In ***Student Center***, click the **Enroll** link on the left.
How do I know when I am supposed to register?	Your registration date displays on Student Center in the **Enrollment** 
Where can I view/accept my financial aid?	• View - In ***Student Center***, click the **View Financial Aid** link on the left under the Finances section. • Accept/Decline - In ***Student Center***, click the **Accept/Decline Financial Aid** link on the left under the Finances section.
How do I grant permission for financial aid to apply to misc charges?	In ***Student Center***, under the *Finances* section, select **View Student Permissions** and click the **Go** icon. 
Where can I view any holds I might have?	View holds in the **Holds** box on Student Center. Click the **details** link for a full description and action needed.  Example of Instructions within **details**: 
How can I run my Academic Advisement report?	In ***Student Center***, under the *Academics* section, select **Academic Requirements** from the drop-down box and click the **Go** icon. 
How can I find my Advisor's name and contact information?	In ***Student Center***, on the right side, view your Advisor in the Advisor box. Click the details link for contact information.

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What if I have system issues or what if the system says I'm not authorized?	Because the system is web-based, sometimes issues occur due to cache or cookies. To resolve, close all MyUNIverse windows. Access MyUNIverse and clear your cache before logging in: • Internet Explorer and Firefox browser users, simply press **CONTROL + SHIFT + DELETE** on your keyboard. Select the appropriate categories and click the **Delete** button. • Safari browser users, select **Empty Cache** in the Safari menu. To delete cookies, select **Preferences, Bookmarks, Show Cookies, Remove.** If issues persist, contact the Computer Consulting Center.
Why do I see a spinning wheel in the upper right corner of the screen? 	The **Processing** icon displays in the upper right corner when the system is processing information. For example, you will see this icon when you perform a search and the system is gathering results to return.
Where can I find instructions Student Center?	Before you click the **Go to my Student Center** link, click the Help **?** icon in the upper right corner of the Student Center pagelet.