

Self-Service

A quick guide for students

Self-Service is the course registration program used by Clarkson College. It is directly linked to the program used by the Registrar's office, and changes made by the Registrar's office are instantly viewable on Self-Service. Students are e-mailed a login and password to access Self-Service. Students are also able to register for classes, view grades, track health and safety requirements, access an unofficial transcript and more.

IMPORTANT: When closing Self-Service, students must select "Close Browser" at the end of the session. Otherwise, the next user will be able to log into your account.

LOGGING INTO SELF-SERVICE

Self-Service is accessible through the Current Students page on the Clarkson College website or by visiting <https://selfservice.clarksoncollege.edu/selfservice/home.aspx>.

On the left-hand side of the screen, enter your login ID and password, and hit the "log in" button to access your account. The first time you log into Self-Service, you will create a new password and be asked a series of security questions.



CHANGING YOUR PASSWORD

After logging in, go to the "My Profile" tab, "Account Information" menu, and click the "password" link on the left side of the screen. You will then be able to enter a new password.



FORGOTTEN PASSWORD

If you have forgotten your password, click "Forgot My Password" on the Self-Service homepage located underneath the log in button. Follow the on-screen prompts, and a new password will be e-mailed to your Clarkson College e-mail account. If you log in unsuccessfully too many times, your account will lock and you will need to contact the Registrar's office to unlock your account. A message will not be sent when your account has been locked.

SEARCHING FOR COURSES/SECTIONS

1. Click the "Search" tab.
2. Choose "Section Search" from the available menu items.
3. Search for a section using:
 - a. Keyword (i.e. "nursing"), or
 - b. Course Code (i.e. HC 102 – you must put a space between the prefix and number)
 - c. Select Period, Session (Regular Session), and Registration Type (Traditional).
4. After clicking search, the icons  Open  Closed to the left of the course title indicate if a course is open or closed.
5. You may also search for courses using the "Advanced Search" tab. Using this option, you may search for waitlisted courses, instructor, meeting day/time, etc.

REGISTERING FOR COURSES

1. Click the "Register" tab.
2. Choose "Traditional Courses" from the available menu items.
3. Select period/term for which to register. Prior to registration, you must meet with your advisor and be authorized to register for classes. Once you are authorized, your status will change to "OK to register."
4. Search for courses by clicking on "Section Search" along left hand side.
 - a. Enter course number in "course code" section (i.e. EN 101).
 - b. Courses will show one of the following the icons  Open  Closed to designate the availability.
 - c. To add to your schedule, click "Add" on right hand side.
 - i. If a course is full, you may add yourself to the waitlist. Click "wait" and proceed to registration.
 - d. Once you add a course, a dialog box will appear asking you to "View Cart or Proceed to Registration." You may choose either option or hide box and go "Back to Registration."
 - e. Continue adding all courses to schedule via same process.
 - f. After adding last course, "Proceed to Registration."
 - g. Review and finalize your schedule. If correct, click "Next."
 - h. Select "Finish" to save your schedule. Items in your cart will not be processed until you complete this process.
 - i. Print a copy of your schedule for your records. You may click on "Student Schedule" along left hand side to view schedule at any time.

VIEW COURSE SCHEDULE

1. Click the "Classes" tab.
2. Choose "Schedule" from the available menu items.
3. Select "Student Schedule" from the option to the left.
4. Enter "period" for term requested.
5. To print a copy of your schedule, select "Options" on left side.
 - a. Text will list courses. Choose to include "courses in cart and/or waitlisted courses."
 - b. Grid will show course schedule for the week. Choose to include "courses in cart and/or waitlisted courses."

VIEWING GRADES

1. Click the "Classes" tab.
2. Choose "Schedule" from the available menu items.
3. Enter "period" for term requested.

VIEWING UNOFFICIAL TRANSCRIPT

1. Click the "Grades" tab.
2. Choose "Unofficial Transcript" from the available menu items.

HEALTH & SAFETY REQUIREMENTS

1. Click the "Health and Safety Requirements" tab.
2. All health and safety items will be listed. Those with a "due" date will need to be submitted to the Registrar's office prior to the due date or you may not be allowed to attend class/clinical.
3. If you are out of compliance on any item (overdue), a "Health & Safety Hold" will be placed on your account, and you will not be able to register for classes.

STUDENT ACCOUNT TUITION & FEES INFORMATION

1. Click the "Finances" tab.
2. Choose "Balance."
3. Select term from the period drop down box (summer, fall, spring, academic year).
4. Choose "Detail by Charges/Credits," "Detail by Summary Type" or "Balance Summary."
5. Click "Change."

MAKING A TUITION & FEES PAYMENT

1. Click the “Finances” tab.
2. Choose “Balance.”
3. Select term from the period drop down box (summer, fall, spring, academic year)
4. Choose “Detail by Charges/Credits,” “Detail by Summary Type” or “Balance Summary.”
5. Click “Change.”
6. Scroll to the bottom, and enter the amount you would like to pay.
7. Click “Make a Payment.”
8. If you have a pop-up blocker on, select “always allow pop-ups from this website,” then click “Retry.”
9. Follow prompts for entering credit card information.
10. If transaction was completed successfully, you will receive a message stating the transaction was approved.

SELF-SERVICE QUESTIONS

Questions regarding Self-Service may be directed to the Registrar’s office.

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