



PeopleSoft Student Administration Training Newsletter #5

April 12, 2007

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If you experience difficulty printing this newsletter from your e-mail software, [visit our archive](#) to download the newsletter as a PDF.

Newsletters are usually posted to the archive within 24 hours of mailing.

This PeopleSoft training newsletter will provide information regarding:

- Registration Goes Live!
- Help for Students

Direct questions regarding PeopleSoft Admin (PSSA) training and access to the new PSSA system to the PSSA Customer Service Center at **713-743-0356**.

Registration Goes Live!

Friday morning, April 13 (!), at 8:00 a.m., the first group of students will register in Priority Registration according to their enrollment appointment times. Enrollment appointments will then continue to roll out over the next three weeks based on classification.

Encourage students to log in now to be sure they can retrieve their PeopleSoft ID and use their password—they need to do this to find their enrollment appointment time and to register!

We've had a test group of several dozen students go through registration the last two days, and the average time to register, start to finish, was 7 minutes! ...*That is*, 7 minutes for those who had their list of courses they wanted and had no PS ID/password issues.

Problems your students might encounter:

1. *Password reset delays:* IT Help Desk (see below) can help reset passwords 24/7 and also diagnose other possible problems. Changed passwords may take 15–60 minutes to take effect.
2. *Screen saying "No PS ID created for you":* PS Student Admin Customer Service Center (see below) can resolve 50 percent of these situations. The rest are referred to the project team for research and may result in a delay.
3. *Other technical issues:* We've had reports of (and generally have fixed) occasional problems with timing out very quickly, or an unresponsive side of the page. (The other side generally works—a browser setting we can help them with.)

Any explanations such as these that you can give to concerned students might help them go through the process more smoothly!

Help for Students

Help is available in several ways for students wanting to register:

Password resets

The **IT Help Desk** (713.743.1411) is available 24/7 to do password resets. FYI: When students call 713.743.1010, option 1, they are also taken to the IT Help Desk.

Screen saying "No PeopleSoft ID"

The **PSSA Customer Service Center (CSC)** (713.743.0356) can resolve many of these PS ID issues and will refer the rest to the project team members. **Normal hours: M–F, 8–5 (This weekend: Saturday, April 14, 10–4, and Sunday, April 15, 1–5. Project team members will also be working over the weekend.)** FYI: When students call 713.743.1010, option 5, they are also taken to the CSC.

Other Enrollment Services Questions

The **Enrollment Services Call Center** (713.743.1010, for questions specific to Admissions, Financial Aid, or Registration and Academic Records).

We have posted a [series of screen shots](#) on the web to **take students step-by-step through registration** and their new PeopleSoft Self Service. The URL is: <http://www.uh.edu/peoplesoft/RegistrationDemo.html> and we invite you to share it with students.

...*And* we have set up a schedule of **Walk-in, Hands-on Labs for Registration Help** for the next several weeks, staffed by trained student volunteers. The schedule will be advertised in *The Daily Cougar* and is available at <http://www.uh.edu/peoplesoft/Walk-inHelp.html>

For Assistance

UH/UHV PeopleSoft Student Admin Customer Service Center

Phone: 713-743-0356

Hours of service: Monday–Friday, 8 a.m.–5 p.m.

[See our web site for more information.](#)

Happy (and lucky) Friday the 13th!
Sandy

Sandy Frieden, Executive Director | Scott Sawyer, Director of Training
PeopleSoft Student Admin Implementation/Change Management

Email: sfrieden@uh.edu

Web: <http://www.uh.edu/peoplesoft>