IT TROUBLESHOOTING GUIDE AND QUICK TIPS
(Effective June, 2019)

Please find the area below that best describes your situation and read through the possible solutions. If after trying everything suggested, and the issue is still unresolved, please:

- Contact your campus Student Success Center in person or by calling 1-833-592-6222**
- Email selfservicesupport@nbcc.ca**
- Visit your campus IT Helpdesk

** If you are taking a Continuing Education course you can also call 1-833-658-2577 or email ContinuingEd@nbcc.ca

IMPORTANT: You will need to provide your ID number, a brief discussion of the issue (a screenshot can be helpful if emailing), what you have tried thus far, and a phone number where the IT Helpdesk can reach you.

Thank you.

**IT Account Activation**

You are trying to activate your account and you are told the **ID number and birthdate do not match our records**:

- Visit your campus Student Success Center, call toll free 1-833-592-6222 or email selfservicesupport@nbcc.ca with your birthdate, and ID number so that we can confirm the information.

(REMINDER TO STAFF: Birthdate needs to be changed in SIMS and Active Directory.)

**Student Self-Service Access**

Account has been activated but student **cannot access Student Self-Service**:

- Try a different browser – This is the most common solution for this issue. (NOTE: This application is NOT compatible with Safari on Mac OS.)
- The language setting on your browser should be set to English US – these are the steps on how to change the language in Internet Explorer:
  - Open Internet Explorer
  - Upper right corner click on the cog wheel - select Internet Options from the drop down menu
  - In the next window, near the bottom, select languages
  - In the next window select Add
  - In the next window select English US or United States
  - Select ok
  - Make sure it is the top language then select ok
  - Select ok
  - Close the browser
  - Open Internet Explorer and try again to access the page
Online Payment (Programs)
You get an error message when trying to make an online payment through Student Self Service:

- **ERROR: cURL ERROR: 56 .... > Unable to access payment site.** Try again later.
- **ERROR: The credit card number is invalid. Or ERROR: (12) Declined.** > This will occur if the:
  - entered name does not match the credit card entered
  - credit card number is entered incorrectly
  - expiry date is entered incorrectly
  - CSV number is entered incorrectly
  - Credit card is over limit

The online payment link in Student Self-Service (i.e. Student Center) does not work:

- Contact IT Services at 1-833-592-6222 (choose Option 8) or email selfservicesupport@nbcc.ca. If you need additional information about other payment options, please visit [http://nbcc.ca/tuition-fees/payment-options](http://nbcc.ca/tuition-fees/payment-options)

NOTE: Debit cards, Visa/Debit and Mastercard/Debit will NOT work

Online Payment (Continuing Education Courses)
- Payment can only be made with Visa, Mastercard, Visa/Debit and Mastercard/Debit

Registration (Programs)
There is no “Registration” item in my “To Do List” in Self-Service:

- Registration activity guides are not available until a few weeks prior to the start of a full-time program. (If you are a returning student, you are only required to register once a year.) You will receive an email prompting you to register when it is time. Please visit our Online Registration page on nbcc.ca for more information: [http://nbcc.ca/admissions/online-registration](http://nbcc.ca/admissions/online-registration)

The Registration link in Student Self-Service (i.e. Student Center) does not work:

- Contact IT Services at 1-833-592-6222 (choose Option 8) or email selfservicesupport@nbcc.ca

You cannot get past the “Upload Document” page during the registration process:

- Ensure all pages prior to the upload page have been marked as completed (green button).

Registration (Continuing Education Courses)
You get an error message when trying to login to an existing account or register:

- Your User ID is your email address (not Student ID)
- Contact Student Services at 1-833-592-6222 or email selfservicesupport@nbcc.ca
Cannot Access Brightspace

- **When signing in**, please ensure that you add `cc\` in front of your user name (Student ID number).
- If you are a **returning student** you should have access to Brightspace, but when you sign in it is possible that you might not yet be enrolled in your courses for the upcoming term. Enrollments may not happen until just prior to class start. (Any issues with Brightspace should be directed to the Academic Department first, to ensure student has been enrolled.)
- If you are a **new student**, you will not have access to Brightspace until you have been enrolled in at least one course – it will display an error message when you try to sign in. Enrollments may not be done until just prior to class start. (Any issues with Brightspace should be directed to the Academic Department first, to ensure student has been enrolled.)

Cannot Login to the Emergency Response System

- If you are not able to login to the system, wait until closer to the start of classes to update your information.