

**The following trouble-shooting tips may help if you're having difficulties completing a form in the Registrant or Applicant Portal.**



### **Turn OFF the pop-up blockers on your browser**

If your browser has pop-ups blocked, the payment window will not open. You can always submit payment through the Payment Summary tab in the Portal, or the emailed invoice, however, this may delay your application.



### **Use a computer or laptop if possible**

If you are using a phone or a tablet, scroll up and down AND side to side to see the whole form.



### **Read all the text and follow the instructions in the form**

There is important information and instructions for how to complete the form within the form itself.



### **Give yourself plenty of time to complete the form**

You cannot save the form and come back to it. If you close the form before you see the **"FORM SUBMITTED SUCCESSFULLY"** notice, your form will NOT have been submitted and you will have to restart the application.



### **Do not upload pictures or screenshots of partial documents**

Make sure your documents have been scanned or downloaded from an email or website and are clear, legible, and complete.



### **Save your documents in one of the accepted formats**

The system will accept the following file extensions: .doc, .docx, .pdf, .jpg, .jpeg, .png, or .heic. Other document types will not be uploaded.



### **Name your documents using only alphanumeric characters**

The system does not recognize file names with special characters (\ / : \* ? " < >). Files with these characters in the file name will not be uploaded.

**If none of these tips resolve the issues you are having, log out of the Portal, clear your cookies, history, and cache and then log back into the Portal.**

If you are still having difficulties completing a form, please call the College at 780-465-1756.