

# Frequently Asked Questions

## **I do not know which career to choose on the application.**

Choose **Undergraduate**, then **CU Succeed**, then **CU Succeed** for Field of Study

## **I don't know my student ID number (SID).**

You will receive an **email containing your SID** within 10 minutes of submitting your application. Be sure to check your Junk Mail folder if you don't see it in your Inbox. If you have lost the email or it doesn't arrive in 24 hours, call CU Succeed at 303-315-7030 or the Registrar's Office at 303-315-2600.

## **When I try to claim my account, I receive the message, "Account not found".**

If you receive this message 15 minutes after you receive your SID, contact CU Succeed at 303-315-7030.

## **My username and password for the Passport ID Portal are not working.**

Your Password might be expired. Retrieve your username and password at <https://myaccount.ucdenver.edu>. Enter your information and you will be directed to a page with your username and a link to reset your password. **\*After 90 days, you will need to reset your password.**

## **I forgot my security questions or I am locked out of my account.**

Call the IT help desk at 303-724-4357. They can unlock your account or reset your questions.

## **I do not know my class number, or my class is not found.**

Your **5-digit class number** is at [www.ucdenver.edu/cusucceed](http://www.ucdenver.edu/cusucceed) Click on the "Get Your Class Number" button, select the Fall 2017 Course List, and find your high school and your course.

## **I keep getting the error message, "You do not have access to register at this time."**

Click on the Menu button and select "**term information**". Then select "**activate a new term for enrollment.**" Follow the prompts and click the **Add** tab once the term is activated. If you continue to receive the error, contact the Registrar's Office (303-315-2600). If you do not have the "activate new term for enrollment" option, you will need to reapply.

## **What is the drop deadline?**

**10/16/2017** You **MUST drop the course online** (*not just with your high school*) or you will still be financially responsible. Find instructions at [www.ucdenver.edu/cusucceed](http://www.ucdenver.edu/cusucceed). Click the "Register Here" button and choose "Dropping a Course" on the left side of the screen.

## **How much is the credit and how do I pay?**

Tuition is usually \$77 per credit hour. Check the Course Offerings on our website for specific course amounts. You can pay through your Passport ID portal, online or by mail. See your registration packet for payment instructions.

## **Can I use COF (Colorado Opportunity Fund) towards my CU Succeed Tuition?**

Unfortunately, COF cannot be applied to your CU Succeed tuition.

## **Will the college I attend accept CU Succeed credit?**

We cannot guarantee that any college will accept CU credit. We encourage you to research this further by contacting the institutions you are interested in attending.