JagNet Registration Error & Troubleshooting Guide

Error	Meaning	Resolution
"DB (DE-TRG) … Please contact Admissions for Assistance"	The student is tagged incorrectly in our system. Student may have applied as a HS Graduate <u>or</u> is trying to enroll in a NON-S section.	1. Have the student log out of their JagNet account and contact the Dual Credit Enrollment Department to correctly tag the student. 2. Verify that the student is attempting to register for an S section.
"Pre-Requisite and Test Score Error"	The student is missing a qualifying test score or qualifying grade in the pre-requisite course(s).	1. Verify grade(s) for pre-requisite course(s) on JagNet. 2. Contact the Student Assessment Center 956-872-3484 and have them download the student's TSI score(s). 3. Submit STARR EOC scores via TREx to STC.
"Authentication Error"	An error occurred during the sign in process.	1. The student can close and open the browser and try signing in again. They may also switch browsers. 2. If error persists, have the student contact the STC Helpdesk (872-2111) for a password reset.
"Administrative Staff are reviewing records…"	South Texas College staff are verifying student records.	1. Have the student refresh page; Afterwards, registration should proceed normally. 2. If not, have the student log out of JagNet and sign back into JagNet.
"File 404 Error Message"	A web browser issue has occurred.	1. Make sure firewalls recognize www.southtexascollege.edu as a safe website and switch browsers. 2. Students should use Google Chrome or Mozilla Firefox for best results.
"Duplicate Section: Registration for this section exists"	The student is trying to register for a course that they previously	1. On the bottom right-hand corner of the registration screen, click on the drop-down menu and

	registered for and then dropped.	select "web registered" and click "Submit".
"Registrar Hold: Missing Final HS Transcript"	The student submitted their Apply Texas application with the incorrect graduation date.	1. Contact your Dual Enrollment Specialist so that they can postpone the hold until the student graduates. 2. TREx a new transcript to STC with the actual graduation date.
"Registrar's Hold: Prospective Senate Bill student OR Missing I-485"	The student has indicated that they are not US citizens and are classified as an international applicant. The Admissions Department will require additional information once the student graduates from high school.	1. Contact your Dual Enrollment Specialist so that they can postpone the hold until the student graduates.
"You require readmission prior to registration"	The is student missing an admissions application for the upcoming semester.	1. Verify that the student has completed their Apply Texas admission application for the correct semester. 2. Contact your Dual Enrollment Specialist to verify that you have applied.
"Time Conflict: CRN 12345 is conflicting with another CRN"	The student is trying to register for a course that starts at the same time another course ends or registering for a second course at the same time.	1. Verify the start and end time for each course. Contact Ms. Selina Sanchez to change the start and/or end time of the class(es). 2. Submit the time change through the scheduling portal. 3. Have the student register for a different section at a different time.

General Information

- ✓ After an application is submitted to South Texas College through Apply Texas, it takes approximately 3-5 business days for it to reflect on a student's account.

- ✓ The system takes approximately 24 hours to create an applicant's account after the admission application has been accepted.

- ✓ Students must activate their student account at www.mypassword.southtexascollege.edu. Once activated, create a personalized password and set up security questions that can be used to reset the account in the future.

Department	Phone Number
Dual Credit Scheduling & Enrollment Services	956.872.3520
Student Assessment Center	956.872.3484
IT Help Desk	956.872.2111
Admissions & Records	956.872.8323
Dual Credit Scheduling Specialist	956.872.6455
General Information	956.872.8311