

Thank you for your interest in the Dual Credit Program at Collin College. All dual credit paperwork must be processed and holds removed before you will be able to register.

### Frequently Asked Questions:

**1) I turned in my form to my counselor, but I have not received information from Collin College about my CougarWeb account.**

*Please make sure you have completed an application for admissions for the Fall semester. To complete an application for admissions, please go to [apply.collin.edu](http://apply.collin.edu). Due to the volume of applications we are receiving it is taking 3-5 business days for the application to process. We must have an application on file before any paperwork that has been submitted can be processed.*

**2) How do I check to see if my forms have been processed and holds have been removed from my account?**

- Log in to your CougarWeb account
- Click on the Student Tab near the top of the screen
- Click on View My Holds

*Again, the student must have **NO HOLDS** on their account in order for them to register. For more information on types of holds and how to have the holds removed, please visit [http://www.collin.edu/gettingstarted/register/hold\\_info\\_guide.html](http://www.collin.edu/gettingstarted/register/hold_info_guide.html)*

**3) I have not received my CougarWeb username, password or Collin College Student ID number?**

*Due to the volume of applications that are being submitted at this time, please allow 3-5 business days to receive log in information. If you have not received your CougarWeb information within 5 business days of submitting your application, please contact the Admissions & Records Office at any Collin College campus for assistance.*

*[http://www.collin.edu/gettingstarted/admissions/contact\\_us.html](http://www.collin.edu/gettingstarted/admissions/contact_us.html)*

**4) I searched for my course on CougarWeb and I do not see my course listed? What do I do?**

*All dual credit courses held at high schools are hidden from our regular college students on CougarWeb. Please follow instructions below to complete registration for dual credit courses.*

- Go to [www.collin.edu](http://www.collin.edu)
- Enter your username and password in the top right corner (provided via email from [admissions@collin.edu](mailto:admissions@collin.edu) after initial application)

*Need Login Assistance? Visit <http://www.collin.edu/cougarweb/userhelp.html>*

- Go to "Add or Drop Classes" under Registration Tools
- Select the registration term (e.g. Fall 2016 Credit)
- Input the 5 digit CRN for your designated section
- Select "Submit Changes"—your registered courses will then show under My Class Schedule

**5) I have no idea what my 5 digit CRN number is for my courses.**

*If you are attending a dual credit course at a high school, the CRN might be written on the permission form that was signed by your counselor. If you are unable to locate the CRN, please contact your high school counselor for assistance.*

**6) When I entered my CRN number the system states "my course does not exist". What do I do?**

*Please make sure you are selecting the appropriate term date. When you get to step #5 inputting term, you must click on the drop box and scroll down to (Fall 2016 Credit: August-December). If you select the incorrect term, the CRN will not work.*

**7) I have submitted all of my paperwork and when I tried to register it said I do not meet course prerequisites or test scores. What do I do?**

*This means we do not have TSI test scores or an exemption on file for you. For more information on testing please visit [www.collin.edu/studentresources/testing/availabletesting/tsi.html](http://www.collin.edu/studentresources/testing/availabletesting/tsi.html). If you have the ACT/SAT scores that meet exemption requirements, please contact College Board to have official scores submitted to Collin. It may take up to 11 business days before scores are received and processed at Collin. The Collin College Code for SAT is 1951 and for ACT is 4046.*