

Message from the Registration Office re: ctclink

We are receiving many questions and requests about ctclink accounts and registration. Please see below for the answers to commonly answered questions. Thanks for your patience and understanding!

Frequently asked questions about registration and ctclink.

- **Want some help registering online?** The One-Stop Center is available to help. Follow the instructions here to get in touch with them: [Virtual Welcome Center](#)
- **Unofficial transcripts are not currently working.** We are aware of the issue and working hard to fix it as soon as possible.
- **You may see a hold on your account in ctclink called "Prevent Enrollment Canc"** - don't worry, this is not an enrollment hold and it will not prevent you from doing anything in the system. It just means that you are receiving some financial aid and this hold ensures you will not be dropped from classes while your aid is processed.
- **Registration errors/issues**
 - **Can't select classes in class search** - you have not been "activated" for spring term. Email us at registration@lowercolumbia.edu and we'll fix it as quickly as we can.
 - **Time Conflict** - your classes overlap. Email us the details at registration@lowercolumbia.edu.
 - **Requisites Not Met** - email us instructor permission at registration@lowercolumbia.edu.
 - **Other errors** - email us at registration@lowercolumbia.edu and we'll help you troubleshoot.
- **"What If Report"** - this tool is still in development and may generate unexpected results. We are working on this. In the meantime, if you have questions about your remaining graduation requirements, connect with your advisor.
- **Graduation Application** - we are not using the ctclink graduation application. Follow the instructions here: [Graduation Processing](#). If you have already applied for graduation prior to LCC going live with ctclink, you don't need to reapply.
- **Student Homepage** - some students who are also LCC employees have reported that they do not have access to the Student Homepage. We are currently researching the issue and working to identify a solution.

For help with...

- **Logging in to ctclink or need help creating your account or resetting your password** - contact the dedicated ctclink support team at ctclink@lowercolumbia.edu
- **Your balance, payment plan, or other financial questions** - finance@lowercolumbia.edu
- **Connecting with other departments** - all department contact info is available here: [Virtual Welcome Center](#)