

### Common Issues with OneMCL and Recommended Quick Fix

1	I cannot log-in to OneMCL.	You might be a returning student or your account has been deactivated - need reactivation	Email registrar@mcl.edu.ph.
2	OneMCL is not responsive.	The system is having an overflow of pending activities.	Try logging-out, then log-in again. If the problem is recurring, email helpdesk.@mcl.edu.ph.
3	I cannot enroll a course due to year level status.	Your curriculum audit is not updated.	Report the matter to your program chair.
4	I forgot my OneMCL password.	Password was changed in the system recently.	Email helpdesk@mcl.edu.ph.
5	I cannot manage courses.	You did not participate in Course Enlistment. Student has back account	Enroll manually during the late enrollment period. Coordinate with treasury Office for the settlement of fees. Enroll manually during late enrollment period
6	I cannot enroll the course due to pre-requisite	INC Grade from previous term.	Report the matter to your program chair.
7	I intend to shift to another program for the current term.	Student not aware on the deadline of application of shifting	Email registrar@mcl.edu.ph.
8	Enrollment of Courses with equivalency	Course code offered different in student curriculum	Coordinate with Program Chair for Course Advising
9	I cannot finalize my courses	the student not able to finalize during his/her enrollment batch schedule	Request to Finalize Course
10	Re-enrollment of Courses with INC Grade	Student not able to complete the course/ For Lapsing	Coordinate with Program Chair for Course Advising
11	I cannot view my GSA	the student load not finalized	Request to Finalize Course
12	Error in GSA	The system is having an overflow of pending activities.	Try logging-out, then log-in again. If the problem is recurring, email helpdesk.@mcl.edu.ph.
13	Payables not visible to student account	The system is having an overflow of pending activities.	Try logging-out, then log-in again. If the problem is recurring, email helpdesk.@mcl.edu.ph.
14	I want to update my year level	The student has remaining courses from previous year level	Report the matter to your program chair.