1. **What should I do if I see the message "session has expired"?**
   Click the blue "Cancel Courses" button, log out of your student portal, and log in again. Ensure you complete the payment process within 10 minutes to avoid this issue.

2. **Why is my online credit card payment not going through?**
   There could be several reasons:
   - **Phone Number:** Ensure no spaces or dashes are included in your phone number.
   - **Name:** Use only your first and last name (no middle names).
   - **Postal Code:** Enter the postal code exactly as it appears on your credit card account. Use all upper- or lower-case letters, without spaces.
   - **Error Message "AVS":** Contact your bank and ask them to release the funds to Coquitlam College before exiting the page.

3. **Can I use a Visa Debit card for online payment?**
   A. No, Visa Debit is not accepted for online payments. You can use an online bill payment from your checking or savings account a few days before the registration or payment deadline. Alternatively, you can pay in person at the Coquitlam Campus with a debit card (at least 1 day before the deadline). Note: Payments made after 3:00 pm will not appear in your student portal for 48 hours.

4. **How can I register for 6 courses?**
   The online system only allows registration for 5 courses. To register for a 6th course, please speak with an advisor at the Coquitlam Campus.

5. **Why isn't the course I want showing on my student portal?**
   If the course is not showing, it's likely that you don't meet the prerequisites. Only eligible courses will appear. If you believe you meet the requirements, contact us via phone or email.

6. **What should I do if the course I want is full?**
   Other students may drop the course, so it's worth checking the timetable regularly for openings. We cannot register you in a full course.

7. **How do I change my courses?**
   On the same registration tab in your student portal, unselect the course you no longer wish to take, select the new course, and press the blue "Confirm Changes" button. Then, click "Register Now" or "Pay Now." Please note there is a $25 fee for course changes.