

Compass Online Application FAQ's

Login Access and Create a New Account

I do not have access to a computer, how can I submit an online application?

A computer with internet access is required to submit your online application.

I don't have an email address; can I still use the online application?

You must create and monitor an email address. We will send pertinent information to you via this address including registration and billing information.

When can I access the online application system?

Access to the application system is determined by your specific program.

I don't have an account; how do I start?

You can create a free Compass account here: <https://student.studentadmin.uconn.edu/CSOAA/signon.html>
This will enable you to apply for your specific program online.

What type of password is required?

Your password must be at least eight characters long. Your password must contain characters from three of the following four categories:

Upper Case: A B C ...

Lower Case: a b c ...

Numbers: 1 2 3 ...

Limited Symbols: + - _ = . @ ?

I'm already a UConn student; do I still need to reapply for the next term*?

This is population specific. Some students will be required to reapply; others will not. Please consult your program staff for more information.

*If you are a continuing **undergraduate** or **graduate** student at UConn, you must log in via the Student Administration System/self-service to enroll. You will not use Compass.

What if I discover I have two accounts?

You may have created multiple accounts. This is fine. We encourage you to use the same account each time you apply, as you will be able to view and print previous applications.

Create and Submit an Application

How can I complete my application?

There are two easy steps. First, create your Compass Online Application Account at:
<https://student.studentadmin.uconn.edu/CSOAA/signon.html>

Once that is complete, you will be prompted to log into Compass and complete your application. On the right side of the screen, you will see a list of sections that must be completed. Complete these sections and then submit your application. You will receive an email confirming that your application was successfully submitted.

Can I submit my current foreign address and later submit another one?

Yes. You can use your permanent foreign address and can submit a local address once you have arrived at UConn.

What if I have multiple addresses?

You can also enter multiple addresses in your Compass Online Application. Click the “Add” button to add additional addresses when in the “Bio-Demo Information” page of the Online Application to submit additional information.

If I do not have the required information, may I complete part of it, save and return later to finish?

Yes. You can go in and out of your Compass application as many times as necessary. However, once you have submitted your application, you cannot go back and make changes!

If I do not accept the certification statement, may I still submit the application?

No. In order to complete the application, you must read and agree to the certification statement.

Can I submit multiple applications?

You must only complete one application per program per semester.

How can I view a submitted application?

You can log back into the Compass system <https://student.studentadmin.uconn.edu/CSOAA/signon.html> and click “Print application” located in the main menu upper-left corner of your screen. This will enable you to view and print your submitted application.

For browser setting and printing guidelines, use the following PDF file:

<http://web2.uconn.edu/ea/sa/procedures/gettingstarted/browserprinting.pdf>

Who can I contact if I have questions about the program and/or application process?

Please contact your program administrator with questions.

How do I upload documents for supplemental materials?

If your application requires supplemental materials, you will see the “Upload Documents” section. You can browse for the file(s) you’d like to upload, click upload document and type in a document description.

Is the application saved when receiving a timeout?

You must save your application regularly. If you experience a time-out and you have not saved your application, you may have to re-enter any information that was lost due to the time-out.

How will I know if my application was received?

You will receive a confirmation email that states that your application has been successfully submitted.

Are there any deadlines?

Yes. Please contact your program for pertinent deadlines.

When will I be notified of acceptance?

If you are accepted for non-degree or non-credit study, you will receive an email that indicates that you have been accepted. Please check your email regularly for this correspondence.

Biographical Changes after Application Submission

How can I update or correct data on a submitted application?

After an application is submitted, you cannot correct or update this information. Any changes will have to be made at the Registrar's Office.

I changed my name, but forgot to include it with application submitted. How can this be changed?

Name changes can be made through the Registrar's Office. Students must provide copies of supporting documents such as driver's license, marriage certificate or proof of divorce along with a signed memo requesting the change. Please include your printed name, signature, student ID number and both your **previous** and **new** names.

Documents can be faxed to 860.486.0062, submitted in person, or mailed to:

Office of the Registrar
Unit 4077G
233 Glenbrook Road
Storrs, CT 06269

I have an address change since submitting the application, how can this be changed?

Address changes can be made via the **Student Administration System** or through the Registrar's Office. Please include your printed name, signature, student ID number and both your **previous** and **new** addresses.

Documents can be faxed to 860.486.0062, submitted in person, or mailed to:

Office of the Registrar
Unit 4077G
233 Glenbrook Road
Storrs, CT 06269

Payment/Billing

Payment: You do not perform payment through Compass.

Payment must be made via the Student Information System self-service center. For more information on payment, visit the Bursar website: <http://bursar.uconn.edu>

What is the cancellation/refund policy?

Cancellation policies vary depending on the program. Some programs may have non-refundable application fees. It is critical that you review your program-specific cancellation policies and that, if you need to cancel enrollment, you do so prior to the start of the class.

If you withdraw after the start of classes, you will be responsible to pay your fee bill.

Can I register for classes if I owe money to the University?

No, if you have an outstanding bill from a previous semester, you will not be able to register for another semester until your bill has been paid in full.

Privacy/ Personal Data Security

What is your privacy policy?

View UConn's privacy policy here: <http://itpolicy.uconn.edu/policydocs/privacy.html>

Is your site secure for providing personal data?

All personal biographical data is stored in the University's Student Information System.

Why is my Social Security number needed; and will it be protected?

The University requests that you provide your SSN. We are required by federal law to inform you of this request. The SSN is collected to enable the University to comply with federal requirements mandated under the IRS tax laws and the Title IV student aid legislation and for other administrative purposes. The University assigns each student a unique identifier that is not the SSN that is used for most administrative purposes.

Yes, your social security number is protected. You can view the policy here:

<http://itpolicy.uconn.edu/policydocs/privacy.html>

What if I don't have a Social Security number?

You may leave it out of the account creation. You will be assigned a randomly generated number that will be used in the UConn Student Information System in lieu of a Social Security Number.

Troubleshooting Login Issues

I don't remember my user name; where can I find it?

You can click the "Forgot My User Name/Password" link here:

<https://student.studentadmin.uconn.edu/CSOAA/signon.html>

If you request your user name, for your security, you will also be required to reset your password.

I don't remember my password; how can I get this?

You can click the "Forgot My User Name/Password" link here:

<https://student.studentadmin.uconn.edu/CSOAA/signon.html>

I don't remember the answers to my Security Questions. What do I do?

Please contact the University Service Desk via email: helpcenter@uconn.edu or via phone at: 860.486.4357.

As a previous applicant or student, how do I reset my password?

You can reset your password at the "Forgot My User Name/Password" link

<https://student.studentadmin.uconn.edu/CSOAA/signon.html>

I logged in with incorrect credentials and have locked myself out. How do I reset my password?

Click the following link and then the "Forgot My User Name/Password" link to reset your password:

<https://student.studentadmin.uconn.edu/CSOAA/signon.html>

I've tried everything! Why can't I login?

If you have already used the account reminder link to get your username and have already reset your password, please try refreshing your browser (clearing browsing history, cookies, cache).

Use the following PDF files for additional details about browser troubleshooting and browser setting and printing guidelines:

<http://web.uconn.edu/eaa/sa/procedures/gettingstarted/browsertroubleshooting.pdf>

<http://web2.uconn.edu/eaa/sa/procedures/gettingstarted/browserprinting.pdf>

Browser Requirements, Troubleshooting and Technical Assistance

What browsers can I use to log in?

Click here for a list of supporter browsers:

<https://student.studentadmin.uconn.edu/uconn/SupportedBrowsers.html>

What information is available for browser issues?

Click this link to open a PDF file with browser troubleshooting:

<http://web.uconn.edu/eaa/sa/procedures/gettingstarted/browsertroubleshooting.pdf>

I'm having trouble logging in from off-campus, how can I get help?

<https://student.studentadmin.uconn.edu/uconn/LoginProb.html>

How will I know if the system is down?

Current system availability information can be found at:

<https://student.studentadmin.uconn.edu/uconn/SysNotAvail.html>

You can get help if you are having technical difficulty with your online account or have received an error message?

If you need assistance with troubleshooting, please contact the University Service Desk via email at:

helpcenter@uconn.edu or via phone at: 860.486.4357.