

Online Registration System (ORS)

Answers to Frequently Asked Questions

1. What is a Student Portal?

A student portal is an online gateway where students can enroll online through the online registration system (ORS), view their grades, request documents and student ID, and update their contact information.

2. How can I request a password?

If you are a new user, click **REQUEST FOR PASSWORD**. Enter your student number. You will receive a system-generated password through the email address recorded in the OUR database. Check your email inbox as well as your spam box in case the password notice gets routed there by your email server.

3. Who are allowed access to ORS?

All UPOU students eligible to enroll are allowed access to the ORS. This includes students enrolled in the previous term, newly admitted students, and readmitted students. Students returning from LOA must contact the OUR or Faculty Secretary's Office first to be allowed access to ORS.

4. I have a password already. Why can't I access the ORS?

There are various reasons why students can't access the ORS. If you have requested a password several times, be sure to use the most recent generated password. And please make sure that you have entered your student number (year-5digits) and password (no spaces) correctly. If this still does not work, try using a different browser.

5. Are students still required to visit the UPOU office during enrollment?

Students can access the ORS and enroll wherever they are as long as they have Internet access.

6. Can I be enrolled in the semester and trimestral terms?

Yes. If your program is offered following a semestral schedule and you wish to take courses (e.g. electives) offered under another program that follows a trimestral schedule, and vice versa, you may register during the registration periods for the trimester and the semester as long as it has an approval from your Program Chair.

7. The course I will enroll is not included in the list of courses displayed in Step 1. Where can I find it?

There is a link to **<ALL COURSES>** on the enlistment page. Click this to display all the courses offered per program in that particular term. However, you should get the approval of your Program Chair before you enroll in a course that is not included in your curriculum.

8. Do I really need to contact my Program Chair for academic advising before I register online?

Courses are usually offered based on a program of study, and the list of course offerings per term usually includes a note indicating which cohort or batch should take which courses. Students who adhere to the approved program of study by enrolling the courses offered for their cohort every term might not need to consult with their Program Chair before enrolling. However, if you are not sure about which courses to take, or you wish to get a clear confirmation that you are enrolling in the correct course/s, do consult your Program Chair.

Undergraduate students should get enrollment advice from the Program Chair prior to registering online. Or refer to the self-advising checklist provided every term.

9. My enrollment status is IN PROCESS. Can I still change the enlisted courses online?

Once submitted/confirmed, courses enrolled/enlisted can no longer be modified online. However, if you have not yet paid the enrollment fees, you can request registration@upou.edu.ph to reset your enrollment. If you need to change courses after you have enrolled, the correct procedure is to apply for a change of matriculation <http://our.upou.edu.ph/details.php?id=39> .

10. I am a new UPOU student. How can I get my UP webmail account?

UP webmail accounts are issued to all new students who are officially enrolled. UP username and password will be emailed to students before the start of classes. Students are required to use their UP email account when communicating with UPOU offices and their professors.

11. The email displayed in the password request is wrong/incorrect. What should I do?

Email registration@upou.edu.ph and give your valid email address. The system-generated password will be sent to your email address, and there is no way of retrieving it if it was sent to an invalid email address.

12. I am a former UP student but I have been given a new student number by UPOU. Which student number will I use when I log in to the ORS?

A UP student should be issued only one student number. Contact the Office of the Registrar (OUR) if you have been given a new student number upon your admission to UPOU. Once the error has been corrected by the OUR, you must use the original student number when you log in to the ORS.

13. I have completed all the steps in the ORS. Am I now officially enrolled?

You are officially enrolled if you receive a confirmation of enrollment from the OUR. This confirmation will be sent to you upon verification that you have paid the enrollment fees. Thus, it is important that you upload your proof of payment. Students who pay their fees using the online payment option will receive an automatic confirmation of enrollment. Once enrollment has been confirmed, the enrollment status will be changed from “IN PROCESS” to “ENROLLED”.

14. How and where can I pay my matriculation fees?

Payment options and procedures are included in STEP 4 of the ORS. The same information is available at the UPOU Student Portal (see <http://our.upou.edu.ph/student/pdf/paymentoptions.pdf>). Pay your fees through your preferred payment facility. Be sure to get your copy of the bank-validated slip/credit card transaction slip/official receipt. This serves as your proof of payment

15. I have already paid my fees. What will I do next?

Log-in again to the Student Portal and upload a scanned copy or digital image of your proof of payment on the ORS.

16. I have already uploaded a scanned/digital copy of the proof of payment. How will I know that I am enrolled already?

Wait for the OUR's confirmation of your enrollment. Please note that the confirmation may be delayed if you upload your proof of payment outside of UPOU's office hours or during the weekend. Once confirmed, your registration status will be changed from "IN PROCESS" to "ENROLLED" when you log in again to the ORS.

17. How can I correct the contact information in the ORS?

You can change/correct your contact information (address, contact number, email) and your preferred Learning Center online. However, for changes in basic information like name, birthday, program, student number, gender, civil status, and nationality, you need to fill out the Request for Change in Information Form, attach the supporting document/s, and submit these to the OUR. The form can be downloaded from the UPOU website (see http://www2.upou.edu.ph/images/stories/OUR_Forms/2012_new_forms/REQUEST_FOR_CHANGE_OF_INFORMATION.pdf).

18. Can I enroll for residence through the ORS?

Yes. Students may enroll for "residence" instead of enrolling specific courses if they are completing deficiencies (for example in a course where they got a grade of EXT), taking a removal exam (those with a grade of 4.0) or a comprehensive exam, or completing the Special Problem, thesis or dissertation. Enrollment for residence is also done online during the prescribed enrollment period.

19. I have already completed my enrollment, and I have uploaded the proof of payment to the ORS. Why is my enrollment still "in process"?

Make sure that the size of the uploaded file is not beyond the maximum limit of 500kb. Most failures are caused by uploading a file that is too large.

Check also that the amount indicated in the proof of payment corresponds to the total amount in the assessed fees. The OUR will not confirm your enrollment if you have not paid the assessed amount in full.

20. I am enrolled already but I need to change (add/cancel/substitute) the subjects I enrolled. How do I go about this?

Fill out the change of matriculation form which can be downloaded from the REGISTERED PAGE on the ORS and the UPOU website (see <http://our.upou.edu.ph/student/pdf/Change%20mat%202018.pdf>). Upon completing the form, have your fees reassessed by the Registration staff and pay the additional fees for added course/s. Email a scanned copy of the change of matriculation form to registration@upou.edu.ph. Login again to the ORS to check whether the enrolled courses have been updated.

21. I was able to log in to the Student Portal but the REGISTER ONLINE icon is grayed out or not accessible. Why?

Only the following students are allowed access to ORS:

- Continuing students
- Newly admitted students
- Readmitted students
- Returning students with approved LOA
- Cross enrollees with approved permit to cross-register
- Non-degree students with approved application

You can also contact the OUR to verify your status and request permission to register online if found qualified to enroll.

22. I was granted a scholarship, but why do I still have a paying status in the ORS?

The OUR must wait for the confirmed list of scholars from the Scholarships Office before the information can be entered in the ORS. You may email scholarships@upou.edu.ph to verify your scholarship status.

23. I have TFE/Reduced fee privilege. How can I enroll online?

UP employees and dependents who wish to avail of the TFE and reduced fee privileges must submit the accomplished form before the registration period. Continuing students should indicate on the form the courses they enrolled the previous semester. Once the form has been processed, the corresponding discount will be reflected in the online assessment of fees.

24. I can't proceed to register online. The system keeps asking me to enter a province/municipality in my contact information?

The ORS is designed in such a way that students must fill in all of the required fields, including municipality and province in the Philippine address. Once you enter information on the barangay/street field, you will be prompted by the system to indicate the municipality and province.

If you are based abroad and do not have a Philippine address, leave these fields blank and proceed to filling out the foreign address completely.

25. I have already been admitted/transferred to another degree. How come my records in the ORS are not yet updated?

Contact the OUR or email registration@upou.edu.ph if your record is not updated.

26. My request to enroll additional courses beyond the regular academic load for my program has been approved. Why can't I enroll additional courses online?

The ORS sets a maximum number of units per program that a student can enroll. If you have approval from the Program Chair to enroll additional units beyond the regular academic load per semester, you will have to:

- submit a change of matriculation form <http://our.upou.edu.ph/student/pdf/Change%20mat%202018.pdf> to be able to add courses to your enrollment if you're already ENROLLED
- email registration@upou.edu.ph to manually add/change additional courses if you're enrollment is still IN PROCESS

27. My enrollment status in the ORS is ENROLLED but I have not received an enrollment confirmation. What will I do?

Aside from confirming your enrollment in a particular subjects/courses, enrolment confirmation also contains important instructions such as myportal access, examination services, etc. If you did not receive an enrollment confirmation, email registration@upou.edu.ph

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