Students: Registration FAQs

Login:

Q. How do I log into NEST?
A. Current Students log in with their University NETID and Password.
   - New Students who haven’t paid their New Student Enrollment Fee and claimed their University NETID, log in with their CWID and PIN.
   - Graduate students who do not yet have a University NETID and Password log in using their CWID and PIN.
   Note*: Always Log out from NEST when you are done.

Q. I cannot log into NEST, I keep getting an error message, what do I do?
A. Make sure the user is typing the right information. If he/she still cannot login, assigned the ticket to EAS_NEST right away and give higher priority.

Q. Why am I being prompted to reset my PIN?
A. If you are a new student and logging in for the first time with your CWID and PIN, you may be prompted to change your PIN for security reasons. Please input the PIN that you received in your Acceptance letter and your new PIN. Please keep this new PIN in your file.

Q. What is Self-Service Banner and why am I being redirected to it?
A. Self-Service Banner or SSB is the backbone from which NEST is built. When you log into NEST, you are logged into SSB. NEST and SSB work hand-in-hand to help you manage your professional and academic life at Montclair State University.

Q. When I tried to verify my personal information I was prompted for my CWID and PIN.
A. Close the window tab, refresh the NEST page and click on the “Verify my personal information” link again.
   Note*: This is for the IT service desk staff only. The above is not a proper behavior. Help the user to navigate to the proper page but also make sure you sent this as an issue to Karolina Maneva-Jakimoska in the EAS assignment group.

Q. I’m getting prompted to input a CWID and PIN after I’ve already logged into NEST and clicked a link. What do I do?
A. The student’s previous session is not yet expired. Have the student click off the tab and try the link in NEST again.

Q. I tried logging into NEST from my bookmarks and it’s not working.
A. NEST’s login page cannot be bookmarked due to the authentication key appearing in the URL. The student should be bookmarking http://nest.montclair.edu or montclair.edu/nest manually instead of when they reach the page.

Q. I’m getting an Authentication Error when I try to login and I know my NETID and password are correct.
A. Close your browser, reopen it and reset your browser cache. Try logging into NEST again.

Advising:

Q. How do I find out who my advisor is?
• Students can find their Advisor Information in Degree Works.
• They can access Degree Works by logging into NEST and navigating to the “Degree Audit” portlet located on the homepage or in the “Register for Classes” page in the navigation.
• Once here, they can find their advisor information.
• If no Advisor is listed on this page have the student contact Center for Advising & Student Transitions (CAST) at 973-655-7114.

Q. Do I have to see my advisor?
A. Students are encouraged to see their Advisor prior to registration to go over their future schedule and analyze their goals.
• First-time Freshmen, students who haven’t declared a major, on academic action (probation, readmitted from suspension or dismissal) and students in EOF must see their Advisor prior to registering.
• Students majoring in Anthropology or Earth and Environmental Sciences are also required to have an Advising appointment before registering.
• If Advising is mandatory for you, your Advisor will provide you with your own unique registration PIN that will enable you to register for courses in Banner, via NEST. This registration PIN is needed to unlock the system to you, and only you, to sign up for your classes.

Q. Where do I find my Analysis of Academic Progress or Audit information?
• Students can view their Degree Audit through NEST by accessing Degree Works.
• If a student is having trouble finding or accessing their Degree Audit they can contact the Office of the Registrar at registrar@mail.montclair.edu or 973-655-4376.

Holds

Q. Where do I see my holds?
A. Before they are able to register for classes, students must make sure that there are no holds on their account.
  • Students can view their holds by logging into NEST and navigating to “Register for Classes”
Under the Registration Tools portlet, select “View Your Holds”

This page will view any holds the student may have on their account and the proper office they should contact to resolve the hold

If the student is having trouble viewing their account holds, they can contact nest@mail.montclair.edu.

Q. Why am I seeing a hold I know I cleared?
A. If you have a hold that is appearing in NEST that you have absolutely cleared, contact the Student Accounts Office at (973)-655-4105.

Course Schedule:

Q. Where do I find the Course Schedule?
A. Students can view the course schedule by logging into NEST and navigating to “Register for Classes”

Navigate to Registration Tools and select the “University Course Schedule”.
Select a Term.
Students can then choose to search by Subject or use the Advanced Search.

- If the student wishes to narrow their search, they can choose Advanced Search.
  - Here, they can search all courses being offered that semester with the Course Record Numbers (CRNs), day and time of the class, instructor, location, date range, credits, how many seats are in the class, how many seats are left open and full Course Catalog entry.
Browse the various courses that are listed based on your search criteria. Once you find a course that you are interested in, copy down the Course Registration Number (CRN) located next to the class name.

Registering

Q. Where do I register?
A. Once you have classes selected, have no registration holds and your registration time has arrived, navigate back to NEST and select the "Register for classes/add or drop" link.
• Enter your pre-selected Course Record Numbers (CRNs) into each line and select the “Submit Changes” button.

Q. I don’t see a course I need to register for, who do I contact?
A. Contact the Office of the Registrar at registrar@mail.montclair.edu or 973-655-4376.

Q. I can’t register for classes, why not?
A. Registration may not be active. Each class year has a specific time in which they can register. Please check the Registrar’s Website or your email for your “Registration Time”. You can also find this information on NEST under “Registration Tools”.
   If the student’s registration time has come and they still cannot register, there may be a few reasons:
   • The student has unpaid dues.
     o The student can find these “Holds” in NEST under “Registration Tools”
     o If the student has a Hold, they need to contact the office in which the Hold is under.
   • The student needs a registration PIN
     o If the student requires mandatory advising, they must see their advisor to acquire their registration PIN necessary for registering.
   • Other
     o If the student has no holds, does not require a Registration PIN and still cannot register, they should contact the Office of the Registrar at registrar@mail.montclair.edu or 973-655-4376.

Q. I can’t register for a class because of a prerequisite I have already completed.
A. If you have completed a prerequisite course and cannot register for a course, contact the Office of the Registrar at 973-655-4376.
Q. What if you are blocked from repeating a course that you have taken one or more times in prior terms?

A. Per University Academic Policy, undergraduate students are permitted to repeat a course only in which they have received a final grade of D+, D, D- or F. They are not permitted to repeat a course in which they received a C- or higher without special permission. Graduate students are not permitted to repeat courses without special permission. (Certain “repeatable” courses, like a music lessons, independent studies, coops, special topics courses are exceptions)

For permission to repeat a course for which you have earned a C- or higher, see either the Dean’s Office of the College/School of your major or the Dean’s Office of the College/School in which the course is offered. Graduate students must see the Dean’s Office of the Graduate School.

Please fill out the Request to Repeat an Undergraduate Course Permission Form.

Q. How are Permits handled?

A. Permits may be issued by Department Chairpersons. Students who wish to obtain a permit to enter a closed course, or a course in which they have not met the pre-req, co-req or other requirements, may visit the appropriate academic department for assistance.

Permits may be issued to students using Banner INB. Training is required. (Registration into classes is handled through the TTI website.) Permits may be issued to override department, major, college, pre- and co requisites etc through use of the AUTHORIZE Code. Permits may be issued to override class capacity through use of the CAPACITY Code. When overriding capacity, please verify that there will be enough seats in the class. If you have questions please contact Jennifer Spiegel in the Registrar’s office.

Q. How do I find the PINS? (Students with Mandatory advising ONLY)

A. Students who are required to have mandatory advising will need a Registration PIN to register. While you are meeting with your advisor, you will receive this PIN. Students will be asked to hold on to this PIN, as they will need it for any future drop/adds or withdrawals from classes. Each semester, a new PIN will be issued and needed for registration. Remember that your Spring 2017 PIN will be a different pin than that you used for Fall 2016.

Q. How are applications for graduation being handled?

A. Students who are required to have mandatory advising will need a Registration PIN to register. While you are meeting with your advisor, you will receive this PIN. Students will be asked to hold on to this PIN, as they will need it for any future drop/adds or withdrawals from classes. Each semester, a new PIN will be issued and needed for registration. Remember that your Spring 2017 PIN will be a different pin than that you used for Fall 2016.

Q. How are address changes, name changes, social security changes being handled?

A. Students can change their address through NEST in Banner. For name and social security changes, they continue to follow the instructions on the Registrar’s website, submitting required documents in person to this office.
Q. How is grading handled right now and through this year?

A. Grades will be in NEST.