SIS FAQ

Frequently Asked Question “FAQ”
Version 1.0
Document History

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<td>Goldelin Cabiltes Nava</td>
<td>Student Print EAF Module</td>
<td>03 November 2014</td>
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1. **Which website do I start with?**
   To access Student Print EAF, you have to open a web browser with this URL: 

2. **Is there a required browser to access this website?**
   Yes. You should use Mozilla Firefox.

3. **What do users need to be able to access the website online?**
   To access website online, users should have an activated CSBInfonet account.

4. **I forgot my password. What do I do?**
   You can ask assistance from ITD Service Desk regarding your InfoNet account.
   
   TAFT : 230-5100 loc 1401
   AKIC : 230-5100 loc 2401
   SDA  : 230-5100 loc 3401

5. **Can I access this online system at home or outside CSB using other internet service provider (ISP)?**
   Yes.

6. **When can I access Student Print EAF?**
   You can access Student Print EAF during Student Print EAF Period. The dates will be announced by the Registrar’s Office.

7. **I want to print my EAF online, what are the things I should know?**
   To print your EAF, please take note of the following:
   - Use clean and blank white Letter sized paper.
   - Your computer is connected to a printer
   - The paper size (Printer Properties) is set to “Letter”

8. **What are the possible reasons why I am NOT allowed to print my EAF online?**
   The possible reasons why you are NOT allowed to print EAF online are:
   - You have no pre-enrollment record; or
   - Your International document(s) such as Visa, ACR, and/or Foreign Passport has expired. (Applicable to International Students only); or
   - You have (due/ not yet due) pending clearance record. However, if your not yet due pending clearance record is held by Finance Department (FD) and/or Student Grants Office (SGO) only, you will be allowed to print your EAF.
9. **I want to print my EAF online but I have pending clearance record, what will I do?**
   You have to settle your clearances first before the system allows you to print your EAF online. Once you settle your clearances, make sure that they (clearances) are tagged as “Cleared” in SIS. If not, go back to the department which held you and inform the personnel to tag your clearance records to “Cleared” in SIS.

10. **While I am paying for my assessment at the Finance Department (FD), the EAF I am holding is different from the assessment from the FD? What do I do?**
    This means that the EAF you are holding is not the latest. Please note that the assessments which appear in FD system are the latest. Therefore, you have to access your SIS and print your latest EAF. Also note that your old EAF is automatically voided.

11. **While I am paying for my assessment at the Finance Department (FD), FD says that my assessment is not available? What do I do?**
    The Finance Department (FD) personnel will advise you to go to your respective Records-in-Charge (Registrar’s Office) and ask for your updated EAF. Your respective Records-in-Charge will print your updated EAF. Once printed, go back to FD and present your updated EAF for payment. Note that your old EAF is automatically voided.

12. **Is my original/old EAF still valid once I have changes in my enrollment record?**
    Your original/old EAF will automatically be voided. You have to print your latest EAF.