

# Better Start Literacy Approach Micro-credentials Troubleshooting Guide



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## ***You cannot remember your login details for myUC or you are having problems creating a myUC account?***

Call the UC Contact Centre (0800 VARSITY – 0800 827 748) or email [enrol@canterbury.ac.nz](mailto:enrol@canterbury.ac.nz).

## ***You get a 'Resolve Account – Awaiting Student ID creation' message when you Apply to Enrol in myUC?***

You will need to wait for an email confirming you can continue with your application to enrol. This can take 3-4 working days, so if you haven't received the email by day 5 (and you've checked your spam filters) please email [enrol@canterbury.ac.nz](mailto:enrol@canterbury.ac.nz) with "Duplicate check" in the subject line and your details in the body of the email, including the full name you used in your application, your date of birth, and the email address you used for your myUC account.

## ***You want to make changes to your Application to Enrol once you've 'Completed' it?***

You cannot make changes in myUC once you've completed your Application to Enrol. If you're concerned you've chosen the wrong course, this will be checked by the UC Enrolment Team and changed for you (if necessary). For other changes you can call the Contact Centre 0800 827 748 or email [enrol@canterbury.ac.nz](mailto:enrol@canterbury.ac.nz).

## ***You have not received an email to confirm your enrolment?***

Check your spam folders in your school email account (or whichever email address you used to create your myUC account). If you do not find it there, log in to myUC to check on the enrolment status of your Application and for any communication from UC. You can also call the Contact Centre (0800 827 748). Have your UC student ID number handy if you have been given one.

## ***You can no longer attend the course and someone else in your school wants to go in your place?***

You will need to withdraw your Application to Enrol in myUC and the person going in your place will need to get approval from MOE for funding. If approval is given by MOE, they will need to make an Application to Enrol in myUC and include verified documentation from the school principal as outlined in the *Micro-credentials Application Guide*. They will also need to provide evidence of MOE funding approval.

## ***You've created your IT account using the link in the Okta email and now you can't log in to myUC?***

Once you've created your IT account your login details for myUC will change. You will need to use your username (abc123) instead of your email address to log in and the password will be the password you set using the link from the Okta email. If you cannot remember this password or want to reset it, you can use the 'Need help signing in' link down the bottom of the okta page ([uc.okta.com](http://uc.okta.com)) or call the IT Service Desk (0508 824 843).

## ***You can't find the course content in myUC?***

myUC is used for managing your enrolment in courses at UC. For course content the portal to use is LEARN. Once you have completed your enrolment and have created your IT account (using the link in the Okta email) you should receive access to LEARN. The course content will only be put in LEARN shortly before the course starts, so hold tight if nothing is in there initially.

## ***You can't log in to LEARN?***

You will receive access to LEARN once you're fully enrolled and you've created an IT account with the link sent to you from Okta. Your login details for LEARN are your username (abc123) and the password you set using the link from the Okta email. If you have forgotten your password or want to reset it, you can use the 'Need help signing in' link down the bottom of the page at [uc.okta.com](http://uc.okta.com) or call the IT Service Desk (0508 824 843). If you haven't completed your enrolment you will not have access to LEARN.

## ***You're unsure if you're fully enrolled?***

You can check your enrolment status in myUC under 'Manage my study'. It will say "Fully enrolled" once your enrolment is complete. If you have any questions about your enrolment status call 0800 827 748.