Enrollment Plan Troubleshooting Guide for Students

When you first begin your Enrollment Plan Questions, your screen should look like this:

	Enrollment level Chart
	Enrollment Plan questions will display in the middle
	Your most recent responses will show at the bottom

Questions will display *one at a time* and you will need to select the **Submit Information** button after choosing your answer from the dropdown box: *(it is recommended to not use the back button during this process)*

You will see your most recent responses for each question in the bottom section – and will be able to see the **response date** on the right-hand side:

When you have finished the process, you will see this screen:

Financial Aid Award Questions

ENROLLMENT PLAN REPORTING

You have COMPLETED all of the Financial Aid Questions. Thank You.

If you would like to return to Financial Aid Award Question click on the "Financial Aid Award Questions" Tab above.

Return To Student Main Menu
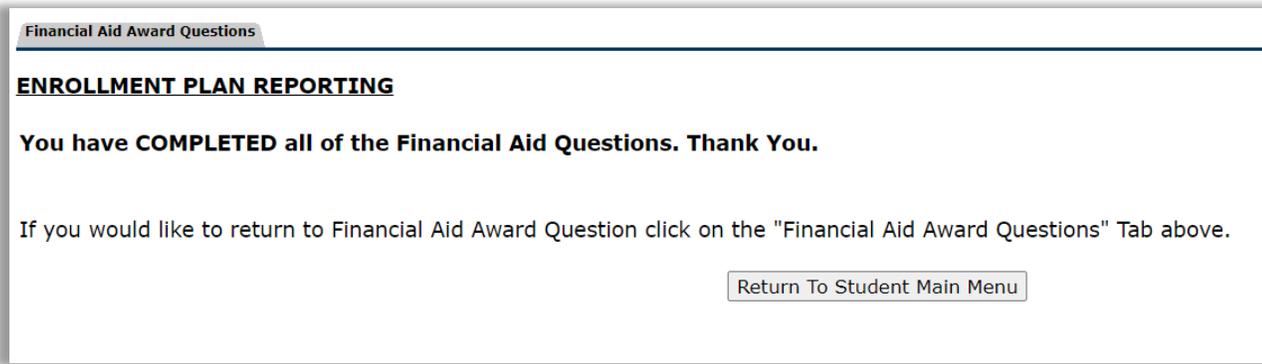
You can answer these questions multiple times, if needed, until your Financial Aid eligibility has been processed for the 2021-2022 award year. After that, you will be able to update us with your Enrollment Plans through a DocuSign form.

If you find that when you click the 'Submit Information' button, you are asked the same question again in the middle section, you may need to complete the following steps to clear your Browser:
- We recommend that you log out of FlashLine and use Google Chrome as your Browser

Click the three dots

Select More tools

Click Clear browsing data

Choose Time Range (All time is recommended)

Select all three check boxes

Click Clear data