UWI

CAVE HILL CAMPUS
BARBADOS, WEST INDIES

Table of Contents

OVERVIEW 2

BROWSER SUPPORT 2

REQUIRED BROWSER: GOOGLE CHROME (INCOGNITO MODE) 2

LOGIN PROCESS 3

UNSUCCESSFUL LOGIN 3

ACCESSING CHOL DASHBOARD 4

ACCESSING YOUR STUDENT PROFILE 4

ACCESSING ACCOUNT SUMMARY 5

VIEW BY OVERVIEW 6

VIEW BY TERM 6

PAY NOW 7

OVERVIEW

Welcome to the upgraded CHOL! This manual will guide you in navigating the key features of CHOL, beginning with how to access the application.

BROWSER SUPPORT

The Updated CHOL (https://www.cavehill.uwi.edu/chol/home.aspx) is in some ways like a brand new environment. It has its own new perks, and presents its own new challenges. The following are recommended to have the best experience when using the updated CHOL.

REQUIRED BROWSER: GOOGLE CHROME (INCOGNITO MODE)

It is recommended that Google Chrome be used in Incognito Mode. To open an incognito window, try the following:

1. On your computer, open Chrome.
2. At the top right, click More ⋮ > New Incognito Window.
3. A new window appears. In the top corner, check for the Incognito icon 🕶.

If you experience problems logging into updated CHOL, here are some things to try:

1. Clear your browser cache; then close your browser and start a new session.
2. Try an Incognito or private browser session.
3. If it STILL doesn't work – need to check/delete cookies.

To delete cookies:

1. On your computer, open Chrome.
2. At the top right, click More ⋮ .
3. Click More tools -> Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click Clear data.

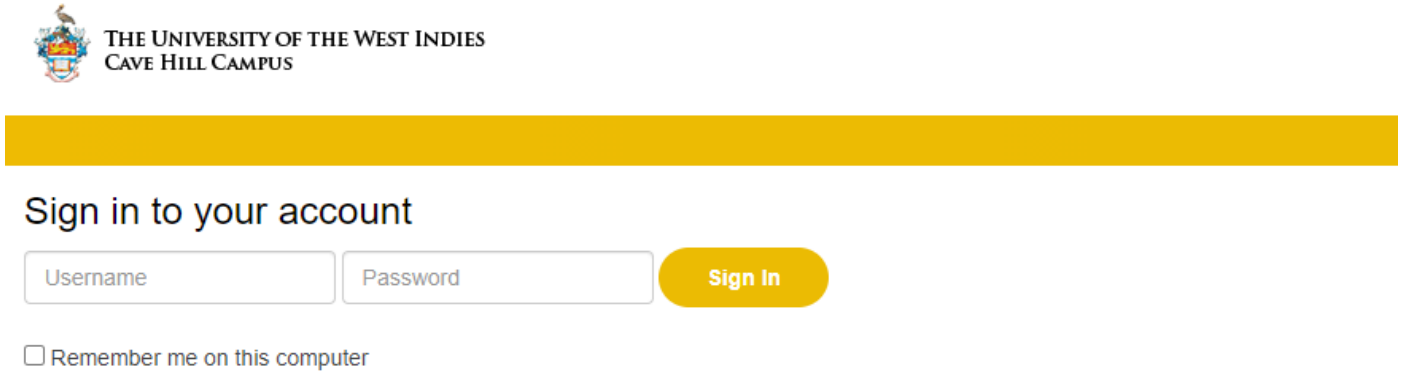
LOGIN PROCESS

The CHOL website will be accessed using your network account password, i.e. the same login credentials you use to access MyElearning and the computers in the lab.

To login to CHOL follow these steps:

- ✓ Navigate to the URL https://www.cavehill.uwi.edu/chol/home.aspx
- ✓ Click the "CHOL Login" i.e. the blue button on the top right-hand side of the page
- ✓ Click "Enter Secure Area". You will be redirected to the login screen to sign into your account as shown below. Login information uses the following format.
    - User-name - enter your Student ID. E.g. 400001010
    - Password – enter your **network password**. I.e. your ***eLearning password.***

      Note you are NO LONGER required to use a PIN to log in.



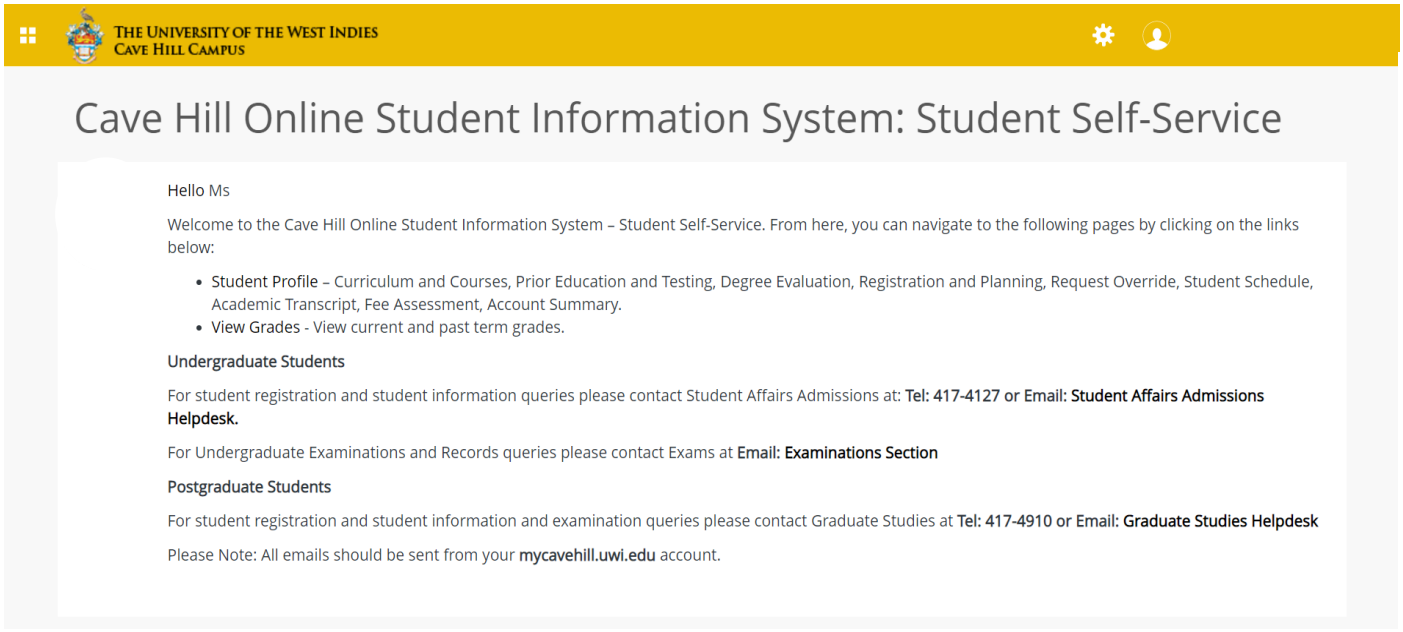
UNSUCCESSFUL LOGIN

If you are unable to sign in:

- ✓ Visit https://reset.cavehill.uwi.edu/ to reset your password
- ✓ Follow the instructions on the website to create a new password
- ✓ If you are still unable to sign in, contact the IT Service Desk:
    - Telephone: (246) 417-4595
    - Email: itservicedesk@cavehill.uwi.edu

ACCESSING CHOL DASHBOARD

After successful login, you will be presented with the CHOL landing page as seen below:



ACCESSING YOUR STUDENT PROFILE

Select the "***Student Profile***" by clicking on the link as shown below:

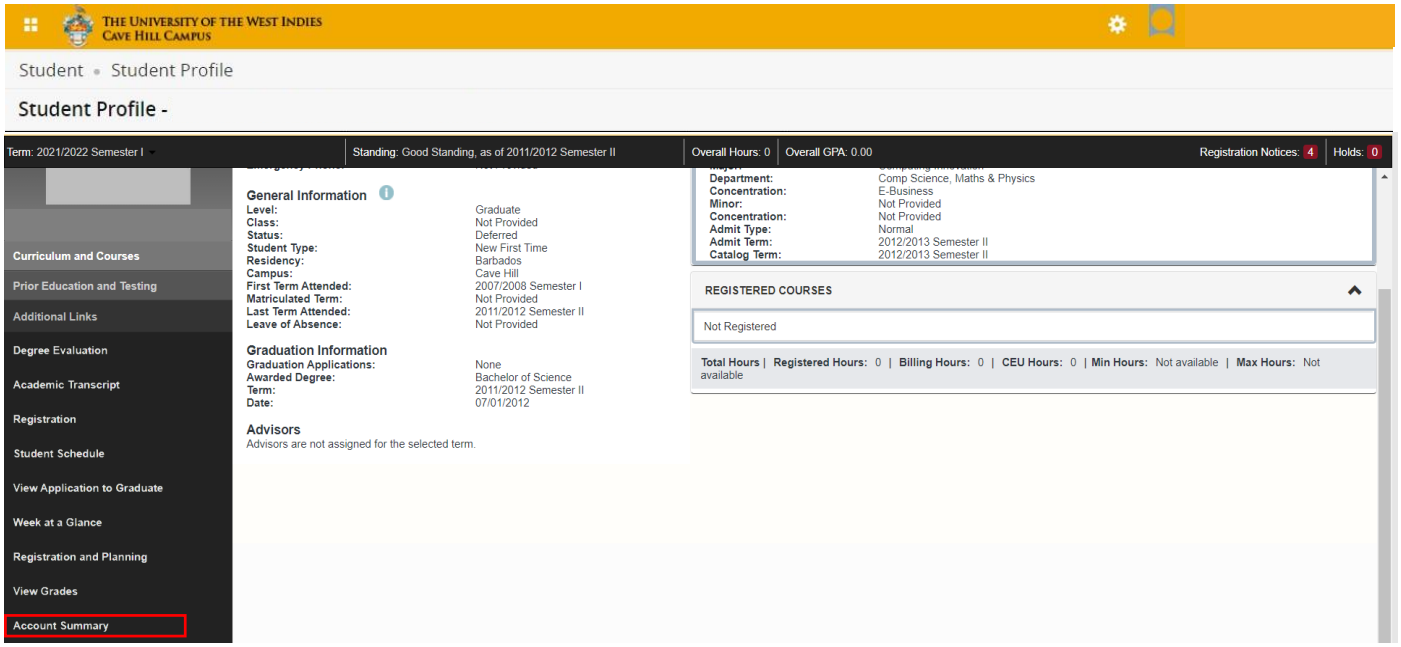
- Student Profile - Curriculum and Courses, Prior Education and Testing, Degree Evaluation, Registration and Planning, Request Override, Student Schedule, Academic Transcript, Fee Assessment, Account Summary.
- View Grades - View current and past term grades.

You will now be presented with your Student Profile landing page. The student profile page provides a general overview of the following information:

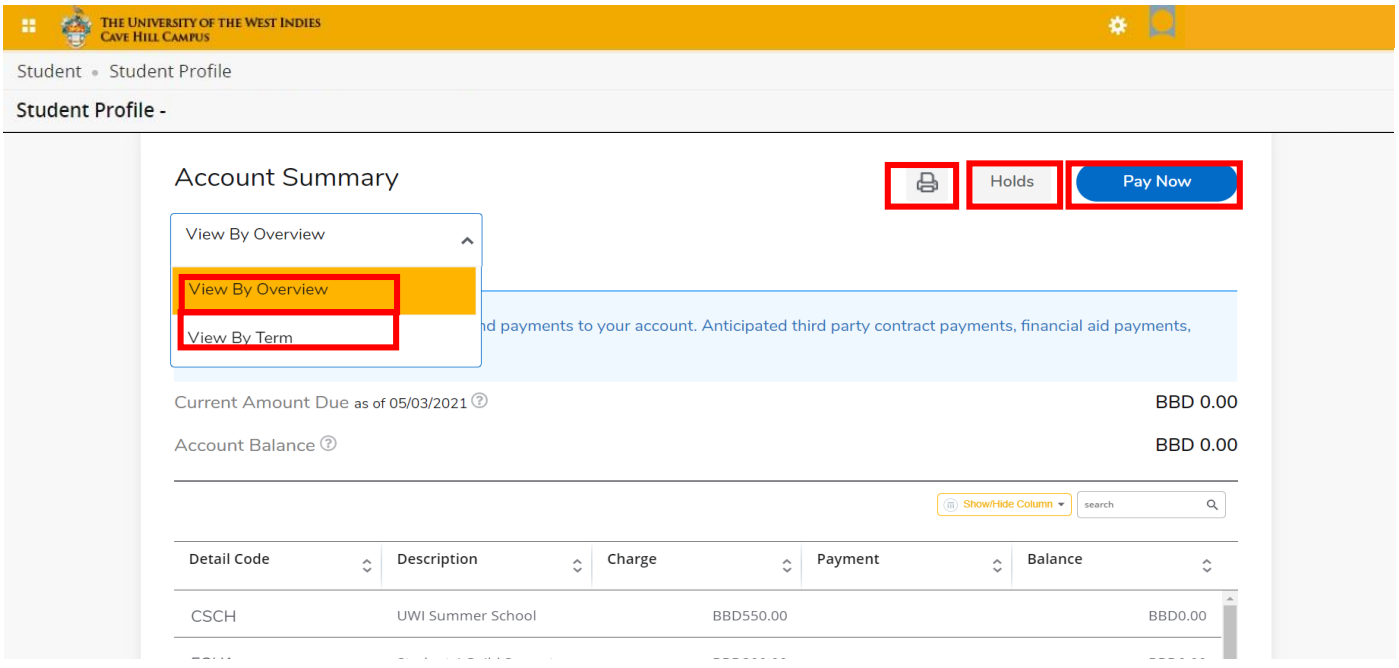
- ✓ Student academic standing
- ✓ Student biographical data
- ✓ Degree programme information i.e. faculty, level,
- ✓ Curriculum hours & GPA
- ✓ List of registered courses
- ✓ Prior Education and Testing Information
- ✓ Account Summary

ACCESSING ACCOUNT SUMMARY

The Account Summary link allows you to view your student account balances and payments made towards your account, view holds, print the account summary and access the payment portal via the "**Pay Now**" button.

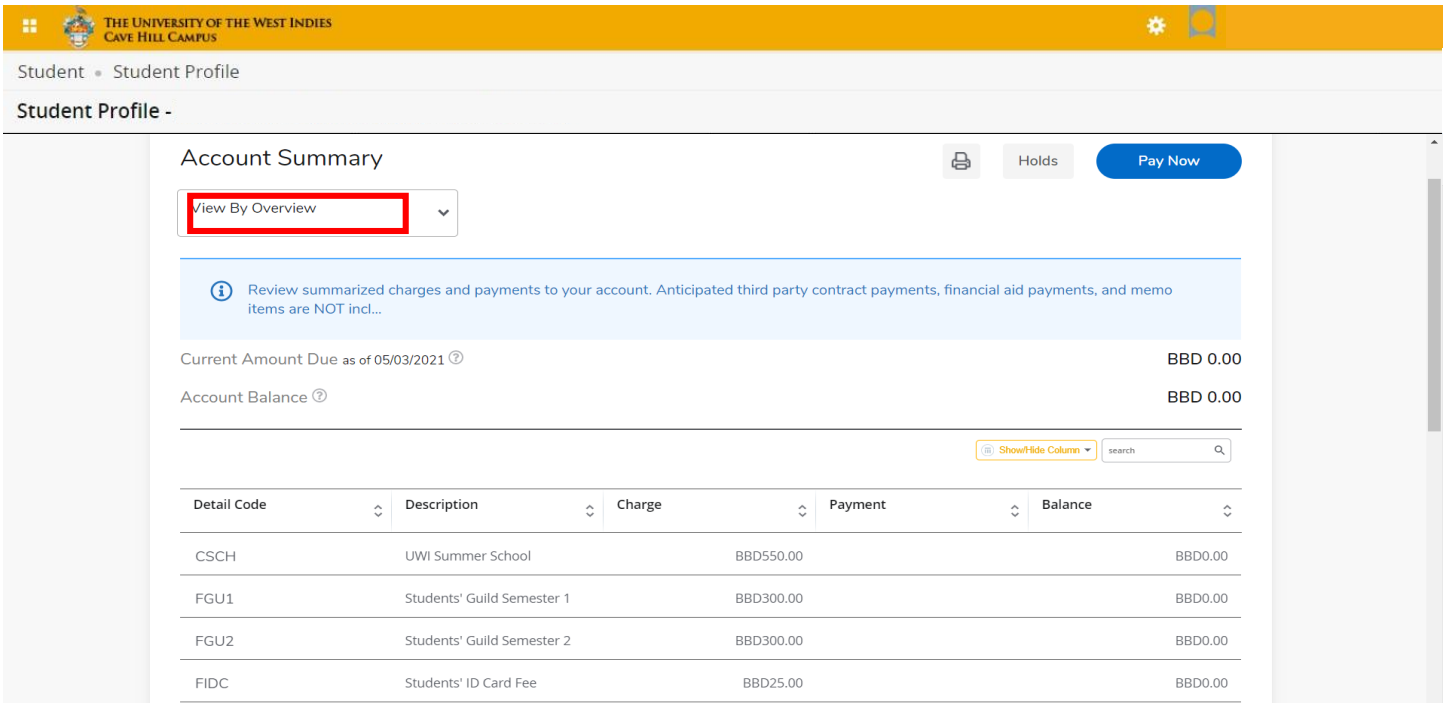


- ✓ Select "***Account Summary***" as highlighted above
- ✓ You will be redirected to your Account Summary on CHOL as shown in the image below
- ✓ On the Account Summary Page your student account can be viewed using the following options:
  - View By Overview
  - View By Term



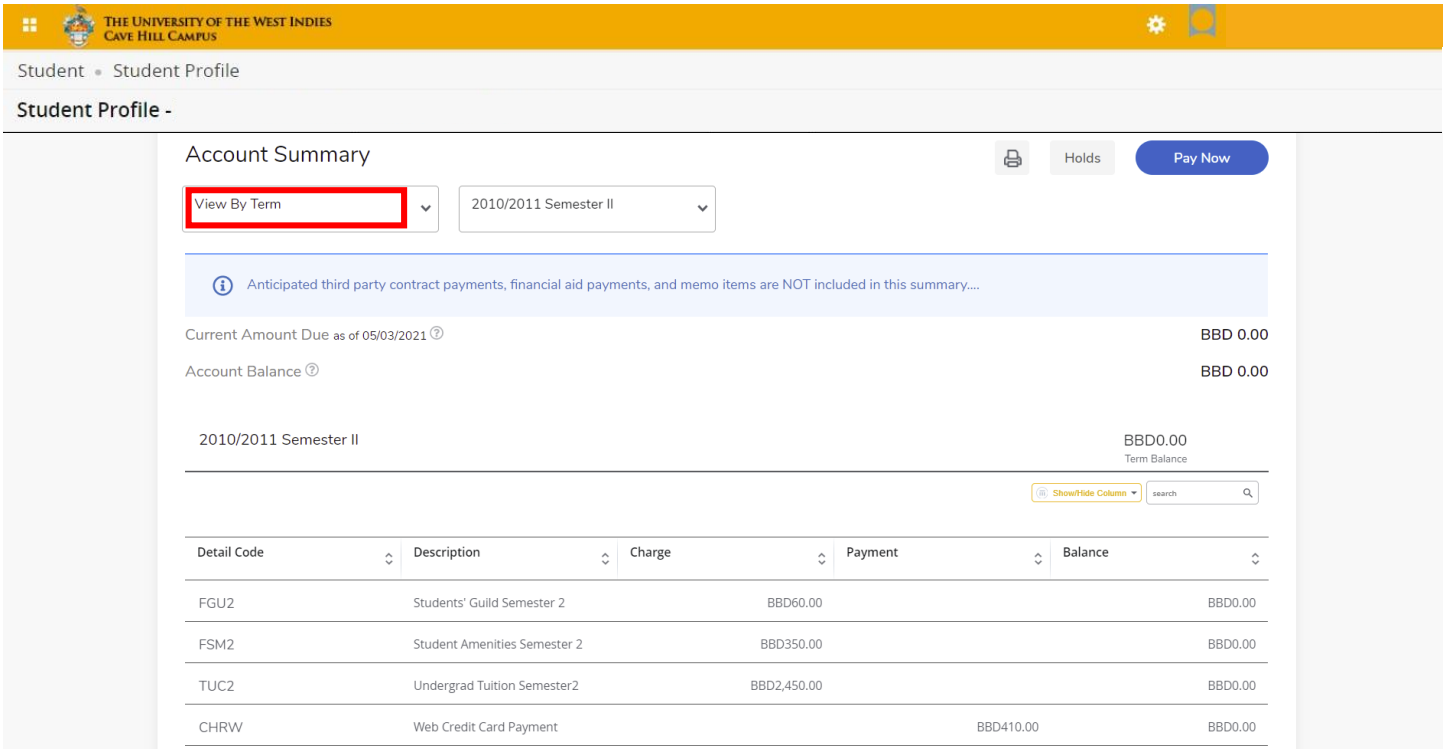
VIEW BY OVERVIEW

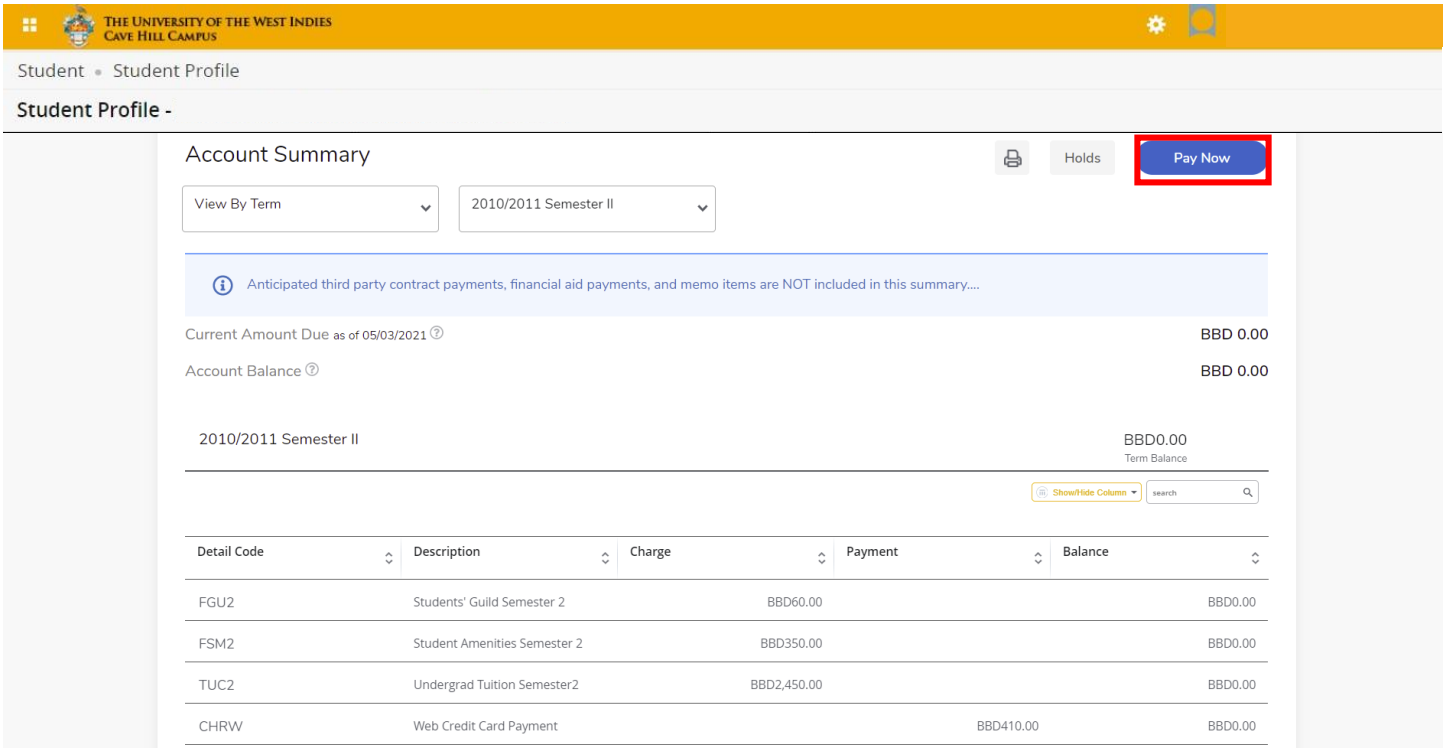
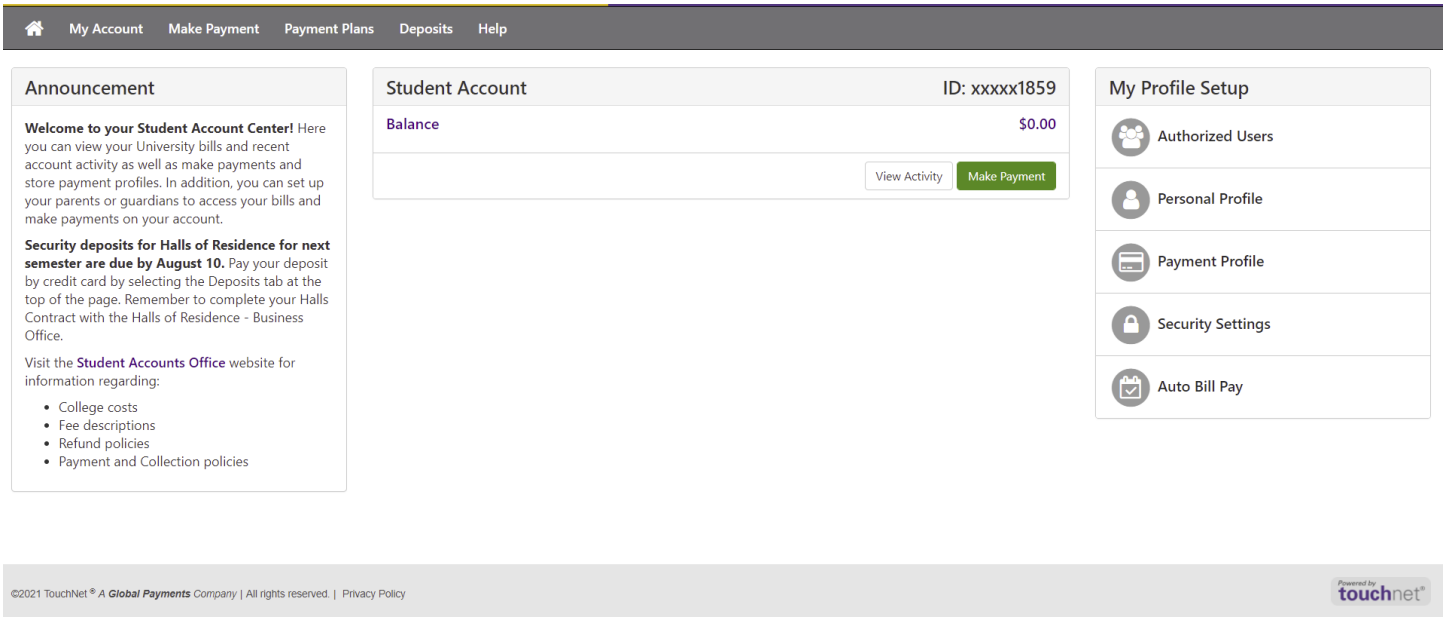
The "**View By Overview**" option allows you to view in totality how much payments you would have made to each item, identifying the description of the item and the total charges and balances.



VIEW BY TERM

The "**View By Term**" option allows you to view your student account on a term by term basis, identifying the description of the item and the total charges and balances.



PAY NOW

The "**Pay Now**" button allows you to automatically access the payment portal without the need to enter additional credentials. The system now uses you network credentials i.e. your elearning password that you would have used to access your CHOL account.