



**UWI**

CAVE HILL CAMPUS  
BARBADOS, WEST INDIES



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## 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.**



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### Sign in to your account

<input type="text" value="Username"/>	<input type="text" value="Password"/>	<input type="button" value="Sign In"/>
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Remember me on this computer

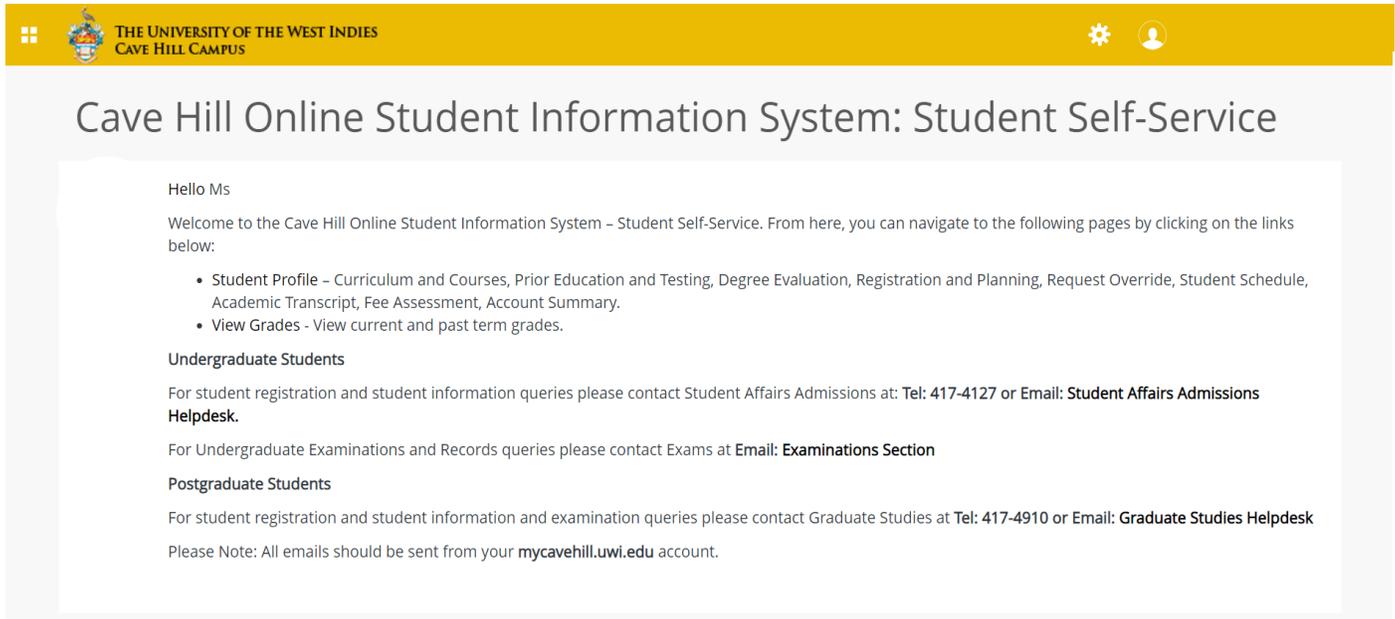
## UNSUCCESSFUL LOGIN

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](mailto:itservicedesk@cavehill.uwi.edu)

## ACCESSING CHOL DASHBOARD

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



The screenshot shows the top navigation bar of The University of the West Indies, Cave Hill Campus, with a yellow background. Below the header, the main title reads "Cave Hill Online Student Information System: Student Self-Service". The content area is white and contains a greeting "Hello Ms", a welcome message, and a list of navigation links. The links include "Student Profile" (circled in red in the original image), "View Grades", "Undergraduate Students", and "Postgraduate Students". Contact information for Student Affairs Admissions, Examinations Section, and Graduate Studies is provided. A note at the bottom states that all emails should be sent from the mycavehill.uwi.edu account.

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### Cave Hill Online Student Information System: Student Self-Service

Hello Ms

Welcome to the Cave Hill Online Student Information System - Student Self-Service. From here, you can navigate to the following pages by clicking on the links 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.

**Undergraduate Students**

For student registration and student information queries please contact Student Affairs Admissions at: Tel: 417-4127 or Email: **Student Affairs Admissions Helpdesk**.

For Undergraduate Examinations and Records queries please contact Exams at Email: **Examinations Section**

**Postgraduate Students**

For student registration and student information and examination queries please contact Graduate Studies at Tel: 417-4910 or Email: **Graduate Studies Helpdesk**

Please Note: All emails should be sent from your mycavehill.uwi.edu account.

## 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.

The screenshot shows the 'Student Profile' page for a student at The University of the West Indies, Cave Hill Campus. The page is divided into several sections: General Information, Curriculum and Courses, Prior Education and Testing, Additional Links, Degree Evaluation, Academic Transcript, Registration, Student Schedule, View Application to Graduate, Week at a Glance, Registration and Planning, and View Grades. The 'Account Summary' link in the left sidebar is highlighted with a red box. The main content area displays student information such as Term (2021/2022 Semester I), Standing (Good Standing), Overall Hours (0), Overall GPA (0.00), and Department (Comp Science, Maths & Physics). It also shows a list of Registered Courses (None) and a summary of account information (Total Hours: 0, Registered Hours: 0, Billing Hours: 0, CEU Hours: 0, Min Hours: Not available, Max Hours: Not available).

- ✓ 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

The screenshot shows the 'Account Summary' page. At the top right, there are three buttons: 'Print', 'Holds', and 'Pay Now', all highlighted with red boxes. Below these buttons is a dropdown menu with two options: 'View By Overview' and 'View By Term', both highlighted with red boxes. The main content area displays the current amount due as of 05/03/2021 (BBD 0.00) and the account balance (BBD 0.00). Below this is a table with columns for Detail Code, Description, Charge, Payment, and Balance. The table shows a single entry for CSCH (UWI Summer School) with a charge of BBD550.00 and a payment of BBD0.00.

Detail Code	Description	Charge	Payment	Balance
CSCH	UWI Summer School	BBD550.00	BBD0.00	

## 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.

The screenshot shows the 'Student Profile' page for 'THE UNIVERSITY OF THE WEST INDIES CAVE HILL CAMPUS'. The 'Account Summary' section has a dropdown menu set to 'View By Overview'. Below this, a blue information box states: 'Review summarized charges and payments to your account. Anticipated third party contract payments, financial aid payments, and memo items are NOT incl...'. The summary shows a 'Current Amount Due as of 05/03/2021' of BBD 0.00 and an 'Account Balance' of BBD 0.00. A table below lists charges and payments:

Detail Code	Description	Charge	Payment	Balance
CSCH	UWI Summer School	BBD550.00		BBD0.00
FGU1	Students' Guild Semester 1	BBD300.00		BBD0.00
FGU2	Students' Guild Semester 2	BBD300.00		BBD0.00
FIDC	Students' ID Card Fee	BBD25.00		BBD0.00

## 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.

The screenshot shows the 'Student Profile' page for 'THE UNIVERSITY OF THE WEST INDIES CAVE HILL CAMPUS'. The 'Account Summary' section has a dropdown menu set to 'View By Term' and another dropdown set to '2010/2011 Semester II'. Below this, a blue information box states: 'Anticipated third party contract payments, financial aid payments, and memo items are NOT included in this summary...'. The summary shows a 'Current Amount Due as of 05/03/2021' of BBD 0.00 and an 'Account Balance' of BBD 0.00. The term balance for '2010/2011 Semester II' is BBD0.00. A table below lists charges and payments:

Detail Code	Description	Charge	Payment	Balance
FGU2	Students' Guild Semester 2	BBD60.00		BBD0.00
FSM2	Student Amenities Semester 2	BBD350.00		BBD0.00
TUC2	Undergrad Tuition Semester2	BBD2,450.00		BBD0.00
CHRW	Web Credit Card Payment		BBD410.00	BBD0.00

## 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.

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Student Profile

### Student Profile -

#### Account Summary

View By Term: 2010/2011 Semester II

Anticipated third party contract payments, financial aid payments, and memo items are NOT included in this summary....

Current Amount Due as of 05/03/2021: BBD 0.00  
Account Balance: BBD 0.00

2010/2011 Semester II Term Balance: BBD0.00

Detail Code	Description	Charge	Payment	Balance
FGU2	Students' Guild Semester 2	BBD60.00		BBD0.00
FSM2	Student Amenities Semester 2	BBD350.00		BBD0.00
TUC2	Undergrad Tuition Semester2	BBD2,450.00		BBD0.00
CHRW	Web Credit Card Payment		BBD410.00	BBD0.00

My Account | Make Payment | Payment Plans | Deposits | Help

#### Announcement

Welcome to your Student Account Center! Here you can view your University bills and recent account activity as well as make payments and store payment profiles. In addition, you can set up your parents or guardians to access your bills and make payments on your account.

**Security deposits for Halls of Residence for next semester are due by August 10.** Pay your deposit by credit card by selecting the Deposits tab at the top of the page. Remember to complete your Halls Contract with the Halls of Residence - Business Office.

Visit the **Student Accounts Office** website for information regarding:

- College costs
- Fee descriptions
- Refund policies
- Payment and Collection policies

#### Student Account

ID: xxxxx1859

Balance: \$0.00

[View Activity](#) [Make Payment](#)

#### My Profile Setup

- Authorized Users
- Personal Profile
- Payment Profile
- Security Settings
- Auto Bill Pay