GS CONTINUING STUDENT WANTS TO LOG IN IN SAIS

Did you change your SAIS username and password?

YES

Email: helpdesk@up.edu.ph

NO

Have you login in SAIS before?

YES

Check your U.P. Mail the Credentials is usually Sent there

NO

Did you find it?

YES

Login in SAIS sais.up.edu.ph

NO

Does your SAIS username and password work?

YES

You are now logged in SAIS

NO

Do you know your SAIS username and password?
Graduate Students’ Guide on troubleshooting SAIS related problems

**GS STUDENT HAVE A PROBLEM IN ENROLLING COURSES IN SAIS**

- **SAIS Login problem?**
  - **NO**
  - **YES**
    - **Don't know how to use SAIS?**
      - **NO**
      - **YES**
        - **See other chart For login troubleshooting**

- **Problem with Course Information?**
  - **wrong units, wrong Grading system, missing Sections, etc.**
    - **NO**
    - **YES**
      - **No valid appointment At this time?**
        - **NO**
        - **YES**
          - **Instructor Consent Required?**
            - **NO**
            - **YES**
              - **Department Consent Required?**
                - **NO**
                - **YES**
                  - **Course already Closed? All slots Are taken?**
                    - **NO**
                    - **YES**
                      - **Problem with Course Information?**
                        - **wrong units, wrong Grading system, missing Sections, etc.**
                          - **NO**
                          - **YES**
                            - **Get Modified Form 5a from GS. Have it signed By the prof in charge signifying her/his Willingness to take you in the class. Return to GS for encoding.**

- **Holds? Accountabilities?**
  - **Unpaid loans, unreturned Books etc.**
    - **NO**
    - **YES**
      - **Instructor Consent Required?**
        - **NO**
        - **YES**
          - **Department Consent Required?**
            - **NO**
            - **YES**
              - **Course already Closed? All slots Are taken?**
                - **NO**
                - **YES**
                  - **Problem with Course Information?**
                    - **wrong units, wrong Grading system, missing Sections, etc.**
                      - **NO**
                      - **YES**
                        - **Get Modified Form 5a from GS. Have it signed By the prof in charge signifying her/his Willingness to take you in the class. Return to GS for encoding.**

- **Wait for the registration period. If its registration Period and error still persist Go to SAIS Team at OUR.**

- **Go to the unit that put the “Hold order”, comply with their Requirements and have it removed to proceed With enrollment**

- **Get COI form at GS. Have it signed By the Prof in charge of the Course. Return the signed COI To GS for encoding. Go to SAIS and enroll The course.**

- **Go to the Unit/Department/ Institute offering the course comply with their Requirements and have it overridden By the Person in Charge Of SAIS. All units must have SAIS Coordinators**

- **Problem solved?**
  - **YES**
    - **Holds? Accountabilities?**
      - **Unpaid loans, unreturned Books etc.**
        - **NO**
        - **YES**
          - **Instructor Consent Required?**
            - **NO**
            - **YES**
              - **Department Consent Required?**
                - **NO**
                - **YES**
                  - **Course already Closed? All slots Are taken?**
                    - **NO**
                    - **YES**
                      - **Problem with Course Information?**
                        - **wrong units, wrong Grading system, missing Sections, etc.**
                          - **NO**
                          - **YES**
                            - **Get Modified Form 5a from GS. Have it signed By the prof in charge signifying her/his Willingness to take you in the class. Return to GS for encoding.**

- **NO**

- **http://itdc01.up.edu.ph/sais-video-tutorials/**