Frequently Asked Questions

- **How do I begin the application process?**

  Go to the Tseng College website at: [http://tsengcollege.csun.edu/](http://tsengcollege.csun.edu/)

  Find the program that you would like to apply for via the Quick Links list on the left side of the page and click on the application link for that program.

  Register as a “New User”
• I cannot get into the application. Page won’t open or icon spins.

Using Internet Explorer, select the “broken page” icon in the URL. When selected, it should be blue.

Click on the “broken page” icon and make sure that it is in color (makes it compatible).

If this does not allow you to proceed through pages, try another browser, preferably, Chrome or Firefox.

• I am getting a message saying my password is not valid. What do I do?

Make sure that you are entering your password exactly as created. Password format is a minimum of 8 characters, including at least 2 letters, 1 number and 1 special character.

You can select the “Forgot Password” link so that your password can be sent to you via email. Please pay special to attention to upper and lower case letters, numbers and special characters when re-entering your password.

• I am receiving a “Contact Administrator” error message at validation. What should I do?

Go back to schools attended and partially search for school name and select desired school from the drop down box (rather than type school name in field), if school is found.
Example: Searching for Pierce College.

Enter “Pierce” in partial search field. Result will be “Los Angeles Pierce College”.

- I am receiving a “Unauthorized User” message when trying to apply.

Please make sure that you are not logged into the portal. Log out, close the browser and then log back in via the program application link.

If you need further assistance, please provide answers to the following questions via an email to: collExL@csun.edu

1. What are you trying to do?
• Register user ID and password
• Answer security questions
• Enter data
• Validate application
• Make a payment

2. Are you receiving an error message?
   • What is the message?
3. What browser are you using?
   • Internet Explorer, Chrome, FireFox, Safari, etc.
   • Are you using a PC or Mac?