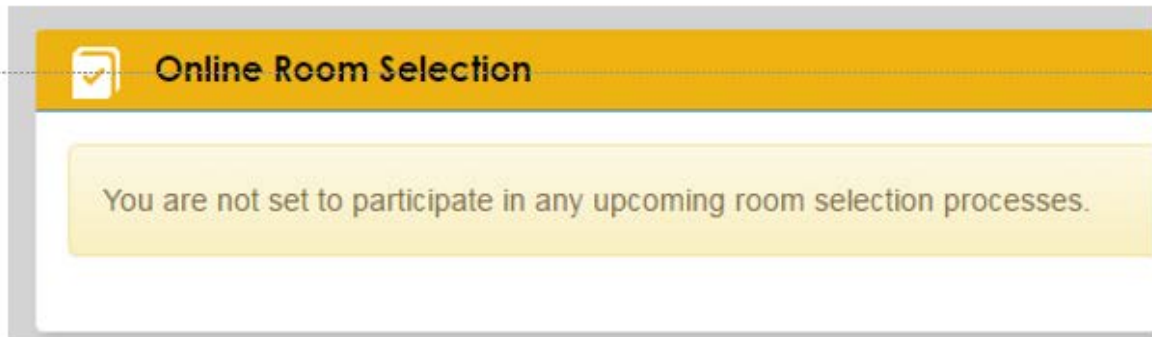


Troubleshooting:

- Problem: I can't enter room selection process
  - You did not pay Housing Deposit in time
  - On weekdays, the day after they pay, they can pick

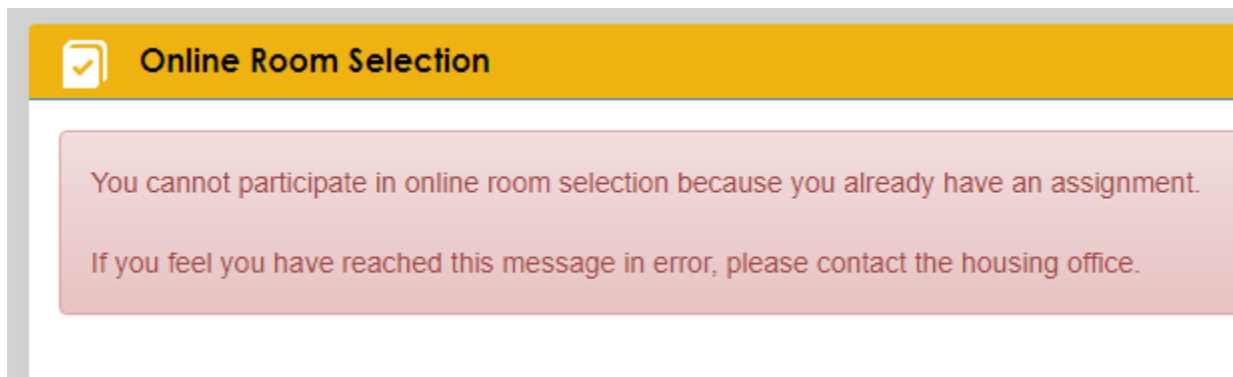
MyHousing Screen:



- Problem: I can't pick my room
  - Before selection time begins
  - Room has been taken already
  - Room is offline for various reasons – medical, living learning community, staff room, etc.

Problem: Student is already assigned a room

MyHousing Screen:



Problem: Room Change Process begins March 25 at 10:00 AM – March 29 10:00PM

Error: Matched roommate cannot be pulled in – roommate already is assigned.

MyHousing Screen:

Roommates:

The screenshot shows a yellow header bar with a plus icon and the text "Fall 2019 Roommate Requests". Below this is a grey box containing a red error icon, the name "Matthew Rutkoski", and the status "(already assigned)". Underneath the name are three buttons: "Remove" (red), "View" (orange), and "Email" (blue). Below the grey box is a message: "Your roommate group is fully matched."

Room Selection – will not be able to pull roommate in. Will only be able to assign themselves

Solution: If they are looking to go into the same suite that the roommate is assigned, there needs to be an available opening. If not, they need to wait for room change process.


Problem: Roommates not matched:

Roommates:

The screenshot shows a yellow header bar with a plus icon and the text "test fall 2017 Roommate Requests". Below this is a green message box: "Your roommate request has been saved." Underneath is a grey box containing a red error icon, the name "Olivia [redacted]", and the status "(has not confirmed your request)". Below the name are four buttons: "Remove" (red), "Add" (green), "View" (orange), and "Email" (blue). Below the grey box is a message: "You have an unmatched roommate group." followed by "Unmatched Roommates:" and a list item: "• Olivia [redacted] has not requested Bethany [redacted]"



## Fall 2019 Roommate Requests

 Matthew Rutkoski

*(already assigned)*

 Remove

 View

 Email

Your roommate group is fully matched.

### Room Selection:



## Online Room Selection

Your roommate requests do not match. You will be able to browse available rooms but not actually choose one.

All roommate requests must match in order for you to be able to choose a room.

### Roommate Group (1)

You

Find Available Rooms