

TROUBLESHOOTING GUIDE FOR CPE REGISTRATION

Registration via this link will NOT be possible if:

- you try to register before the registration period has begun or after it has ended – check the dates on the CPE web page.
- you do not have a GPA of 2.0 or higher – this is a requirement for the CPE. Students who have a GPA of 1.85 – 1.99 may appeal to take the CPE by contacting Dr. Carmen Rodriguez (M386, 718-368-5029). Please see the CPE web page for the appeal deadline. Students with GPAs below 1.85 may not test until their GPA goes up.
- you are **not** currently enrolled in classes at KCC. You need to contact the Office of Testing (T602, 718-368-4975) so that you can be put onto the data base manually which will then allow you to register via this link.
- you have not passed or been exempted from the Reading and Writing ACTS – this is a requirement for the CPE.
- you are not using the correct PIN – you should be using your eSIMS PIN (**not** your CUNY Portal PIN). If you do not know your eSIMS PIN, please contact the Office of the Registrar (A101, 718-368-5135 or request it online via the Registrar’s web page).
- you have a C3 stop. This means that you have either failed or been absent (or a combination of both) for the CPE 3 or more times. Students with a C3 stop appeal to take the CPE by contacting Dr. Carmen Rodriguez, M386, 718-368-5029.

If all of the above are in place and you are unable to register:

- try a different computer; sometimes the problem is the browser.

If you are still having a problem:

- contact the Office of Testing (T602, 718-368-4975).

If you have successfully registered, but you are UNABLE TO PRINT YOUR CONFIRMATION or you’ve lost it:

- you are only able to get back into the system to print or re-print your confirmation if the registration period is still open *and* if the testing session you chose is still available; once the sessions fill (all seats are taken), they no longer appear on the registration site. You do not need the confirmation page for entrance to the exam, however, if you do not recall the day and the time you scheduled yourself for, please contact the Office of Testing (T602, 718-368-4975). All CPE testing takes place in T6. When you arrive for the exam immediately upon entering T6, you will find a CPE check-in desk and the actual room in which you are to test will be told to you at that time.