Please review the Frequently Asked Questions below. If your question is not addressed below, then you should contact the Research Participation Coordinator (psychugadvisor@umanitoba.ca).

1. **I have made an account, but I have not received approval?**
   a. Approvals can take up to 48 hours to go through. If you have waited the 48 hours and still have not been approved check you junk folder. If it is not in your junk folder there is 1 of 3 reasons you have not received approval:
      i. You did not use your U of M email; in which case I deleted your request as stated in your outline.
      ii. You created your account, but you made a spelling error in your email. In which case I may have accidentally accepted your account and now you cannot find your account, or I deleted your account.
      iii. You are using your old email address (XXX@myumanitoba.onmicrosoft.com) and not using your @myumanitba.ca account.

     In any of those cases you need to either make a new account with the correct email or email the sub-pool coordinator to find your account and fix the error. Be sure to use your @myumanitba account to make finding your account easier.

2. **I made an account before when I took PSYC1200 before, can I still use that account?**
   a. No, you will need to make a new account. You will have to contact the sub-pool coordinator to have your account reset.

3. **I have signed up for my account but have not received my bonus credits?**
   a. All bonus credits will be awarded on the deadline indicated in your Research Participation Outline.

4. **I made my account, but I put in the wrong section number.**
   a. If you clicked on the wrong section when you signed up it may be difficult to award you your marks when I submit the grades. You must reach out to the sub-pool coordinator to make these changes. Do not try and delete your account.

5. **I have signed up for the system, but I do not see any studies?**
   a. Researchers often screen participants based on certain criteria. This means there may be some studies that you are not eligible for depending on your pre-screen responses. It is important that check the SONA site frequently as new studies and time slots open up sporadically.

6. **Why have I not received credits for a study that I completed?**
   a. It can sometimes take up to a week before your credits will be granted to you. Your patience is appreciated.