

Frequently Asked Questions (For Participants)

I cannot log into Sona Systems. What should I do?

Make sure that you are entering your UMSL SSOID as your username. Also make sure that the caps lock isn't on, because your password is case sensitive. If you are still having trouble, try completely closing your internet browser and opening a new window before logging in.

What if I use an alternative email client like gmail instead of my UMSL email account?

Then you must use your UMSL email address anyway. This is the official mode of communication for the university and the only email account that will be permitted to work with the system. If you are enrolled as a student then you will have an active UMSL account. For help using it please contact ITS.

What do I do if I cannot remember my password?

Go to <https://umsl.sona-systems.com/> and click on the link at the bottom of the screen. Fill in the requested information, and your password will then be sent to the e-mail account that you registered with.

When is the research requirement due?

There are two dates that you should note. The first is for any specific course in which you are enrolled. Instructors may have their own, earlier deadlines for research participation. At the end of the spring and fall semesters, there is also a closing date for the subject pool. However, no instructor will have deadlines that are later than the closing date of the subject pool. It is your responsibility to keep track of whether you have sufficiently met deadlines for your class. This information is provided in the system by your instructor.

Any credits completed after course deadlines will not be processed. Please note that credits have to be entered manually and therefore may not show up right away. Also, credits for article summaries will only be posted on Sona Systems after they are received and scored.

I selected the wrong section number for my course. How do I change it?

Log into Sona Systems and click on the "My Profile" tab at the top of the screen. Click on the "change courses" link. If your section is listed incorrectly, your professor will not see your completed credits.

How do I access information about research alternatives?

Instructors will provide you with a handout about how to complete research alternatives for credit.

I cannot sign up for an experiment because I do not know the authorization code. What is the authorization code?

Authorization codes can be used by researchers if they want to limit participants based on gender, ethnicity, etc. Read the description of the experiment to find what you need to do to see if you qualify.

What should I do if I cannot make it to an appointment?

Log onto Sona Systems at least 24 hours before your scheduled appointment and click on the "My schedule/credits" tab. You can then cancel your appointment. If you need to cancel an appointment and cannot do so within 24 hours, e-mail or call the researcher conducting the study (this information is in the appointment details). Please do not contact the administrator.

How do I check my credits?

Log into Sona Systems and click on the "My schedule/credits" tab. Alternative assignment credits should be listed as "Non-Research Credit" in the same area where you would check credit if you participated in research studies.

What do I do if I have not received credit for an experiment?

Credits must be entered manually. Please wait 3-5 days before contacting your experimenter. Please do not contact the administrators, as the individual researchers are responsible for entering credit. Also note that if you participate in an experiment with more than one part, your credit for the first part may not show up until after you complete the entire experiment.

I don't see my alternative assignment credit in Sona Systems. Where is it?

Alternative assignment credits may not be posted on Sona Systems until a week or more after you turn them in, as they must be scored and entered manually. The wait time is usually longer near the end of the semester because we receive a greater number at this time. Please allow at least a week before you ask about these credits to ensure they have been processed.

My credits are not showing up correctly. What should I do?

If you do not see a credit you earned for a study posted after 48 hours after you completed a study, first email the researcher to verify that they logged the credit. After that time, if there is a problem, contact the subject pool assistant at psyc_spa@umsl.edu. In your message, specify the exact date you participated, which study, and that you have already contacted the researcher. Please contact the director of the HSP soon after you notice this discrepancy, as grades must be submitted shortly after final exams have ended, and once the professor submits his/her grades there is nothing that we can do. We suggest checking your credit regularly throughout the semester via Sona Systems.

I do not own a computer. What should I do?

Visit any of the 16 computer labs on campus during their normal hours. Please visit the following website for more specific information about lab locations and hours:
<http://www.umsl.edu/technology/instructionalcomputing/labs/lab.html>

I have a problem not listed here. Who do I contact for help?

You can e-mail us at psyc_spa@umsl.edu.