

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 have their own 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. Click [HERE](#) to find your section number.

How do I access the research articles and corresponding quizzes?

Go to <http://mygateway.umsl.edu/> and select "Psych Research Alt Assignments" as your course. Click on the "articles" link on the left side of the screen. You should see several folders for specific topics in psychology. Select a folder to view the articles available under each topic.

If you do not see Psych Research Alt Assignments listed as one of your courses, send an e-mail stating that you do not see this as an option in MyGateway with your name and UMSL SSOID to psyc_spa@umsl.edu.

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?

For alternative assignment points, log into Blackboard, select "Psych Research Alt Assignments", click on "tools" and then "my grades". As long as you scored at least 60 on an article quiz, you have earned one point for that quiz. (Please note that you may only earn 1 credit per article. There are 3 quizzes for each article in case you do not pass on the first or second attempt.)

If you participated in research studies, log into Sona Systems and click on the "My schedule/credits" tab.

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 the end of the semester. Please allow a few weeks to ensure these have been processed.

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

Contact us at psyc_spa@umsl.edu and let us know what the problem is in detail AS SOON AS YOU NOTICE THAT THERE IS A PROBLEM. If you wait to point out an error until the end of the semester, there is a chance that it will be too late for us to fix it. Please do not wait until final exams, as grades must be submitted shortly after the exam is over, and once the professor submits his/her grades there is nothing that we can do. We suggest checking your credit regularly throughout the semester.

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.