Subject: Registration Hold Placed on Student Account

Note: This is an automated message, please do not reply to this message.

Hello,

You are receiving this message because you have a registration hold on your account that needs to be resolved.

1. If you chose not to complete the ID.me verification during CCCApply, you must verify your identity before registering for classes. ==**The fastest method is via ID.me in your CCCApply account**==. Opting for identity verification through Admissions & Records can take up to *four weeks* for manual processing. If verifying with Admissions & Records, you are **required** to meet with a staff member either in person or via the live chat for instructions. *Do not send any verification documents via email.*

To verify identity, you will be asked to provide at least two (2) forms of identification, one (1) must be a photo ID. Please see the list of documents that can be used below. **If you choose to return to your CCCApply account and complete the ID.me process, please contact Admissions & Records for further instructions.**

Documents that may be used for identity verification: *

- Government-issued ID (e.g., driver's license, state ID card, Consulate Card, etc.)
- Passport or Passport Card
- Permanent Resident Card
- Employment Authorization Document
- Birth certificate
- Social Security Card

2. Additionally, based on the data submitted on your CCCApply application you will need to verify high school completion.

Options to complete the verification: *

- Request an official high school transcript be sent to Cerro Coso.
- Have your high school send a letter on letterhead to Cerro Coso verifying completion.
- If homeschooled, provide an official transcript and the private school affidavit.
- Meet via Zoom and present a photo ID and verification of high school completion.
- Meet in person and present a photo ID and verification of high school completion.

Note: If you do not have any of these items, please contact the Admissions & Records office to discuss your options for verifying your identity.

Admissions & Records Contact:

- (760) 384-6374 | cc_ar@cerrocoso.edu
- **Cerro Coso College Live Chat via Ocelot:**

- *NOTE: There may be a wait time when connecting with a technician, especially during peak, high-impact periods. Please have identity documents ready and follow the instructions provided by the technicians. Do not create new live chat queues. Please be patient and remain in the queue.*
- Visit www.cerrocoso.edu
- In the bottom-right corner, click: Questions? Ask Wiley
- Type "Live Agent" and choose **Verification Office**
- Hours of Operation (excluding weekends and college closures):
  - Monday – Thursday: 8:00 AM – 10:00 AM & 3:00 PM – 5:00 PM
    - NEW Extended Hours: Thursdays, 6:00 PM – 8:00 PM (Only though the week of August 16, 2024)
  - Friday: 8:00 AM – 12:00 PM [Excluding Summer Schedule, closed Fridays]

We appreciate your cooperation in this matter and encourage you to complete the verification at your earliest convenience so you can start your next steps of enrolling into classes. If you encounter any issues or have questions throughout the process, our support teams are readily available to assist you.

Sincerely,

Cerro Coso Community College

Note: This is an automated message, please do not reply to this message.

Subject: Active Hold on Student Account - Danger of Being Dropped

Dear [Student},

You are receiving this message because you have an active identity hold on your student account that needs to be resolved as you are in danger of being dropped from your courses.

Students with this hold type are required to verify their identity with the college or through the ID.me process during admission. If verifying identity with Cerro Coso College directly, you must meet with a staff member in person or via the live chat for instructions. *Do not send any verification documents via email.*

To verify identity, you will be asked to provide at least two (2) forms of identification, one (1) must be a photo ID. Please see the list of documents that can be used below.

Documents that may be used for identity verification*:

- Government-issued ID (e.g., driver's license, state ID card, Consulate Card, etc.)
- Passport or passport card
- Permanent Resident card
- Employment Authorization document
- Birth certificate
- Social Security card

* Note: If you do not have any of these items, please contact the Admissions & Records office to discuss your options for verifying your identity.

How to Access the Live Chat Feature and Verify Identity:

1. **Hours of Operation (excluding weekends and college closures):**
    a. Monday – Thursday: 8:00 am – 10:00 am & 3:00 pm – 5:00 pm
    b. Friday: CLOSED during Summer Hours
2. Visit www.cerrocoso.edu
3. In the bottom-right corner, click: Questions? Ask Wiley
4. Type "Live Agent" and choose Verification Office

We appreciate your cooperation in this matter and encourage you to complete the verification at your earliest convenience to avoid being dropped from your courses. If you encounter any issues or have questions, our support teams are ready to assist you.

Sincerely,

[insert email signature]

Navigate Text Wording:

Hello, this message is from Cerro Coso College. Please check your student email for important information regarding your currently enrolled courses. Thank you!

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- Have your high school send a letter on letterhead to Cerro Coso verifying completion.
- If homeschooled, provide an official transcript and the private school affidavit.
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    - In the bottom-right corner, click: Questions? Ask Wiley
    - Type "Live Agent" and choose **Verification Office**
    - Hours of Operation (excluding weekends and college closures):
        - Monday – Thursday: 8:00 AM – 10:00 AM & 3:00 PM – 5:00 PM
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We appreciate your cooperation in this matter and encourage you to complete the verification at your earliest convenience so you can start your next steps of enrolling in classes. If you encounter any issues or have questions throughout the process, our support teams are readily available to assist you.

Sincerely,

Cerro Coso Community College

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