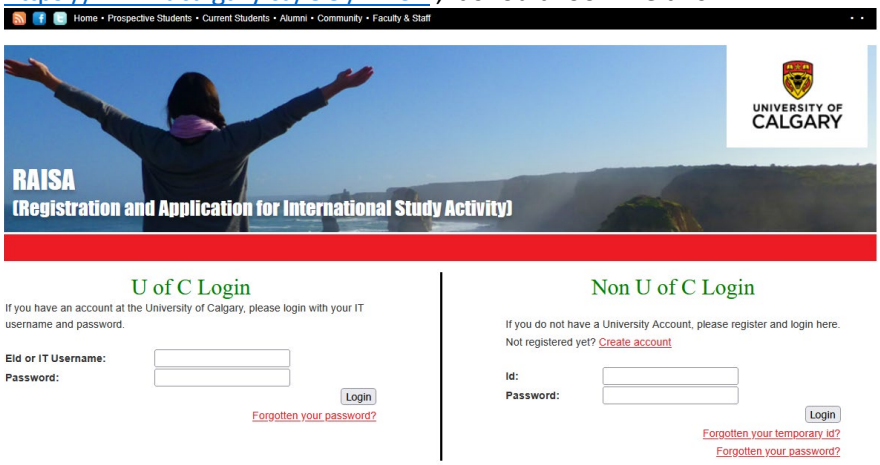
RAISA Troubleshooting

Student can't log in to RAISA

➔ Check website

- https://www.ucalgary.ca/UCI/RAISA , it should look like this:



➔ Check login option

- Make sure you are selecting "U of C Login"
- You should only select "Non U of C Login" if you don't have a UCID. Otherwise, your account will be flagged as a non-student account, and you will be restricted from applying to certain programs.

➔ Check username/password

- The username should be the same as how you log in to D2L or campus WiFi – not your full email address, just the firstname.lastname (the part before the "@ucalgary.ca")
- If you changed your password recently, it can take 24-48 hours to "update" in RAISA. Wait and try again in a day or two!

➔ Check browser

- Chrome or Firefox usually work the best

➔ Still having problems? Contact IT

- Phoning is usually the fastest way to get log-in problems resolved: https://ucalgary.service-now.com/it?id=contact_and_help
- If the application deadline is coming up soon, please email study.abroad@ucalgary.ca so that we are aware of the problem. Screenshots of errors and explanation of the steps to get there are very helpful.

Student can log in to RAISA, but can't find the application for their program

➔ Check navigation

- After logging in to RAISA, click on "Study Programs" at top of page

➔ Check search terms

- It is not necessary to fill out every field in the "Study Programs" search (if the fields don't perfectly match, it won't show any results)
- You can keep it simple and just use the "Program Name" text field, e.g. if you want to apply for the Sustainable Development in Kosova Global Classroom, just search for "Kosova" to find the application

➔ Check application date

- Applications will not appear until after the application opens (October 1, 2026)