Troubleshoot Registration Issues

This Quick Reference Guide addresses common issues that students may encounter when registering for courses, and it provides tips on how to troubleshoot these issues. Students should contact their academic advisor for issues that are not outlined here, or for additional questions.

IMPORTANT! START BY RULING OUT THESE POTENTIAL ISSUES

WHEN OPTION TO START REGISTRATION DOES NOT DISPLAY

When students are attempting to register for courses but do not see the option to register, they should first review the following potential issues:

POTENTIAL ISSUE: THERE IS A HOLD ON THE ACCOUNT
SOLUTION: Check to find any Holds on the account that may prevent registration by typing "View My Active Holds" in the search field. Address any existing Holds to begin registration.

POTENTIAL ISSUE: THE ENROLLMENT PERIOD IS NOT OPEN
SOLUTION: Check the academic calendar to ensure the enrollment window is open. Registration dates vary depending on the student's status, level, and number of credits received, so it is important to double-check the dates. For example, a student with 45 credits earned may have an earlier registration date than a student with 44 credits earned.

If these issues are not applicable, students should continue troubleshooting as instructed in this document or contact their Academic Advisor for assistance.

OTHER ISSUES TO TROUBLESHOOT

WHEN SOME PLANNED OR SAVED COURSES DO NOT DISPLAY DURING REGISTRATION

When students are registering for courses from their Academic Plan or a Saved Schedule and only *some* of the courses are listed during registration, investigate the following issues:

POTENTIAL ISSUE: COURSE IS NOT OFFERED DURING THE REGISTRATION SEMESTER SELECTED
SOLUTION: When a course that was added to the student's plan or saved schedule is not currently offered in the registration semester, the student must update their plan and/or their saved schedule and restart registration or meet with their Academic Advisor for recommendations.

POTENTIAL ISSUE: **PRE-REQUISITE NOT SATISFIED BY STUDENT**
SOLUTION: When a student does not meet the requirements to take the course, the selected course will not display. To investigate this issue students must access the course from *Find Course Sections* and select the **Troubleshoot** button (see instructions below) or contact their Academic Advisor.
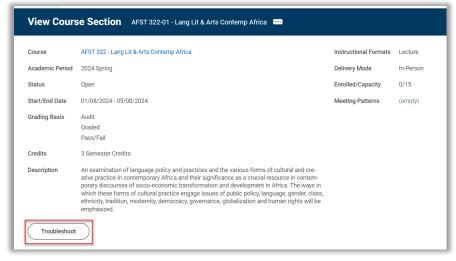
TROUBLESHOOT REGISTRATION FROM FIND COURSE SECTIONS

WHEN UNABLE TO REGISTER FROM AN ACADEMIC PLAN OR SAVED SCHEDULE

To troubleshoot potential causes of registration issues, students may use *Find Course Sections* to search for a particular course they could not register for when registering from their Academic Plan or Saved Schedule.
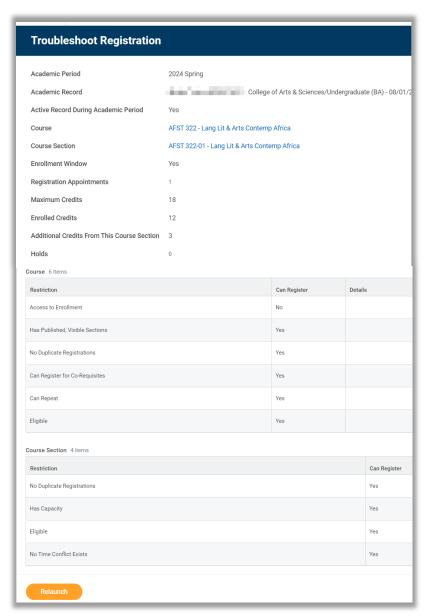
From search on the Home page:

1. Type **Find Course Sections,** click the Find Course Sections report, and enter other required data to display relevant course sections. A list of Course Sections displays.

2. Search for required course sections from results or filter to narrow results. <u>Note</u>: Refer to the *Find Course Sections* Quick Reference Guide for additional information on searching and filtering results.

3. Select a Course Section Name to view the full details. The *View Course Section* page displays.

View Course Section page with Troubleshoot button highlighted

4. From the *View Course Section* page, click [Troubleshoot]. The *Troubleshoot Registration* page displays.

5. Work through the Troubleshoot Registration page as indicated below. Review the *Troubleshoot Registration* page to determine the issue preventing registration and take appropriate action.

Troubleshoot Registration page

- **Active Record During Academic Period**: Verify that the student's record is active for the Academic Period in which they are attempting to enroll.
  SOLUTION: If the student's record is inactive for the period, they will need to reapply to the University via the Office of Admissions and be re-admitted before enrolling in courses.

- **Maximum Credits**, **Enrolled Credits**, and **Additional Credits from this Course Section**: Review each of these lines to determine whether this course section will bring the student over the maximum number of enrolled credits for the Academic Period.
  SOLUTION: Drop a different course (or courses) prior to registering for this course.

- **Holds**: Review this line to determine if there are any active holds on the student account. If this line has a number other than zero, click the number to view the hold details. Click the name of each hold to view more details, including how to resolve the holds.
  SOLUTION: Resolve the holds and restart the registration.

- **Course** table: Review the *Can Register* column to determine if the course has any restrictions that may prevent registration.
  SOLUTION: If *No* appears under *Can Register* in any rows in this section, students must contact their Academic Advisor for assistance.

- **Course Section** table: Review the *Can Register* column to determine if the course section has any restrictions that may prevent registration.
  SOLUTION: If *No* appears under *Can Register* in any rows in this section, students may need to contact the instructor for this course section to determine their eligibility.

For additional assistance contact your Academic Advisor.