

TROUBLESHOOTING REGISTRATION

Summary

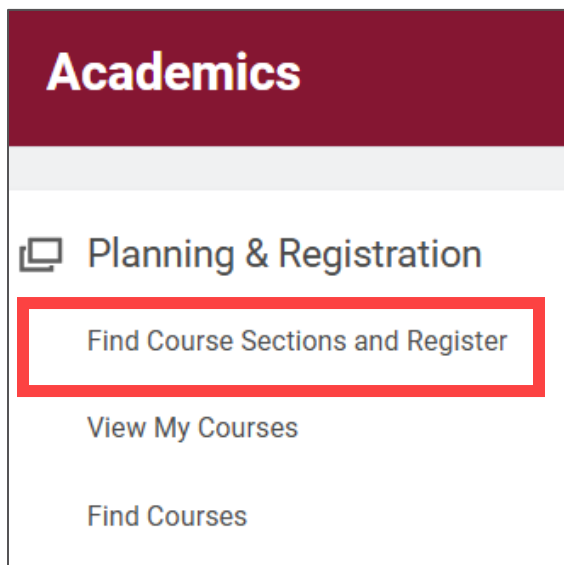
This guide will help students discover and understand various issues that may come up during the registration process.

When registering for courses, you may see the **Troubleshoot** button. This button will appear in place of the **Register** button if you are not eligible to register for a course. Use the **Troubleshoot** button to find out why you cannot register.

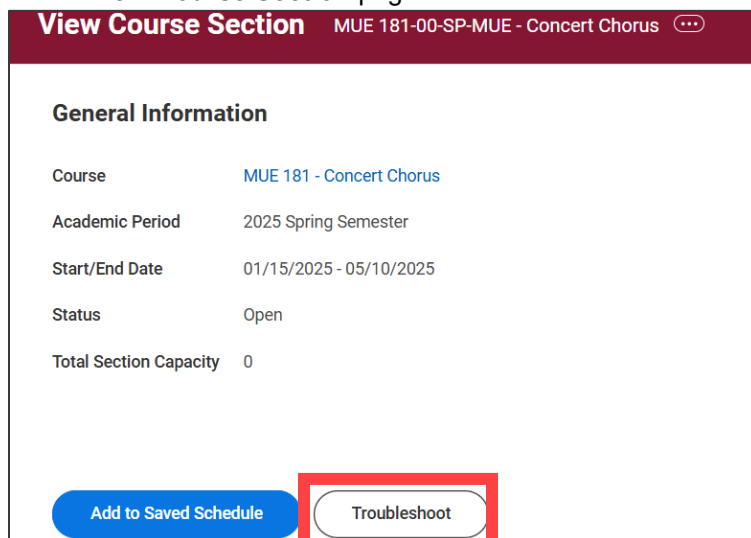
NOTE: You will only see the **Troubleshoot** button if your registration appointment is open and you cannot register for the course. You can still add courses to your saved schedule.

Troubleshoot your Registration

1. From the homepage, navigate to the **Academics** hub.
2. Click **Find Course Sections**.



3. Once you have found the course section you want (but are unable to register for), click the **Troubleshoot** button on the **View Course Section** page.



Some common reasons you may encounter with registration:

- Academic Period – Ensure you are attempting to register for the correct academic period and that it matches the location where you are taking classes.
- Enrollment Window – Make sure the **Enrollment Window** section says **Yes**. This means you are trying to register within the permitted time period. If the **Enrollment Window** says **No**, you will not be able to register.
- Maximum Credits – Check to ensure you are not trying to register in more than your maximum allowable credit hours for the academic period.
- Holds – Review whether you might have holds on your account that may be preventing you from registering for courses. For example, you may have a hold for an outstanding balance from a prior academic period.
- Prerequisites – You may not be eligible for a course if you have not taken necessary prerequisite course(s).

Resolving Common Issues

Restriction	Can Register	Issue	How to Resolve
Eligible	No	You have not taken the required prerequisites or corequisites for the course.	Take all the required prerequisites or corequisites before enrolling in the course. To check which courses are required, review the course section in the Course Schedule.
Time Conflicts Exist	No	The course section overlaps with and belongs to the same course as another course section you're already enrolled in.	Decide which course section you want to enroll in and choose one.
Has Capacity	No	The course section has no capacity. For example, the course section is full or is closed.	Select another course section or register in the course waitlist if there is one.
No Duplicate Registrations	No	You are already enrolled in the course section and are registering in the same section again.	If you wish to remain in the current course section, no further action is required. If you want to change to another section, swap your course.
Can Repeat	No	You've reached the maximum retake limit for the course but want to retake the course again.	You will not be able to self-register in the course unless you contact your Academic Advisor.