

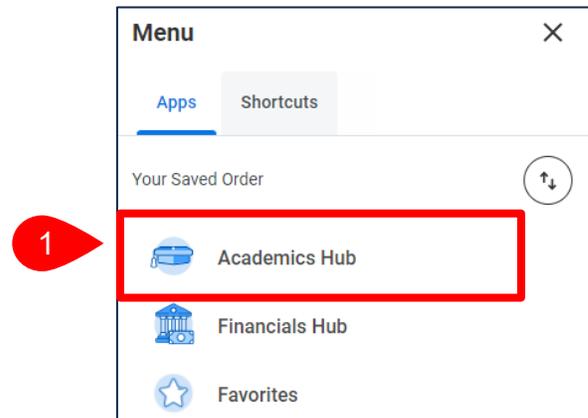
Description: This quick guide provides an overview of the Troubleshoot Registration report.

Applies to: Students

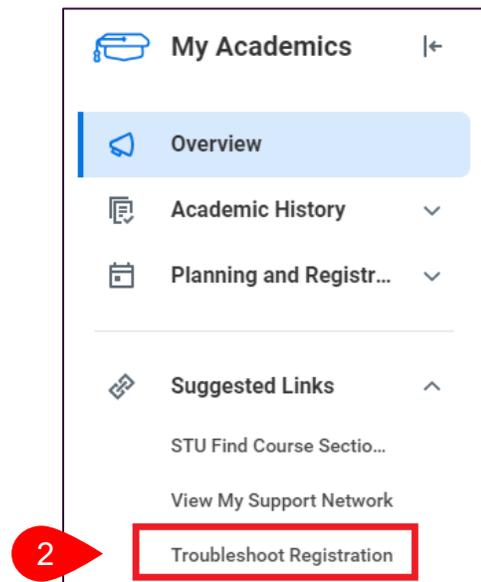
ACCESS TROUBLESHOOT REGISTRATION

Use **Troubleshoot Registration** to determine why you may be unable to register for a specific Academic Period, Course or Course Section.

1. From the Global Navigation Menu, select the **Academics Hub** dashboard.



2. Under **Suggested Links**, select **Troubleshoot Registration**.



3. In the Troubleshoot Registration screen, enter the:
 - a. Academic Period
 - b. Course
 - c. Course Section

 **Note:** It is recommended to enter the **Course Section** to ensure the most accurate results.

3 Troubleshoot Registration
✕

a Academic Period *

b Course *

c Course Section

Cancel
OK

4. Select **OK**.

REVIEW THE TROUBLESHOOT REGISTRATION

5. Review the Troubleshoot Registration results.

5 **Troubleshoot Registration**

a	Academic Period	Fall 2024
	Academic Record	
b	Active Record During Academic Period	Yes
	Course	ACCT 202 - Acct for Decision Making II
	Course Section	ACCT 202-1 - Acct for Decision Making II
c	Enrollment Window	No
d	Registration Appointments	1
e	Maximum Credits	18
f	Enrolled Credits	0
g	Additional Credits From This Course Section	3
h	Hold	0

- a. **Academic Period:** Period in which the troubleshooting registration applies.

- b. **Active Record During Academic Period:** Will indicate if the academic record is active during the indicated period.
- c. **Enrollment Window:** Will indicate if the registration window is open to register. A Yes will indicate it is after the Registration Appointment date/time and before the end of the Add/Drop period.
- d. **Registration Appointments:** Will show the number of Registration Appointments for the Academic Period indicated. Click the hyperlink to show the Registration Appointment date and time.
- e. **Maximum Credits:** Number of maximum credits allowed to register for in an Academic Period.
- f. **Enrolled Credits:** Number of credits currently registered for in that Academic Period.
- g. **Additional Credits From This Course Section:** Number of credits from the Course Section selected.
- h. **Holds:** The number will indicate the Holds on the account preventing registration. Click the hyperlink to show the Hold Reason, Description, and Resolution Instructions.

6. Review the **Course** and **Course Section** for details as to why you are eligible or not eligible to register for the course.

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Course 6 items		
Restriction	Can Register	Details
a Eligible	No	Student has completed all of the following course(s): ACCT 201 - Acct for Decision Making I
b Has Published, Visible Sections	Yes	
c No Duplicate Registrations	Yes	
d Can Register for Co-Requisites	Yes	
e Can Repeat	Yes	
f Access to Enrollment	Yes	

Course Section 4 items		
Restriction	Can Register	Details
a Eligible	No	Student has completed all of the following course(s): ACCT 201 - Acct for Decision Making I + With Token
c No Duplicate Registrations	Yes	
g Has Capacity	Yes	
h No Time Conflict Exists	Yes	

- a. **Eligible:** Yes/No indicates all eligibility requirements for the Course/Course Section have been met.
- b. **Has Published, Visible Sections:** Yes indicates there are Course Sections available in the selected Academic Period.
- c. **No Duplicate Registrations:** Does the Course/Course Section allow a student to register for it more than once.
- d. **Can Register for Co-Requisites:** The Course has a co-requisite and the student is eligible to register for it.
- e. **Can Repeat:** The student is eligible to register for the Course more than once.

- f. Access to Enrollment:** The student is or is not allowed to enroll for the Course due to level.
- g. Has Capacity:** Indicates if the course section has seats available.
- h. No Time Conflict Exists:** Based on other registrations, will this Course Section conflict.