

UBC Graduate and Postdoctoral Studies

Troubleshooting your saved schedule

About saved schedules

A “saved schedule” is a draft timetable in Workday where you can plan out your classes for the upcoming term. You can choose the courses you want, arrange them into a timetable that fits your schedule, and then register for them when it's time to sign up for classes.

You can have multiple saved schedules for different course combinations or scheduling options.

Before you can view your saved schedules, you need to create a saved schedule first.

Review your saved schedule alerts

First, check the alerts showing up for your saved schedule. If you're not sure where to find them, follow the instructions to locate them.

Saved schedule alerts and error messages

The following table lists commonly encountered alerts and error messages, what they mean, and how you can resolve them.

Alert or Error Message	Issue	Resolution
“Your saved schedule includes course sections with time conflicts.”	The time for a course in your saved schedule overlaps with another course.	Remove one of the courses that has an overlapping schedule.
“Your saved schedule includes course sections you are not eligible for.”	You do not meet eligibility requirements for a course in your saved schedule.	Remove the course. If you have completed coursework from a prior university that may meet eligibility rules, please contact an Enrolment Services Advisor to discuss.

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<p>"Your saved schedule includes course sections you are not eligible for."</p>	<p>You have not added a corequisite course to your saved schedule. A corequisite is a course that you must take before or at the same time with the selected course. If you do not add a corequisite, you will not meet the eligibility requirements set in Workday.</p>	<p>Add the corequisite course to your saved schedule.</p>
<p>"Your saved schedule is missing course sections that must be taken together. Before you register, add the sections that must be taken with: [Course]"</p>	<p>You have chosen the incorrect combination of course sections that are part of a course cluster.</p> <p>A course cluster is a set of related course sections in Workday that must be enrolled in together during registration.</p>	<p>Update your saved schedule with the course sections that are part of the same cluster.</p>
<p>"You've already received academic credit for [Course]. Retaking it won't count towards your overall credit requirements."</p>	<p>You have already received academic credit for the course section.</p>	<p>You can still register for the course, but you will not receive credit for it.</p>
<p>"[Instructional Format] is required for [Course]. Please select an [Instructional Format]"</p> <p>Example: Discussion is required for ENGL_V 110. Please select a Discussion.</p>	<p>You are missing a required activity for the course. For example, you have selected a lecture but not a discussion section.</p>	<p>Go to the course on your saved schedule and select a section for each of the required instructional formats shown on the screen (e.g. Lecture, Laboratory, Discussion, Seminar)</p>
<p>"You can't register for a course section that overlaps with and belongs to the same course as another course section you're already enrolled in."</p>	<p>You have already registered in that course for the academic period.</p>	<p>Change or drop the course section you are currently registered in. Note that you will lose your seat in the course section if you drop it.</p>

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<p>"There is already a [Instructional Format] section for [Course] under this saved schedule. If you would like to change the section, remove the other section from your saved schedule."</p>	<p>This course activity has already been added to your saved schedule. You now have multiple instances of the same course activity.</p>	<p>Remove the course section from the saved schedule adding a new course section.</p>
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Common issues with saved schedules

The following table lists commonly encountered issues and how you can resolve them.

Issue	Potential reasons	Resolution
<p>You see a Troubleshoot button and cannot add a course to your saved schedule.</p>	<ul style="list-style-type: none"> ● You may be looking at a course on the other campus. ● You may have selected a course at an academic level you are not allowed to register in. 	<p>Check the campus in the academic period name. Make sure you have chosen UBC-V if you are in a Vancouver program and UBC-O if you are in an Okanagan program</p> <p>If you want to take courses at the UBC Okanagan campus, learn about cross-campus registration.</p>
<p>There are no course sections listed under "Find Course Sections".</p>	<ul style="list-style-type: none"> ● You have selected the Winter Session. ● You are looking at a future period that the course schedule has not been published for. 	<ul style="list-style-type: none"> ● Change your filters to only show Winter Term 1 or Winter Term 2. ● Select the upcoming academic period.
<p>Your saved schedule says "Courses Not Available for these saved schedules".</p>	<ul style="list-style-type: none"> ● The course section you have selected is in a different academic 	<p>Create a new saved schedule.</p>

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	<p>period than your current saved schedules.</p> <ul style="list-style-type: none">● You are adding a Term 2 course to a Term 1 saved schedule, or vice versa. Each saved schedule is for a term only.	
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Related resources

- [Resolving a hold on your academic record](#)
- [Reviewing saved schedule alerts](#)
- [Finding course conflicts in a saved schedule](#)