Troubleshooting course registration

About the “Troubleshoot” button

While registering in courses, you may see the “Troubleshoot” button. This button will appear in place of the “Register” button if you are not eligible to register in a course or course activity. Use this button to find out why you cannot register.

If you don’t see the “Troubleshoot” button

You’ll 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.

Troubleshooting your registration

1. To find out more about why you are unable to register in a course, click the white “Troubleshoot” button on the “View Course Section” page for a course you want to register in.
2. You will be brought to a page titled “Troubleshoot Registration.” Review the details on this page to understand why you are unable to register for the course. There may be more than one reason.
3. Read the sections below to learn about the possible reasons you may not be able to register for a course.
Potential issues with registration

Academic Period

- Check the “Academic Period” section to make sure it shows the correct session and term you are registering for. For example, if you are registering for a course beginning in January 2025, the Academic Period should display “2024-25 Winter Term 2”.
- Make sure the Academic Period also matches your campus. For Vancouver Campus, the session and term should be followed by “(UBC-V)”.

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Academic Record and Active Record

The “Academic Record” section should match your primary program of study and must be listed as “Active”. If your Academic Record is not listed as “Active”, you will not be able to register in the course.
Course and Course Section

Both the course and course section must be offered at the Vancouver Campus in order for you to register. If the course code is followed by "_V", it means that the course is offered on the Vancouver campus. For example, PSYC_V 401, or PSYC_V 401-100.

Enrollment Window

Make sure the "Enrollment Window" section says "Yes". This means you are trying to register within the permitted time period.

You will not be able to register if you see "No" next to “Enrollment Window”.
Registration Appointments

In order to register, the “Registration Appointments” section must have a value of 1 or higher. This means you have been issued a registration appointment for this academic period. Learn how to find your registration appointment.
If you see the number 0, this means you do not have a registration appointment scheduled for this academic period.

**Maximum Credits, Enrolled Credits, and Additional Credits From This Course Section**

Check that you are not trying to register in more than your maximum allowable credits for the academic period.

First, review your “Maximum Credits”, the number of credits you’re allowed to register in for the academic period. Second, add together the credits for your enrolled classes with the number of credits from the class you’re trying to register in. Make sure these two add up to equal or less than the “Maximum Credits” value.

For example, if you saw the following credit numbers:

- **Maximum Credits** = 15
Enrolled Credits = 12
Additional Credits From This Course Section = 4

You would be trying to register in 16 credits, which exceeds the maximum credits you’re allowed to register in by 1. As a result, you would not be able to register in the course.

On the other hand, in the example shown in the screenshot below, the student has 15 Maximum Credits and 0 Enrolled Credits. The Additional Credits From This Course Section is 3, so this student would be able to enroll.

**Holds**

The “Holds” section indicates whether you have a hold on your account blocking you from registering for courses. For example, you may have a hold if you have an outstanding tuition balance from a previous academic period, or you need to meet with your faculty advisor before you register.

If you see the number 0 next to the “Holds” section, this means you do not have any holds on your account. If you see a numerical value of 1 or higher, this means you have a hold on your academic record. Learn how to resolve a hold on your academic record.
Course and Course Section

Scroll down the “Troubleshoot Registration” page to view the “Course” and “Course Section” tables. These display course and course section information.

Each table has three columns:

- “Restriction”
- “Can Register”
- “Details”

Restriction

This column shows the requirements that must be satisfied for you to register in the course section. Restrictions you might see include:

- **Eligible**: Whether you are eligible for a course based on eligibility rules such as prerequisites, co-requisites, and other restrictions.

- **No Duplicate Registration**: If you are currently registered in a course, you cannot register for the course again.

- **Has Published, Visible Sections**: A course must have officially published the course sections before you can register for it.
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- **Can Register for Corequisite**: This field will always display “Yes” in Workday. To review corequisites for a course, search for it on the [Academic Calendar](#).
- **Can Repeat**: If you’ve enrolled in this course before, this field shows whether or not you can take it again.
- **Access to Enrolment**: Typically, Enrolment Access is set at the Campus Level (Vancouver or Okanagan) and/or Academic Level (Graduate or Undergraduate). Students must meet these rules to register for a course.
- **Has Capacity**: If the course does not have seats available, then you will not be able to register into this course section.
- **No Time Conflict Exists**: If you have already registered into a course section that occurs at the same time as this course section, then you will not be able to register.

**Can Register**

This column indicates if you can register based on the restriction requirements.

- **“No”**: You are unable to register in the course because you do not meet the restrictions.
- **“Yes”**: You can register in the course.

**Details**

This column provides details about why you aren’t meeting the requirement, if applicable.

### Course 5 Items

<table>
<thead>
<tr>
<th>Restriction</th>
<th>Can Register</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligible</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Has Published, Visible Sections</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>No Duplicate Registrations</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Can Register for Co-Requisites</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Can Repeat</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Access to Enrolment</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

### Course Section 4 Items

<table>
<thead>
<tr>
<th>Restriction</th>
<th>Can Register</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has Capacity</td>
<td>No</td>
<td>0/0</td>
</tr>
<tr>
<td>Eligible</td>
<td>No</td>
<td>See Course Description</td>
</tr>
<tr>
<td>No Duplicate Registrations</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>No Time Conflict Exists</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>
How to resolve common registration issues

You may be able to resolve some issues on your own. For more complex cases, you may need to speak to your graduate Program office. Review the information below to find out how to resolve common registration issues.

<table>
<thead>
<tr>
<th>“Restriction”</th>
<th>“Can Register”</th>
<th>Issue</th>
<th>How to resolve</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligible</td>
<td>No</td>
<td>You are an undergraduate student trying to register for a graduate level course.</td>
<td>You will not be able to self-register in graduate courses. To take graduate courses, contact your <a href="mailto:">Academic Advisor</a>.</td>
</tr>
<tr>
<td>Eligible</td>
<td>No</td>
<td>You have not taken the required prerequisites or corequisites for the course.</td>
<td>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.</td>
</tr>
<tr>
<td>No Time Conflicts Exists</td>
<td>No</td>
<td>The course section overlaps with and belongs to the same course as another course section you’re already enrolled in.</td>
<td>Decide which course section you want to enroll in and choose one.</td>
</tr>
<tr>
<td>Has Capacity</td>
<td>No</td>
<td>The course section has no capacity. For example, the course section is full or is closed.</td>
<td>Select another course section or register in the course waitlist if there is one.</td>
</tr>
<tr>
<td>No Duplicate Registrations</td>
<td>No</td>
<td>You are already enrolled in the course section and are registering in the same section again.</td>
<td>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.</td>
</tr>
<tr>
<td>Can Repeat</td>
<td>No</td>
<td>You’ve reached the maximum retake limit for the course but want to retake the course again.</td>
<td>You will not be able to self-register in the course unless you contact your <a href="mailto:">Academic Advisor</a>.</td>
</tr>
</tbody>
</table>
Other registration issues
You may experience registration issues outside of those listed in the table. For example:

- **You have not successfully registered in prerequisite courses required for Term 2**: If you are taking a prerequisite course required for a Term 2 course during Term 1, you must successfully register for it first before you can register for the Term 2 course. Any alerts for Term 2 registration will be updated once you have registered for the prerequisite course in Term 1.

- **Your Registration Appointment is closed**: Click the number on the “Registration Appointments” section to view details of your registration appointment.

- **You try to register for a course on the UBC Okanagan campus**: Check the course code to verify that the course is for the correct campus. To take courses on another campus, contact your graduate program.