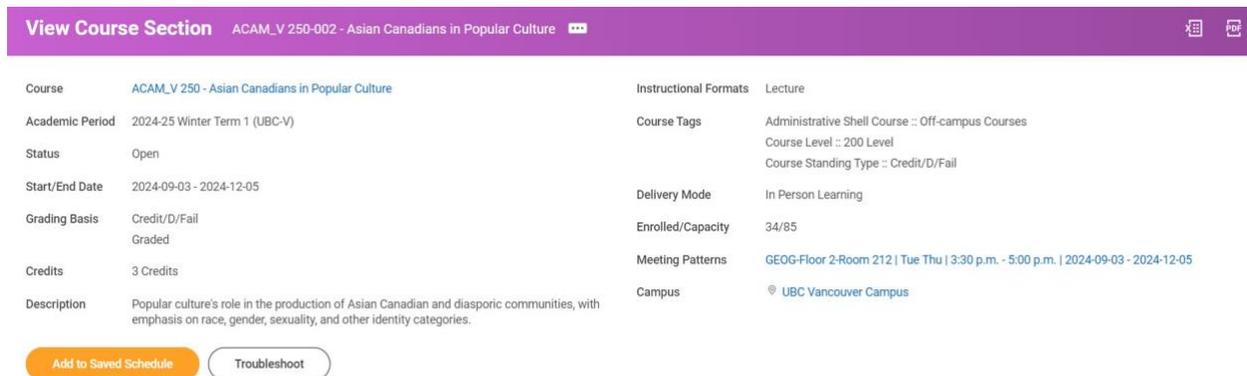


Troubleshooting course registration

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.



View Course Section		ACAM_V 250-002 - Asian Canadians in Popular Culture	
Course	ACAM_V 250 - Asian Canadians in Popular Culture	Instructional Formats	Lecture
Academic Period	2024-25 Winter Term 1 (UBC-V)	Course Tags	Administrative Shell Course :: Off-campus Courses Course Level :: 200 Level Course Standing Type :: Credit/D/Fail
Status	Open	Delivery Mode	In Person Learning
Start/End Date	2024-09-03 - 2024-12-05	Enrolled/Capacity	34/85
Grading Basis	Credit/D/Fail Graded	Meeting Patterns	GEOG-Floor 2-Room 212 Tue Thu 3:30 p.m. - 5:00 p.m. 2024-09-03 - 2024-12-05
Credits	3 Credits	Campus	UBC Vancouver Campus
Description	Popular culture's role in the production of Asian Canadian and diasporic communities, with emphasis on race, gender, sexuality, and other identity categories.		

[Add to Saved Schedule](#) [Troubleshoot](#)

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.

Troubleshoot Registration

Academic Period: 2024-25 Winter Term 2 (UBC-V)
Academic Record: Raya Demo (TEST02) - Faculty of Arts/Undergraduate (B.A.) - 2023-08-21 - Active
Active Record During Academic Period: Yes
Course: [PSYC_V 401 - Clinical Psychology](#)
Course Section: [PSYC_V 401-001 - Clinical Psychology](#)
Enrollment Window: No
Registration Appointments: 1
Maximum Credits: 15
Enrolled Credits: 0
Additional Credits From This Course Section: 3
Holds: 0

Course: 6 items

Restriction	Can Register	Details
Eligible	No	
Has Published, Visible Sections	Yes	
No Duplicate Registrations	Yes	
Can Register for Co-Requisites	Yes	
Can Repeat	Yes	
Access to Enrollment	Yes	

Course Section: 4 items

[Reassign](#) [Cancel](#) [Delete](#)

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)”.

Troubleshoot Registration

Academic Period	2024-25 Winter Term 2 (UBC-V)
Academic Record	Raya Demo (TEST02) - Faculty of Arts/Undergraduate (B.A.) - 2023-08-21 - Active
Active Record During Academic Period	Yes
Course	PSYC_V 401 - Clinical Psychology
Course Section	PSYC_V 401-001 - Clinical Psychology
Enrollment Window	Yes
Registration Appointments	1
Maximum Credits	15
Enrolled Credits	0
Additional Credits From This Course Section	3
Holds	0

Course 6 items

Relaunch	Can Register	Details
--------------------------	------------------------------	-------------------------

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.

Troubleshoot Registration

Academic Period	2024-25 Winter Term 2 (UBC-V)
Academic Record	Raya Demo (TEST02) - Faculty of Arts/Undergraduate (B.A.) - 2023-08-21 - Active
Active Record During Academic Period	Yes
Course	PSYC_V 401 - Clinical Psychology
Course Section	PSYC_V 401-001 - Clinical Psychology
Enrollment Window	Yes
Registration Appointments	1
Maximum Credits	15
Enrolled Credits	0
Additional Credits From This Course Section	3
Holds	0

Course 6 items

Relaunch	Can Register	Details
--------------------------	------------------------------	-------------------------

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.

Troubleshoot Registration

Academic Period	2024-25 Winter Term 2 (UBC-V)
Academic Record	Raya Demo (TEST02) - Faculty of Arts/Undergraduate (B.A.) - 2023-08-21 - Active
Active Record During Academic Period	Yes
Course	PSYC_V 401 - Clinical Psychology
Course Section	PSYC_V 401-001 - Clinical Psychology
Enrollment Window	Yes
Registration Appointments	1
Maximum Credits	15
Enrolled Credits	0
Additional Credits From This Course Section	3
Holds	0

Course 6 items

[Relaunch](#) Can Register

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”.

Troubleshoot Registration

Academic Period	2024-25 Winter Term 2 (UBC-V)
Academic Record	Raya Demo (TEST02) - Faculty of Arts/Undergraduate (
Active Record During Academic Period	Yes
Course	PSYC_V 401 - Clinical Psychology
Course Section	PSYC_V 401-001 - Clinical Psychology
Enrollment Window	Yes
Registration Appointments	1
Maximum Credits	15
Enrolled Credits	0
Additional Credits From This Course Section	3
Holds	0

Course 6 items

Relaunch

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.

Troubleshoot Registration

Academic Period	2024-25 Winter Term 2 (UBC-V)
Academic Record	Raya Demo (TEST02) - Faculty of Arts/Undergraduate (B.A.)
Active Record During Academic Period	Yes
Course	PSYC_V 401 - Clinical Psychology
Course Section	PSYC_V 401-001 - Clinical Psychology
Enrollment Window	Yes
Registration Appointments	1
Maximum Credits	15
Enrolled Credits	0
Additional Credits From This Course Section	3
Holds	0

Course 6 items

Relaunch

Can

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

UBC Graduate and Postdoctoral Studies

- 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.

Troubleshoot Registration

Academic Period	2024-25 Winter Term 2 (UBC-V)
Academic Record	Raya Demo (TEST02) - Faculty of Arts/Undergraduate (B.A.) - 2023-08-21 - Active
Active Record During Academic Period	Yes
Course	PSYC_V 401 - Clinical Psychology
Course Section	PSYC_V 401-001 - Clinical Psychology
Enrollment Window	Yes
Registration Appointments	1
Maximum Credits	15
Enrolled Credits	0
Additional Credits From This Course Section	3
Holds	0
Course 6 items	
Relaunch	Can Register

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.

Troubleshoot Registration

Academic Period	2024-25 Winter Term 2 (UBC-V)
Academic Record	Raya Demo (TEST02) - Faculty of Arts/Undergraduate (B.A.) - 2023-08-21 - Active
Active Record During Academic Period	Yes
Course	PSYC_V 401 - Clinical Psychology
Course Section	PSYC_V 401-001 - Clinical Psychology
Enrollment Window	Yes
Registration Appointments	1
Maximum Credits	15
Enrolled Credits	0
Additional Credits From This Course Section	3
Holds	0

Course 6 items

Relaunch

Can Register

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.

UBC Graduate and Postdoctoral Studies

- **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 6 items

Restriction	Can Register	Details
Eligible	No	
Has Published, Visible Sections	Yes	
No Duplicate Registrations	Yes	
Can Register for Co-Requisites	Yes	
Can Repeat	Yes	
Access to Enrollment	Yes	

Course Section 4 items

Restriction	Can Register	Details
Has Capacity	No	0/0
Eligible	No	See Course Description
No Duplicate Registrations	Yes	
No Time Conflict Exists	Yes	

Relaunch

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.

“Restriction”	“Can Register”	Issue	How to resolve
Eligible	No	You are an undergraduate student trying to register for a graduate level course.	You will not be able to self-register in graduate courses. To take graduate courses, contact your Academic Advisor .
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.
No Time Conflicts Exists	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 .

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.