

Registration Issues

Coordination and Teachers,

If your students are having issues please submit all requests for help through MyCE's support ticket.

1. **Small Balance Hold:** This indicates that a student owes money and cannot register or access their transcript until the balance is paid. *Students who do not clear their small balance holds by the registration deadline will not be able to register.*
2. **Submit Admissions Update:** The student will need to update their application.
3. **Wrong application:** Student will not show up in MyCE if they completed the wrong application, or if they have never applied. *Please note that admission applications take 48 hours to process and show up in MyCE. Always ask when they applied.*
 - a. Ask the student if he/she paid the \$40.00 admissions fee.
 - i. If they have paid, then they completed the wrong application. Student will need to update their application.
 - ii. If they did not pay, but they completed the application. Applications will not be processed, until payment is received.
 - iii. Unpaid applications stay in our system for a couple of days.
4. **Campus restriction:** This indicates two different possibilities.
 - a. The student is trying to register for a regular college class. Concurrent enrollment classes have 700 or 800 section numbers. Check the section numbers if it is not 700 or 800 your student is using the wrong CRN.
 - b. The CRN has a scheduling error. Submit a support ticket request.
5. **Closed section:** This error message indicates the class has met the enrollment cap. Classes with a hard cap cannot be changed, because the department sets the caps. If it is not a class with a hard cap, please send in a support ticket requesting to change the cap.
6. **Time ticket:** Time ticket error occurs when a student tried to register before their admissions application is processed. Students who get this error message should wait 24 hours and try again.
7. **Your registration status does not permit you to register at this time:** This hold happens when too much time has lapsed between courses taken. The student will need to update their application.
8. **Pre-Requisite Error:** This error indicates that a pre-requisite or test scores are required for this course.
 - a. Students who receive this error message should be sent to your concurrent enrollment coordinator to verify that they should be in your class.
 - b. If a student receives this error message and needs to send test scores, they will have to meet the test score deadline or be removed from the class.
9. **Co-Requisite Error:** This error message indicates that two or more classes have to be taken together in order to sign up for that particular class. For example, any class that has a lab would ask for that lab to be scheduled at the same time. Because concurrent enrollment is implemented in the high schools differently than at the college, this error may occur. Please contact the concurrent enrollment office when this occurs.