

Troubleshooting Registration Errors for Instructors

Error Received	Possible Cause	What to do
Campus Restriction	<ul style="list-style-type: none"> ● Wrong CRN ● Student submitted wrong application ● Scheduling Error 	<ul style="list-style-type: none"> ● Enter corrected CRN ● Check MyCE to make sure student is visible. ● Reach out to SLCC CE Office*
Closed Section	<ul style="list-style-type: none"> ● Enrollment caps have been met for class 	<ul style="list-style-type: none"> ● Compare number of students on rolls w/course enrollment caps.** ● If no caps are listed, send a support request in MyCE to change. ● If caps are listed, you will need to work with your CE Coordinator.
Co-Requisite Error	<ul style="list-style-type: none"> ● Class must be taken together with another class (ie BIOL 1610 & BIOL 1615) ** ● Scheduling Error 	<ul style="list-style-type: none"> ● Have student add both classes to the summary then submit registration. ● Reach out to SLCC CE Office*
Pre-Requisite Error	<ul style="list-style-type: none"> ● SLCC does not have qualifying test scores or prerequisite course info on file** ● Scheduling Error 	<ul style="list-style-type: none"> ● Student will need to provide required test scores or take placement test before deadline*** ● Reach out to SLCC CE Office*
Small Balance Hold	<ul style="list-style-type: none"> ● Student has unpaid tuition and/or fees 	<ul style="list-style-type: none"> ● Student will need to pay balance through MySLCC or call cashier at 801-957-4868
Submit Admissions Update	<ul style="list-style-type: none"> ● Incorrect information on student application such as graduation date 	<ul style="list-style-type: none"> ● Either have student log into application and update or you can send a support request in MyCE
Time Ticket	<ul style="list-style-type: none"> ● Student tried to register before application was processed 	<ul style="list-style-type: none"> ● Have student wait 24 hours and try again ● Is student still getting error after 24 hours, send support request through MyCE
Your registration status does not permit you to register at this time.	<ul style="list-style-type: none"> ● Student has gone more than one year without taking a class. 	<ul style="list-style-type: none"> ● Student can log into application and update ● You can send support request in MyCE
Other Issues	<ul style="list-style-type: none"> ● Student not showing up on rolls but shows they are registered on their MySLCC account ● Student receiving message on MySLCC “You do not have the roles required...” 	<ul style="list-style-type: none"> ● Student may have missing or wrong information on their MySLCC account which prevents them from uploading into MyCE. Please send a support request in MyCE ● Send support request in MyCE

*SLCC CE office e-mail – concurrent @slcc.edu or phone 801-957-6344, **See CE Course Offerings page for prereqs, coreqs, caps, etc. at

<http://www.slcc.edu/concurrentenrollment/ce-course-offerings/index.html>, ***See CE deadlines at <http://www.slcc.edu/concurrentenrollment/calendar.html> (these deadlines do not apply to Concurrent On-Campus classes)