

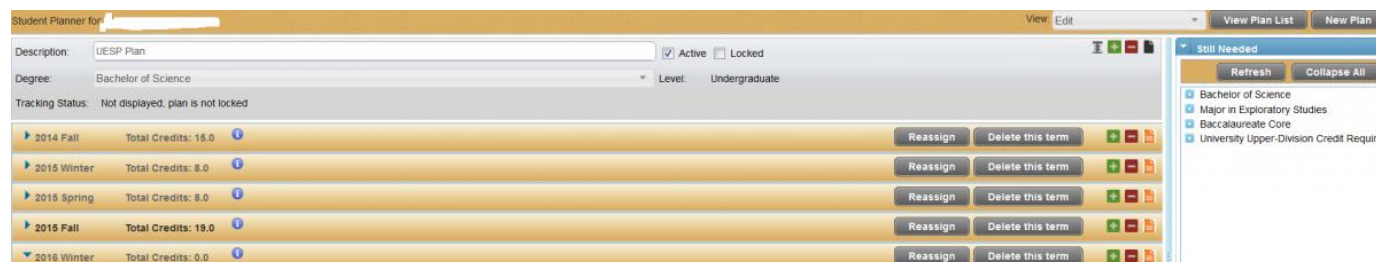
## FOR CURRENT STUDENTS - Registration Troubleshooting

Once priority registration starts, we get lots of emails regarding registration issues. Here are some responses to the common questions we're see.

1. **I was in for advising, but I didn't get a registration pin.** If you had your advising appointment to plan for fall term 2019, you did get a registration pin. It is your MyDegrees Planner along with a list of class options you and your advisor put there. If you're not seeing it there, let us know, and we'll double check to see if we can figure out why.

2. **Oh yeah, that's right. How do I access MyDegrees?**

- From the OSU Home Page, click the "Tools and Services" link at the top of the page.
- Click the MyOSU Portal link, and log in using your ONID UserName and Password.
- Click the "Student" link at the top of the portal page.
- In the "My Student Stuff" box, click the "MyDegrees" link.
- Then click the "Submit MyDegrees" button (if you get a pop-up box with a blue error message, just close the tab, go back to the portal and click the "MyDegrees" link again).
- Once you are in MyDegrees, click the "Planner" tab. **Your PIN will be located in the orange notes box** in the section for the fall 2019 term. Hover over it with cursor, and you'll see it. You can also see if you change the "View" of the plan from "Edit" to "Notes".



You can also check out the Registrar's web site to find a [whole series of videos on how to use the Planner.](#)

3. **There's my pin, but it's not working when I try to use it.** Make sure you are using the Pin that is in the "Fall Term 2019" notes area. If you are copying and pasting, and it is not working, try typing the pin in manually. Make sure that prior to entering your pin, you've set the term to Fall 2019

4. **It says I can't register because I have holds.** That means you have a registration hold. Click the "View Holds" link you see on that page to see the source of the hold and phone number you can call to get info on how to resolve it. There is also a "View Holds" link in the "My Student Stuff" box on the "Student" page of the MyOSU portal.

5. Okay, I'm in, but I've forgotten how to register. You should be using the awesome [Scheduler](#) to help you with the scheduling process. You can actually migrate your class list in MyDegrees into Scheduler and enter in breaks to schedule around other obligations you might have.

6. Scheduler is awesome, but what's going on with...

- **Online classes?** Classes with Section Number 400 or 40X are online classes. You should see them in Scheduler now if you checked Ecampus on the select campus screen, but they don't have days and time attached to them, so if an online section is in the mix, you'll see it listed as time TBA at the bottom of each schedule option. *Pro tip:* You can limit the section options in Scheduler, but using the "Sections" feature to choose which sections you want it to consider. If you don't want online classes to be factored in as options, just go into Sections feature and uncheck everything with a section number in the 400's or don't check Ecampus on the select campus screen



- **Error messages I get when I try to register for classes I put into my cart?** Scheduler won't account for any class restrictions – Level, Major/College, or Class Level. Remember that some classes or sections of classes are restricted. You can check for class restrictions in the [online schedule of classes](#). *Pro tip:* Sections with number 090 to 099 are limited to students in the Educational Opportunity Program, Take them out avoid getting restricted sections in the mix.
- **1000+ options?** Classes that have a lot of lab or recitation options may generate a lot of schedule possibilities, and that can be overwhelming. Using the "Sections" option to limit your choice can really reduce the number of schedule options Scheduler will present to you. You can also put in breaks to limit the times that show up in potential schedules.

7. Why can't I register for more than 16 credits? In Phase I, the registration system caps you at 16. You need to wait until Phase II of registration to go above 16 credits.

8. The class I want is closed, but it has a waitlist. Why is it not letting me waitlist? The waitlisting system doesn't become accessible until Phase II. At that point in time, if there is a spot on the waitlist, you can try to get it. [Learn more about waitlisting.](#)

**9. You keep talking about Phase II. When is that?** Phase II starts at the end of week 10. You can find your Phase II registration date and time on the same screen that has your Phase I date. Forget how? [See the instructions on this page.](#)

**10. I haven't had my advising appointment yet. Can't you just give me my pin?** Advising in UESP is mandatory. It is part of the deal. You're allowed to explore options provided you meet with an advisor during peak advising for priority registration every term. We distribute pins during the advising appointment. Like we said when we emailed you at the end of week 4 that it was time to schedule, we get booked out quickly! We advise you to schedule your appointment as soon as you receive that email.

**11. Are there any exceptions?** We have a one-time-only exception that potentially allows you to get your pin in advance of your appointment. It's called a Pre-Advising PIN Request. If you are interested in pursuing this, you need to come to 102 Waldo fill out a form, and an advisor needs to evaluate if you are eligible. If you've already used this option before, you are not eligible.

**12. The class I want appears to be open, but I'm getting a registration error message when I try to add it.** The class potentially could have a major restriction (i.e. you have to be in a certain major to take it), a level restriction (i.e. it could be restricted to international students in the INTO program), a campus restriction (i.e. you may be trying to get a Cascades Campus class or class that is restricted to Ecampus students only), or require departmental approval (i.e. you have to get an override from the department message). You also could be missing a key component like a linked lab or recitation. Read the error message carefully. It generally explains the problem. If you still can't figure it out, look up the class in the [online schedule of classes](#). The explanation for the restriction should be there. If you are still confused, take a screen shot of the error message and email it to your advisor. We'll help you figure out the issue. *Again, please note that Scheduler does not take into account restrictions, so if you are trying to add your classes via that tool, be aware that it is not going to filter out restricted options.*

**13. Okay, but I'm really having trouble getting into Math classes that appear to be open.** Many sections of Math are restricted. [See this web site to help you troubleshoot Math registration issues.](#)

**14. I've tried all your troubleshooting advice, and I'm still stuck.** Email your advisor or stop by 102 Waldo Hall. Someone here will try to help you.