

GUIDE FOR STUDENTS SOLUTIONS TO REGISTRATION BARRIERS

As of: February 26, 2019 - This form is subject to updates

Type of Hold	Information about the Hold	Contacts to Facilitate a Solution
Advising Hold	You have an advising hold and may not register.	<ul style="list-style-type: none"> ● Undergraduates (COL, MSB, NHS, SFS): Please contact your dean or advisor ● Others: For (BGE) contact your program director; others contact your advisor for guidance
Financial Holds <ul style="list-style-type: none"> ● Overdue Balance Hold ● Summer School Hold 	Financial holds will be placed on March 15 for account balances over \$100 on this day, and will be viewable in MyAccess starting March 16. Holds will be placed again on March 29 on all students with an account balance over \$100 that day.	Office of Billing & Payments Services <ul style="list-style-type: none"> ● E: studentaccounts@georgetown.edu ● P: (202) 687-7100 ● Holds will be release within one hour of payment being made and posted to the student account. Online payments post immediately.
Immunization/TB Form Hold	Students must complete the immunization certificate and send it to the Student Health Center. Failure to comply with this requirement will result in a registration hold.	Student Health Center <ul style="list-style-type: none"> ● E: shcimmunization@georgetown.edu ● P: (202) 687-2200
Neighborhood Life Hold	Students who live off-campus must update their local address in MyAccess. Failure to comply with this requirement will result in a registration hold.	Office of Neighborhood Life <ul style="list-style-type: none"> ● E: neighborhoodlife@georgetown.edu ● P: (202) 687-5138
Undergrads: Sexual Assault Misconduct Training Grads: Graduate School Hold-Assault Prevention Course	Newly admitted students are required to complete a tutorial on sexual assault, consent, and bystander training. Failure to complete online training by the stated deadline will result in a registration hold. Student will be sent an email with instructions.	Undergraduate students should contact Student Affairs: <ul style="list-style-type: none"> ● E: studentaffairs@georgetown.edu ● P: (202) 687-4056 Graduate students , regardless of program, should contact the Graduate School: <ul style="list-style-type: none"> ● E: titleixgrad@georgetown.edu ● P: (202) 687-4478
Honor Council Tutorial Hold	Newly admitted students are required to complete the <i>Scholarly Research & Academic Integrity</i> online tutorial. Failure to complete training by the deadline will result in a registration hold. Find the tutorial at canvas.georgetown.edu .	University Honor Council <ul style="list-style-type: none"> ● E: honor@georgetown.edu ● P: (202) 687-0100

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Registration Error	Information about the Error Message	Contacts to Facilitate Solution
You are not permitted to register at this time	Check your class level and confirm the opening of your registration assigned time. Review the Fall 2019 Important Dates to verify your time/date.	<p>Office of the University Registrar</p> <ul style="list-style-type: none"> E: registration@georgetown.edu P: (202) 687-4020 Office: White Gravenor, Lower Level
Maximum Hours Exceeded	You have tried to register for more credits than is allowed for your program.	<ul style="list-style-type: none"> Undergraduates (COL, MSB, NHS, SFS): To register for more than 17.5 credits, contact your dean/advisor for course credit overload approval Others: For (BGE) contact your program director; others contact your advisor for guidance <p>For Help Understanding the Error Message (or if your approval has been granted forward proof to):</p> <ul style="list-style-type: none"> registration@georgetown.edu or (202) 687-4020
Prerequisite or Test Score Error	You have selected a course that requires a prerequisite. Review the Schedule of Classes to determine if you meet all the prerequisites for your preferred classes. <i>Please register for an alternative class.</i>	<ul style="list-style-type: none"> Undergraduates (COL, MSB, NHS, SFS): If you have satisfied the prerequisite and believe this message is an error please contact your dean/advisor to resolve (e.g. missing transfer credit) Others: For (BGE) contact your program director; others contact your advisor for guidance <p>For Help Understanding the Error Message</p> <ul style="list-style-type: none"> registration@georgetown.edu or (202) 687-4020
Needs Instructor Approval	You have selected a course that requires permission of instructor. The instructor will need to sign an add drop form to indicate their registration approval. As an alternative, forward your professor's email approval to your advisor to facilitate enrollment.	<p>Undergraduates (COL, MSB, NHS, SFS):</p> <ol style="list-style-type: none"> Seek permission of instructor For approval, provide your dean/advisor with that permission Enrollment facilitated if approved by dean/advisor <p>Others: For (BGE) contact your program director; others contact your advisor for guidance</p>
Time Conflict	You have selected a course with a time conflict which indicates that there is less than 10 minutes between classes. <i>Please register for an alternative class.</i>	<p>Undergraduates (COL, MSB, NHS, SFS): Consult your dean/advisor.</p> <p>Others: For (BGE) contact your program director; others contact your advisor for guidance</p>
Needs Department Approval	You have selected a course that requires permission by the department. The department will need to sign an add drop form to indicate their approval for you to register.	<p>Undergraduates (COL, MSB, NHS, SFS):</p> <ol style="list-style-type: none"> Seek permission of department Dean/advisor will review that permission Enrollment facilitated if approved by dean/advisor <p>Others: For (BGE) contact your program director; others contact your advisor for guidance. You may need departmental permission.</p>

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College Restriction is a School Restriction	You have selected a class that is restricted to your School. <i>Please register for an alternative class.</i>	<p>Undergraduates (COL, MSB, NHS, SFS):</p> <ol style="list-style-type: none"> 1. Seek advice by contacting your dean/advisor (In some cases, enrollment may be allowed; e.g., when transferring to a different school or other) 2. Permission from dept/program/instructor needed 3. Enrollment facilitated if approved by dean/advisor <ul style="list-style-type: none"> ● Others: For (BGE) contact your program director; others contact your advisor for guidance
Field of Study Restriction	You have selected a class that is restricted by major or program. Undergraduate students should seek advising to learn if the course is approved and appropriate for them. Learn more about Identifying Course Restrictions . <i>Please register for an alternative class.</i>	<p>Undergraduates (COL, MSB, NHS, SFS):</p> <ol style="list-style-type: none"> 1. Seek advice by contacting your dean/advisor (In some cases, enrollment allowed; e.g., when transferring to a different school, changing major or other) 2. Permission from department/program/instructor may be needed via add drop form 3. Enrollment facilitated if approved by dean/advisor <ul style="list-style-type: none"> ● Others: For (BGE) contact your program director; others contact your advisor for guidance
Class Restriction	You have selected a course section that is restricted for your class level. <i>Please register for an alternative class.</i>	<p>Undergraduates (COL, MSB, NHS, SFS):</p> <ol style="list-style-type: none"> 1. Seek advice by contacting your dean/advisor (In some cases, enrollment may be allowed to correct class level for transfer students, help with a graduation requirement, or other) 2. Permission from dept/program/instructor needed 3. Enrollment facilitated if approved by dean/advisor <ul style="list-style-type: none"> ● Others: For (BGE) contact your program director; others contact your advisor for guidance
Section Closed - Waitlist Open	There are currently no remaining open seats. You may add yourself to the waitlist OR <i>register for an alternative class</i> . Please view this video to learn how to Search for Open Sections in MyAccess	<p>For Help Understanding the Error Message</p> <ul style="list-style-type: none"> ● registration@georgetown.edu or (202) 687-4020 <p>Alternative Course Advising</p> <ul style="list-style-type: none"> ● Undergraduates (COL, MSB, NHS, SFS): Contact your dean/advisor ● Others: For (BGE) contact your program director; others contact your advisor for guidance

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Waitlist Full	The waitlist is full. <i>Please register for an alternative class.</i> Please view this video to learn how to Search for Open Sections in MyAccess	<p>For Help Understanding the Error Message</p> <ul style="list-style-type: none"> • registration@georgetown.edu or (202) 687-4020 <p>Alternative Course Advising</p> <ul style="list-style-type: none"> • Undergraduates (COL, MSB, NHS, SFS): Contact your dean/advisor • Others: For (BGE) contact your program director; others contact your advisor for guidance
Section Closed	The course is full with no remaining seats and the waitlist is full. <i>Please register for an alternative class.</i> Please view this video to learn how to Search for Open Sections in MyAccess	<p>For Help Understanding the Error Message</p> <ul style="list-style-type: none"> • registration@georgetown.edu or (202) 687-4020 <p>Alternative Course Advising</p> <ul style="list-style-type: none"> • Undergraduates (COL, MSB, NHS, SFS): Contact your dean/advisor • Others: For (BGE) contact your program director; others contact your advisor for guidance.
Get Ready to Log On	Information	Contacts to Facilitate Solution
Log on with DUO	DUO protects your NetID from theft or compromise. After you sign in with your NetID/ password, you must approve access using your mobile device. Review the DUO FAQs	<ul style="list-style-type: none"> • W: DUO Website Information • P: (202) 687-4949 • E: help@georgetown.edu
WIFI Connectivity	Make sure your device connects to SaxaNet or GuestNet and is able to access the internet. Tips: (1) Test a different browser (2) Try a different device (3) Move location for improved connectivity.	<ul style="list-style-type: none"> • W: WIFI Information • P: (202) 687-4949 • E: help@georgetown.edu
Forgot My Password	Learn more about passwords or how to change your password	<ul style="list-style-type: none"> • W: Password Information • P: (202) 687-4949 • E: help@georgetown.edu
Login to MyAccess	MyAccess Link . You will need to login with your NetID and password.	<p>Office of the University Registrar</p> <ul style="list-style-type: none"> • E: registration@georgetown.edu • P: (202) 687-4020 • Office: WhiteGravenor, Lower Level
I don't know my NetID	Here is the information on how to find your NetID . For more information please review the NetID FAQs	<p>Office of the University Registrar</p> <ul style="list-style-type: none"> • E: registration@georgetown.edu • P: (202) 687-4020 • Office: WhiteGravenor, Lower Level