Troubleshooting WebAdvisor Registration Issues

1. Are you able to log in to MyRoanoke?

   If no, seek assistance from the IT HelpDesk (x2225).

   If yes, continue –

2. Do you know how to use WebAdvisor to register for classes?

   If no, consult the YouTube video whose link you’ll find on the Registrar’s webpage under the “Registration Materials” cue, item 15: (http://roanoke.edu/A-Z_index/Registrar/Registration_Materials.htm)

   If yes, continue –

3. Are you attempting to register before your Registration Group date and time?

   If no, continue to #4.

   If yes, you will not be allowed access until your Registration Group begins.

4. Are you attempting to register using a preferred sections list?

   If no, continue to #5.

   If yes –

   Do you have a hold? All holds must be cleared with the office to which the hold applies before you have access to register.

   Have any of your classes been cancelled? If so, remove the class from the list and re-try.

   Does a course have a pre-req that you haven’t met? If so, remove the class from the list. You’ll need permission from the instructor to register. Note – if you transferred a pre-req and have difficulties, please call the Registrar’s Office for assistance (375-2211).

   Is one of the courses full? If so, remove the course from your list. You’ll need permission from the instructor to add the filled course.

   Are all of your classes listed for the appropriate term? Intensive Learning (May), Summer and Fall are the three available terms.

   Do any of your courses have time conflicts? If so, remove the course from your list. You’ll need permission from the instructor to add. Note – for most lecture/lab courses, a separate lab
occurs. For a small number, the lab is included in the lecture time and the course may meet over more than one course time period.

5. Are you attempting to register course by course?

Do you have a hold? All holds must be cleared with the office to which the hold applies before you have access to register.

Has the class been cancelled? If so, remove the class and continue.

Does the course have a pre-req that you haven’t met? If so, you’ll need permission from the instructor to register. Note – if you transferred a pre-req and have difficulties, please call the Registrar’s Office for assistance (375-2211).

Is the course full? If so, you’ll need permission from the instructor to register.

Are all of your classes listed for the appropriate term?

Do any of your courses have time conflicts? If so, you’ll need permission from the instructor to register. Note – for most lecture/lab courses, a separate lab occurs. For a small number, the lab is included in the lecture time and the course may meet over more than one course time period.

6. Is a course in question cross-listed?

If so, check the enrollments in all corresponding sections. It may look like space is available but a global cap is in place. If the course is at capacity, then you’ll need permission from the instructor to register.

7. Students are not allowed to register for more than seven (7) units in a single term. Special permission is required to exceed this number.