Workday Student: Registration Error Guide

This guide provides an overview of common registration errors students may encounter in Workday and explains how to use the Troubleshoot Registration feature to better understand and resolve those issues. If you do not see a register button when following the registration guides, then please contact your advisor for assistance.

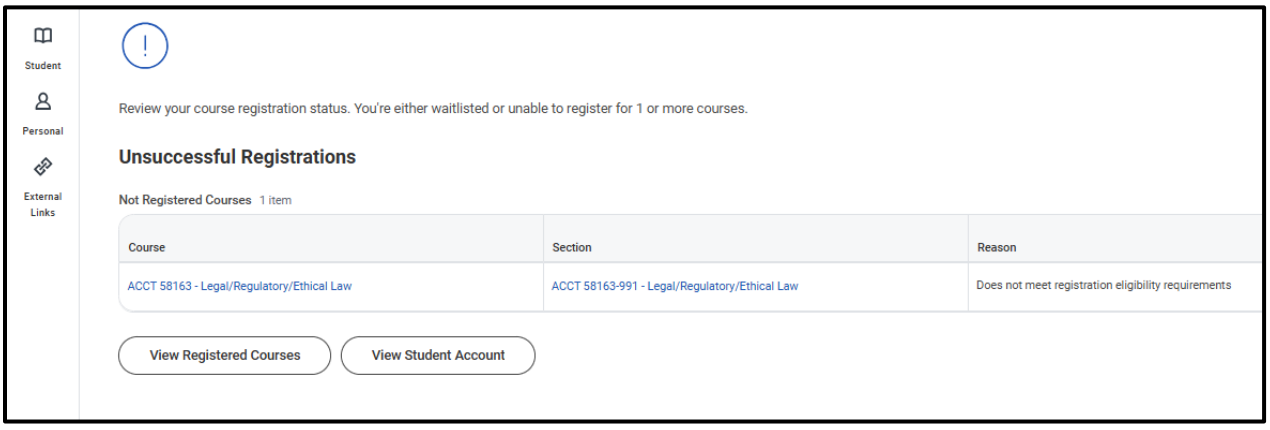
Registration errors can occur for many reasons. Including holds on your account, missing prerequisites or co-requisites, registration appointment restrictions, or course eligibility rules to name a few. These errors are not punishment, but guardrails to make sure you only take courses you are eligible to take and need for your program of study. Workday provides troubleshooting details that help explain why registration was unsuccessful and, in many cases, what action may be needed before registration can continue.

That is why this guide also explains how to access and use the **Troubleshoot Registration** report in Workday to review registration restrictions, eligibility requirements, and course-specific details.

COMMON REGISTRATION ERRORS

When attempting to register for courses it is possible you will receive an error message.

One example of a registration error can be seen below. In this example, a student attempted to register for a course they are not eligible to take. This screen is referred to as the registration review screen and appears after you click register.



Another example of a registration error is known as an error bar. A red error bar in Workday prevents you from advancing to the next screen until the error is resolved.

Most of the errors you might receive are outlined in the following section. If you feel you have received an error by mistake or encounter an error not listed in this guide, we recommend contacting your academic advisor for support.

Registration Hold

What this means - A hold on your account is preventing registration activity.

Common Examples

- Advising Hold – You have not meet with your advisor
- Financial Hold – You have an unpaid balance on your account
- Onboarding Hold – You have not completed onboarding (new or continuing)
- Immunization Hold – You have not completed or updated your vaccine status

How to Resolve

Review the hold details on your Academics Hub and follow the instructions provided.

Who to Contact

The office listed on the hold, or your academic advisor.

Registration Appointment Not Open

What this means – Your registration window has not opened yet or has already closed for the academic period you are trying to register during.

How to Resolve

Review your Registration Appointment on your Academics Hub to confirm the date and time you are eligible to register.

Important Note

Registration appointments are not meetings with your advisor. They represent the day and the time your registration access begins!

Missing Prerequisite

What this means – You have not completed the required coursework or requirement needed before enrolling in the course.

Common Examples

- Required introductory course not completed
- Minimum grade requirement not met
- Placement requirement missing

How to Resolve

Review the prerequisite requirements on the course description or contact your academic advisor.

Missing Co-Requisite

What this means – The course requires another course or section to be taken at the same time.

Common Examples

- Lecture requiring a lab
- Courses taught in pairs or in tandem

How to Resolve

Register for both the course and the required co-requisite section during the same registration attempt.

Course Full / No Seats Available

What this means – All available seats in the course section have been filled.

How to Resolve

- Search for another section
- Join the waitlist if available
- Contact your academic advisor if the course is required

Important Note

Joining a waitlist does not guarantee a spot in the course.

Time Conflict

What this means – The meeting times of two selected course sections overlap.

How to Resolve

Select a different section that does not conflict with your existing schedule.

Workday Learning Tip

Saved Schedules can help visually identify time conflicts before registration.

Eligibility Restriction

What this means – You do not currently meet the eligibility requirements for the course.

Common Examples

- Major restriction – only certain programs of study can take the course
- Class standing restriction – must be a junior or senior
- Academic level restriction – you cannot take courses at the level of the course
- Campus restriction – you cannot take the course due to where it is being offered

How to Resolve

Review the course eligibility requirements and contact your academic advisor if you believe you should have access.

Credit Limit Exceeded

What this means – Adding the course would place you above the maximum allowed units for the academic period.

How to Resolve

Speak with your academic advisor regarding overload approval processes.

Instructor Approval Required

What this means – Instructor permission is required before registration is allowed.

How to Resolve

Contact the course instructor or academic department for approval instructions.

Duplicate Registration

What this means – You are already registered for the course or an equivalent section.

How to Resolve

Review your current schedule before attempting registration again.

REGISTRATION TROUBLESHOOTING CONSOLE

The Registration Troubleshooting Console contains several tabs that provide additional information about your ability to register for a course. Each tab focuses on a different area of the registration process and can help identify why registration was unsuccessful.

Access the Registration Troubleshooting Console

From the Workday Home page:

1. Search for Troubleshoot Registration in the Workday search bar
2. Select **Troubleshoot Registration** from the results
3. Select **Your Academic Record** if prompted and the **Academic Period**
4. Enter the **Course Information** and click **OK**

You may also be able to access troubleshooting details directly from a failed registration attempt by selecting the **Troubleshoot** button. More support can be found on the linked QRG for using the troubleshoot feature.

Understanding the Troubleshoot Page

The Troubleshoot Registration page provides a summary of the checks Workday performs to determine whether you are eligible to register for a course.

This page can help identify registration issues related to:

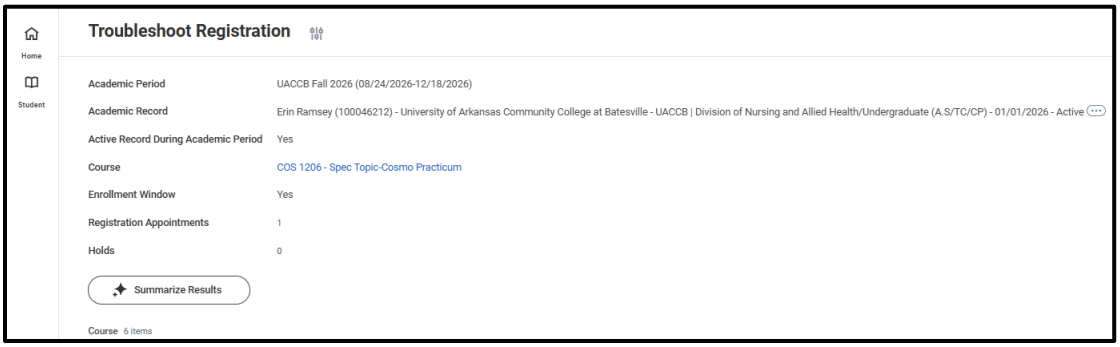
- registration holds
- course eligibility
- co-requisites

- duplicate registrations
- enrollment access
- or course availability

Each line displays:

- the registration requirement or restriction
- whether you currently meet the requirement
- and additional details when available

Top of the Page



The top section of the page provides information about:

- the academic period
- your academic record
- the selected course
- your registration appointment
- and active registration holds

Important Items to Review

Enrollment Window – Indicates whether registration is currently open for you.

- Yes = registration is currently allowed
- No = your registration appointment may not be active yet

Registration Appointments – Displays the number of active registration appointments associated with the academic period.

Workday Learning Tip

Registration appointments are not meetings with your advisor. They represent the timeframe when you are allowed to register.

Holds – Displays the number of active holds on your account.

Some holds may prevent registration activity until resolved.

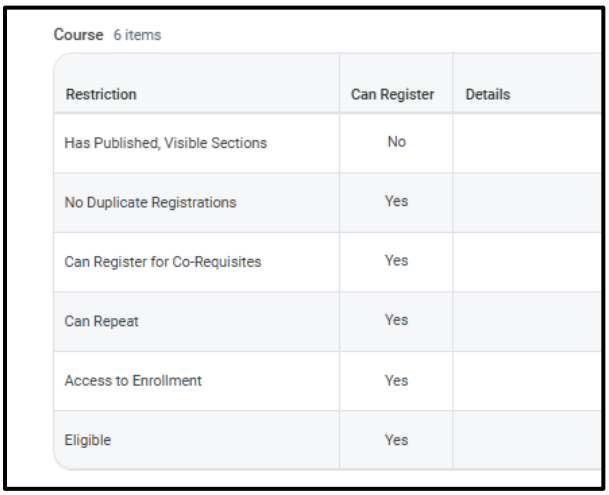
Summarize Results Button

Selecting Summarize Results refreshes and summarizes the registration checks for the selected course.

This can be helpful after:

- resolving a hold
- adding a co-requisite
- changing academic information
- or attempting registration again

Course Restriction Table



Course 6 items

Restriction	Can Register	Details
Has Published, Visible Sections	No	
No Duplicate Registrations	Yes	
Can Register for Co-Requisites	Yes	
Can Repeat	Yes	
Access to Enrollment	Yes	
Eligible	Yes	

The restriction table displays the individual registration checks Workday performs before allowing registration.

The Can Register column displays whether you currently meet that requirement.

The Details column displays additional information if available.

Has Published, Visible Sections

What this means – Indicates whether active course sections are currently available for registration.

- Yes = available sections exist
- No = no active sections are currently available

Common Reasons

- sections have not been published yet
- all sections were canceled
- no sections are offered during the selected academic period

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No Duplicate Registrations

What this means – Checks whether you are already registered for the course or an equivalent section.

- Yes = no duplicate registration exists
- No = you are already registered or previously completed registration

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Can Register for Co-Requisites

What this means – Determines whether required co-requisite courses or sections are included.

Common Examples

- lecture and lab combinations
- linked discussion sections

Important Note

Some courses require multiple sections to be registered at the same time.

Can Repeat

What this means – Determines whether you are eligible to repeat the course based on institutional repeat policies.

Common Reasons for "No"

- maximum attempts reached
- repeat policy restrictions
- course already completed successfully

Access to Enrollment

What this means – Determines whether your academic record currently allows registration activity.

Common Reasons for "No"

- registration hold
- inactive academic record
- registration window not active

Eligible

What this means – Determines whether you meet the overall eligibility requirements for the course.

Common Eligibility Restrictions

- missing prerequisite
- academic level restriction
- class standing requirement
- campus restriction

Workday Learning Tip

If "Eligible" displays No, review the course description for additional requirement details.

Relaunch Button

Selecting Relaunch reruns the troubleshooting process for the course.

This is useful if:

- registration settings were recently updated
- a hold was removed
- or course availability changed

Workday Notes

- A registration error does not always mean you are permanently unable to take a course.
- Many registration issues can be resolved by reviewing the troubleshooting details and contacting the appropriate office for assistance.
- Creating an Academic Plan and Saved Schedule can help registration concerns and identify conflicts before your registration appointment opens.
- Always review your final registration status after submitting course registrations.

Additional Support

If you continue to experience registration issues after reviewing the troubleshooting information, please contact:

- your academic advisor
- the Registrar's Office
- or your institution's Student Support team

Additional Quick Reference Guides and Workday Learning videos may also be available on the student support website.