

Registration Troubleshooting Console

Student

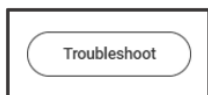
This quick reference guide (QRG) explains how to use the registration troubleshooting console in Workday. This feature allows you to investigate why you are not eligible to register for a course. The console can be accessed in different ways. This QRG will explain the process using the troubleshooting button and by searching for and selecting Troubleshoot Registration in the search bar.

To use the registration troubleshooting console, complete the following steps.

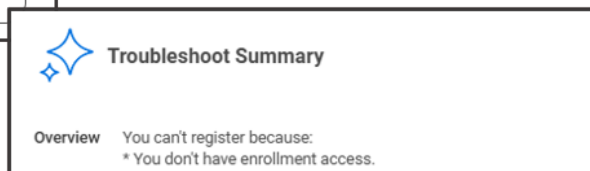
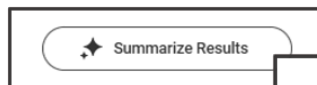
TROUBLESHOOT BUTTON

If you are attempting to register for a course or are viewing courses and notice the Troubleshoot button, this feature is here to help you understand why you cannot take that course or course section. To access the troubleshooting console:

1. Click the **Troubleshoot** button.



2. Review the results. Clicking the **Summarize Results** button will help to further explain the registration issue.



Note: The example student cannot register because they are an undergraduate student who attempted to register for a graduate level course. More information about common registration issues can be found in the [Registration Error Guide](#).

TROUBLESHOOT SEARCH

If you need to troubleshoot but the button is unavailable, complete the following steps:

1. Type and select **Troubleshoot Registration** in the search bar.
2. Enter the **Academic Period**.
3. Enter the **Course**.

4. Optional – select the **Course Section**.
5. Click **OK**.
6. Review the results. Clicking the **Summarize Results** button will help to further explain the registration issue.