

**THE AMERICAN  
UNIVERSITY 50  
*of* PARIS YEARS**

Online Registration  
Trouble Shoot

# TROUBLE SHOOT



What does the following message mean?

- **The Registrar has not allowed registration for this term at this time.**

You are trying to register outside of the Registration Window. The Registration Windows are set up according to College Level.

Please refer yourself to the [Registrar Office webpage](#) to confirm your registration dates.

# TROUBLE SHOOT



**What does the following message mean?**

- **Your Advisor XXX has prevented your registration until you see him/her for advising. Please contact your Advisor.**

Check that your Academic Advisor has unblocked you for the semester for which you want to register. It is mandatory to meet with your Academic Advisor in order to be unblocked for registration.

If your Advisor has already unblocked you or if the incorrect Advisor name appears, you may be trying to register in the incorrect term.

# TROUBLE SHOOT



What does the following message mean?

- **Your haven't been assigned an Advisor yet. Please contact the Advising Center.**

You need to contact the Advising Center at [advising@aup.edu](mailto:advising@aup.edu) or at 148 rue de l'Université in order to get an Academic Advisor assigned.

Your Academic Advisor will then unblock you for the semester for which you want to register. It is mandatory to meet with your Academic Advisor in order to be unblocked for registration.

# TROUBLE SHOOT



What does the following message mean?

- **Registration cancelled**

## Registration Canceled

You have either refreshed this page or tried to access registration without having allowed pop-up windows.

The Registration page uses pop-up windows. Please be sure to enable them:

Mozilla Firefox: Click on the settings icon in the top right corner > select Options > Content > untick "Block pop up window" > OK

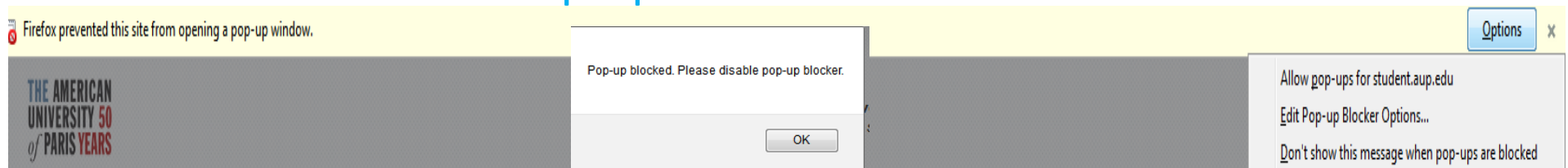
Internet Explorer: Click on the settings icon in the top right corner > select Internet Options > Privacy tab > untick "Turn on Pop-up Blocker" > OK

Your web browser's pop-up blocker needs to be disabled.  
Use Internet Explorer or Mozilla Firefox only (the student portal is not compatible with Safari, Chrome, etc.)

# TROUBLE SHOOT



- **How to manually disable the pop-up blockers:**
  - ✓ A warning message should open in the top right corner of your web browser that allows you to select **“Disable Pop-up blocker.”**



- ✓ Mozilla Firefox: Click on the settings icon in the top right corner > select Options > Content > untick “Block pop up window” > OK
- ✓ Internet Explorer: Click on the settings icon in the top right corner > select Internet Options > Privacy tab > untick “Turn on Pop-up Blocker” > OK

# TROUBLE SHOOT



I want to go back to the Student Portal menu after opening the Registration page, but am unable to.

As the menu on the left indicates, you must “**Process Registration** or **Cancel** to return to menu.”

Click on **Cancel** to return to the landing page menu.

Pauline Bonnot Friday, March 27, 2015

Current term: Spring 2015 Unofficial Registration

Student Portal - Registration for multiple sections of the same courses is allowed. You are allowed to take a maximum of 18 credit hours this term.

Click on **Process Registration** or **Cancel** to return to menu **Process Registration**

[Open Course Registration Guide](#) Show Academic Information Show Filter Show Pending Courses

# TROUBLE SHOOT



**I want to consult a complete Course Registration Guide on how to register online.**

You can access it directly on the Registration Page by clicking on [Open Course Registration Guide](#) or by accessing the Registrar Office [Registration page](#) on the public web site.

The screenshot shows a user interface for a student named Pauline Bonnot. At the top left, the name "Pauline Bonnot" is displayed. Below it, a yellow box indicates the "Current term: Spring 2015". A blue header bar contains the text "Unofficial Registration". Below this, a dark blue bar contains the text: "Registration for multiple sections of the same courses is allowed. You are allowed to take a maximum of 18 credit hours this term." A red "Cancel" button is visible. At the bottom, there are three buttons: "Show Academic Information", "Show Filter", and "Show Pending Courses". On the left side, there is a navigation menu with "Student Portal" and "Open Course Registration Guide" (the latter is highlighted with a yellow box). A note in the menu says: "Click on Process Registration or Cancel to return to menu".



# TROUBLE SHOOT



What does the following message mean?

- **You are allowed to take only 18 credit hours this term:**

You have reached the maximum number of credits for which you can register under full-time tuition.

You will need to complete [Course Overload petition webform.](#)

Your request will be processed on the second day of class at 5:00pm, after which point you will be able to register yourself into the fifth class.

For more information about academic policies, consult the [Academic Handbook.](#)

# TROUBLE SHOOT



## What do the following messages mean?

- **FacAppReq** : Stands for “Faculty Approval Required” (used for classes requiring an application, e.g. directed studies, thesis, senior projects, etc.) You must complete the relevant [application/paperwork](#) and submit it to the Registrar’s Office before you can register for the class.
- **PreReq** : You are missing a prerequisite to register into this class. Click on the course title to view all required prerequisites. Bypassing a prerequisite requires the completion of a Permission to Enroll form. Only your Advisor can provide you with this form, to be submitted to the Registrar’s Office once all required signatures have been acquired.

# TROUBLE SHOOT



**If you are trying to register and are unable to do so, please make sure that:**

- you are logged into the correct semester  
( **Selected Semester** : the one you want to register for )
- the registration window that corresponds to your college level (the number of credits earned) is open
- you are not blocked from registration by Student Accounting Services. If the message below appears, please contact [sas@aup.edu](mailto:sas@aup.edu)

## Registration Alerts

Registration for this student and term cannot continue because:  
Student has an active business hold that prevents registration