

## Registration FAQ

### Why can't I register?

- Check to make sure the specific sections are in “your cart” (planned). You cannot register with only a class planned; you need to have sections planned.
  - o Remember to click the Big Blue Register Button at the top when you are done!
- You can't register if you have a hold on your account. Holds can only be lifted during office hours.
  - o Business Holds: **please contact the business office** to pay your bill which will get your hold removed. Please see below for processing time.
  - o Graduation Application Hold: Please turn in your Graduation Application to the Registrar's Office. **This is the only hold that the Registrar's Office can lift.**
  - o Not Advised: **You need to meet with your advisor before registering, the Registrar's Office cannot mark you as advised only your advisor can.**
  - o You may need to fill out your Emergency Contact Information on SC Connect. **Please check any notifications on SC Connect to see if there is anything that will need to be done before you can register.**
  - o Be sure you are not trying to register during a day/time that has not been assigned to you.

### What if I'm not available to register during my registration date and time?

- **NO WORRIES!**
  - o Unfortunately, we cannot change your registration date or time.
  - o Your registration will open during your time and remain open until the end of the add/drop period of the upcoming semester.
  - o The next registration groups do not open until 5:30 pm the following evening.
  - o If you run into an issue with registration after office hours, you can stop by the office the next day and get help.

### What if a class is full or needs instructor permission?

- You will need to fill out a course add form, which can be found on SC Connect on the right side under Registrar's Office. Use this instead of an email from the professor.
- **Why isn't it letting me add the professor on the Course Add Form?**
  - o You must type out the Professor's full name correctly; copying and pasting their name will not work.

### How long does it take to process different types of payments?

- The payment shows up immediately on the student account, but it takes a few days to process the payment. It takes about a week following the payment to alert if there are any

issues with the payment. The Business Office will reach out to the student if this is the case.

**How long does it take to get my Business Hold lifted once I have paid?**

- The payments show on the student account immediately. Removing the Business Office Hold is a manual process that can only be done during business hours. If the student pays after business hours, the student can send an email to the Business Office ([business.office@mysimpson.onmicrosoft.com](mailto:business.office@mysimpson.onmicrosoft.com)) to alert them that a payment has been made. Emails are checked regularly during business hours and items are processed during the business day.

**What is the maximum balance that a student can have and still register?**

- The maximum balance that a student can have and still register for classes is \$200. Please talk to the Business Office if you need clarification.