**Registration Error Help Guide**

**CLASS IS FULL ERROR**

Who sees this? Students in Live Interactive classes.

Why? The high school section looks full—but it usually isn’t!

What to do:

* Select "Waitlist" from the dropdown menu during registration.
* Tell your facilitator you joined the waitlist.
* When a seat opens, you’ll get an email to register.
* You’ll have 24 hours to register before being removed from the waitlist.

Facilitators: Email the Live Interactive Registrar to request a cap increase once a student joins the waitlist.
[**More information on waitlists →**](https://www.uvu.edu/registration/waitlist-info.html)

**PREREQUISITE ERROR**

Why? You haven’t met or submitted the required prerequisite.

What to do:

* You’ll need to wait until your prerequisite/test score is recorded in the UVU system before registering.
[**See the prerequisite list →**](https://www.uvu.edu/concurrent/docs/24.25prereq.pdf)

**REGISTRATION HOLD**

Why? Usually for academic or financial reasons.

What to do:

* Academic Hold: Check [Academic Standards](https://catalog.uvu.edu/academic-policies-standards/) or meet with your CE advisor.
* Financial Hold: Pay through MyUVU or call the Bursar’s Office
* If the charge seems wrong, contact the Bursar’s Office.

[**Pay balance →**](https://www.uvu.edu/cashier/)[**Meet with your CE advisor →**](https://www.uvu.edu/concurrent/advising/index.html)

**NOT A STUDENT**

Why? You haven’t submitted the admission form, or you chose the wrong semester.

What to do:

* Complete the [**Concurrent Enrollment online admission form**](s%20Concurrent%20Enrollment%20Online%20Admission%20Form)**.**
* If you applied for the wrong semester, contact the UVU Enrollment Coordinator responsible for your high school for help.

[**Find your UVU Enrollment Coordinator →**](https://www.uvu.edu/concurrent/enrollment_counselors/index.html)

Have questions? We’re here to help!
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