

Part-Time Studies: Troubleshooting Your Registration Errors

The error messages that appear in Banner during registration are very specific; be sure to include the exact message (**screenshot**) when contacting the Office of the Registrar in any capacity to ensure prompt troubleshooting. Some common errors you may encounter are:

Error Message	Possible solution
Registration Error! Your program cannot take this course Connect with the Office of the Registrar ptsregistrar@georgiancollege.ca	If you see this error and this course is part of your program: - Try a different CRN. Some CRNs are set up with restrictions. - Try a different CRN with a different campus. If you see this error, and you are not sure that this course is part of your program, you may not have the correct program major to take this course. Connect with your program contact.
NOTE: most errors in Banner give instructions for resolution by connecting with the Office of the Registrar. For example: Registration Error! We are unable to locate the Program for major: BOKP campus: BA semester: 1. Please send a screen shot of this error to contact Office of the REGISTRAR for further information. Don't forget to include your full name and student ID number.	
Registration Error! Student status prevents registration	This error can mean: You have an inactive student record as you have not taken courses for more than 2 semesters in a row. Contact: Office of the Registrar
Registration Error! Registration on CRN 12345 failed due to ORA-20525: Duplicate CRN	Contact: Office of the Registrar
Registration Error! Your student record was not found	There is an issue with your record such as your address Contact: Office of the Registrar
Registration Error! You are missing a prerequisite and cannot take this course.	You are missing the pre-requisite or co-requisite to the course you are trying to register for. You are able to view pre-requisites in MyPath by selecting the desired course and reviewing the description
MISC: There is a red "X" appearing next to the course in my shopping cart.	The red X is simply a way for students to remove course(s) from your shopping cart.

Registration Error! Outstanding balance	Before registering for additional courses, all outstanding fees must be paid. *Login into Banner to view outstanding fees. *Georgian's Payment Information webpage.
Important: OSAP Applicants	If you're applying for OSAP, make sure you know which courses you're ready to register for before proceeding with checkout. All required courses must be added to your cart before completing your registration. Once you leave your cart, you will be registered in the courses currently selected, and you will not be able to add additional courses to that registration. If this occurs, please contact ptsregistrar@georgiancollege.ca for assistance