



## Web Enrollment *F*requently *A*sKed *Q*uestions

What is the FIRST step in Web Enrollment?	Visit with your advisor, who will provide you with a registration PIN. Don't forget this PIN.
I was not enrolled in the last semester but was enrolled the semester before that. My advisor does not have a registration PIN for me. When can I register?	You must re-apply for admissions before registering. Visit <b>www.washburn.edu</b> and select <b>Future Students</b> or visit the Admissions Office. Once admitted, you may register after meeting with an academic advisor to obtain a registration PIN.
Where do I go to register on the Web?	You must register through MyWashburn at <b>my.washburn.edu</b> after providing a User Name and Password to authenticate yourself.
I've never logged in to MyWashburn. How do I get my User Name and Password?	Access <b>my.washburn.edu</b> and select <b>Retrieve Account Information</b> on the right. You will need to enter the last 4 digits of your social security number and your Washburn Identification Number (WIN).
I'm trying to retrieve my MyWashburn User Name and Password, but I don't know my Washburn Identification Number (WIN). What do I do?	If you have an iCard, your WIN is displayed on your iCard. If the WIN is NOT 8 digits long, you have an OLD iCard, and the number displayed on OLD iCards won't work. You can: <ul style="list-style-type: none"><li>• Get a new iCard OR</li><li>• Ask your advisor to look up your WIN</li></ul> In both cases, you will need to provide identification.
I've logged in to MyWashburn before, but now I've forgotten my password. What do I do?	Access <b>my.washburn.edu</b> and select <b>Forgot Your Password</b> . You will need to enter the last 4 digits of your social security number and your Washburn Identification Number. Your password will automatically be reset to your initial password. You must WAIT 15 minutes before trying to log in.
I've logged in to MyWashburn. What now?	Look for the <b>Register for Courses/Web Enrollment</b> in the right hand column.
Once I get to the Registration Menu, what do I do?	Read the instructions at the top of the screen. There you will find a link to <b>Steps for Web Enrollment</b> . Alternatively, you may just select the menu items in sequence and READ THE INSTRUCTIONS at the top of each screen.
I already know what courses I want to enroll in, and have written down all the Course Reference Numbers (CRNs). Do I have to Search for Available Courses?	No. But when you attempt to <b>Register for Courses</b> , you may find that some of these sections are closed. In this case, you will want to do a <b>Class Search</b> at the bottom of the <b>Register for Courses</b> screen.
What if I have a "Hold" which prevents me from registering?	If you get a message that states that you have a hold preventing you from registering, go to the <b>Check your Registration Status</b> screen, scroll to the bottom and <b>View Holds</b> . The type of hold(s) will display on this screen. To find out how to resolve the hold, view <b>Explanation of Holds</b> , a link on the <b>View Holds</b> screen.
I'm getting a message "You are not permitted to register at this time." Why not?	During advance enrollment, there is a schedule for enrolling which is based upon a student's classification and the first letter of their last name. (Consult <b>Web Enrollment Schedule</b> on the <b>Registration Menu</b> .) To determine your classification for registration purposes, select "Check Your Registration Status" from the Registration Menu and look for "Your Class for Registration purposes....."  While fees are assessed and/or while financial aid is being disbursed, Web enrollment may be temporarily disabled.



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I get a registration error message when I try to register for a course. It's difficult for me to tell what this message means. How can I find out?	On the <b>Register for Courses</b> screen on the Registration Menu, there is a link to <b>Registration Error Messages</b> . View this file to help you decide what to do next. In most cases, you will not be able to complete the registration process until you have obtained an "override" from the person or department indicated on this <b>Registration Error Messages</b> screen. It will really speed up the process if, for each course needing an override, you write down the TYPE of override required corresponding to the error message you received. Tell the person or department that you need this TYPE of override.
How do I check to see if a requested override has been processed?	From the Registration Menu, select <b>View Your Registration Status</b> . Any overrides that have been granted will be listed on this page.
Do I have to sign up for all of my courses in one MyWashburn session?	Absolutely not. See <b>Web Enrollment Schedule</b> for dates when Web enrollment is available. This link can be found at the top of the <b>Registration Menu</b> . You may add and/or drop courses throughout the enrollment periods indicated in the <b>Web Enrollment Schedule</b> document. For courses that must be taken during the same semester (linked courses and co-requisite courses), however, you will need to enroll in each of these courses during one MyWashburn session.
How do I enroll in a variable credit course or change a course to pass/fail?	Variable credit courses default to the lowest number of possible credits for the course. Access the "Change Course Options" screen from the <b>Registration Menu</b> to change number of variable credits or change a course to pass/fail.
How will I know when I am done with Web Registration?	When you have selected <b>View Student Detail Course Schedule</b> from the <b>Registration Menu</b> , and it shows the courses you desire with the options you desire (audit, pass/fail, credit), then you have completed the registration portion of Web enrollment. <b>View Registration Fee Assessment</b> for additional information.
After registering for courses, I tried to view my transcript through the Student Records Menu, and was told " <b>Your transcript is not available due to holds on your record.</b> " Why?	The Registrar's Office may be auditing your transcript and has placed a hold on your transcript during this audit.
This Web enrollment stuff is "nifty." What else can I do through self-service?	Select <b>View Self-Service Menu</b> where you will find a link to the <b>Personal Information Menu</b> . Take the time to update your permanent and current addresses. Also, view your directory profile and decide whether or not you want the information displayed to appear in the fall printed campus directory.
Who has access to the information I am seeing on the MyWashburn screens?	This is a VERY good question. When you access self-service menus, <b>you</b> are the only person who can view this information through MyWashburn. Of course, if you walk away from MyWashburn without logging out, someone else could view and/or update your information. So, don't forget to log out!
Who do I contact if I have questions about enrollment? Who do I contact if I have questions about paying tuition and fees? Who do I contact if I have questions about financial aid?	Contact <a href="mailto:enrollment@washburn.edu">enrollment@washburn.edu</a> . Contact <a href="mailto:business-office@washburn.edu">business-office@washburn.edu</a> . Contact <a href="mailto:financial-aid@washburn.edu">financial-aid@washburn.edu</a> .