Registration Frequently Asked Questions

**Problem:** “I’m trying to register for a course that has a lab but the system won’t let me.”

**Solution:** You need to register for the lecture and the lab at the same time.

Log into Student Planning and select “Go to Plan & Schedule” on the “Plan Your Degree & Register for Classes” option:

Select the applicable semester by clicking on the arrows:

![Select the applicable semester](image)

On this screen, you will see a list of courses on the left and a calendar view of courses on the right.

![Calendar view](image)

If the course consists of a lecture and a lab, both sections need to be on your calendar view with no conflicts. Once that is set, you need to select the blue “Register Now” button in the upper right corner (see screen shot on next page).
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Alternatively, you can add all 4 of the courses for which you wish to register to your calendar view and, if there are no conflicts (which will appear in red) and you are ready to register for all courses showing on your calendar, you can then select the blue “Register Now” button from the upper right corner.

Problem: “I’m trying to add a 5th class but the system won’t let me.”

Solution: Students cannot add a 5th class until the add/drop period opens during the first week of classes.

Problem: “I’m trying to register for a language or Mathematics class but I haven’t taken the placement exam yet.”

Solution: You need to contact the applicable academic department.

Problem: “I have a Registration hold on my account that’s preventing me from registering.”

Solution: These holds are strictly managed by the Student Accounts Office. You need to contact stuaccts@hamilton.edu. They are the only office that can release this type of hold.
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**Problem**: “I can’t add myself to the Waitlist for a course.”

**Solution**: Keep in mind: you cannot be on the waitlist for more than one section of the same course and you cannot be on the waitlist for a course for which you are registered.

**Other Tips**:

➢ Use a computer, not your phone
➢ If you can’t figure out why things aren’t working right, try logging out and logging back in again and/or clearing your cache.
  - If you are using Chrome, click on the 3 little dots in the upper right corner of the screen:
  - Select “Settings”
  - Select “Privacy and Security” from the left-hand column
  - Select “Clear Browsing Data” under “Privacy and Security”:
    - Select “Browsing History” and then the blue “Clear Data” button