

This document serves as a checklist for staff if there are any issues when registering a student in Workday. If none of these tasks resolve the issue, please contact your Director of Advising.

## CHECKLIST

- ☐ Check Student Status
  - Type and search for a student in the search bar.
  - Click on the appropriate student's name to access their Student Profile.
  - Confirm the student is 'Active' and their stage is 'Student' in the Student Recruitment section.
- ☐ Check Student Holds
  - Click Action Items and Holds from the Student Profile Menu.
  - Click the Active Holds tab.
  - Review the student's holds and direct student as needed.
- ☐ Complete Student Onboarding (If student has SR: Student Onboarding Hold)
  - Have student login to their Workday profile.
  - Go to their My Tasks inbox.
  - Complete the assigned Student Onboarding materials.
  - Attempt to register again.
- ☐ Confirm Course Section is Published
  - Type and select 'RPT – Find Course Sections' in the search bar.
  - Fill in report fields as needed to find the course section the student is attempting to register for.
  - Select the course section from the list.
  - Confirm the section status is 'Open'.
- ☐ Run Troubleshooting Console
  - Type and select 'Registration Troubleshooting Console' in the search bar.
  - Enter the student's name.
  - Enter the courses and sections the student is attempting to register for in their respective fields.
  - Click OK.
  - Click Course Eligibility.