



# What Do MyBenU Error Messages Mean?

## Registration Error Explanations

### MY BEN U - BEN U CONNECT LISTING OF REGISTRATION ERRORS

- **Registration Appointment Error** - "YOU DO NOT HAVE A VALID ENROLLMENT APPOINTMENT AT THIS TIME." You can view your enrollment appointment using the View Enrollment Appointment page. If you do not have a valid registration appointment, see the Student Success Center for assistance.
- **Not Eligible to Enroll for Term Error** - "THE TERM ELIGIBILITY FLAG HAS NOT BEEN CHECKED BY YOUR ACADEMIC ADVISOR." See your academic advisor so the Eligible to Enroll "box" is checked. All freshmen, new transfers and, those on academic probation must see their advisor each time that an academic transaction is to be processed.
- **Pre-Requisite Error** - "THE PUBLISHED REQUIREMENTS HAVE NOT BEEN MET FOR THIS SPECIFIC CLASS." The enrollment request cannot be processed unless the pre-requisite is satisfied or a permission number from the academic department is obtained to override the pre-requisite.
- **Related Class Error** - "FOR SOME LABS AND LECTURES, A CLASS COMPONENT SUCH AS A RECITATION OR DISCUSSION OR LAB IS REQUIRED FOR THE CLASS REGISTRATION TO BE PROCESSED." Check the course schedule for the related class and enter as the related component.
- **Hold on Record Error** - "THERE IS A HOLD ON YOUR RECORD WHICH PREVENTS ANY ENROLLMENT ACTION." The hold must be removed before any enrollment action can take place. The hold may be as follows: financial (See Ben Central) Ext. **6500**; Immunization - health hold Ext. **6046** (See Student Health Service); Library hold - (See Library). Ext. **6050**
- **Maximum Term Unit Load Exceeded Error** - "THE ADD REQUEST IS NOT PROCESSED SINCE THE UNIT OVERLOAD LIMIT WILL BE EXCEEDED." If an undergraduate full time student, the maximum credit load is 18 semester hours. See your advisor for overload approval and he or she will notify the SSC to adjust your credit limit. If on academic probation, see the SSC for approval to go over the credit limit. Note: Waitlist for more than 4 total units will also prompt this error message .
- **Department Consent Required to Enroll Error** - "YOU CANNOT ENROLL FOR THE CLASS UNTIL DEPARTMENT CONSENT IS PROVIDED." See the academic department offering the course for approval and receive a pin number to use when processing the enroll request.
- **Permission Number Is Not Valid Error** - "YOUR PIN NUMBER IS NOT VALID AND MAY BE EXPIRED OR IS INCORRECTLY RECORDED." See the academic department offering the course for a new pin number or a correct one. Student Pin Numbers must be used immediately. Pin numbers are re-assigned to other students if not used immediately. You will be required to obtain a new pin number if your original number was re-assigned and you receive this error message.
- **Not Enrolled, Class is Full Error** - The class limit has been reached. If available, choose the Waitlist OK option and resubmit the enrollment request. NOTE: All student requests on a **Waitlist are VOID** (even if waitlist *continues* to show on student's schedule) after midnight on Sunday night the 1<sup>st</sup> week of school. Starting Monday morning students are permitted into class on a first come first serve bases with consent from instructor and pin number. Waitlist showing on your schedule does NOT mean you are registered for the course.
- **Course Previously Taken and May be Subject to Institutional Repeat Policy** - "THIS IS *NOT A REGISTRATION ERROR* BUT SIMPLY A WARNING OR ADVISING REMINDER THAT YOU HAVE ATTEMPTED THIS CLASS BEFORE AND YOU ARE SUBJECT TO BENEDICTINE UNIVERSITY'S COURSE REPEAT POLICY UPON COMPLETION OF THE COURSE." View [www.ben.edu/advising](http://www.ben.edu/advising) for policy.
- **Multiple Enrollment Not Allowed for Course, Add Not Processed Error** - "YOUR ENROLLMENT REQUEST WAS NOT PROCESSED SINCE YOU ARE ATTEMPTING TO REGISTER FOR MORE THAN ONE SECTION OF THE SAME COURSE WITHIN THE SAME TERM."
- **Login Problems** - If you are having difficulty logging into your account please go to [www.ben.edu/MyBenU/](http://www.ben.edu/MyBenU/) and try resetting your password. Other wise contact the Helpdesk for additional support 630-829-6684.
- If you are continuing to have problems registering for courses please stop by the Student Success Center (Krasa 012) for additional help.