myEnrolment
Error Messages
ABOUT THIS GUIDE

Whilst enrolling via myEnrolment you might come across error or warning messages. Many of these will be self explanatory and you will understand how to resolve the error. Other errors may be more confusing so we have created this document to help you understand what they mean and what to do.

If you receive an error message that is not included here, contact Campus Central for further information.
LOGIN ISSUES

Forgotten Username or Password / Can’t login to myEnrolment

Username: your username was provided via email to your personal email account.
Email subject line: Welcome to the University of South Australia
Your Username is usually the first four letters of your family name followed by some numbers. For example, smith006.

If you can’t find your username contact the IT Helpdesk on 08 8302 5000 or 1300 558 654.

Password: Your default password is the first four letters of your family name (the second letter must be uppercase), followed by the day and month of your date of birth (eg sMit1203).

If your family name is less than four letters you will need to substitute your default password with 'x'. For example, if your family name is Ng and your date of birth is 17 March, your password will be nGxx1703.

Note: students who have previously studied at UniSA will need to use their previous password. If you have forgotten your password, please contact the IT Helpdesk on 08 8302 5000 or 1300 558 654.

If the system is not accepting your username or password, please contact the IT helpdesk on 8302 5000 or 1300 558 654 for assistance.

Not Eligible to use myEnrolment

If you are not active in a program that allows enrolment via myEnrolment, you will receive the following error message when you attempt to login.

This message will occur if you are recorded as ‘inactive’ in a program (i.e. Completed, Discontinued or Withdrawn from your program).

This message also occurs if you are ‘Active’ in a program that does not allow online enrolment, such as Open Universities Australia (OUA), Short Program and Offshore students.

If you think you should have access to myEnrolment please contact Campus Central.

myDetail access only

Research students have access to the myDetails application, but don’t have access to myEnrolment. This is
because they do not enrol themselves via myEnrolment.

You can use myDetails to maintain your personal information, such as addresses, phone number, emergency contact information, etc.

If you think you should have access to myEnrolment please contact Campus Central.

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myDetail and my Timetable access only

Students in programs that do not enrol via myEnrolment (ie Cross Institutional, Audit or Non-Award programs) will have access to the myDetails and my Timetable pages. My Details allows you to update your personal information at any time. My Timetable allows you to view your enrolments in a calendar view.

Select my Timetable via the blue menu bar.
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CHECKLIST ERRORS

Checklist not assigned

If you receive the following error message when you select Checklist in myEnrolment please contact Campus Central.

Campus Central to note: If student's program has been activated today (i.e. they've been on leave or just been admitted into their program that day) they will need to wait overnight for their checklist to be assigned. Checklist assignment occurs as an overnight batch process and is dependent on student being term activated for that year.

An error occurred obtaining student/residency/prior education/parental education information

If you receive one of the following errors in the Checklist or my Details, it means that some personal information is missing from your student record that is preventing the page from opening. Please contact Campus Central to assist.
Date of birth message

The following message will appear in Step 1 (Personal Details) of the Checklist if your date of birth indicates you are under 17 years or over 99 years of age. It is just a warning message to prompt you to check that your date of birth is entered correctly.

Your date of birth indicates that you are younger than 17 years old or older than 99 years old. Please ensure your date of birth is recorded correctly.

You can still continue through the checklist by selecting your UniSA Student Association (USASA) membership status and clicking on the Save button.
ENROLMENT ERRORS

Can’t Add Courses (no Add Course button)

If you can’t view the Add course button in the Manage my Enrolment section, there are a couple of possible reasons which are explained below.

Your program hasn’t opened for enrolment

Your Add Course button will not display until the designated time on your program open date. Instead you will have a message stating your enrolment open time and date. See screen shot below.

Tip: If you are waiting for your enrolment to open at your designated time whilst viewing this page, you will need to refresh the page for the Add course button to appear.

Click the Refresh button.

Has the Enrol By Date passed for that Study Period?

Enrolments are only available via myEnrolment up until the Enrol by Date, after this date the Add Course button will disappear. Important dates for the study period are displayed above the orange band on the Manage my Enrolment page.

You may still seek permission to enrol in the course up until the Census Date, but you need to fill out an Add/Drop Classes form and have it approved and signed by the Course Coordinator, before lodging it at Campus Central.

Go to the Campus Central website.

Student Forms > Domestic and International General > Enrolment > Add/Drop Classes

Requisites not met for Class

This message indicates that there is a pre or co-requisite for the course you are attempting to enrol in, and that you have not met the requisite. It lists the pre or co-requisite course/s in blue.

You should only proceed to enrol if you have already lodged an Application for Credit for the pre and/or co-requisite course(s), otherwise you will be removed from the course by your School.
Has your Commonwealth Assistance Form (CAF) been completed for that program?

Ensure that you have completed your Commonwealth Assistance Form (CAF) for that program. Whilst you are required to complete your CAF as part of the Checklist, this problem could occur if you have transferred to a new program since completing your Checklist. If so, select my Details from the menu bar and CAF from the left hand side menu. Then select the Update button next to the relevant (if more than one) Academic Program.

You are in Bad Financial Standing (BFS)

Your Add Course button will not display if you are in Bad Financial Standing. Click the link in the orange bar in myEnrolment to open your student portal for further information on your outstanding fees.
You are not eligible to enrol in this Study Period (Term Activation)

If you select the Add Course button but then receive the following message, it means you currently don’t have access to enrol in the selected Study Period (you are not ‘Term Active’ for that Study Period). Contact Campus Central who will be able to provide you access to the Study Period.

No enrollable Study Periods found for this Program

If you select the Add Course button but then receive the following message, it means you are currently not ‘Eligible to Enrol’ in that Study Period. This usually relates to an important piece of student data being missing in your record. Please contact Campus Central who will be able to update your student data and then provide you access to the Study Period.
If you receive the following message when searching for a course in the Add Course section of myEnrolment, there are a few things you should check.

Ensure the correct **Career** is selected (ie Undergraduate, Postgraduate or Non Standard). This is the Career of the course you are searching for and may differ from the Program (Degree) you are studying.

Ensure you are searching under the correct Study Period.

If you are not sure of the Class Number, try searching by **Subject Area** and **Catalogue number**.

You can just search by **Subject Area** if you are not sure of the Catalogue Number.
Time Clash

If a class time clashes with another class you are already enrolled in, you will see the following icon next to the class when you are enrolling. Please select an alternative class if possible. If there are no alternatives you may need to change one of the classes that you have already enrolled in.

![CLASH](image)

If you are unable to change your classes to create a clash free timetable you do have the option to enrol in a clashing class. However, you must check with your School beforehand to ensure that you can meet the minimum attendance requirements for both classes.

It is not recommended that you enrol in clashing classes when there is a regular (ie weekly) clash.

First year students must seek assistance from their School before enrolling in a time clash.

<table>
<thead>
<tr>
<th>Select</th>
<th>Attendance</th>
<th>Component</th>
<th>Class Number</th>
<th>Class Size</th>
<th>Students Enrolled</th>
<th>Notes</th>
<th>Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>3:5000</td>
<td>In Person</td>
<td>Lecture</td>
<td>60176</td>
<td>50</td>
<td>33</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Only students enrolled in one of the below programs DPL.A, DPL.B, DPL.C are permitted to enrol in this course

24 Sep 2013
26 Nov 2013
Tues
9:10 AM
12:00 PM
CWE-02-17

If you do proceed to enrol in a clashing class you will be asked to agree to the following Time Clash Declaration as you enrol.

Time Clash Declaration
This clash has a clash with one of your existing enrolments. If you have a clash with your School that you can meet the required minimum attendance for both classes you may proceed with this enrolment.
It is not recommended that you enrol in clashing classes when there is a regular (ie weekly) clash.
First year students should seek assistance from their School before enrolling in a time clash.

I understand that:
1. I am enrolling in a class that has a time clash with one of my existing classes.
2. It is my responsibility to ensure that I meet the attendance and participation requirements for each course.

If you believe that there is a timetabling error and that the courses should not be clashing, please notify eCurriculum.

Class Full

If a class is full, it will be greyed out and the Full Class icon will be displayed. You will need to select a different class that has places available. If you are unable to find an alternative class and you need to do the course, refer to the Override process on what to do next. Override information is available in myEnrolment under 'Enrolment Help'.

<table>
<thead>
<tr>
<th>Course EDUC 1040 - Junior Primary Practicum 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule</td>
</tr>
<tr>
<td>29 Jul 2018 - 26 Oct 2018</td>
</tr>
<tr>
<td>07 Oct 2018 - 26 Oct 2018</td>
</tr>
</tbody>
</table>

You can lodge a full class override via an online form available in myEnrolment. Submitting a request will not guarantee acceptance into a full class.

You should enrol into your second choice class to ensure you don’t miss out whilst you are waiting for the result of you override application. If your override is approved, you don’t need to drop your second choice enrolment before processing the new enrolment. The system will automatically drop and enrol you in the same step when enrolling in the accepted override.
Available Seats are Reserved (Requirement Group)

If you try to enrol in a class where you do not meet the requirements, you will receive the below message.

Available seats are reserved. Reserved seat requirement not met. Student not enrolled. (14640,213)

This course is restricted to students in specific programs. For further information regarding this course, please contact your School office. If you believe you should be able to enrol into this course, refer to the Override process on what to do next. Override information is available in myEnrolment under ‘Enrolment Help’.

Department Consent Required

When trying to enrol into a course that requires Department Consent, you will get the following message. Department Consent is used, for example, for courses with a very limited number of places. You need to contact your School office to be able to enrol into this course. If you are unsure who to talk to, contact Campus Central for further information.

Department Consent Required to Enrol in Class, Add Not Processed. (14640,38)

Maximum Term Unit Load Exceeded

The following error occurs when you try to enrol in a course that will exceed your unit load (a normal full-time study load is 18 units per study period). If you need to enrol in more than 18 units, refer to the Override process in myEnrolment on what to do next.

Maximum term Unit Load exceeded. (14640,30)

Override information is available in myEnrolment under ‘Enrolment Help’.

Note: Part-time students can only enrol in 9 units per first and 9 units per second half of year. If you want to change your load from part-time to full-time, please contact Campus Central for assistance.

Career Error

This error will occur if you are attempting to enrol in a course outside of your Career. For example, if you are an Undergraduate student attempting to enrol into a Postgraduate course. If you think you should be allowed to enrol in this course please contact your School office.
### Enrolling in a course that you have previously passed

If you attempt to enrol in a course that you have previously passed you will receive the following error message.

<table>
<thead>
<tr>
<th>Error Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>You have successfully completed this course in a previous study period and therefore enrolment is not permitted.</td>
</tr>
</tbody>
</table>

Students are not permitted to enrol in a course they have previously passed as part of the same program. See the following excerpt from the Enrolment Policy:

1.12 Once an award student has passed a course, regardless of their final grade, they are not permitted to re-enrol in the same (or equivalent replacement) course as part of that award program. Students who enrol in the same course twice (having passed the first attempt) will have that course enrolment cancelled and be refunded any fees or charges incurred for that course.

### Enrolling in a course for which you have a blank or incomplete grade

If you attempt to enrol in a course for which you have previously enrolled, but there is either no grade entered or an 'Incomplete' notation, you will receive the following error message.

<table>
<thead>
<tr>
<th>Error Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>You are attempting to enrol into a course for which you have an Incomplete or a Blank notation, therefore enrolment is not permitted. You are required to contact the Course Coordinator to ensure a final grade is recorded before re-enrolment is considered.</td>
</tr>
</tbody>
</table>

If you have attempted and failed the course previously, but there is no grade entered, you need to contact your Course Coordinator or School office to have the Fail grade entered before attempting to enrol in this course again.

If you have previously passed this course, you are unable to take it again (see excerpt from Enrolment Policy above).

### Enrolling in a course you have already enrolled in current or future study period

If you attempt to enrol in a course for which you are already enrolled in the current or a future study period, you will receive the following error message.

<table>
<thead>
<tr>
<th>Error Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>You have already enrolled into this course in the current or a future study period. If you wish to change study period, you need to drop the future enrolment before re-enrolment is permitted.</td>
</tr>
</tbody>
</table>

You need to select an alternative course or drop the future/current enrolment in this course before attempting to enrol again.

### International Students enrolling externally or online

If you are a Temporary Entry student studying on a student visa, this message will be displayed if you enrol in an external or online course. International Students are advised not to enrol in external courses. You are advised to consult with your Program Director and [International Student Services](http://www.internationalstudent.southaustralia.edu.au) before proceeding.
You are about to enrol in an external course.

If you have a student visa you must:

- be enrolled in at least one internal course each study period
- not undertake more than 25% of your program online/externally

Failure to abide by these rules may result in cancellation of your Confirmation of Enrolment (CoE) which may affect your student visa. You are advised not to enrol in external courses as they may not provide the same level of interaction with University staff, fellow students and on-campus support facilities. We strongly recommend that you discuss your enrolment with your Program Director and an International Student Officer at the Student Engagement Unit before enrolling.

Select a Liability Status

If you receive the error message ‘Select a Liability Status’ whilst attempting to enroll, it means there is some incomplete personal information in our student system. Contact Campus Central who should be able to resolve this quickly.
DROP COURSE ERRORS

Can’t Drop Courses (no Drop selected courses button)

If you can’t view the Drop selected courses button in the Manage my Enrolment section, there are a couple of possible reasons.

Have you selected the correct Study Period?
Check that you have selected the Study Period for the course(s) you want to drop. If you have no enrolments in the selected Study Period the Drop selected courses button will not display.
Has the Withdraw Fail Date (WF) passed for that Study Period?

Dropped selected courses button is only available via myEnrolment up until the Withdraw Fail Date (WF), after this date the Dropped selected courses button will disappear. Important dates for the Study Period are displayed above the orange band on the Manage my Enrolment page.
Has your CAF form been completed for that program?

Ensure that you have completed your Commonwealth Assistance Form (CAF) for that program. Whilst you are required to complete your CAF as part of the Checklist, this problem might occur if you have transferred to a new program and therefore haven’t completed the CAF for that program. If so, select my Details from the menu bar and select CAF from the left hand side menu. Then select the Update button next to the relevant (if more than one) Academic Program.
If you are still unable to view the Drop selected courses button, contact Campus Central for assistance.

Dropping a Course when Prerequisites or Corequisites exist

When you attempt to drop a course that is a pre-requisite or co-requisite for another course you are enrolled in, you will see the following message.

You will be unable to drop the course without first dropping the pre or co-requisite course.

Example: if Math 1 is a co or pre-requisite to Math 2 and you want to drop Math 1, you will need to drop Math 2 first, then drop Math 1.

If you are trying to drop two or more courses that are linked via co or pre-requisites, you will need to drop them in the reverse order to your enrolment advice to avoid this error.

Example: if Math 1 is a co or pre-requisite to Math 2 and you want to drop both courses you will need to drop Math 2 first, then drop Math 1.

Example 2: if course A is a pre-req to course B, and course B is a pre-req to course C and you want to drop all courses. First drop course C, then drop course B and then drop course A.

If you are just trying to swap classes (not drop the course) please see Campus Central for assistance.
**Dropping last course in a Study Period**

When you drop your last course in a study period **new students** will receive the following warning message.

**Note:** that this message is only applicable if you are **not** intending to enrol for this study period.

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Study Period</th>
<th>Course Title</th>
<th>Class Number</th>
<th>Component</th>
</tr>
</thead>
<tbody>
<tr>
<td>COML 200V</td>
<td>SP5 - 2016</td>
<td>Employment Law</td>
<td>52420</td>
<td>Lecture</td>
</tr>
<tr>
<td></td>
<td>SP5 - 2016</td>
<td></td>
<td>59520</td>
<td>Tutorial</td>
</tr>
</tbody>
</table>

**New students** are required to complete at least one course during their first study period. If you don’t intend to enrol in your first study period, you are required to complete the ‘Withdrawal from Program’ section on the Leave of Absence or Withdrawal from Program form, or risk losing your place at University.
Dropping a course after Census Date

When you attempt to drop a course after Census Date you will see the following drop declaration. You can only drop the course if you indicate that you understand and agree to the following:

- you will incur the full course fees
- you will receive a W or WF depending on the drop date

If you agree to this by ticking the two check boxes you will be able to drop the course/s.
OVERRIDES

A reason is required error

When attempting to confirm your override request you might receive the following error.

This error will occur if you have entered a reason that is too long (over 500 characters). Please enter a shorter reason and try again.

If you have not entered a reason, please do so and try again.

Could not determine selected program code

If you receive the following error message when attempting to enrol in an approved override.

"Could not determine selected program code from Override Request Summary. Enrolment could not continue"

This means you are active in the same program twice so the system doesn't know which record to put your enrolment against. This may occur if you have previously deferred your program.

Please contact Campus Central to organise withdrawal from the duplicate program.

You can then enrol in your override. There is no need to lodge another override request.
ON LEAVE

If you are currently on leave for your program you will be unable to enrol in any Study Period that overlaps with your period of leave. Leave will be displayed as Status ‘LOA’ on the myEnrolment Home page under my Programs.

Please contact Campus Central if you would like to alter your Return from Leave date.
ANY OTHER ERROR MESSAGES...

If you encounter any error messages not covered in this document, please contact Campus Central for assistance.
GLOSSARY

Please follow this link HERE to view the full Glossary of University Terms for UniSA.