

Online Registration Messages

Messages provide students assistance when registration problems occur. Provided below are the definitions and solutions you are to follow in the event you receive a registration error message.

Login/Access Messages	Solution
Disabled PIN or Forgot PIN	Click PIN Reset located under the Secure Access Login box. If you do not have an email on file, please contact the Registration Help Line.
Failed Login ERROR – username/password not found <i>(verify you are using the correct ID or SSN)</i>	
Forgot Student ID Number <i>(If your Social Security Number is on file with Admissions and Records, you may use it as an alternate Student ID Number)</i>	Contact the Registration Help Line
Account Disabled – This account has been suspended temporarily for security reasons.	
You may not register at this time	Be sure you have selected the correct term for School of Continuing Education OR Closed for maintenance

Registration Messages	Definition	Solution
CLOSED SECTION	Class is closed; no seats available	Add a different class, add yourself to the Wait List if available, or petition class by attending first meeting
Program Restriction	You are not authorized to register for these courses	Contact the Registration Help Line
PREQ and TEST SCORE-ERROR	Prerequisite or test scores needed	Contact the Counseling Office
Registration changes are not allowed. Course status dates not within range for part of term.	Too late to add or drop or programming error	Contact the Registration Help Line
Time Conflict	Two classes with overlapping meeting times not permitted	Select courses that do not have overlapping meeting times or contact the Registration help line

Payment Error Codes	Definition	Solution
SERIOUS ERROR – Your credit card has been charged, but your student account has not been updated	Credit Card processing error	Contact the Bursar's Office phone: (714) 992-7555

Contact the SCE Helpdesk if you receive other Registration Messages.

REGISTRATION HELP LINE

E-MAIL: starhelp@sce.edu PHONE: (714) 808-4679

Or contact any of our three locations:

Anaheim	Cypress	Wilshire
(714)808-4645	(714)484-7038	(714)992-9500