

## Student Self Service Registration: Cannot enter CRN

**Issue Description:** On the **Enter CRNs** tab of the **Register for Classes** page, **there is no box to enter the CRN#**. Also, the bottom panels (Schedule and Summary) are **not displayed**, and the 'Schedule' / 'Schedule Details' are shown as links (they should be bottom panels).

**Resolution:** Check the **browser version**. It may be out of date. Update and try again. (Incognito will **not work** if the browser is out of date). Alternately, try a different browser.

**To update an out-of-date browser, the student can reach out to the HelpDesk : call 646-592-HELP [4357] or 800-337-2975 (for quickest help) or email helpdesk@yu.edu**

See [Image 1](#) for Issue

See [Image 2](#) for what the Registration page should look like

### Image 1:

The screenshot shows the 'Register for Classes' page on the Yeshiva University website. The page has a blue header with the university logo and navigation links. The main content area is titled 'Register for Classes' and has three tabs: 'Find Classes', 'Enter CRNs', and 'Schedule and Options'. The 'Enter CRNs' tab is active. Below the tabs, there is a section titled 'Enter Course Reference Numbers (CRNs) to Register' for the 'Term: Fall 2024'. This section contains a '+ Add Another CRN' link and an 'Add to Summary' button. A yellow callout box labeled 'Issue #1: not seeing a box to enter the CRN#' has an arrow pointing to the area where the input box should be. Below this, there is a section for 'Class Schedule for Fall 2024' with a 'Summary' link. A yellow callout box labeled 'Issue #2: The 'Schedule' and 'Schedule Details' large panels are not displayed. Instead, student is seeing these links' has an arrow pointing to the 'Schedule' and 'Schedule Details' links. At the bottom of the page, there is a footer with a note: 'Display or hide additional registration information using Ctrl + Alt + V. Use Ctrl + Alt + C to reset all panels.' and a system tray icon for 'Speakers (Realtek High Definition Audio(SST))'.

Image 2:

ellucian

Student • Registration • Select a Term • Register for Classes

### Register for Classes

Find Classes | **Enter CRNs** | Schedule and Options

#### Enter Course Reference Numbers (CRNs) to Register

Term: Zman Stav (Fall) 2024

CRN  Chinese Perspectives on Jewish Culture JPH 1003, CJC

CRN

+ Add Another CRN **Add to Summary**

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**Schedule** | Schedule Details | **Summary**

#### Class Schedule for Zman Stav (Fall) 2024

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
6am						
7am						
8am						

No registered or pending classes.

No registered or pending classes.

Total Hours | Registered: 0 | Billing: 0 | CEU: 0 | Min: 0 | Max: 0

Submit

Display or hide additional registration information using Ctrl + Alt + V. Use Ctrl + Alt + C to reset all panels.