Submitting a Fall 2024 Registration Ticket

1. Navigate to Academic and Enterprise Systems Support Portal

2. Login to the AES Support Portal

SUPPORT SERVICES

Welcome to AES Support Services. Our dedicated team is committed to providing our community with the best possible support for our academic systems, including myWCU, RamPort, and Navigate. Our goal is to ensure that you have the tools and resources essential for achieving success.

LOGIN TO THE AES SUPPORT PORTAL

REPORT A PROBLEM REQUEST SERVICES ONBASE SUPPORT
3. Select Request Services

4. Select Fall 2024 Registration Help
Select your current role at West Chester University. You will notice your name and email auto-populate the REQUESTOR NAME and EMAIL fields.

Select the challenge you are experiencing.
Your options will be as follows:

- Student needing course override for Fall 2024
- Staff not knowing how to register a student in banner
- Time Ticket/Enrollment appointment errors
- Closed Class Override
- Department Consent to Add
- Overload Credit Enrollment
- Prerequisite/Corequisite Override
- Course Repeats Error Message
- Assistance Enrolling into a Waitlist
- Other items that are directly related to Registration

Select whether this is for multiple students. The options are **YES** and **NO**.
If you select yes, you will be prompted with a text box to indicate all of the students and their IDs. You also have the option of adding an attachment with the full list.
If you do not have a full list, select **NO** to enter 1 student ID.

You can start by typing the student’s name.
12 Please make sure to enter the student’s ID in the Student ID field.

13 That will provide you a list of individuals. Select the appropriate student.
While we are requesting these forms be specific to Fall 2024 in RamPortal, you can indicate for Summer 2024 as well.
16 You may be asked to indicate course info on this form. These fields will be required in order to best assist you.

17 The CRN is the unique course number in RamPortal. This is optional and if you do not have it, that is OKAY.
Please indicate if there is anything else we can do to assist you.

- **Course Number**: 100
- **Course Section**: 01
- **CRN**: 12345

Is there anything specific you’d like us to know about your experience so we can best assist you?

Click "Request"
Click ‘Request’ one more time.