

# 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 campus 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



How can we help?



Report a Problem

Click here to create an Incident



Request Services

Click here for Data Request, Access Request, & Services



Find Answers

Click here to search for answers

My Requested Items

No records found

My Requested Items

No records found

Most Viewed Articles

How to complete Staff Clearance  
KB0011320 v2.0 • Cohenour, Der  
ago • about a year ago • ☆☆☆

### 4 Select [Fall 2024 Registration Help](#)

[Visit to IST Portal](#)

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KM

[Krier, Jenna M.](#)

Search Catalog



Request Items

[Data Request](#)

View Details

View Details

[Data Request](#)

Data Request

View Details

[Fall 2024 Registration Help](#)

Request help with a Fall 2024  
Registration Challenge

View Details

**5** Select your current role at West Chester University. You will notice your name and email auto-populate the **REQUESTOR NAME** and **EMAIL** fields.

WCU  
WEST CHESTER  
UNIVERSITY

Visit to IST Portal

Home > AES Service Catalog > Fall 2024 Registration Help > Fall 2024 Registration Help

S

\* Indicates required

\* Are you a Student, Faculty, Staff, or Department Chair?

Undergraduate Student

Graduate Student

Faculty

Staff

Department Chair

**Requestor Information**

\* Requestor Name Email

**Request Details**

\* Please select the challenge you are experiencing when trying to enroll for Fall 2024.

**6** Select the challenge you are experiencing.

Department Chair

**Requestor Information**

\* Requestor Name Email

**Request Details**

\* Please select the challenge you are experiencing when trying to enroll for Fall 2024.

-- None --

Department Consent to Add

Overload Credit Enrollment

Prerequisite/Co-Requisite Override

Time Conflict Override

Course Repeats Error Message

Assistance Enrolling into a Waitlist

Other

Add attach

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

**7** Select whether this is for multiple students. The options are **YES** and **NO**.

Department Chair

**Requestor Information**

\*Requestor Name

Email

**Request Details**

\*Please select the challenge you are experiencing when trying to enroll for Fall 2024.

\*Is this for multiple students?

**Course Information**

\*Term Selection

\*Course Department

8

You can select YES if you are entering the issue for more than 1 student.

Department Chair

### Requestor Information

\* Requestor Name

Email

### Request Details

\* Please select the challenge you are experiencing when trying to enroll for Fall 2024.

\* Is this for multiple students?

Yes

No

\* Course department

9

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.

### Request Details

\* Please select the challenge you are experiencing when trying to enroll for Fall 2024.

\* Is this for multiple students?

List of Student IDs and Name

### Course Information

\* Term Selection

\* Course Department

**10** If you do not have a full list, select **NO** to enter 1 student ID.

Krier, Jenna M. x ▾ JKrier@wcupa.edu

**Request Details**

\* Please select the challenge you are experiencing when trying to enroll for Fall 2024.

Course Repeats Error Message

\* Is this for multiple students?

Yes

|

-- None --

Yes

**No**

\* Term Selection

-- None -- ▾

\* Course Department ?

Ex. BIO

**11** You can start by typing the student's name.

Krier, Jenna M. x ▾ JKrier@wcupa.edu

**Request Details**

\* Please select the challenge you are experiencing when trying to enroll for Fall 2024.

Course Repeats Error Message

\* Is this for multiple students?

No

Student Name

Student ID

**Course Information**

\* Term Selection

-- None -- ▾

\* Course Department ?

**12** That will provide you a list of individuals. Select the appropriate student.

WCU WEST CHESTER UNIVERSITY Visit to IST Portal

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Requestor Information

\*Requestor Name Email

Krier	
<b>Krier, Jenna M.</b>	<b>JKrier@wcupa.edu</b>
Krier, Julianna	

*(Note: An orange circle highlights the row for Jenna M. Krier in the original image.)*

**13** Please make sure to enter the student's ID in the Student ID field.

Course Repeats Error Message

\*Is this for multiple students?

No

Student Name

**i** Krier, Jenna M. x

Student ID

0689040 *(Note: An orange circle highlights the Student ID field in the original image.)*

Course Information

\*Term Selection

-- None -- v

\*Course Department ?

Ex. BIO

\*Course Number ?

*(Note: A blue circle with a red center is located in the bottom left corner of the form area.)*

**14** Please enter the term you are trying to register the student for.

Course Repeats Error Message

\*Is this for multiple students?

No

Student Name

**i** Krier, Jenna M. **x**

Student ID

0689040

Course Information

\* Term Selection

-- None --

\* Course Department **?**

Ex. BIO

\* Course Number **?**

-

**15** While we are requesting these forms be specific to Fall 2024 in RamPortal, you can indicate for Summer 2024 as well.

Course Repeats Error Message

\*Is this for multiple students?

No

Student Name

**i** Krier, Jenna M. **x**

**|** **Q**

-- None --

Summer 2024

**Fall 2024**

-- None --

\* Course Department **?**

Ex. BIO

\* Course Number **?**

-

**16** You may be asked to indicate course info on this form. These fields will be required in order to best assist you.

Home > AES Service Catalog > Fall 2024 Registration Help > Fall 2024 Registration Help

Course Information

\* Term Selection  
Fall 2024

\* Course Department ?  
Ex. BIO

\* Course Number ?  
Ex. 100

\* Course Section ?  
Ex. 01

CRN ?  
Ex. 30005

**17** The CRN is the unique course number in RamPortal. This is optional and if you do not have it, that is **OKAY**.

\* Term Selection  
Fall 2024

\* Course Department ?  
Bio

\* Course Number ?  
100

\* Course Section ?  
01

CRN ?  
Ex. 30005

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

**18** Please indicate if there is anything else we can do to assist you.

Bio

\*Course Number 

\*Course Section 

CRN 

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

  Add attach

**19** Click "Request"

Visit to IST Portal Knowledge Catalog Requests  Krier, Jenna M.

ion Help > Fall 2024 Registration Help  



experience so we can best assist you? 

**20** Click 'Request' one more time.





