Student Registration Instructions for Banner Self-Service
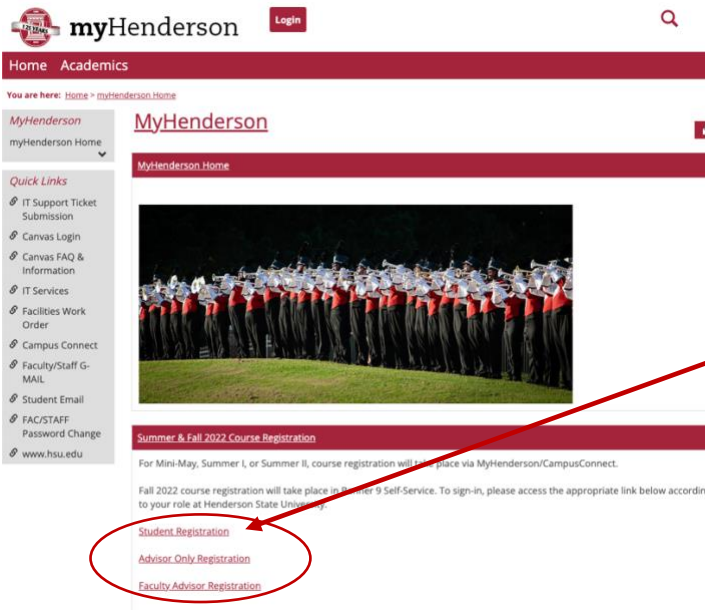
A link to Banner Self-Service can be found on the MyHenderson Homepage…
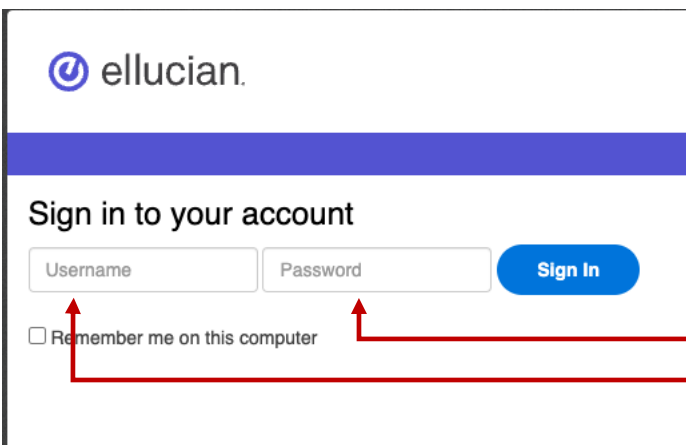

Make sure you use the link titled **"Student Registration"**

Alternatively, you may copy the following link into your web browser, which will take you directly to the Banner Self-Service sign-in page.

https://studentssb-prod.ec.astate.edu/StudentSelfService/ssb/studentCommonDashboard?mepCode=HENDSN

You will see the following prompt to sign-in…

The username and password for signing into Banner Self-Service are the same as for your campus email and MyHenderson.

After you select "Sign In" you will see the DUO authentication prompt. You must have the DUO app downloaded to your mobile phone to move past this point. If you have not yet installed DUO, then you may visit go.hsu.edu/DuoSetup for instructions.
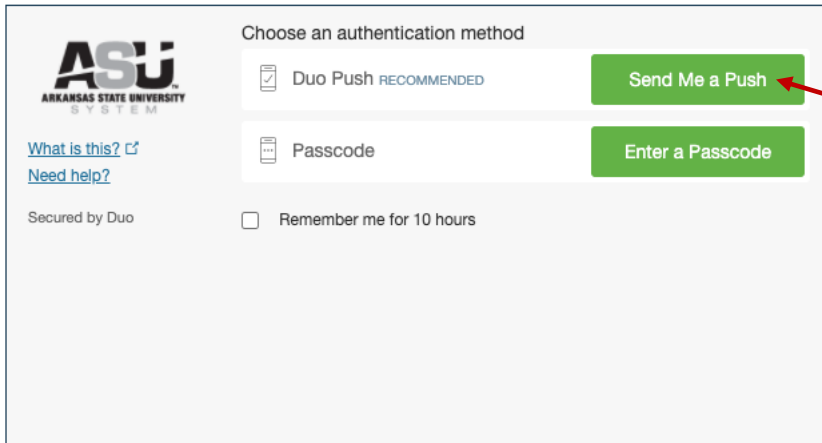
Select "Send Me a Push"

You will then receive a confirmation on your phone.

After accepting the confirmation prompt from your phone, you will be taken to the following student landing page for Banner Self-Service.
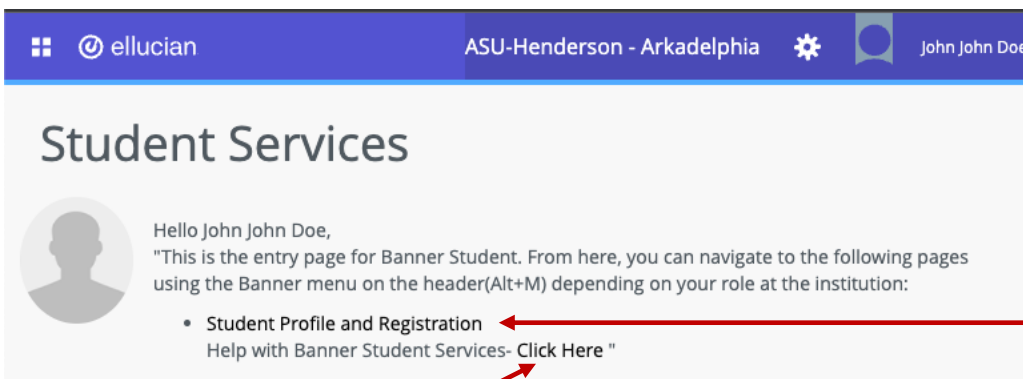
Your name will appear in the top right corner.

Please review the Help link if you have questions. Contacting the correct HSU operations office will greatly facilitate timely and accurate answers to your questions.

The "Student Profile and Registration" link will take you to the next portion of the registration process.

"Student Profile and Registration" takes you to your student profile…

IMPORTANT NOTE: Do NOT panic if you see something on the profile screen that looks different than you think it should. If you need to update your student information, please view the Registrar's Forms page, which will indicate the appropriate form to submit.

If you have already submitted a graduation application to the Registrar's Office – **PAY NO ATTENTION** to this section of the profile page. Your application is fine.

"Registration and Planning" will take you to the registration process (see next page).

"Additional Links" is not operational at this time.

You can view the current holds on your account from the profile screen.

See document Appendix for a summary of what to do if you have a specific hold.

"Registration and Planning" will take you to…

Add Classes to Your Schedule!

View only courses available for term you wish to register for.

Browse Course Catalog allows you to view ALL courses HSU offers – will include courses not available in the specific semester you are about to register for.

Register for Classes takes you to term selection. Depending on when during the academic year registration is taking place, sometimes more than one academic term will be available.

The first time you access term selection the term will not appear – select the drop-down arrow, and wait for the desired term (e.g., Fall 2022) to appear in the menu, then click on it.

After you have selected the desired term, you may select "Continue."

Now search for the subject area of the course you wish to register for. You may type in the full name (e.g., Mathematics), or you may enter the subject prefix (e.g., MTH).

Below are your search results...

You may expand the columns to view information in more detail.

Use the "Add" button to add a course to your schedule.

You can expand and contract three different windows within the registration portal.

Search Results
Weekly Calendar
Enrolled Courses

*See next page for example.

Register for Classes

Find Classes   Enter CRNs   Schedule and Options

Search Results — 25 Classes
Term: Fall 2022   Subject: Accounting

Search Again

Title	Subject Desc	Course	Section	Hours	CRN	Term	Instructor	Meeting Times	Campus	Status	Attribute	
Principles of Accoun... Lecture	Accounti...	2013	01	3	60...	Fall...	Hoskins, Marga...	S M T W T F S 10:00 AM - 10:50	Ark...	29 of 30 se...	Business Fee	Add
Principles of Accoun... Lecture	Accounti...	2013	02	3	60...	Fall...	Hoskins, Margar...	S M T W T F S 11:00 AM - 11:50 A	Ark...	30 of 30 se...	Business Fee	Add
Principles of Accoun... Lecture	Accounti...	2013	03	3	60...	Fall...	Almand, Andrew...	S M T W T F S - Type: Class Bu	Ark...	30 of 30 se...	Business Fee	Add
Principles of Accoun... Lecture	Accounti...	2023	01	3	60...	Fall...	Hoskins, Margar...	S M T W T F S 11:00 AM - 12:15	Ark...	30 of 30 se...	Business Fee	Add
Principles of Accoun... Lecture	Accounti...	2023	02	3	60...	Fall...	Massey, Lisa (P...	S M T W T F S 01:30 PM - 02:45	Ark...	30 of 30 se...	Business Fee	Add
Intermediate Accoun... Lecture	Accounti...	3053	01	3	60...	Fall...	Massey, Lisa (P...	S M T W T F S 09:30 AM - 10:45	Ark...	25 of 25 se...	Business Fee	Add
Intermediate Accoun... Lecture	Accounti...	3063	01	3	60...	Fall...	Almand, Andrew...	S M T W T F S 09:00 AM - 09:50	Ark...	20 of 20 se...	Business Fee	Add

Schedule   Schedule Details

Class Schedule for Fall 2022

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6am							
7am							
8am							
9am							
10am		Principles of Accounting A		Principles of Accounting A			
11am							

Open and close bottom panels to display extra registration information.

Panels

Summary

Title	Details	Hour	CRN	Schedule Typ	Status	Action	
Principles of Accoun...	ACC 2013,...	3	60606	Lecture	Pending	**Web Registered**	

Total Hours | Registered: 0 | Billing: 0 | CEU: 0 | Min: 0 | Max: 15

Conditional Add and Drop   Submit

When you select "Add"

The course will appear in the summary box

Your course is **PENDING** – you have not been successfully registered until you hit the submit button.

Note your weekly calendar of courses is beginning to be built.

Summary

Title	Details	Hour	CRN	Schedule Typ	Status	Action	
Principles of Accoun...	ACC 2013,...	3	60606	Lecture	Registered	None	

Total Hours | Registered: 3 | Billing: 3 | CEU: 0 | Min: 0 | Max: 15

Conditional Add and Drop   Submit

Notice the status now says *Registered*. You are now registered for this course.

What if you want to drop a course you have registered for? - See Next Page

Under the Action column, select the drop-down arrow, and then select Drop.

When your screen looks like the one below, select the submit button TWICE!!!

After you select the submit button one time…

After you select the submit button twice…

If you wish to add more classes…

Select the Search Again button in the top right corner of your search results (as shown above). For our example, we now attempt to add an Engineering and an English course.

John Doe has told Banner that he wants to add ENG 0231 and EGR 4443. Mr. Doe can tell Banner he _wants_ to add any course. If Mr. Doe lacks prerequisites, or is prevented due to other registration blocks (e.g., course closed), Banner will provide a notification after the submit button has been triggered.

Registration Error Indicators

Your only option at this point is to select "Submit" again, and the classes will be removed. The next page will explain how you may seek approval to register despite these errors.

When you have completed your registration session in Banner, you may sign-out by selecting the icon next to your name in the top right corner of the screen. You will not be able to seek approval for registration overrides from within Banner.
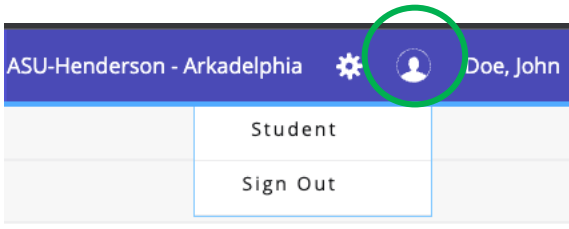
How to Request Override Permissions for the Following Error Messages…

- Instructor Approval Required
- Pre-Requisite and/or Test Score
- Class Maximum Enrollment (i.e., enrollment already at max capacity)
- Time Conflict (i.e., conflicts with another course you have registered for)

If you receive any of the above error messages, you may contact the Primary Course Instructor.

Question: If a course has more than one instructor, how do I know which is primary?

Answer: The primary instructor will be indicated within the course search results (see below). You may need to expand the instructor column within the search results to view the primary identifier.

Appendix – Registration Holds

What should I do if I have a hold on my account?

Code 10 = Academic Probation Hold
- You must start the registration process by meeting with your assigned academic advisor. The advisor will release the hold for you in Banner Self-Service. Your assigned advisors are listed on your student profile in Banner Self-Service.

Code 11 = Academic Suspension Hold
- Students are not permitted to register while on academic suspension. Please refer back to your suspension notification (sent by email) for instructions concerning when you may return to the university.

Code 12 = Immunization Hold
- HSU has not received your immunization documents. Please contact the Student Health Center.

Code 13 = Disciplinary Hold
- Contact Bobbie Lee (Director of Compliance; leeb@hsu.edu)

Code 14 = High School Transcript Hold
- HSU has not received your final high school transcript. Please contact the Admissions Office.

Code 15 = Test Score Hold
- HSU has not received official verification of a required test score. Please contact the Admissions Office.

Code 16 = Graduate School Hold
- HSU has not received required documentation. Please contact the Graduate School.

Code 17 = College Transcript Hold
- HSU has not received one of your college transcripts. Please contact the Admissions Office.

Code 18 = Misc. Registrar's Hold
- HSU has detected a discrepancy in your records – likely involving your Social Security Number – which must be corrected before further registration can take place. Please contact the Registrar's Office.

Code T1 = Misc. Director of Student Accounts Hold
- You have unresolved billing issues that require you speak with the Office of Student Accounts.

Code T2 = Past Due Balance Hold
- You are unable to register due to a past due balance. If you are unaware of the procedures available to pay your balance, please visit with the Office of Student Accounts.

Code T3 = Student Account Collections Hold
- Please contact the Office of Student Accounts.

Code T5 = No Personal Checks Hold
- Please contact the Office of Student Accounts.

Code T6 = Aviation Flight Account Hold
- Please contact the Office of Student Accounts.