

Registration Frequently Asked Questions

Registration Error Message

A. You do not have access to enrollment at this time.

You are a new admit-

1. Check the Graduate Calendar (<http://grad.uta.edu>) for registration timelines. Your registration period may not have started yet.
2. If registration has already begun, contact the Graduate School (817-272-6100) and request they term activate and matriculate your admission status.

You are a Currently enrolled student-

1. Check the Graduate Calendar (<http://grad.uta.edu>) for registration timelines. Your registration period may not have started yet.
2. If registration has already begun, email your Graduate Advisor a printscreen (click the Print Screen button on your keyboard) of your registration error message (make sure to include your MyMav id number as well).

You are a Former student (not enrolled in current academic semester)-

1. Contact the Graduate School (817-272-6100) regarding the re-admission process.

B. You have a hold on your account.

You are a new admit-

1. Have you attended orientation? Orientation is required prior to first semester enrollment.
2. If you have attended registration and have received an email from your advisor that you are cleared to register, review your hold information (as discussed in orientation)* to determine what department to contact to remove your hold.

You are a Currently enrolled student-

1. Check the hold information* to determine what department to contact to remove the hold.

You are a Former student (not enrolled in current academic semester)-

1. Contact the Graduate School (817-272-6100) regarding the re-admission process.

*When you log in to the [MyMav](#) portal, click on Student Center. You'll see a section on the right called "Holds." Click the "details" link for the specifics of your holds. If your academic department requires that you be advised, you will see an academic department service indicator (DEP).

C. Please enter a Permission ID Number for course.

You are a new admit-

1. Have you scrolled all the way down on the page to click next page?
2. If yes and you still receive the message, have you requested clearance for the course through online clearance (www.uta.edu/coed/gradadvising)? Department consent required courses require the online clearance through your advisor for enrollment. * **Self-paced Principal Certification only students: make sure you are trying to register for a self paced course, not a cohort course.**
3. If you have already requested clearance through the online clearance form and your advisor has indicated you have been given permission to register, please empty your shopping cart and try to register again.
4. If you still receive the error message, contact the Help Desk at 817-272-2208.

You are a Currently enrolled student-

1. Have you scrolled all the way down on the page to click next page?
2. If yes and you still receive the message, have you requested clearance for the course through online clearance (www.uta.edu/coed/gradadvising)? Department consent required courses require the online clearance through your advisor for enrollment. * **Self-paced Principal Certification only students: make sure you are trying to register for a self paced course, not a cohort course.**

3. If you have already requested clearance through the online clearance form and your advisor has indicated you have been given permission to register, please empty your shopping cart and try to register again.
4. If you still receive the error message, contact the Help Desk at 817-272-2208.

D. Receive another registration error message?

Please email your graduate advisor a printscreen of the error message and your 10 digit MyMav id number.

E. Trouble Navigating MyMav for registration

Please review 'Student Registration FAQs at www.uta.edu/mymav'
If you still need help navigating MyMav, please contact the HelpDesk.