

# Syracuse ABROAD

## HONG KONG REGISTRATION FAQs

### Preparing to Register

#### Browser Information

##### JavaScript, Popups and Clearing Cache

In order to use MySlice, you must have JavaScript turned on in your browser and not have any popup blockers actively running. There are also times when you may need to clear your cache. Please see [Browser Help](#) for instructions.

##### MySlice Supported Browsers: Chrome, Firefox, Microsoft Browser, Safari

MySlice supports the use of modern web browsers and operating systems, but results can vary depending on specific combinations and versions. If you have any difficulties navigating or completing functions within MySlice, please call the ITS Help Desk at 315-443-2677 or send an email request to [help@syr.edu](mailto:help@syr.edu). Additional information about MySlice and compatible browser/operating system combinations can be found at [Answers.syr.edu: MySlice Supported Browsers](#).

#### Other Concerns

- **I won't have access to a computer when my registration appointment starts. What should I do?**  
You should get online to register as soon as possible during the registration period (**April 18-May 3**). If you do not register during this period, you will register onsite in Hong Kong.
- **Where do I find my SU ID number? (visiting students)**  
[Sign in](#) to the OrangeAbroad portal. Your SU ID number is on the right side of your home page, directly below your profile picture. If you cannot locate it, contact your Admissions Counselor in our office (Mary Fedorko, 1-800-235-3472). You will need to provide some personal identification information (name, birth date, SSN) in order for us to release this number to you.

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- **How do I activate my Net ID? (visiting students)**

Follow the instructions at this website: <http://its.syr.edu/security/tutorials/index.php>. This website can also help if you've forgotten your Net ID and/or password.

- **I've forgotten my Net ID and/or password. What can I do?**

Go to <http://its.syr.edu/security/tutorials/index.php>

- **I have an advising hold (or a Bursar hold) on my record. What should I do?**

Our office cannot remove holds. Here's whom you should contact depending on the type of hold:

- **Advising holds** (SU students only): your home college
- **Bursar holds**: Bursar's Office – (315) 443-2444
- **Other Financial Holds**: (Parking, Bookstore, Library, Misc.) – office placing the hold

- **How do I add classes to my Shopping Cart in MySlice?**

Review the [Online Enrollment Guide](#).

- **I don't remember the courses I listed on my Student Advising Form. What do I do?**

[Sign in](#) to OrangeAbroad. You will find your uploaded form under Application Questionnaires > Student Advising Form (*with Advisor's Signature*)

- **What if I want to take two classes that overlap in meeting times?**

You cannot register for classes when there is a time conflict (you need to be available for the entire meeting time of each class). Select the course you most want to take.

- **May I register for a course that I didn't list on my Student Advising Form?**

Yes, as long as you are eligible for it (for example, meet any prerequisite). Syracuse Abroad recommends you have all Hong Kong courses approved in advance by your academic advisor(s).

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### Registering

- **When should I register?**

Registration starts at noon (Eastern Daylight Time) on Wednesday, April 18. The earlier you get online to register, the better your chances of getting into your first-choice classes.

- **How do I register?**

Log in to [MySlice](#) > Student Services > Enrollment. You can find detailed instructions in the [Registration Packet](#). **Do not Search for classes.** Instead, enter the five-digit class number associated with each class (see next question).

- **Where do I find the class number I need to register for a class?**

This is the five-digit number found in the first column (highlighted in **yellow**) of the Time Schedule of classes on page 4 of the [Registration Packet](#). The packet can also be found under Learning Content in OrangeAbroad.

- **There is no class number for the Signature Seminar. How can I register without a class number?**

You will be administratively registered for the Signature Seminar by our office after online registration concludes.

- **Why can't I enroll in this class if I can see there are spaces available?**

Some classes have seats reserved for specific populations (i.e., Management juniors and seniors, VPA music students, etc.). When seats are reserved, even though it appears that seats are available, the seats are actually available to specific populations only.

- **What if a course is full?**

See if you can add your name to a wait list and/or select an alternative course. Be sure that you are registered for a minimum of 6 Module B credits (not counting waitlisted courses).

- **I am getting an error message that says a requisite is not met for the class I want to take. What should I do?**

If you do not have the background needed for a class (see prerequisites in course description and on the Time Schedule), the system may not allow you to enroll and you should select another course. If you believe you are adequately prepared for this class, email [Jackie Lewis-Frenay](#) with information supporting your request to take the class in question.

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- **I'm getting an error message that I don't understand. Why can't I register?**

If you can't register for a course that is currently in your Shopping Cart, first try removing it from your cart and then re-add it. If you continue to have problems, review the *Common Registration Error Messages* in the TROUBLESHOOTING section on the last page of the [Registration Packet](#). If this doesn't address your problem, email Marisa at [malostum@syr.edu](mailto:malostum@syr.edu) with a screen shot or the error message you get.

## After Registration

- **I want to make a change to my schedule. Why do I have a registration hold?**

Once online registration ends on May 3 at 3:00 pm EDT, you may not make changes to your schedule online (we have placed this hold on all students' records in order to manage the registration process). You will be able to schedule adjust in Hong Kong during the first week of classes.

- **Why was a course dropped from my schedule?**

Our office may remove you from any class for which you are deemed ineligible (EX: haven't fulfilled the prerequisite).