



FLORENCE 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 the [Browser Help](#) web page for instructions.

MySlice Supported Browsers

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. 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 once your appointment starts. This will give you the best chance of getting your desired course schedule. If you do not register during the registration period (May 22-31), you will register in Florence when the number of open courses will be more limited.

- **Where can I find my registration appointment?**

Florence registration appointments are not viewable in MySlice (any appointment you may see is for Syracuse Main Campus registration). You will find your individual registration start date in [OrangeAbroad](#): see the message under **Learning Content: Registration Appointment and Instructions**. **All Florence students' registration appointments expire at 3:00 pm EDT on Thursday, May 31.**

- **I'm a **visiting student**. Where do I find my SUID number?**

[Sign in](#) to OrangeAbroad. Your SUID 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 (Lucile Matthews, 1-800-235-3472). You will need to provide some personal identification information (name, birthdate, SSN) in order for us to release this number to you.

- **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.

■ **Help! I've forgotten my Net ID and/or password. What should 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?**

Unfortunately, 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 at +1 315-443-2444
- **Other Financial Holds** (Parking, Bookstore, Library, misc.): Office placing the hold

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

Review the [Enrollment Guide](#).

■ **I don't remember the courses I listed on my Student Advising Form (SAF). What do I do?**

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

■ **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 Florence courses approved in advance by your academic advisor(s).

■ **Can I register for courses that meet back-to-back?**

YES!

■ **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.

Registering

■ **When should I register?**

Registration for most Florence Center students starts at **noon** (Eastern Daylight Time) on **Wednesday, May 23**. A smaller group of students, including certain majors and those due to graduate within the next academic year, has an earlier appointment.

You will find *your* individual registration start time in [OrangeAbroad](#) in the message under **Learning Content: Registration Appointment and Instructions**. The earlier you get online to register for your classes abroad, the better your chances of getting into your first-choice classes.

Matriculated SU Students: Do not look for your appointment in MySlice! Only appointments for Main Campus registration are available there.

- **How do I register?**

Log in to [MySlice](#) > Student Services > Enrollment. You can find detailed instructions in your 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 class number found in the first column (**highlighted in yellow**) of the Time Schedule of Classes, found in the Registration Packet. The packet can be found under **Learning Content** in [OrangeAbroad](#).

- **There are no class numbers for some courses, including the Signature Seminar. How can I register without a class number?**

All participants in a signature seminar will be administratively registered for these courses by our office after online registration concludes.

- **I'm having trouble registering for my required Italian course. The error message says "Requisites not met." What is the problem?**

If you're trying to register for ITA 101, 102, 201, or 202, you need to also select the required co-requisite course (ITA 117, 118, 217 or 218) and register for both classes **at the same time**.

- **Why is a course listed with the correct title but the wrong departmental prefix?**

Check the time schedule to see if this is a cross-listed course which can be registered under more than one prefix. If it is, the explanation is that we provided a single class number for each cross-listed course to prevent you from getting closed out of the course under one prefix while seats are still available under another. You will be able to correct your registration once you get to Florence so that it reflects the prefix for the academic department you want.

- **Why is the wrong title and level listed for a studio arts course?**

Some studio arts courses (generally intermediate and advanced levels) meet together in what is known as a "vertical studio." During online registration, we provide a single class number for the classes that make up the vertical studios to prevent you from getting closed out of the level you need while seats are still available under another level. You will be able to correct your registration once you get to Florence so that it reflects the appropriate course title and level.

- **How do I register for the screening time I want or need for Italian Cinema: 1945 to Present?**

You do not do this online. This is arranged in Florence in consultation with the professor.

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

Some classes have seats reserved for specific populations (i.e., Studio Arts or Architecture Program students). When seats are reserved, even though it appears that seats are available, the seats are actually available to specific populations only.

- **What do I do 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 12 credits (not counting waitlisted courses or a Signature Seminar). This is a requirement of both the program and Italian immigration.

- **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. You should **not** contact the instructor for permission to register during online registration when priority goes to students who meet the prerequisite. 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. Once abroad, if there are open seats in the course, students without the prerequisite may request permission from the instructor to enroll.

- **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 (last page) of the Registration Instructions. If this doesn't address your problem, email Marisa Lostumbo at malostum@syr.edu with the error message you get or a screen shot.

After Registration

- **What do I do if I didn't get into a course?**

If you are on a waiting list, note that this will be addressed during the summer or when you get to Florence. If you are closed out of a course which you believe you *must* take *this* semester in order to graduate on time, check with your home college to see if another course will meet the same requirement or if you have any other registration options. If you have no other options, submit the [Academic Need Verification Form](#). Note that this form must be signed by a school official who is familiar with all of your remaining degree requirements; for SU students, this should be your school or college academic advisor. **All students must be registered for at least 12 credits of Florence classes, not counting wait-listed classes or a Signature Seminar.**

- **How do I get off a Wait List and into the class?**

If you are on a waiting list, note that this will be addressed during the summer or when you get to Florence. Do **not** contact the SU academic department or the instructor (neither can waive you into a Florence class). If there is room in the class, priority to enroll off of the wait list goes to majors, then minors, by class level.

- **I want to make a change to my schedule. When can I do this?**

Once online registration ends on **Thursday, May 31 at 3:00 pm EDT**, you may not make changes to your schedule until you get to Florence. Schedule adjustment occurs 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 (registered for more than one SOC class, don't meet the prerequisite, etc.). Syracuse Abroad attempts to notify students via email before processing an administration drop so be sure to regularly read your syr.edu messages!