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# UNIVERSITY OF NEW HAVEN

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Office of Information Technology

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## Registration Issues Checklist:

### Holds

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1. To view holds, you will need to log into SSB and go to Student Records > View Holds
2. If you have a hold, you will need to speak with the department that is issuing your hold directly to resolve the issue
3. The Student Technical Support Office can **NOT** remove holds

### PIN - every student will need a PIN from his/her academic advisor to register

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1. In specific instances, you may be able to get a PIN from the Registrar's Office. You may confirm with your academic advisor.
2. The Student Technical Support Office can **NOT** issue/look up your PIN.

### Class Level Credits - do you have enough credits to register

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1. Sophomore: 27 - 56 credits
2. Junior: 57 - 86 credits
3. Senior: 87+ credits

### Semester Credits - full time student credit limits per semester

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1. Minimum credits: 12
2. Maximum credits: 18
3. Any student who needs more/less than the required credit limits will need to get written permission from their academic adviser and register manually with the Registrar's Office

### Banner (SSB) Technical Issues

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1. If you are receiving any kind of error message about your account please contact [Student Tech Support](#) and provide your student ID number