

When you must contact Laurier Enrolment Services

The regular full-time course load is five 0.5-credit courses per term. If you are not able to register for five 0.5-credit courses or getting a Loris error: "**Exceeded maximum credits allowed per term based on your program - Course not added**", it indicates that your enrolment status is not full-time (or there is another issue with your enrolment status). **This can only be fixed by Laurier Enrolment Services**. You may contact Laurier Enrolment Services via email ServiceLaurier@wlu.ca, but the quickest way will be to use their online form [Full-Time Studies Request Form \(Waterloo\)](#). Do not forget to state your specific issue, for example, "*not able to register for more than 3 courses*" in the 'Comments' section of the form. If you have any questions, contact ServiceLaurier@wlu.ca directly. Computer Science and Physics Academic Advisor is not involved in this process.

Note: Students can check their part-time/full-time status on Loris by going to Student Services > Student Records > Display Student Program, and then selecting the **term** they want to check.

If you are not able to register for any courses at all, you still have to directly contact Laurier Enrolment Services. Submit [Full-Time Studies Request Form \(Waterloo\)](#) and describe your issue in the 'Comments' section of the form. You can also contact them by email ServiceLaurier@wlu.ca.

If you are getting a Loris message "**You have no Registration Time ticket**", it can only be fixed by Laurier Enrolment Services. So you must submit a [Time Ticket Request Form](#) or contact ServiceLaurier@wlu.ca.

If you are getting a Loris message about **Hold on your account**, it can only be fixed by Laurier Enrolment Services. So you must contact ServiceLaurier@wlu.ca

Note: When available, online forms will speed up the processing of your requests (compared with emailing): [Frequently Used Laurier Online Forms](#)