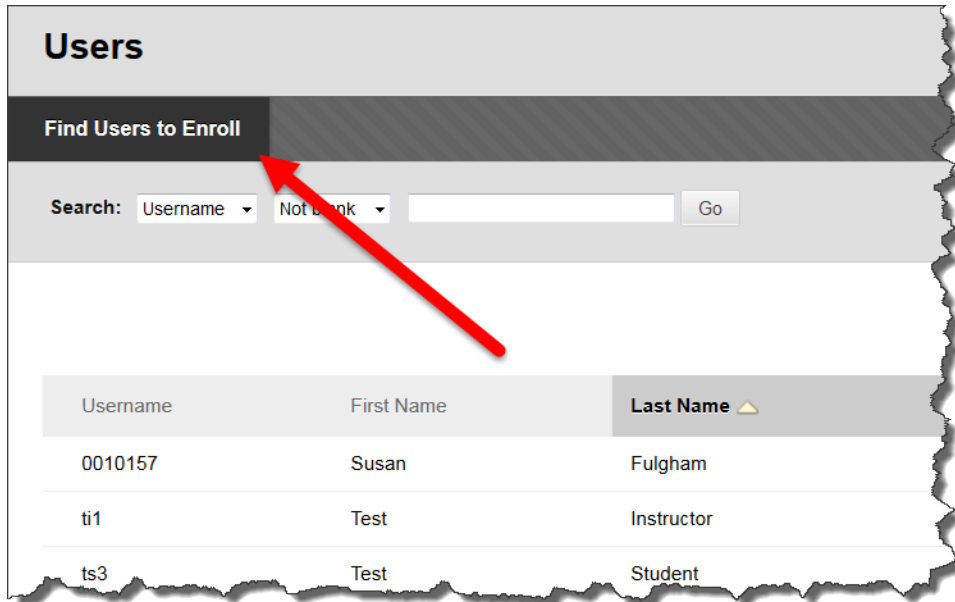


COMMON REASONS WHY YOU MAY BE UNABLE TO ADD USERS TO YOUR COURSE

SEARCHING IN THE WRONG LOCATION

You must go to the "Find Users to Enroll" Page inside of the Users and Groups > Users page.

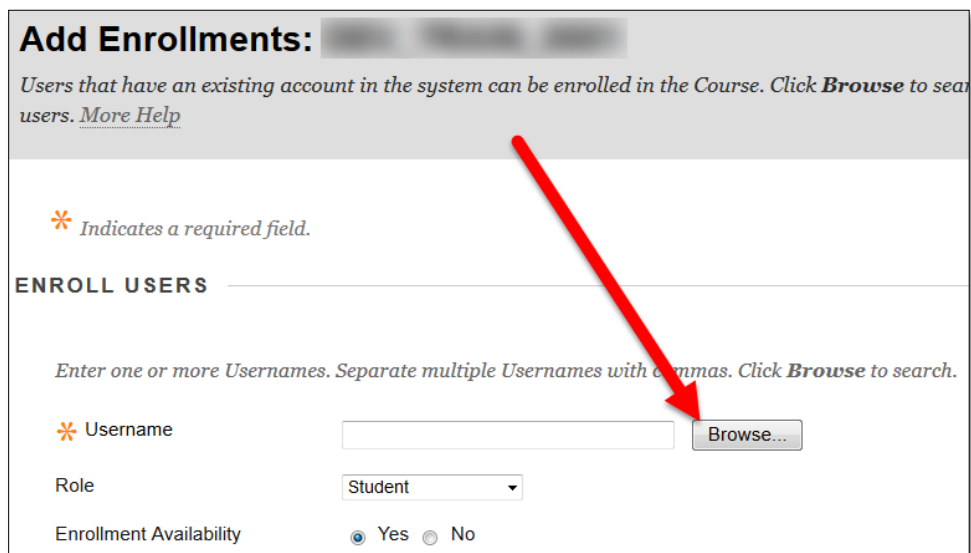


The screenshot shows the 'Users' page interface. At the top, there is a header 'Users'. Below it, a dark grey bar contains the tab 'Find Users to Enroll', which is highlighted with a red arrow. Underneath the tab is a search area with the label 'Search:' followed by two dropdown menus: 'Username' and 'Not Enrolled', a text input field, and a 'Go' button. Below the search area is a table with three columns: 'Username', 'First Name', and 'Last Name'. The table contains three rows of data:

Username	First Name	Last Name
0010157	Susan	Fulgham
ti1	Test	Instructor
ts3	Test	Student

NOT CLICKING "BROWSE"

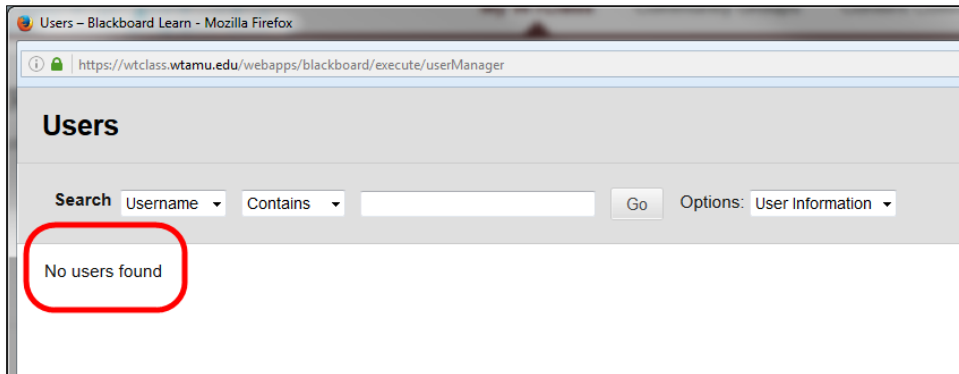
You must click the Browse button BEFORE attempting to search.



The screenshot shows the 'Add Enrollments' page. At the top, there is a header 'Add Enrollments:'. Below it, there is a paragraph of text: 'Users that have an existing account in the system can be enrolled in the Course. Click **Browse** to search users. [More Help](#)'. Below this is a note: '* Indicates a required field.' The main section is titled 'ENROLL USERS'. Below the title, there is a paragraph of text: 'Enter one or more Usernames. Separate multiple Usernames with commas. Click **Browse** to search.' Below this is a form with three fields: 'Username' (with an asterisk), 'Role' (with a dropdown menu set to 'Student'), and 'Enrollment Availability' (with radio buttons for 'Yes' and 'No'). A red arrow points to the 'Browse...' button next to the 'Username' field.

FACULTY DISABLED

If trying to add a Faculty member, if they were ever listed as instructor of record before you were, they are technically on the roster, but disabled from your view. Contact ITSC and request that they verify and override this setting to allow them in the course.



STUDENT DISABLED

If trying to add a student, if the student ever registered, and then dropped the course (even if it was only a minute between the add and drop), the student is still technically already on the roster, but disabled from your view. Contact ITSC and request that they verify and override this setting to allow them in the course.

