



Frequently Asked Questions Banner® Online Registration

University of The Bahamas is currently streamlining the registration process, utilizing a software called Banner® by Ellucian to facilitate registration. You would log on through the UB self-service portal and follow the instructions to proceed with registration.

Q: How do I register for courses with Banner®?

A: Courses can be reserved online via the self-service portal through the University of The Bahamas website www.ub.edu.bs once you have been advised.

Also, please note that there exists courses that have **informal time frames or TBAs** as indicated in the example below. These timeframes are not the actual periods that you will be attending classes. Rather, these timeframes are assigned as identifiers for courses without formal times, in an effort to avoid time conflicts with your registration. If you are registering for one of these courses you will have to contact your relevant academic units to confirm meeting times.

| Academic Unit | Example of a Timeframe |
|--|-----------------------------------|
| Business, Hospitality and Tourism Management | TOUR 450 5:01a.m. – 5:02a.m./ TBA |

Q: What happens if I am unable to register online?

A: If you are unable to register online via the Banner® system or require any assistance, please direct enquiries to the following contacts:-

- **For prerequisite errors, please contact your dean.**
- For all other errors, please take a snapshot of the error and email it to the Registrar's Office at registrar@ub.edu.bs

Personnel in the Office of the Registrar and Academic Affairs are also available as a further resource. academicaffairs@ub.edu.bs

Q: How do I get my bill and pay for courses?

A: You will be directed during your online registration regarding the various payment methods.

Q: What happens if I am unable to register online?

A: If you are unable to register online via the Banner system or require any assistance, please contact your relevant academic unit and Registrar's Office to assist you in any regards, if necessary.

Q: What if I forgot my password or my account is disabled?

A: Contact The Office of Information Technology Help Desk at 302-4588 or ithelpdesk@ub.edu.bs for assistance.

Q: How do I find my student email address?

A: This would be the same email address that would have been assigned to you when you got accepted as a University of The Bahamas student. Email accounts are created using the format [UBNetID]@ub.edu.bs (e.g. jpublic789@ub.edu.bs). In cases where there are duplicates then variations are approved using additional letters of the first name, middle name or other combinations that are similar to the standard format (e.g. johnqpublic789@ub.edu.bs). Variations and updates are acceptable that are similar to the standard format once a request has been submitted to the Help Desk with the accompanying approvals. If you do not receive your email address you will need to contact The Office of Information Technology Help Desk at 302-4588 or send an email ithelpdesk@ub.edu.bs for assistance.

Q: What are the hours of operation for the cashiers?

A: Due to the Emergency Orders, the Business Office is currently working remotely. You may contact that office via email at accountsreceivable@ub.edu.bs. Normally the Business Office (Portia M. Smith Building at the Oakes Field Campus) is currently maintaining its normal hours of operation – weekdays 9:00 a.m. to 4:00 p.m. Adjustments will be communicated via the University’s official communication channels.

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