First Years:

You can begin adding courses back to your book bag NOW! Check the boxes next to the courses in your bookbag that you wish to enroll in for fall. This will NOT be done for you automatically. Be sure to validate your schedule and add permission numbers if you have them. If you can’t do this right now, that’s okay - just be sure to leave yourself enough time before 3:00pm to add your classes back to your book bag.

Then, at 3:00pm, you will enroll in classes. You will NOT be automatically re-enrolled in your classes. In other words, at 3:00pm, you will need to follow the same steps that you did to enroll in classes this morning or to enroll in classes for the first time.

Best,
E

Erika Lovelace
Registrar and Associate Director of Student Administration & Advising
Duke University Nicholas School of the Environment
Student Services
308 Research Drive/Levine Science Research Center (LSRC)
Suite A108 (Room A)/Univ. Box #90330
Durham, NC 27708-0330
(919) 613-7459 *P
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First Years:

Although the DukeHub appears to be back up and running now, there remains technical issues in the background. As a result, the new registration start time has been changed from 10:00am to 3:00pm TODAY! If you were able to register while the system was rebooting this morning, your enrollment in your classes will be backed out. The reason why we are backing out your enrollment is so that everyone has fair and equal access to course registration. It would not be fair to allow some students to remain enrolled in classes while others were shut out of the DukeHub system this morning.

Later this afternoon, the central registrar’s office will drop you from any course that you were able to enroll in this morning. You will not be able to do this yourself!
Then, **at 2:00pm** today, you should go into the [DukeHub](#) and **add your classes back to your book bag.** **Check the boxes** next to the courses in your bookbag that you wish to enroll in for fall. This will **NOT** be done for you automatically. Be sure to validate your schedule and add permission numbers if you have them. If you can’t do this right at 2:00pm, that’s okay - just be sure to **leave yourself enough time before 3:00pm** to add your classes back to your book bag.

Then, **at 3:00pm**, you will enroll in classes. You will **NOT** be automatically re-enrolled in your classes. In other words, **at 3:00pm**, you will need to follow the same steps that you did to enroll in classes this morning or to enroll in classes for the first time.

**Permission Numbers:** 11 of you used permission numbers this morning for GIS (ENV 559), Independent Study (ENV 593) and Energy Modeling (ENVIRON 716L). You will need a new permission number, which I will send to you shortly. There is no need to reach out to me for a number, I will contact you directly.

I do not anticipate any further changes in the start time, but should we need to change the start time again, I will alert you as quickly as possible.

With this being the first day of your course registration, I know that the timing of this system error could not be worse, but these things do sometimes happen. This is certainly not how I wanted your first registration experience to go, and I’m very sorry that this happened.

Best,

Erika Lovelace
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**From:** Nicholas School Registrar  
**Sent:** Thursday, August 22, 2019 7:12 AM  
**To:** profstudents@nicholas.duke.edu  
**Cc:** "faculty-all@nicholas.duke.edu" <faculty-all@nicholas.duke.edu>  
**Subject:** Attention: DukeHub Down! (An Update)  
**Importance:** High

Hi All,

The [DukeHub](#) remains down, but the technical support team informed me (a few minutes ago) that the system is making its way back online. In the interest of fairness to all, I **have requested that the start time for registration be changed from 7:00am to 10:00am TODAY!** Of course, this can only happen if the [DukeHub](#) is up and running again at that time. If you happen to get into the system while it is rebooting **PRIOR** to 10:00am, **your enrollment in classes will be backed out.** So, be sure to **wait** until 10:00am to enroll in classes. We want to ensure that everyone has fair access to course enrollment. If anything changes, I will continue to keep you posted. In the meantime, please plan for Tier One enrollment to start at 10:00am today on Thursday, August 22.
Best,
e
Erika Lovelace
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From: Nicholas School Registrar
Sent: Wednesday, August 21, 2019 8:30 PM
To: profstudents@nicholas.duke.edu
Subject: DukeHub Down!

The DukeHub appears to be down. The issue has been reported. I will follow up when I know more.

Best, e

Erika Lovelace
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