WINGS Frequently Asked Questions for Students

1. How do I get into a closed class? How am I supposed to sign up for my MTH course when there are only 10 seats available and they are already taken?

- For courses that are closed because all the seats are filled, contact the instructor and request an override. An override can be given electronically. Once the instructor gives the override, go back into your shopping cart and try registering for the course again. It may still appear to be closed, but try anyway. Please note, the instructor is not obligated to give an override, and may say no. Also, the override may have an expiration date, so be sure to register immediately.
- If you are searching for a specific course, such as MTH, be sure to uncheck the box in the Search Criteria list that says “Show Open Classes Only.” By unchecking the box, you'll see all classes where seats may or may not come open at a later date. Students will be adjusting their schedule up to the first five days of class, and they may drop a course you need.
- For some MTH courses, additional seats are sometimes added later.

2. Where do I find my registration date and time?

- Locate the right-hand panel on your main WINGS Student Center page. The date and time appears under the "Enrollment Dates" section. If the term you are looking for is not displayed, click the "Details" link to find more terms. Click the "Change Term" button and select the term you want to see. Your registration date and time will appear in the row titled "Regular Academic Session."
- If you do not have an appointment, you may have applied to graduate in an earlier term. You will need to change your graduation term in order to register for a later term. Contact your Dean's Office and have them change the expected graduation term. Please note that this change will take approximately 24 hours so you will have to wait a day before you can register again.
- Another reason you may not have an appointment is if you took a semester off (or more) from school. In this case, you will need to submit a new application at apply.wisconsin.edu. However, you don't have to pay the application fee again or complete all the essays.

3. I paid my bill but it still says that I have a hold on my account. What
should I do?

- Locate your holds on your right-hand panel of Student Center and click on the "Details" link. Find out whether your hold is related to your bill or something else. If it is related to something else, contact the office or person in charge of that hold (e.g. Student Life; academic advisor; Records & Registration; College Dean's Office).
- It takes about 15 minutes for WINGS to register your payment. Wait 15 minutes and then try to register.
- If you still have a financial hold on your account after waiting the 15 minutes, please call the Cashier's Office:
  - (608)785-8719
  - Office hours: Monday - Friday, 8:00 AM - 4:00 PM
- If the hold is for a parking fine, contact the Parking Office
  - parking@uw lax.edu or (608)785-8061
  - 605 17th St N.

4. Where do I get a username and password?

- Your username for WINGS is either your NetID (lastname.first 4 letters of first name) or your Student ID number. Both your username and password should have been sent in an email to your UW-L email account or the personal email account you used when applying to UW-L. If you have deleted the email or cannot locate it, please fill out the Password Recovery Form located here: https://secure.uwlax.edu/password/

5. Can I access WINGS on a Macintosh computer?

- The web-based portion of the WINGS works on a Macintosh using Mozilla Firefox or Safari.

6. What do I do if I cannot log in?

- If you are having technical difficulties logging into WINGS, please contact the Eagle Help Desk:
  - 608-785-8774 or helpdesk@uw lax.edu
  - Room 103, Wing Technology Center

7. I'm getting a message that says “Your session is about to be timed out.”

- For security reasons, the WINGS system will logout any user that has not shown activity in the system after 40 minutes. You will receive this message just before you are timed out. To access WINGS, simply log on to the system again.
8. On many screens, there are a myriad of fields where I can enter search specifications. What do they mean and which of the blanks MUST I fill in?

- The rule of thumb is to fill in at least TWO blanks before clicking "Search." On certain screens, required fields are designated with an asterisk. The easiest method to fill-in-the-blanks is to use the Lookup button whenever it is provided.