

TOUCHTONE TELEPHONE REGISTRATION SYSTEM (TTRS)

TTRS number 773/588-NEIU (6348)

Normal Hours of Operation: 9:00a.m.-10:00p.m. (Monday-Friday)

ACCESS TTRS USING THE FOLLOWING STEPS

(A voice response will guide you after each entry)

1. Call TTRS: **773-588-6348**

At the general menu*

2. Press **2** to register or make an adjustment to your schedule.

3. Enter your Social Security number.

4. Enter your Personal Identification Number (PIN)

5. Enter the Semester Code

Press **1** for FALL, **2** for SPRING, and **3** for SUMMER

REGISTRATION MENU

After a brief pause, the system will give you some of the following options:

To register or make an adjustment to your schedule (Add or Drop a course).....Press **1**

To hear your schedule.....Press **2**

To hear open sections of a course.....Press **3**

To put a course on pass/fail.....Press **4**

To exit the Touchtone System.....Press **9**

TO COMPLETELY WITHDRAW FROM ALL COURSES FOR THE FALL/SPRING/SUMMER SEMESTERS

Refer to the "To Drop a Course" instructions.

TO REGISTER, ADD A CLASS OR DROP A CLASS

If you are adding and dropping courses, you must enter the courses you want to drop first, then enter the courses you want to add.

- If you are registering for another section of the course, first drop the old section, then add the new section.
- Verify that the course you want to add is open before you drop. Once you drop you may not be able to add the course you dropped.
- After adding or dropping courses, TTRS will automatically recite your schedule followed by the tuition and fee information.
- If you are completely withdrawing from all classes, each course must be dropped individually.

If you are NOT registered for courses:

Enter a five digit reference number. Wait for a response.

If you ARE registered for courses:

Press the **1** key to add a course.

Enter a five digit reference number. Wait for a response.

If the course is open and you wish to register for the course, press the **1** key. The course will be added to your schedule.

If you do not want to register for the course press the **#** (pound) key.

If the course is closed, you will be given an option to hear open sections of that course.

If you wish to add another course, drop a course, or put a course on pass/fail, press the **1** key to continue in the registration process.

Press the 2 key to drop a course.

Enter the five digit reference number for the course you wish to drop.

Wait for a response.

Press the **1** key to verify that you wish to drop the course. If you do not want to drop the course, press the **#** (pound) key.

If you wish to drop another course, add a course, or put a course on pass/fail, press the **1** key to continue in the registration process.

If you are completely withdrawing from all of your classes, each course must be dropped individually.

TO PUT A COURSE ON PASS/FAIL (UNDERGRADUATES ONLY)

To put a course on pass/fail, press the **4** key.

Wait for a response.

Press **1** to continue; press **2** to return to the registration menu.

Enter the five digit reference number for the course you wish to put on pass/fail.

Press the **1** key to verify that you wish to put the course on pass/fail. If you do not want to put the course on pass/fail, press the **#** (pound) key.

Note: If you are not eligible to put a course on pass/fail you will be given the option to continue in the registration process (add a course or drop a course) by pressing the **1** key.

***KEY TO THE GENERAL MENU**

Press **2** to register or make an adjustment to your schedule.

Press **4** for tuition and fee information or confirmation of tuition and fees. If you have a zero account balance or a credit balance you may confirm your registration (tuition and fees) with the Cashier's Office by pressing **1**. Please Note: The ability to confirm will also be available following any registration activity. TTRS will give you this option after your class schedule is recited.

Press **9** to exit the system.

If paying by credit card you may call 773-442-5170 during normal business hours.

NOTE: IF YOU ARE BEING GIVEN AUTHORIZATION TO ENTER A CLOSED OR RESTRICTED COURSE YOU MUST REGISTER BY PHONE AFTER AUTHORIZATION HAS BEEN PROCESSED.

HELPFUL HINTS

- Listen carefully. If you do not understand the voice prompt the first time, listen again. Each voice prompt will be repeated three times before the TTRS hangs up, so take your time and listen.
- **If you call TTRS and the system rings more than 3 times, the system is busy. Hang up and call again.**
- Keep your assigned PIN (Personal Identification Number) confidential. **Your PIN will not change.**
- If you attempt to call before your scheduled time, you will **NOT** be given access to TTRS and you will tie up the lines for students who are legitimately scheduled to register.
- After each added course has been entered:
The TTRS will repeat the course and section number, then ask you to press **1** if correct; or the system will deny the entry and will provide the reason for the denial. If you have already obtained permission and are being denied entry into the course, **you must contact the department to resolve the problem.**
- Listen carefully to the course information that is repeated. Make sure that your schedule is correct. If it is not, call TTRS again, select option one to register or make an adjustment, and then take the appropriate action to correct your schedule.
- After adding or dropping courses, TTRS will automatically recite your schedule followed by tuition and fee information. Listen for tuition and fee information. Questions concerning this information must be directed to the Cashier's Office.
- If you have a hold on your record, you will not be permitted to register or make an adjustment to your schedule until the hold has been removed or waived by the originating office. If you attempt to register by TTRS before the hold is removed or waived, the voice response will indicate which office to contact. You should contact that office during their office hours.
- The registration notice will indicate if advisement is required prior to registration. You will not be permitted to register or make an adjustment to your schedule until you meet with your advisor and the hold is removed.
- All students wishing to audit a course must submit written approval from the instructor to the Enrollment Services Center by the deadline.
- Some portable or cellular telephones cannot communicate with the TTRS. If you call TTRS and the system repeats a correct number as "invalid" hang up and use a corded telephone.
- Touchtone telephones are available in the Student Lounge at no charge to the student.

GLOSSARY OF REGISTRATION TERMS

AUTHORIZATION FILE- A file maintained by the academic departments which indicates whether a student has been given permission to register for a course which is closed or restricted. Authorization for the course does not constitute registration. It is the student's responsibility to register.

CONFIRM WITH CASHIER- To guarantee/confirm the student's registration with the Cashier's Office by the payment due date for each registration period. Confirmation must occur whether students are receiving financial aid, have a scholarship, or are paying with a credit card, check, or cash.

PIN- Your assigned four-digit Personal Identification Number which is needed in order to register or make an adjustment to your schedule via the Touchtone Telephone Registration System. **Your PIN will not change. Your PIN will also be required to access term grades.**

REFERENCE NUMBER- The five-digit number which uniquely identifies a particular course section.

RESTRICTED COURSE- A course that requires authorization which must be obtained prior to registering for class. Refer to the schedule of classes or department for additional information.

RESTRICTION- A condition that prevents registration which must be resolved prior to registering or making an adjustment to your schedule (e.g. Academic Advisement).

VERIFY- To assure that the action the student has chosen (i.e. adding a course, dropping a course, putting a course on pass/fail, or completely withdrawing) should be processed, thereby updating the student's registration record.