



Hands-on New User Training Part II

Presented by
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INTERMEDIATE FEATURES

A) Start Enrollments:

- Registration Forms
- Student Information
- Configuring Online Registration
- Enrolling Students
- Communicating with Staff and Students

B) Managing Classes and Students:

- Managing Class Information
- Managing Student Information

C) Saving Time:

- Useful Reports
- Useful Tools
- Troubleshooting Tips.



Enrollment Settings

1. Configure Registration Forms
2. Create/Edit Student Information
3. Configure Online Registration (if applicable)
4. Review Student's Information



Explore + Connect

ASAP User Conference

Registration Forms

Edit Form

Form Name Reg Form (11395)

Prompt for update

Answer Type:

- Textfiled
- Essay
- Checkbox
- File Upload
- Dropdown List
- Date

ASAP Education Center (500) switch

Form Builder | Manage your register forms

Time Period: All Active

Need help using the registration form tool?

Select a form: Office Only Use (11397) [edit | delete | form rules]

Create a New Form Show archived questions

Preview This Form
Get direct link to this reg form.

Save Form

Account Information [checked] + Add a new question

Visible Required Tooltip

Title	[Select an option]	<input type="checkbox"/>	<input type="checkbox"/>	Add
First Name	<input type="text"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Add
Middle Name	<input type="text"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Add
Last Name	<input type="text"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Add
Email	<input type="text"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Add
Primary phone	<input type="text"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Add

Form Rules:

- Age
- Customer Type
- Program



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Required Fields for AS

Reg Form fields required for TOPS

Be sure to include the following REG FORM items for students enrolled in classes funded by WIA/WIOA for TOPS reporting.

Check these REG FORM items as VISIBLE and REQUIRED. (exception - leave #11 and #12 not required)

Account Information

1. First Name
2. Last Name
3. Postal code (Home Zip Code)

Personal Information

4. Gender
5. Date of Birth

Demographic Info

6. Hispanic
7. Labor Force Status
8. Ethnicity
9. Language Spoken at Home (Native Language)

Education History

10. Highest Level Completed
11. Majority of my schooling was outside of U.S.
12. I Earned the Above Outside of the U.S.
13. Number of Years School Completed

Required Reg Form fields for WIOA

Keep these fields intact and do NOT remove them from your reg forms.

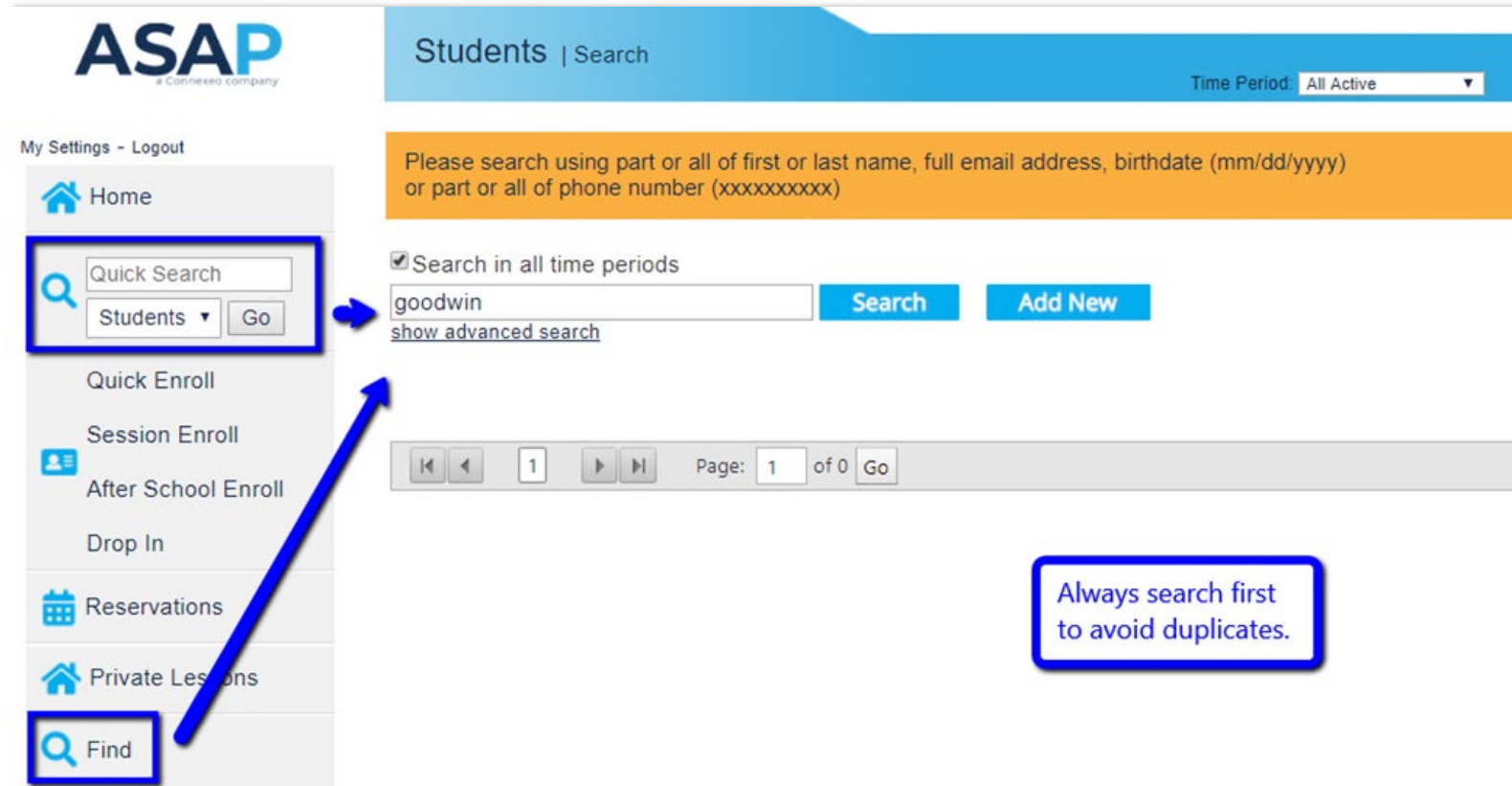
1. Gender
2. Date of Birth
3. Highest Year of School Completed
4. Majority of my schooling was outside of U.S.
5. Highest Diploma or Degree Earned
6. I earned the above outside of U.S.
7. Ethnicity
8. Is Hispanic
9. Native Language
10. Customer Groups
11. Labor Force Status



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ASAP User
Conference

Before Creating Students



The screenshot shows the ASAP web application interface. On the left is a sidebar with navigation options: Home, Quick Search, Students, Quick Enroll, Session Enroll, After School Enroll, Drop In, Reservations, Private Lessons, and Find. The 'Quick Search' and 'Find' options are highlighted with blue boxes. A blue arrow points from the 'Find' box to the search input field in the main content area. The main content area has a blue header with 'Students | Search' and a 'Time Period: All Active' dropdown. Below the header is an orange instruction box: 'Please search using part or all of first or last name, full email address, birthdate (mm/dd/yyyy) or part or all of phone number (xxxxxxxxxx)'. A search form contains a checked checkbox for 'Search in all time periods', a text input field with 'goodwin', and buttons for 'Search' and 'Add New'. Below the input field is a link for 'show advanced search'. At the bottom of the search area is a pagination bar showing 'Page: 1 of 0' and a 'Go' button. A blue box with the text 'Always search first to avoid duplicates.' is located in the lower right of the search area.

ASAP
a Connexus company

Students | Search

Time Period: All Active

Please search using part or all of first or last name, full email address, birthdate (mm/dd/yyyy) or part or all of phone number (xxxxxxxxxx)

☒ Search in all time periods

goodwin

Search Add New

[show advanced search](#)

Page: 1 of 0 Go

Always search first to avoid duplicates.



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ASAP User
Conference

Create/Edit Student's Info

ASAP

My Settings - Logout

Home

Quick Search

Students

Go

Quick Enroll

Find

Create

Class

Course

Credit Program

Event

Room

Fundraising

Product

Product Relationships

Site

Staff/User

Student

Time Period

Tools

Configure

View Reports

Switch View

Create / Edit Student

Select a form

Reg Form [Default]

First Name

Last Name

Middle Name

Primary phone

Address

City

State

Postal code

Email

Cancel

Next

Demographic Info

Ethnicity

Mixed Heritage

Hispanic

Language Spoken At Home

Country Of Origin

Marital Status

Labor Force Status

GED ID

HiSET ID

TASC ID

Education History

Number of Years School Completed

12

Majority of my schooling was outside of U.S.

Highest Level Completed

High school diploma

I Earned the Above Outside the U.S.

Additional Info

How did you hear about our organization?

[Select an option]

Save and Continue

Save and Close



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Conference

Account has Been Created!

Family Profile Page

Time Period: All Active

Account Name: Johnson, Sammy [Edit](#)

Primary Contact Information:

Name: Johnson, Sammy

Email: sjohnson@fakeemail.com

Address: 1234 Main St

City: Sunnyvale

State: CA

Country: US

Zip: 90012

Phone: 123456789 Other

Balance Due: \$0.00

Available Credit: \$0.00

[Edit Account](#)
[Change Primary Contact](#)
[View Login Information](#)
[Public Account](#)

Family Members

Emergency Contacts

Authorized For Pickup



Johnson, Sammy (Primary)
Phone: 123456789
Email: sjohnson@fakeemail.com
Student ID: 7316504

[Register \(w/Quick Enroll\)](#)

Edit Members

Remove Members

Add Members

Add New Parents

Add Existing Members

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Online Registration

 Configure

- Calendar
- Course Groups
- Customer Groups
- Departments
- Discounts
- Manage Emails
- My Settings
- Online Registration**
- Online Registration Site
- POS Configuration
- Preferences
- Reg Forms
- Setup Data
- Subjects
- Subject Levels
- Survey Config
- User Access
- Waivers

Online Registration Config


Time Period: All Active ▼

Use this page to configure the start and end dates for online registration, by Time Period.

Time Period	Reg. BeginDate	Reg. EndDate	PriorityRegBeginDate	PriorityRegType	PriorityTypeValue	Edit / Delete
SPRING2018	6/5/2017 12:35:10 PM	6/5/2018 12:35:10 PM				 

Time Period : FALL 2019 ▼

Reg. Begin Date : 9/1/2019 

Reg. End Date : 11/30/2019 

Reg. Start Time: 08:00 AM ▼

Reg. End Time: 11:30 PM ▼

Please enter all times in local time, as configured in your preferences

☐ Allow priority registration

Save


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ASAP User Conference

Students Detail Page

Students | Detail

Time Period: All Active



[Upload Image](#) [Take photo](#)

Name: Tester Test

Email:

Gender: F

BDate: 2/3/1985

Age: 34

Phone: (555) 896-3251 Home

Address: 158Th Street
San Francisco, CA
77509

ASAP Student ID: 7298056

Customer Type: Regular Student [edit](#)

Customer Groups:

[Add Student to more groups...](#)

[View/Create Family Account](#)

[Edit My Info](#)

[Delete This Student](#)

[Display Waiver](#)

[Register \(with Quick Enroll\)](#)

[View Schedule](#)

[View Calendar](#)

[View Student Attendance](#)

Enrollments

Invoices

Drops/Transfers

Credits

Transcripts

All Activities

All Active Statuses

☐ Show Historical Enrollments

Code	Course Name	Instructor	Enrollment Date	Status	Start Date	Auto Re-Enroll
No items to display						

Student Notes

Documents

Demographic

Education

Skills

Service Hours

Test Scores

[Add New Note...](#)

[Search](#)

[Clear Search](#)

Custom Data

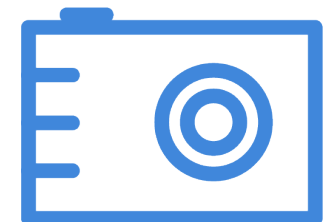
Medical Info

How did you hear about our organization?0

Parents

Emergency

Pickup



Explore + Connect

ASAP User Conference

Student's Account Online

My Account

My Personal Info

My Billing Info

My Activities

Student Documents

Waivers

PRIMARY ACCOUNT HOLDER

[EDIT MY ACCOUNT INFO](#) | [EDIT MY ADDITIONAL INFO](#) | [CHANGE MY PASSWORD](#) | [CHANGE PRIMARY CONTACT](#)

Name: Marcia Meinert
Email: marcia@gmail.com
Address: X
City: Y
State: CA
Country:
Zip: 12345
Phone: 55555555
Student ID: 5219066

[Upload Image](#)

[+ Add another person to this account.](#)

My Personal Info

My Billing Info

My Activities

[View My Calendar](#)

MARCIA MEINERT'S ACTIVITIES

[Adult TEST Course](#)

Mo Su 08:00 PM - 09:00 PM
ASAP Education Center, TBD
TBD, TBD
[I can't make it to this activity...](#)

[view historical enrollments](#)

My Personal Info

My Billing Info

My Activities

Student Documents

Waivers

" Please ensure that you have read and agree to all information as described in these Waivers. Failure to do so may result in a delay or break in your enrollment. "

WAIVER TITLE

READ AND APPROVED

[Refund and Use Policy](#)

☐ I have read and agree to this waiver.



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Enrolling Students

1. Quick Enroll Tool
2. Sending Emails



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How to Enroll Students

ASAP
A VANCE COMPANY

My Settings - Logout

- Home
- Quick Search
Students ▾ Go
- Quick Enroll**
- Session Enroll
- Find
- Create
- Tools

Students | Search

Time Period: All Active ▾

Please search using part or all of first or last name, full email address, birthdate (MM/dd/yyyy) or part or all of phone number (xxxxxxxx)

☒ Search in all time periods

test **Search** **Add New**

[show advanced search](#)

Sort By: [FirstName](#) [LastName](#) [Registration](#) [StudentNo](#) ☒ A-Z ☐ Z-A

Test M New Student (Primary)

Quick Enroll [View Details](#)
[Email](#) [View Account](#)
[View Schedule](#) [Edit](#)

I want to: -- Select --

-- Select --

- Cancel this class
- Change course
- Copy this class
- Edit this class
- Email all students
- Enroll a student**
- Manage CASAS TOPS
- Manage instructors and sponsors
- SMS all students
- Split class
- View class media
- View links to online registration

Class R

View: Er

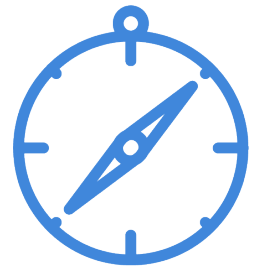
Drag a co

column

FirstName

Lucrecia

Ray



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Quick Enroll Tool

Registration | QUICKREG

Time Period: All Active

[Print Waiver](#)
[Accept Terms](#)

Register student (s):

For class (es):

Test, ASAP
mshearer@asapconnected.com 123456
Mark road Cancun California, 77777
StudentID: 6868071
[edit](#) [remove](#)

Basic Math Skills
Math.01 Mo Tu Th 08:00 AM - 10:00 AM
1/4/2016 - 12/29/2016 TBD
Credits: 0.00
Location: ASAP Education Center - Corner Nook
Course Price: \$0.00
[view detail](#) [remove](#)

Subtotal: \$0.00

Total: \$0.00

[Cancel](#) [Enroll Student](#)

Students (Add New)

Filter by: All

Search: test

[Search](#)

[Select All](#) [Clear](#)

New Student, Test [edit](#)
cloogarcia@asacentral.com 3838383838
02/03/1965
292 Sekekd Skdkek CA, 39398 Student
ID : 1509189

Test, ASAP [edit](#)
mshearer@asapconnected.com 123456
Mark road Cancun CA, 77777 Student
ID : 6868071

Test, Lana [edit](#)
test@test.com 8745942 07/12/1980
101 second str San francisco CA, 92111
Student ID : 2864731

Classes

Group: All Groups

Course: All Courses

Location: All Locations

Search: basic

☐ Show Completed Classes

[Search](#)

Sort By: Select

Basic Math Skills
Math.01 Mo Tu Th 08:00 AM - 10:00 AM ASAP Education Center -
Corner Nook
1/4/2016 - 12/29/2016 TBD 11

Students (Add New)

Filter by: Course

Course: -- Select Course --

Students (Add New)

Filter by: Class

☐ Show Completed Classes

Time Period: Full Year 19-20

Location: ASAP Education Center

Course Group: CAEP | Adult Basic Educati

Course: Basic Math Skills

Class: Math.01 : ASAP - Corner N

Basic Math Skills :
Math.01 Mo Tu 08:00 AM - 10:00 Corner Carlson
Th AM Nook Valda
[Filter](#)

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Emailing Staff/Students

I want to: -- Select --
-- Select --
Cancel this class
Change course
Copy this class
Edit this class
Email all students
Enroll a student
Manage CASAS TOPS

Class Roster
View: Enroll

ASAP
A YANCO COMPANY

My Settings - Logout

Home

Quick Search
Students Go

Quick Enroll
Session Enroll

Find

Create

Tools

Configure

Calendar
Course Groups
Customer Groups
Customize Storefront
Departments
Discounts
Manage Emails
My Settings
Online Registration
Online Registration Site
POS Configuration
Preferences
Reg Forms
Setup Data
Subjects
Subject Levels
Survey Config
Skills
User Access
Webinars

Send Email/SMS
Time Period: All Active

Use this wizard to send emails to selected students using class rosters, student groups, or individual students

is Recipient List:
Please select recipients

Select Send Type Functionality: Email

Step 1 - Select Recipients

Filters - Add Recipients By: Class

Add By Class

☐ Show Completed Classes

Time Period: Full Year 19-20
Location: ASAP Education Center
Course Group: CAEP | Adult Basic Education
Course: Basic Math Skills
Class: Math.01 : ASAP - Corner Nook 08:00 AM - 10:00 AM

Basic Math Skills :

Math.01	Mo Tu Th	08:00 AM - 10:00 AM	Corner Nook	Carlson Valda
Enrollment Status: Pending				Add Students
<input type="checkbox"/> Send emails only to the primary accountholder				

Add Individual

Recipient: Use Search Add Recipient

Next Step - Compose
Compose SMS

Manage My Templates

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Emailing Students

Send Email/SMS

Time Period All Active

Use this wizard to send emails to selected students using class rosters, student groups, or individual students

is **Recipient List :**
Meinert Marcia ;

[Clear All Recipients](#)

Step 2 - Compose Email

Email Type : New Email

From : support@asapconnected.com

Subject :

Attachments :

Mark this email as secure: ☐

Design

HTML

Preview

Words: 0 Characters: 0

[Previous Step - Recipients](#)

[Next Step - Preview & send](#)

[Manage My Templates](#)

[Compose SMS](#)

Send Email/SMS

Time Period All Active

Use this wizard to send emails to selected students using class rosters, student groups, or individual students

is **Recipient List :**
Meinert Marcia ;

[Clear All Recipients](#)

Step 3 - Preview and Send

Add Recipient:

From: support@asapconnected.com
Recipients: marcia@gmail.com,

Message: test

Testing the test

☐ Copy to sender

[Previous Step - Compose](#)

[Send Mail](#)

[Manage My Templates](#)

[Compose SMS](#)



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Conference**

Managing Classes and Students:

1. Course Detail Page
2. Class Detail Page and Tabs
3. Student Account on the back end and online




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Course Detail Page

Course | Detail

Time Period: All Active



ENGLISH AS A SECOND LANGUAGE

ESL - Advanced

Hide Description

Now you are really ready to get in and learn the complex stuff. You are WAY past speaking simple sentences. Now you are getting ready for that hideous Citizenship test, the SAT or even our end of class final exam. We think that if you can pass our final exam, you could get into Harvard. And our former students agree!

Edit

Delete Course Image

Course Groups:

CAEP | Programs for Immigrants (ESL, Citizenship)

Remove

ESL

Remove

HSD | Electives

Remove

J18/19 | e. English as a Second Language (ESL)

Remove

WIOA | ESL/ELL

Remove

Add more groups...

Credential:

Upload Course Media

Create Single Class

Create Multiple Classes

Copy Course Fees To Existing Classes

Show Time Period Notes

Copy This Course

Course Fees:

Fee Type	User Type	Amount	Account	Valid For Discounts	1098 Eligible
Registration Fee	Regular Student	\$10.00	4100	True	False

Edit

Add Custom Questions

Custom Questions

Add

Custom Fields

A-22 Code	4135
CIP Code	4374373

Scheduled Classes

ClassCd	Instructor	Start Date	End Date	Days	Start Time	End Time	Room	
ESLAdv.4	Bob Barker	7/1/2019	6/30/2020	Mo Tu We Th Fr	08:00 AM	10:20 AM	Chicago Room	View

Edit Existing Classes

Historical Classes

Select Timeperiod: Select Timeperiod

ClassCd	Instructor	Start Date	End Date	Days	Start Time	End Time	Room
---------	------------	------------	----------	------	------------	----------	------

Back to Courses List



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Class Detail Page

Class Detail

Time Period: All Active ▼

Advanced ESL

4110.05



When: Monday, Tuesday, Wednesday 09:00 AM-11:00 AM
7/1/2019 - 6/30/2020
Full Year 19-20

Where: Corner Nook, ASAP Education Center

Who: Jefferson, Thomas

Status: Active - Visible

Credential Fees: Regular Student: \$32.00

Capacity: 30, Min: 0
Enrolled: 1
Completed: 0
Pending: 0
Waitlisted: 0
Drop/Transfer: 0
Drop-In: 0

I want to:

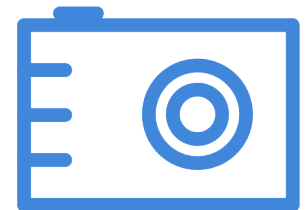
- Select --
- Select --
- Cancel this class
- Change course
- Copy this class
- Edit this class
- Email all students
- Enroll a student
- Manage CASAS TOPS
- Manage instructors and sponsors
- SMS all students
- Split class
- View class media
- View links to online registration

Class R

Select Te

Customer ID

1509048



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Conference

Class Detail Features

Class Roster

Demographics

Questions

Grades/Credits

Schedule

Skills

Notes

View: Enrolled and Pending

Attendance Options

Attendance Options

Take attendance

Print attendance sheets

Print check-in sheets

Print attendance report

Print attendance detail report

Print full detail

Take Hourly Attendance

Drag a column header and drop it here to group by that column

	LastName	FirstName	Phone	Status
<input type="checkbox"/>	1. Meinert	Marcia	55555555	ENROLLED
<input type="checkbox"/>	2. Meyer	Joel		ENROLLED

Attendance

Grades & Credits

Class Roster

Demographics

Questions

Grades/Credits

Schedule

Skills

Notes

Assign grades and credits to students

Close Bulk Update Student Records...

Final Grade

Credits To Apply

Pass/ Completed

Fail

Clear

Mark All

Mark All

Mark All

Mark All

Close

View: Enrolled and Pending

* Pass/Completed signifies student earns certificate

Last Name	First Name	Final Grade	Credits To Apply	Pass/ Completed	Fail
Meinert	Marcia	Enrolled	<input type="text" value="0.00"/>	<input type="radio"/>	<input type="radio"/>
Meyer	Joel	Enrolled	<input type="text"/>	<input type="radio"/>	<input type="radio"/>

Save

Public Site

Allow Program Navigation Online: Yes

Security: Minimum Password Strength

AsapConnected : None

Online Registration : None

Collapse Threshold: 10

Classes offered for: Adults

Hide Courses/Groups with Prerequisites: No

Hard stop on age validation No

Hard stop on grade validation No

Change Enroll Status on pass/completed : Yes

Social Media Sharing: No

Google Analytics ID:

Share Staff Contact Info: No

Edit

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ASAP User
Conference

Schedules

Class Detail

Time Period: All Active

COURSE 1

1000



When: Monday, Tuesday, Wednesday, Thursday, Friday
08:00 AM-09:00 AM
Break from 08:30 AM to 08:40 AM
10/1/2019 - 10/31/2019
Full Year 2019-2020

Where: Test room 1, Test Site

Who: TBD, TBD

Status: Active - Visible

Credential:
Fees: Non-resident : \$0.00

Capacity: 10, Min: 0
Enrolled: 30
Completed: 0
Pending: 1
Waitlisted: 0
Drop/Transfer: 0
Drop-In: 0

I want to: -- Select --

Class Roster

Demographics

Questions

Grades/Credits

Schedule

Skills

Notes

[Add Additional Date](#)

Class Calendar

Schedule Date	Day	Start Time	End Time	Instructor	Facility	BreakTime	Notes	Status
1/18/2019	Fr	08:00 AM	09:00 AM	TBD TBD	Choir Studio	08:30 AM 08:40 AM	Excluded	Include
1/25/2019	Fr	08:00 AM	09:00 AM	TBD TBD	Choir Studio	08:30 AM 08:40 AM	Active	Exclude Modify
2/1/2019	Fr	08:00 AM	09:00 AM	TBD TBD	Choir Studio	08:30 AM 08:40 AM	Active	Exclude Modify
2/8/2019	Fr	08:00 AM	09:00 AM	TBD TBD	Choir Studio	08:30 AM 08:40 AM	Active	Exclude Modify

[Reset To Original Schedule](#)

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Conference**

Saving Time:

1. Class, Enrollments and Student Data Reports.
2. Rolling Classes and Other Useful Tools.
3. Frequently Asked Questions.



Retrieving Data

Most useful reports:

■ Class and Lesson reports

■ Student reports

➔ Custom queries section



[Click here to BROWSE our list of extended Custom Queries](#)

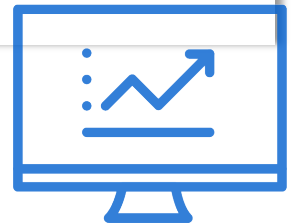
[Click here to ORDER a Custom Query](#)



View Reports

Master Reports

- Class Roster
- Class Roster (grid)
- Class Summary
- Class Summary Master
- Course Catalog
- Enrollment Report
- Incomplete Registrations
- ➔ Possible Duplicate Student Records
- Student Report



Explore + Connect

ASAP User
Conference

Rolling Classes

ASAP
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My Settings - Logout

Home

Quick Search
Students Go

Quick Enroll
Session Enroll

Find

Create

Tools

Attendance (Bulk Hourly)
Calendar
Class Attendance
Class Bulk Editor
Class Grid Editor
Class Merge
Check-In
Instructor Availability
Rolling Classes
Staff Merge
Student Bulk Editor
Student Merge
Surveys

Configure

View Reports

Copy Classes

Time Period: All Active

Use this page to roll classes from one time period to another.

1) Select a Time Period for the new classes

Full Year 19-20
Copy Instructors
Also copy existing student enrollments

40 classes exist in new time period for selected filters. [Click Here](#) to see the list.

2) Select Classes To Roll

Time Period: Fiscal Year 18-19 Location: All Sites Course Group: All Course Groups Course: All Courses

Show Classes

Select	Class Name	Class Code	Location	Room	Instructor	Start Time	End Time	Days
<input checked="" type="checkbox"/>	CPR	CPR.1	ASAP Education Center	Chicago Room	Barker	08:00 PM	08:30 PM	We
<input checked="" type="checkbox"/>	CPR	CPR.2	ASAP Education Center	Chicago Room	Bieber	06:00 PM	06:45 PM	Th
<input checked="" type="checkbox"/>	CPR	CPR.2	ASAP Education Center	Chicago Room	Bieber	06:00 PM	06:45 PM	Th
<input checked="" type="checkbox"/>	CPR	CPR.2	ASAP Education Center	Chicago Room	Bieber	06:00 PM	06:45 PM	Th
<input type="checkbox"/>	CPR	CPR.2	ASAP Education Center	Chicago Room	Bieber	06:00 PM	06:45 PM	Th

Select All

3) Copy Fees From Course or Class?

Course
Class

Copy Selected Classes

No matter what, click it only once to avoid duplicates.

Complement the tool with the Course Cataloge and the Class Summary (Master) Reports.



Explore + Connect

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Conference

Editing Classes




Tools

Attendance (Bulk
Hourly)
Calendar
Class Attendance
Class Bulk Editor
Class Grid Editor
Class Merge
Check-In
Instructor Availability
Rolling Classes
Staff Merge
Student Bulk Editor
Student Merge
Surveys



ASAP Reporting - MultiClass View & Edit

Time Period: 
Course Group:
Class Status:

[Search Classes or Courses by name](#)



Show Classes

Edit	Course	Code	Status	Location	Room	Instructor	Start Date	End Date	Start Time	End Time	Capacity	Default FeeSum	WaitList	Show Online	TBD
Edit	Advanced ESL	4110.01	Active	ASAP Education Center	10	Bogart, Humphrey	7/2/2019	6/30/2020	09:00 AM	11:00 AM	30	\$32.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Edit	Advanced ESL	4110.05	Active	ASAP Education Center	Corner Nook	Jefferson, Thomas	7/1/2019	6/30/2020	09:00 AM	11:00 AM	30	\$32.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Edit	Basic Math Skills	Math.01	Active	ASAP Education Center	Corner Nook	Carlson, Valda	7/1/2019	6/30/2020	08:00 AM	10:00 AM	25	\$0.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Edit	English 1	0608	Active	ASAP Education Center	Austin Room	Barker, Bob	7/1/2019	6/30/2020	05:30 PM	07:30 PM	30	\$0.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Edit	English 1	0608	Active	ASAP Education Center	Austin Room	TBD, TBD	7/1/2019	6/29/2020	05:30 PM	07:30 PM	30	\$0.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Edit	English 9	eng9	Active	ASAP Education Center	10	Barker, Bob	7/1/2019	6/29/2020	04:00 PM	04:30 PM	30	\$0.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Frequently Asked Questions

1.- “Where are my classes?”

- Configure Time Periods and/or Online Registration
- Staff member: Employee Edit page

- ☐ Allow access to all customers ?
- ☐ Limit access to a single site/location ?
- ☐ Send me an email if there are classes with open slots and a waitlist

2.- “I cannot merge students (Invoice items, change primary account holder)”

- Contact support if items need to be removed from invoices
- View/Create Family Account > Change Primary Contact

3.- “The enrollment is not reflected in the Students Detail page”

- Review the Class Schedule to see if the Class Instances are active or not
- Select All Activities, All Enrollments and Show Historical Enrollments.

Enrollments	Invoices	Drops/Transfers	Credits
All Activities ▼	All Enrollments ▼	<input checked="" type="checkbox"/> Show Historical Enrollments	

4.- “A staff member cannot view students”

- Make sure the Allow access to all customers box is checked or if the instructor has active classes

5.- “I don’t like how the Class Roster looks like”

- Configure > Set Up Data > Dynamic Class Roster

Checklist

A) START ENROLLMENTS:

- **Review the Student Registration Form**

Prior to opening registration, check the registration form to make sure that it is current.

Review the [Registration Form](#) and [Reg Form Fields](#)

Prompt students to [update their contact information](#)

**** Intermediate Feature:** [Setting up a bilingual registration form](#)

- **Configuring the System for Enrollments**

When your organization is ready to start enrolling students, then there is still one step you need to do.

Set the [online registration period](#) which controls not only when students can/cannot be enrolled into classes, but also the visibility of your classes on the public site.

**** Why can't I register a student into a class? Where did my class go? Read these [Troubleshooting Tips](#)**

- **Communicating with Your Students and Staff**

[Send an email to your students](#) when registration has begun.)

[Send an email to all staff](#)

(View this article for [sample email text](#)

B) MANAGING CLASSES AND STUDENTS

[Manage class schedules](#) and instances: There may be occasions where a class will still meet on a holiday. You can [change this class status from holiday to active](#)

[Take class attendance](#)

**** [Rolling Classes](#)** – This feature allows you to copy all classes from one time period into the next.

The best practice recommendation is to roll 20 classes at a time and use the Class Summary Report or Course Catalog Report to check the classes as they are copied.

Contact the Product Support Team

Mondays through Fridays

8:00am CT-7:00pm CT

Email :

support@asapconnected.com

Phone – 855.245.6946