



# Instructions for Telephone Registration (TREG)

## Spring Semester 2010

(Beginning on Monday, October 19, 2009 at 8:00A and ending at 7:00P on Monday, November 30, 2009.)

Please note:

- Repeated "Please wait..." prompt received before you have registered for your first course indicates a record lock and you should call back again at another time.
- Periods of silence are normal while retrieving your student information—**DO NOT HANG UP**
- **Do not hang up until you have selected option 6. If you hang up prematurely, all registration changes will be deleted.**
- Select option 5 from the main menu to Cancel Changes Made if necessary.

You will be guided through each step of registration by our telephone registration and payment system.

**To register or make a payment by telephone:  
Dial 704-216-0231**

A sample of what the telephone registration/payment system will say is included below:

- *"Welcome to the RCCC telephone payment and registration system."*
  - *"Press 1 for registration, press 2 for grades, press 3 to pay your balance."*
  - *"Please enter your Student ID number." (Colleague ID#)*
  - *"Press 1 if this is correct. Press any other key if it is not."*
  - *"Please enter your PIN, personal identification number." (mmdyy of your birthday)*
  - *"You are registering for Spring Semester 2010"*
    1. *To enter a new section, press 1.*
    2. *To delete a section, press 2.*
    3. *To review your schedule, press 3.*
    4. *To delete your schedule, press 4.*
    5. *To cancel changes made, press 5.*
    6. *To hear your A/R balance, press 6.*
- **Press 1 to begin the registration option.**
  - *"Enter the requested course number (6-digit synonym under course section) or press the # key to return to the menu."*
  - **Enter the Course # from your schedule or worksheet and wait for the system to verify the course as it reads back to you the specifics of the course selected. Press 1 if the information matches the course selected. If the course selected is available it will be added to your schedule or you will be provided with instructions if the course cannot be added at this time.**
  - **Continue entering the course numbers desired until your schedule is complete. The system will provide a way to exit from the course entry section by pressing the # key.**
  - **The main menu provides you with the options to review your schedule, delete a course if necessary, or finalize your course selections by pressing option 6.**
  - **Option 6 will advise you of your new A/R balance and provide you with the option to pay your balance with your credit card.**
  - **If you choose to exercise the credit card payment option, you will hear the following message:**
  - *Please enter your credit card number followed by the # key. You may press the \* key to cancel the transaction."*
  - *"Please enter a four digit expiration date using 2 digits for the month followed by 2 digits for the year." **The payment system speaks back to you its intent to process your credit card and ask you to confirm your decision to proceed.***
  - **If the transaction is successful you will hear, "The transaction is now complete and your account is now paid."**
  - **If the transaction is not successful, you will be given further instructions for payment.**