

Hartt Community Division Online Registration: ASAP Connected Training for Students

Dan Lis, Registrar | Last updated Tuesday, August 16, 2016

Welcome!

The Hartt Community Division is eager to fully implement our new online registration system. We are using Administrative Software Applications (ASA) Inc.'s product **ASAP Connected** which will better serve our customers, faculty, staff, and the school as a whole. We are so glad you are reviewing this training document!

What is the change?

Beginning with **2016-17 academic year** enrollments, all **registration, billing, and payment will be done online**. In addition, certain things that were offline before, such as a **class management and attendance, will be online** too. **Summer 2016 and prior terms will continue to use the paper system.**

What are the advantages for students?

1. **Online** registration, billing, and payment (no paper documents)
2. **Clear billing**
3. **Family accounts** for managing multiple students with one login

What are some things to note?

1. **Students will still receive a University ID, and all the perks** and responsibilities associated
2. You will be able to view your account and bills at any time, **in real time**
3. You can **reset your password yourself**
4. There is **no longer a processing fee on credit/debit cards**
5. **Summer activities are still on the paper system**
6. **HCD will handle all collections**
7. **Our staff are thoroughly trained on this and able to assist you at any point**
8. **Discounts will be put in by our staff.** If you think you are owed a discount and do not think it is applied to your account, **let us know**
9. **Please update your student's information, including date of birth, when you log in**

Let's dive in! →

Registration

1. Go to www.hartford.edu/hcd (the HCD's website)
2. **Follow the links** for online registration
3. **Find the program** you want to enroll in, and
 - a. **Request Private Lessons** if you are a new private lesson student, **or let us know** by emailing HCDBills@hartford.edu if you studied with us last year (2015-16) and want to continue (and you weren't already sent an invoice), or
 - b. **Enroll for the program** (if it is not a private lesson). *Please note that some programs require an audition or placement class before the student should enroll*

Billing

Once you are on a payment plan, you will be billed monthly for your participation. Please note: **we are now able to automatically deduct payments from cards or bank accounts.** A completed registration form indicates intent to pay in full, and **absence does not constitute withdrawal.** For a complete listing of our policies, **please reference our policies packet** (available on our website and in any of our offices).

ASAP Connected uses **invoice-based** billing. This will allow us to send you invoices that clearly reflect your enrollment. **You may have multiple invoices for a single time period.** If you want to combine your invoices into one invoice, let us know at HCDBills@hartford.edu.

Payment

We accept cash, checks, and cards in person, and checks by mail. However, **it is easier than ever to log in and pay online** with an electronic check or a card. Please note: **we are now able to automatically deduct payments from cards or bank accounts.**

If you pay by check, *please include the invoice number, student name, and 8-digit University Student ID* on the check so we can apply it appropriately.

Collections

ASAP Connected is separate from the University's system, and the **Hartt Community Division will assume collections.** To ensure that things run smoothly **collections efforts will be clearer and happen more timely.** **Please remember to view your bills and pay in a timely manner** to prevent collection efforts.

Changes to registration

You can **still request changes** to your registration(s) by emailing our Registrar at HCDBills@hartford.edu or by requesting a change (where applicable) on the online registration website.

Family Accounts

You will now be able to manage your own **family account.** This will most commonly be used for parents with multiple children in our programming. This **family account allows you to log in with one username and password and manage all of your students,** their enrollments, and their invoices. This also makes updating your information much easier. **Please keep your contact information updated** for communication regarding registration and billing.

When you have questions...

Call one of our offices during business hours, **email** harttcomm@hartford.edu or HCDBills@hartford.edu, or **stop by** in person. **We are happy to help!**