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## REGISTRATION AND ENROLLMENT PROCEDURES

edPal supports and manages the registration and enrollment processes for its partner edCenter web sites. Customers of edCenters can always send email support questions to support@edpal.com. edPal will return the email support questions within a 48-hour period.

Below are instructions to help customers register and enroll for online courses at edPal partner edCenter websites.

### Registration

All new members who want to enroll in an online course **MUST** first register for an online user account at the edCenter.

The online user account allows the member to access the course environment as well as other features provided within the edCenter web site.

Steps:

1. The new member will fill an online registration form
2. He/she will receive a confirmation email from registration@edpal.com
3. He/she will confirm his/her email address in the email to **ACTIVATE** his/her account.
4. Once the account is **ACTIVATED**, the member can **SIGN IN** to his/her "My Home" page and begin the process of enrolling in an online course.

### Enrollment

To enroll in an online course, a member must first be **SIGNED IN** to the edCenter web site. edPal supports several methods of enrollment below for edCenter partners.

**Method 1: INDIVIDUAL ENROLLMENT:** Student enrolls individually and pays for the course using his/her own credit card. This method assumes that students are paying for courses by themselves. After a student has signed into the edCenter, he/she can find courses to enroll in at the "Online Courses" link. Students will follow the instructions in the Shopping Cart to complete the course enrollment and order.

**Method 2: INDIVIDUAL PROMOTION CODE ENROLLMENT:** Student enrolls individually but uses a **PROMOTION CODE** provided by edPal that allows students to enroll in a course while bypassing the payment process (**PROMO CODES** are used when a formal agreement and/or purchase order has been signed with organization. edPal manages the purchase order and agreement with customer as well as the invoicing process). This method requires little effort from the organization upfront. During the enrollment process, students can input the special **PROMO CODE** and proceed to complete the course enrollment and order process.

**Method 3: GROUP ENROLLMENT:** The customer Organization fills out a Microsoft Excel form with all of their students' information and sends the form via email to edPal to upload into the enrollment system. This method does not require students to register and enroll themselves online individually. This method requires more work upfront by the organization.

For each of these methods, students will receive an "Order Confirmation" email informing them of the course(s) in which they are enrolled. Therefore, it is critical that the student's email address is **VALID**. Additionally, email firewalls or **SPAM** filters from organizations email servers **MUST** allow any email coming from edpal.com domain to enter into the organization's email system or the student will not receive any confirmations.

