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## Dual Enrollment Frequently Asked Questions for Colleges

**Q: I am logging in for the first time, what is my password?**

A: If this is your first-time logging in, use the password provided to you by the Vermont Agency of Education (AOE). Once you log in, the system will prompt you to change your Password.

**Q: What is my username?**

A: Usernames are always your full name (first name, space, last name), i.e., Scooby Doo.

**Q: I forgot my password, how do I reset it?**

A: From the login page, select the “Forgot Password?” link. You will be prompted to provide your name, email, and security question(s).

**Q: Where do I submit course information?**

A: Course information can be submitted using the Agency of Education [secure folder](#). You must have your username and password provided by the AOE to upload course files.

**Q: Do I have to submit files for upload with course registration and grade information?**

A: You have the option to import files or manually enter this information into the system. If you choose to import files, you must use the AOE secure folder.

**Q: Why can't I see a specific student in the open vouchers for my college?**

A: If you can't see a student under open vouchers – this is because the student has not yet had a voucher approved by the high school. Colleges will only be able to view vouchers that have been approved by the high school.

**Q: When a student registers for a course what steps do I need to take in the system?**

A: Please complete the following steps:

1. Login to your Dual Enrollment account
2. Access the College Course Review page by selecting Dual Enrollment on the blue navigation bar
3. Search for the desired voucher in the Open Vouchers table
4. Select the pencil icon under the Review column
5. Enter 'College Id'
6. Enter 'Date Student Registered'
7. Select 'Save Changes'

### Contact Information:

If you have questions about this document or would like additional information please contact:

Student Pathways Division at [AOE.DualEnrollment@vermont.gov](mailto:AOE.DualEnrollment@vermont.gov)

**Q: When a student drops a course within the drop/add period or does not register prior to the course starting, what steps do I need to take in the system?**

A: Please complete the following steps:

1. Login to your Dual Enrollment account
2. Access the College Course Review page by selecting Dual Enrollment on the blue navigation bar
3. Search for the desired voucher in the Open Vouchers table
4. Select the pencil icon under the Review column
5. Check the box that says 'Student Dropped Course Prior to Course Drop Date'
6. Enter 'Date Student Dropped'
7. Enter an 'End Date of Registration'
8. Select 'Finalize Voucher''

**Q: How do I cancel a student's voucher?**

A: To cancel a voucher, please complete the following steps:

1. Login to your Dual Enrollment account
2. Access the College Course Review page by selecting Dual Enrollment on the blue navigation bar
3. Search for the desired voucher in the Open Vouchers table
4. Select the pencil icon under the Review column
5. Select the checkbox for 'Student Did Not Register'
6. Enter an 'End Date of Registration'
7. Select 'Finalize Voucher'

**Q: When the semester is finished, what steps do I need to take to enter grades into the system?**

A: To enter grades into the system, please complete the following steps:

1. Login to your Dual Enrollment account
2. Access the College Course Review page by selecting Dual Enrollment on the blue navigation bar
3. Search for the desired voucher in the Open Vouchers table
4. Select the pencil icon under the Review column
5. Enter 'Letter Grade, Numeric Grade and Credits Earned'
6. Enter 'End Date of Registration'
7. Select 'Finalize Voucher'