INFORMATION ON TOUCHTONE REGISTRATION

The Division of Extended Education for your convenience has introduced an optional phone-in registration method. **T.O.R.O.S** is the acronym for this Touchtone Registration and Billing System. This semester, HUX students may register for courses via touchtone telephone starting **March 17**. Registration will continue until the last day of the first week of the **Summer 2003 term**. Classes begin on **May 5**.

**T.O.R.O.S**. is available Monday to Saturday 6:00 a.m. to 11:45 p.m. (PST). Please note that Touchtone registration is **ONLY** available if you are paying in **FULL** by VISA, Discover Card, Master Card and/or if you have an approved Financial Aid award from **CSUDH**. To use touchtone registration, students must be continuing (**not new**) and have existing records at CSUDH.

If you are a first time registrant in the HUX program, you may register only via mail, fax (310) 516-3971, or by calling the Extended Education Registration office directly at (310) 243-3741. If a Third Party pays your fees, please call (310) 243-3741 to register and to make payment arrangements.

Again, the registration and payment method is an option. If you decide to use this method and you have comments or questions, please contact the Extended Education Registration office at (310) 243-3741 (see listing of help line hours of operation on page 3.)

BEFORE REGISTRATION THROUGH T.O.R.O.S. THERE ARE A FEW THINGS YOU NEED TO KNOW:

**Student Identification Number (SID)**
Your 9-digit Social Security Number is your Student Identification Number.

**Personal Identification Number (PIN)**
Your Personal Identification Number is your 6-digit birth date (MM/DD/YY). For example, if you were born on April 12, 1972, you initial PIN number will be 041272. You are urged to change your PIN for security reasons and to keep your PIN in a safe place. Do not write your PIN in your Class Schedule. You may change your PIN by dialing T.O.R.O.S. and making the appropriate selection at the main menu. The recorded voice will guide you.

**T.O.R.O.S. Information**

**Making your Entries Permanent:** It is very important to make entries permanent before exiting T.O.R.O.S. Failure to do so will result in cancellation of your request(s).

**Enrollment restrictions:** Some Courses like (HUX 594, HUX 598, and HUX 599) are currently unavailable through Touchtone registration.

**11 STEPS TO REGISTER**
**Step 1:** Call T.O.R.O.S. @ (310) 516-3409 through 3416
**Step 2:** Press 1 for registration information.
**Step 3:** Press 1 to register for classes.
**Step 4:** Enter your 9-digit **Student I.D. Number** (Social Security Number)
**Step 5:** Enter your PIN (personal I.D. number). Your PIN Number is your 6-digit date (MM/DD/YY) E.g. 041272
**Step 6:** Press 1 to register or drop classes, or 2 to review your schedule or 9 to return to the main menu.
**Step 7:** If you entered 1 Step 6, select one of the following options:
- **Press 1** to add (go to step 8) or,
- **Press 2** to drop.
- **Press 3** to make your entries permanent (REQUIRED FOR ALL REGISTRATIONS AND DROPS).
- **Press 4** to check course availability.
- **Press 5** to list (review) your current schedule.
- **Press 9** to return to main menu.
Step 8: Enter Course Reference Numbers from your registration worksheet. Please see the attached listing of HUX Summer courses and Course Reference Number. T.O.R.O.S. will prompt you to enter additional course reference numbers, or enter * and # to end this option and return to previous menu (1 to add, 2 to drop, 3 to make your entries permanent and pay by credit card, etc.)

Step 9: If the course is full, Press 1 to Check for Open Sections or 2 to Waitlist. (THIS DOES NOT APPLY TO HUX COURSES)

Step 10: When you have entered all your Course Reference Numbers, press the * key followed by the # key to return to Step 7. Press 3 to make your entries permanent. Do not hang up without completing this step. Failure to make your entries permanent will result in the cancellation of your registration and in losing all your entries. Stay on the line until the system completes this step and confirms the courses you are enrolled in. Once completed, press 1.

Step 11: If you have finished adding classes, press the * key and the number 6 to go back to the main menu. YOU MUST NOW PAY FOR YOUR COURSES BY CREDIT CARD. FAILURE TO PAY IN FULL FOR YOUR COURSES WILL RESULT IN THE IMMEDIATE CANCELATION OF ALL YOUR COURSES ENTRIES. To proceed, press 2.

➢ To end this call at any time, press the * key followed by the 9 key.
➢ To return to the selections you heard at the beginning of the call, press the * followed by the 6 key.
➢ To have a prompt or selection repeated, press the * key followed by the 7 key.
➢ For menu help, press the * key followed by the 4 key at any time.

Important Information: Whenever you adjust your schedule, please call back and review your schedule. Verify your entries against your worksheet. Verify your worksheet against the Schedule of Classes. Students are responsible for dropping any unwanted courses and ensuring that they are properly registered.

Credit Card Payment Instructions:
➢ Press 1 for Account Balance.
➢ Select the term for which you would like billing information.
➢ Enter your nine digit Student ID Number (Social Security Number).
➢ Enter your Personal Identification Number (PIN).
1. Press 1 to review your balance (The current account balance will be spoken)
2. Press 2 to pay by credit card.
   Select type of credit card you will use to pay:
3. Enter your credit card number (The number you have entered will be spoken back to verification)  
   Press 1 if the number repeated is correct.
   Press 2 if the number is incorrect and reenter the credit card number.
4. Enter your credit card Expiration Date (The expiration date you have entered will be spoken back for verification)  
   Press 1 if the expiration date is repeated is correct.
   Press 2 if the expiration date is incorrect and reenter the expiration date.
5. Select the amount you wish to pay. 
   Press 1 to pay the full amount you currently owe. 
   Press 1 if the amount entered is repeated correctly. 
   Press 2 to enter a different amount.
The system will place callers on hold while the credit card is authorized. The system will inform callers that the credit card has been accepted and will instruct you to hold while your payments is applied to your account. If the credit card is denied, you may start over with a different credit card. (Note: You will need to contact your credit card issuer if you wish to find out why your card has been denied.) When the payment is applied to your account, the system will indicate the remaining amount due for the account, if any.

**Press 9** to exit the main menu.

**Troubleshooting**

- **Can’t access T.O.R.O.S.?**  
  Check you are dialing the correct number. Are you using a true touch-tone telephone? Not all push-button telephones are touch-tone. Further, programmable telephone using the ‘#’ or ‘*’ key in programming cause access problems. Try another phone. To register while on campus, you may use the campus pay phones or the courtesy phones located throughout the campus.

- **T.O.R.O.S. not available?**  
  Check date and hours of operation. **T.O.R.O.S.** is available Monday to Saturday 6:00 a.m. to 11:45 p.m.

- **Busy signal?**  
  All lines are busy: Try again later.

- **Made a mistake?**  
  Do not hang up: Wait for the recorded voice to prompt you.

- **Not able to register for a specific course?**  
  Please call EE Registration at the phone # listed below.

  *Courses that require an approved contract: HUX 594, 598, and 599 are unavailable through touch-tone registration.*

**HELPLINE**

If you need assistance with registration, call (310) 243-3741 during the following hours Pacific Standard Time  
Monday – Thursday…… 8 a.m. – 8 p.m.  
Friday………………….. 8 a.m. – 5 p.m.  
Saturday……………….. 8 a.m. – 1:30 p.m.