

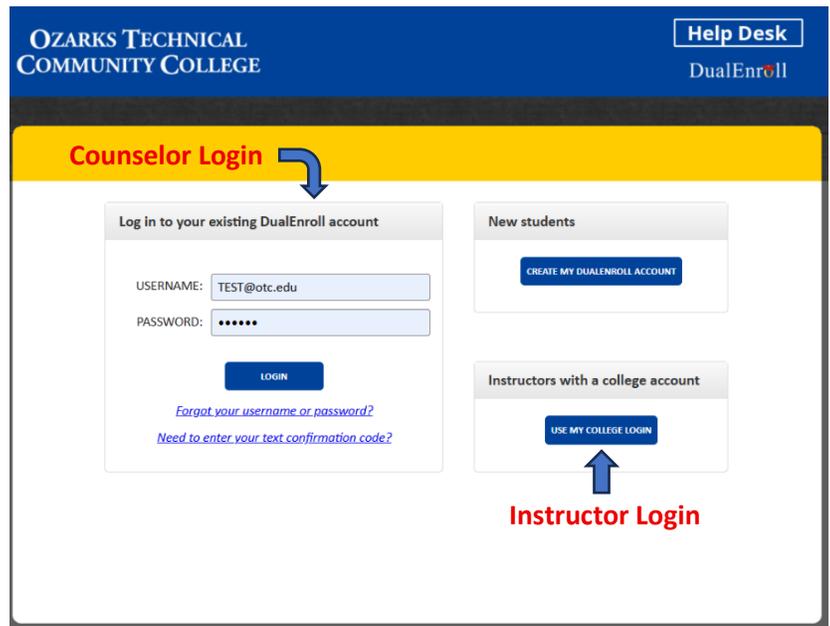
## Dual Enroll High School User Guide

Welcome to the dual enrollment program at Ozarks Tech! OTC provides a convenient online registration process using DualEnroll.com. Here’s how to complete the High School and Instructor tasks associated with student registrations.

### Logging in:

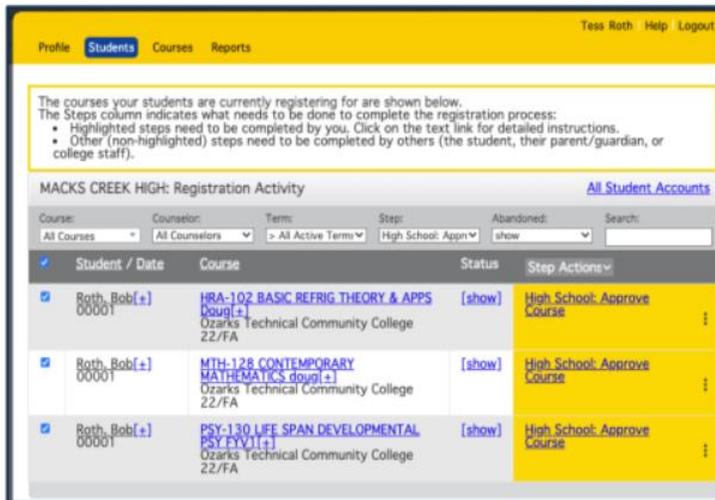
Navigate to <https://otc.dualenroll.com/login>.

- **Counselors new to DualEnroll** receive an account creation link after being added as their district’s Dual Credit contact. Please set up your account following the directions in the account creation email. Counselors use the ‘Log in to your existing DualEnroll account’ login box to the left of the login screen.
- **Counselors with an existing DualEnroll account**, even if created in association with another college, must use their **existing** DualEnroll log-in credentials on the *OTC designated DualEnroll weblink* to access their OTC DualEnroll portal. Counselors use the ‘Log in to your existing DualEnroll account’ login box to the left of the login screen.
- **Instructors** use the OTC provided username and their myOTC password in the Instructors with a College Account (lower right side) only. Creating and/or using a different account, and/or entering your OTC credentials in the wrong place, will not allow you access to what you need in DualEnroll. Refer to your Congratulations email from [dualcredit@otc.edu](mailto:dualcredit@otc.edu), the [username lookup tool](#), or the [password reset option](#), or contact the OTC Helpdesk 417-447-7548 for further assistance with your OTC username and password.



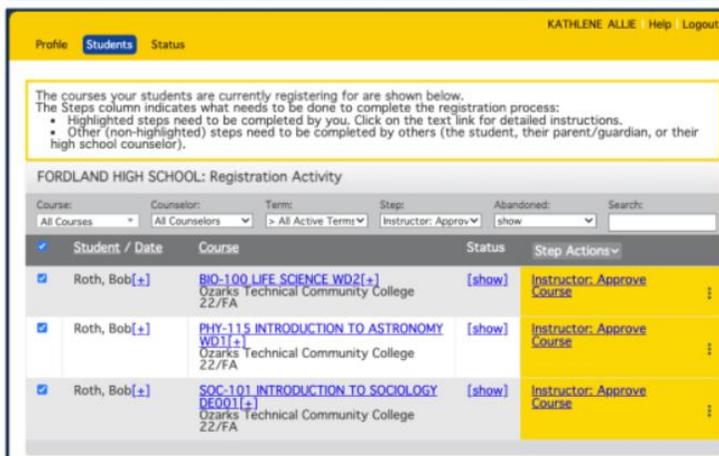
**NOTE:** High school users receive email notification when a task has been assigned to them. Click the blue link in the email or text notification, to log into DualEnroll. **Be sure to check your Junk/SPAM folder if you are not receiving emails.**

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← **School counselors** see this screen. Action items are highlighted in yellow with an active link labeled 'High School' and the name of the task to be completed.

OTC participates in year-long scheduling, therefore all terms for the year will be visible and available for enrollment. Please ensure your students are enrolling for the correct courses in the correct term.



← **Instructors** see this screen. Instructors are responsible for approving all seated enrollments in DualEnroll before the enrollments can be processed and moved to the 'complete' step.

Instructors will also have an Ongoing Requirements tab included in the yellow bar across the top of their DualEnroll screen. This is where instructors complete intent to teach forms and upload their syllabi each term.

## Batch Processing Tasks

The toolbar at the top of the student list allows you to search, filter, and batch process. Tasks assigned to you will be highlighted in yellow and at the top of the list. **Term** can be used to narrow the search to a specific term, or you can select **All Active Terms** to see all active registrations. Use the **Counselor** drop down to select a specific counselor or **All Counselors** to get a list of all registrations with an open High School step.

**NOTE:** We suggest that you leave your filters set to **All Counselors**. This way, you can see, override, and assist with any student in your school system at any phase of the **high school approval steps**.

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WAYNESVILLE CAREER CENTER: Registration Activity [All Student Accounts](#)

Course: All Courses | Counselor: All Counselors | Term: > All Active Terms | Step: All Steps | Abandoned: show | Search:

Student / Date	Course	Status	Steps
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Additionally, click the **date** option and ensure the arrow is pointing *up*. You should also do this before completing tasks in batch mode. Filtering by date ensures students are placed in open course seats based on the order in which they enrolled.

Ozarks Technical Community College: Registration Activity [All Student Accounts](#)

High School: All High Schools | Course: All Courses | Term: > All Active Terms | Step: College: Review Registration Request

DX Response: All | Abandoned: show | Search:

Student / HS / Date	Course	Status	Step Actions
<a href="#">Eason, Kaleigh</a> [1028451]	ENG-101 COMPOSITION I FOZ03 [Spring 2026]	[show]	<a href="#">College: Review Registration Request</a>
<a href="#">Novik, Austin</a> [1028395]	ART-100 ART AND EXPERIENCE FOZ01 [Spring 2026]	[show]	<a href="#">College: Review Registration Request</a>
<a href="#">Novik, Austin</a> [1028395]	SOC-101 INTRODUCTION TO SOCIOLOGY FOZ01 [Spring 2026]	[show]	<a href="#">College: Review Registration Request</a>
<a href="#">Novik, Austin</a> [1028395]	COM-105 PUBLIC SPEAKING FOZ02 [Fall 2025]	[show]	<a href="#">College: Review Registration Request</a>
<a href="#">Novik, Austin</a> [1028395]	BIO-135 NUTRITION FOR LIVING FOZ01 [Fall 2025]	[show]	<a href="#">College: Review Registration Request</a>

## All Student Accounts (Counselors Only)

From the **Students** tab click the **All Student Accounts** link and search for an individual student. You should do this for students who have started the enrollment process but are not yet appearing on your general registration page.

Click on a Student's name to view their Profile and check the status of their registrations.

Profile **Students** Courses Reports

Registration Activity\* [All Student Accounts](#)

Course: All Courses | Counselor: Tehachapi Counselor | Term: > All Active Terms | Step: All Steps | Abandoned: show | Search:

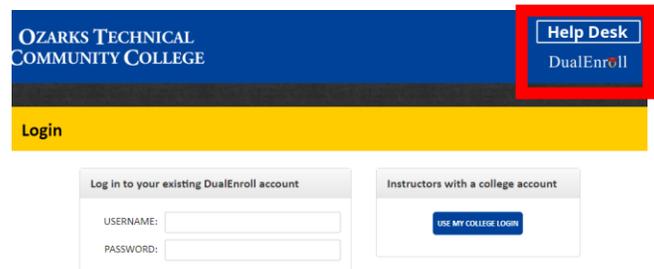
First Name: | Last Name: | Status: All | Creation Date (range): 2022-03-24

Student	Status	Created On
<a href="#">Qallen Jones</a>	Registration Activity	03/24/2022
<a href="#">Terrance Lewis</a>	DE Account Not Yet Confirmed	03/24/2022 <a href="#">DELETE</a>
<a href="#">Kandra Prying</a>	Application Incomplete	03/24/2022 <a href="#">DELETE</a>
<a href="#">Amanda Smith</a>	Registration Activity	03/23/2022

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**\*\*If the student's name appears twice on the search results list, the student has a duplicate account.** In this instance, the student needs to create a **DualEnroll Helpdesk** ticket to request the two accounts be merged.

- The Helpdesk button is in the top right-hand corner of the DualEnroll log-in screen.



### Various Status' that appear on Student Accounts under the 'All Account Accounts' link:

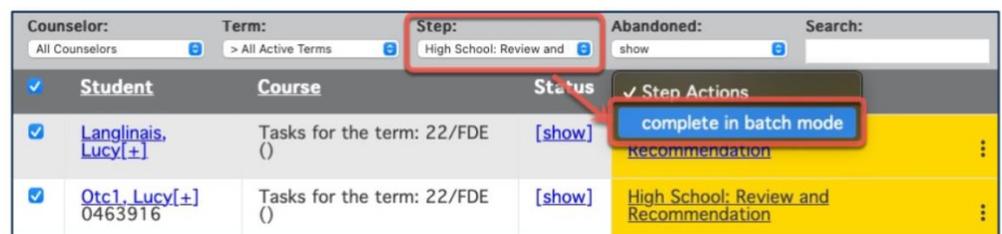
- DE Account Not Yet Confirmed:** the student has created an account but has not yet clicked on the confirmation link in their email or entered the text code. You can delete their account and have them start again.
- Application Complete:** the student has completed their application but has not registered for courses
- Application Incomplete:** the student has created their account and started, but not finished their application. You can delete their account and have them start again.
- Registration Activity:** the student has registered for a course. Status will be visible on the students tab.

## High School: Review and Recommendation

For students seeking concurrent enrollment, the high school admin must approve the course and possibly provide a recommendation.

This step can be completed in batch mode by selecting the step from the Step filter and then selecting **complete in batch mode**.

Click, **COMPLETE STEP**.



Student Name	Action	GPA on 4.0 Scale?	Academic Year
Lucy Langlinais	<input type="radio"/> Approve; recommendation not required <input type="radio"/> Approve and recommend <input type="radio"/> Student doesn't qualify; but recommend anyway <input type="radio"/> Don't approve or recommend;	<input type="text"/>	<input type="radio"/> Freshman <input type="radio"/> Sophomore <input type="radio"/> Junior <input type="radio"/> Senior
Lucy Otc1	<input type="radio"/> Approve; recommendation not required <input type="radio"/> Approve and recommend <input type="radio"/> Student doesn't qualify; but recommend anyway <input type="radio"/> Don't approve or recommend;	<input type="text"/>	<input type="radio"/> Freshman <input type="radio"/> Sophomore <input type="radio"/> Junior <input type="radio"/> Senior

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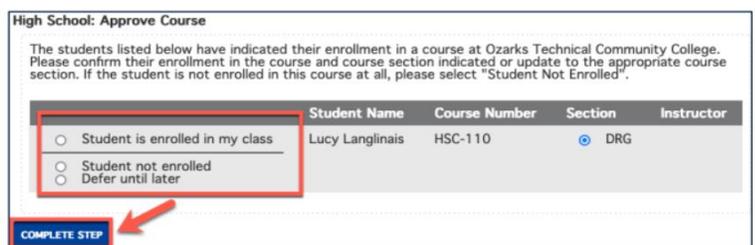
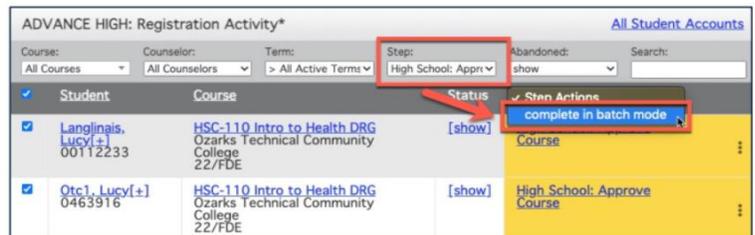
### High School: Approve Course

When the instructor is not known or the course is not taught at a high school, this step will be created. The **High school: Approve Course** step, can be completed in batch mode by selecting the step from the Step filter and then selecting **complete in batch mode**.

The High School has three options:

1. **Approve** and enroll the student.
2. **Decline** and end the registration.
3. Defer the decision until later.

Click **COMPLETE STEP**.



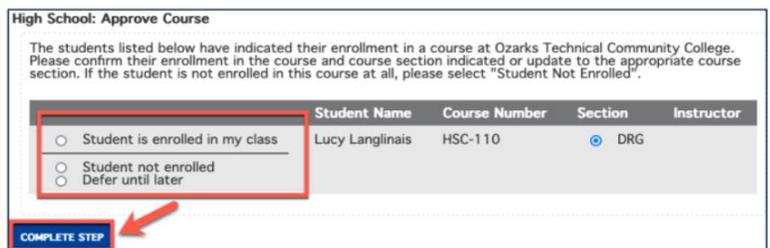
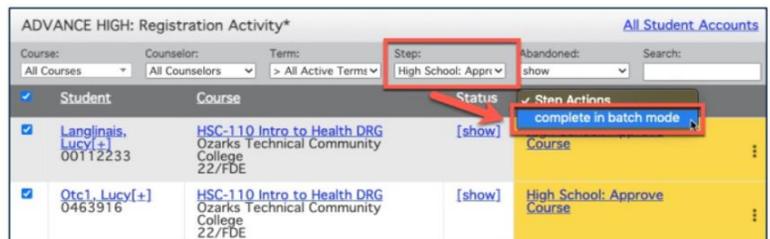
### Instructor: Approve Course

When the instructor is known and the course is taught at a high school, this step will be created. The step can be completed in batch mode by selecting the step from the Step filter and then selecting **complete in batch mode**.

Instructors have three options:

1. **Approve**, change section if needed, and enroll the student **Decline** and end the registration.
2. **Not approve** and push to the High School to decide, the student is not enrolled with you.
3. Defer the decision until later.

Click **COMPLETE STEP**.



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### Career Center: Approve Course

Courses taught at Consortium schools will need to be approved by the sending school.

The counselor has two options:

1. **Approve** to enroll the student.
2. **Decline** to enroll the student. A message will be sent to the student and parent stating the course was not approved.

Click **COMPLETE STEP**.

LAKE CAREER & TECHNICAL CTR.: Registration Activity [All Student Accounts](#)

Course: All Courses | Counselor: All Counselors | Term: All Active Terms | Step: All Steps | Abandoned: show | Search:

Student / Date	Course	Status	Steps
<a href="#">Roth, Richard (+)</a> 001	<a href="#">BIO-135 NUTRITION FOR LIVING DE001 (+)</a> Ozarks Technical Community College Fall 2022	<a href="#">[show]</a>	Career Center: Approve Course

Career Center: Approve Course

**Approval Decision**

Please review the course registration requests for your students below. By selecting approve, you are confirming that you have reviewed the students academic record and the student qualifies to take this course.

Student	Course	Meeting	Career Center Decision
Richard Roth	BIO-135 NUTRITION FOR LIVING DE001 Fall 2022	Tu Th 9:00am-10:30am	<input type="radio"/> Approve <input type="radio"/> Decline

**COMPLETE STEP**

### Sending Batch Notifications

You can send reminders to students directly through DualEnroll when they have not yet registered, or if they are stuck in the parent consent step. Filter for a particular Status and then select ‘**send reminders**’ to students with selected status from the **Reminder Actions dropdown menu**. You can also add custom text by typing in the ‘**additional message**’ box.

Click the **SEND** button to send the reminder and **all students in the selected status** will receive a text and email reminder stating that they still have steps to complete if they wish to register for courses.

First Name: | Last Name: | Status: Application Incompl... | Creation Date (range): 2022-03-24

Student	Status	Created On	Reminder Actions
<a href="#">Kandra Prying</a>	Application Incomplete	03/24/2022	Reminder Actions send reminders to students with selected status

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### Dropping Courses

Students must drop classes using their DualEnroll registration Activity Page.

Students can check the **status of their registration** under their **'status' tab** on the student dashboard. They should click 'view current status' to see where their registrations are in the process. You also have a 'drop' option. If the registration is incomplete, an "abandon" option will appear instead of "drop." Students can abandon registration at any point in the process before completion of the enrollment. Once enrollment is complete, the "drop" option will appear.

The screenshot shows the 'Status' tab in the DualEnroll system. At the top, there are tabs for 'Profile', 'Courses', and 'Status', with 'Status' being the active tab. Below the tabs, a message states: "The courses you are currently registering for are shown below. The Steps column indicates what needs to be done to complete the registration process: Highlighted steps need to be completed by you. Click on the text link for detailed instructions. Other (non-highlighted) steps need to be completed by others (your high school counselor, parent/guardian, or college staff)." Below this is a table titled "Your Courses" with columns for Course, Status, and Steps. The table lists four courses: BIO-100 LIFE SCIENCE WD2(+), ENG-101 COMPOSITION I VDSRO(+), HST-120 U.S. HISTORY I: TO 1865 WD1(+), and PHY-105 INTRODUCTION TO PHYSICS WD3(+). A modal window is open over the first course, showing "No Further Actions Required" and a "view current status" button highlighted in red. Below the modal, the "Your Courses" table is shown again, with the "Status" column highlighted in red.

Course	Status	Steps
BIO-100 LIFE SCIENCE WD2(+) Ozarks Technical Community College Fall 2022	Instructor Approve Course: Complete Parent Provide Consent: Complete Student Select Another Course Section: Complete Student declined Course Section	Failed [History] [Notifications]
ENG-101 COMPOSITION I VDSRO(+) Ozarks Technical Community College Fall 2022	High School Approve Course: Complete Parent Provide Consent: Complete	Complete [History] [Notifications] [Drop]
HST-120 U.S. HISTORY I: TO 1865 WD1(+) Ozarks Technical Community College Fall 2022	High School Approve Course: Complete Parent Provide Consent: Complete	Complete [History] [Notifications] [Drop]
PHY-105 INTRODUCTION TO PHYSICS WD3(+) Ozarks Technical Community College Fall 2022	College Review Registration Request: Complete Designated Approver Approve Course: Complete Parent Provide Consent: Complete Student Select Another Course Section: Complete	Complete [History] [Notifications] [Drop]

### Verifying Class Rosters

Instructors and school counselors should verify course enrollment rosters in DualEnroll by selecting the 'status' tab and then downloading the roster report for each of their courses.

\*\*Please notify [dualcredit@otc.edu](mailto:dualcredit@otc.edu) immediately with any enrollment concerns or needed changes.

The screenshot shows the 'Status' tab in the DualEnroll system for a user named Linda Chen. At the top, there are tabs for 'Profile' and 'Status', with 'Status' being the active tab. Below the tabs, the user's name and a 'Help | Logout' link are visible. The main content area shows "Linda Chen: Credential Reviews" with a table of colleges and their credential status. Below this, it shows "Linda Chen: Course Rosters - report is complete...". A table lists courses with "roster report" links highlighted in red.

College	Course	Link
University of Idaho	ENVS 101 Intro Environmntl Sci	[roster report]
University of Idaho	CE 105 Civil Engineering Drafting	[roster report]
University of Idaho	AGED 258 Exper Learn and SAE Programs	[roster report]
University of Idaho	ACCT 201 Intro Financial Acctg	[roster report]
University of Idaho	ENGL 175 Literature and Ideas	[roster report]
University of Idaho	AERO 102 USAF Heritage and Values II	[roster report]
University of Idaho	ACCT 315 Intermediate Financial Acct I	[roster report]

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### Troubleshooting

DualEnroll is a third-party software, operated outside of Ozarks Tech. Therefore, the OTC helpdesk *cannot* assist you with DualEnroll log in and password issues or any software specific troubleshooting. All technical assistance concerning DualEnroll should be sent to the **DualEnroll helpdesk, only**.

**Instructors:** For assistance with your OTC username and password which serves as your login credentials for DualEnroll, please contact the OTC helpdesk at [helpdesk@otc.edu](mailto:helpdesk@otc.edu) or 417-447-7548.

- **NOTE:** You must log into your MyOTC account at least once per year to keep your account active. After a year, your OTC account will be disabled by HR and you will need to complete additional steps to regain access to your account.

#### Common DualEnroll Helpdesk Tickets:

- Email or phone number already taken.
  - Can appear in student app. when the student’s phone number or parent email is already in the DualEnroll system. DualEnroll support can override this.
- Login and password help.
  - You can view student’s username by remoting into their account and clicking on the account profile menu option to the left of the screen.
- Ongoing Requirements- *Pending Instructor Invitation* error message.

### Course Enrollment Status Key

Status	Explanation	Action Needed by
Pending: Student Review/Update of Application	Student must complete the Student Responsibility Page in DualEnroll for the application to move forward.	Student
Instructor: Approve Course	Final course approval for Dual Credit seated course enrollments.	Seated Course Instructor
Parent: Provide Consent	Form for parent consent and payment options; pay now or pay later in student’s MyOTC account.	Parent
Parent: Provide Alternative Payment Information	Payment method originally provided in DualEnroll was declined. New payment information is needed. Otherwise, enrollment will be moved to the ‘pay later’ option and processed.	Parent
College: Review Admission Application	Student application was flagged for an incorrect name, birthdate, or social security number by the college. Student will be asked to provide verification of incorrect information to OTC’s registrar.	Ozarks Tech/Student
Student: Select Another Course Section	The course section the student originally chose is full. Student must select another section. If no section is available, leave enrollment active so the Dual Credit team can try to find a seat for the student. Once a seat is	Ozarks Tech/Student

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	available, OTC will automatically move the student to an available seat.	
College: Review Registration Request	The student may have/need: Administrative hold (social security, birth date, finance hold), requisite waiver, or any other misc. software error.	Ozarks Tech
College: Approve Student	Student application was flagged for their age, or they did not qualify to participate in Dual Credit but their school counselor recommended them anyway.	Ozarks Tech
Abandoned	Final enrollment step indicating that the student's enrollment is no longer active. This can be initiated by the student, high school, or college at anytime before the enrollment has moved to the 'complete' step in DualEnroll.	N/A
Complete	Final enrollment step indicating that the student's enrollment is complete at the college.	N/A
Drop Complete	Final enrollment step indicating that the student's course drop has been processed at the college.	N/A
Failed	Final enrollment step indicating that the student's course was full at the college and the student is not enrolled, or their high school rejected their eligibility to participate in Dual Credit courses.	N/A
Repay Complete (re-payment)	Final step indicating that the enrollment was moved to the 'pay later' option as the original payment method was declined via DualEnroll.	N/A
Approver: Review Eligibility/Recommendation	Dual Credit Eligibility Form is incomplete.	Homeschool Approver
Approver: Approve Course	Homeschool students, only. Dual Credit course enrollments need final approval.	Homeschool Approver
High School: Review Eligibility/Recommendation	Dual Credit Eligibility Form is incomplete.	High School Counselor
High School: Approve Course	Dual Credit course enrollments need final approval.	High School Counselor
High School: Approve Drop	Dual Credit course drop request needs district approval.	High School Counselor
High School: Resolve Student Not Enrolled	High school counselors declined student's final course approval as the student enrolled in the wrong course/section. School to confirm why the student enrollment was declined.	High School Counselor
Pending: Application Response	DualEnroll is importing your college application to our college student management system outside of DualEnroll. Your enrollment will <i>not</i> move to the next step until this step is complete. Typically, a 45-minute lag time.	DualEnroll Software Processing Step
Pending: Completion of Per Term Steps	Accompanies the High School Eligibility and Approver: Review Eligibility step.	DualEnroll Software Processing Step
Processing: Successful Registration	All student, parent, college, and high school steps are completed. DualEnroll is sending enrollment to Ozark Tech's college student management system outside of DualEnroll.	DualEnroll Software Processing Step

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Dropping	DualEnroll is processing the student's course drop request.	DualEnroll Software Processing Step
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