## Allocate+ FAQ for Timetable Sign-up

**1. Where do I go online for timetable sign-up?**

Click on the **Timetable Sign-up (Allocate+)** drop down menu on the Calendars and Timetables page, and click on the appropriate year.

**2. What happens if this link doesn't work?**

Try an alternative web browser such as Explorer, Chrome etc. If you still have trouble then contact IT. Their contact details are on page 2.

**3. Why does my timetable sign-up page say "Invalid Session"?**

If you bookmark the timetable sign-up online page and keep it open for too long it creates a security tag which will indicate "Invalid Session". To resolve this you need to close the page then re-open through the above link. Alternatively you might need to clear your browser history. For instructions on how to do this click here: How to clear Cache of web browsers

**4. What should I do if my password doesn't work?**

If your password doesn't work you'll need to contact IT – contact details on page 2.

**5. What do I do if the selections are *all* full?**

You will need to contact your school. If every session is full then schools have the ability to open another session or increase the capacity in sessions to allow for additional students.

**6. What happens if the sessions *I want* are full?**

You must make a selection from the available choices. Once you have made a selection, you may click the SWAP button, and be waitlisted for the session you want. If a place becomes available, you will be automatically swapped and notified. *Please note, once you are happy with your timetable, it is advisable to ensure that you remove any pending swaps, otherwise the system will automatically swap you into the new class once a place become available and you will not be able to change back.

**7. What do I do if my classes are clashing?**

Contact your school for advice.

**8. What do I do if I don't see my enrolment details on Allocate+?**

You will need to check your enrolments in **Student Centre** and ensure that you are enrolled correctly. If your enrolments are correct, but you continue to have issues, please contact your School for assistance.

**9. What do I do if I have a Learning Access Plan (LAP)?**

If you have a Learning Access Plan (LAP) that includes adjustments for timetabling, you should contact the Administration staff in the School running the course that you want to sign up for BEFORE preferencing opens. Please provide the School a list of your preferences for tutorials and lectures (where there are options). While the School running the respective course you wish to enrol in will be able to assist you in signing up to your classes, preferred timetable allocation cannot necessarily be guaranteed since the timetable may be subject to change.

**10. What preparation can I do before timetable sign-up?**

We recommend you check your timetable options and have your preferences thought out so if your first choice is full, then you can select your alternative options quickly. Note that you must put in a minimum of 10 preferences for each class. It is also a good idea to check you are enrolled in all the courses you intend to study for the semester and make any changes of enrolment well before tutorial sign-up. You will only be able to select from courses on your enrolment record.

# THE UNIVERSITY OF NOTRE DAME
## AUSTRALIA

## Allocate+ FAQ for Timetable Sign-up

### Support Contacts

| Contact | Issue | Fremantle | Sydney |
|---|---|---|---|
| **School** | • Activities (classes) clashing with no alternatives available<br>• No available activities – all sessions full<br>• Enrolment advice | **Pathways:**<br>pathways@nd.edu.au<br>**Arts & Sciences:**<br>artssciences@nd.edu.au<br>**Business:**<br>lawandbusiness@nd.edu.au<br>**Education:**<br>fremantle.education@nd.edu.au<br>**Health Sciences:**<br>fremantle.health@nd.edu.au<br>**Law:**<br>lawandbusiness@nd.edu.au<br>**Medicine:**<br>fremantle.medicine@nd.edu.au<br>**Nursing and Midwifery:**<br>national.nursing@nd.edu.au<br>**Philosophy & Theology:**<br>philosophytheology@nd.edu.au<br>**Physiotherapy:**<br>fremantle.physiotherapy@nd.edu.au | **Pathways:**<br>pathways@nd.edu.au<br>**Arts & Sciences:**<br>artssciences@nd.edu.au<br>**Business**<br>lawandbusiness@nd.edu.au<br>**Education:**<br>sydney.education@nd.edu.au<br>**Health:**<br>sydney.health@nd.edu.au<br>**Law:**<br>lawandbusiness@nd.edu.au<br>**Medicine:**<br>sydney.medicine@nd.edu.au<br>**Nursing and Midwifery:**<br>national.nursing@nd.edu.au<br>**Philosophy & Theology:**<br>philosophytheology@nd.edu.au |
| **CORE1000** | • CORE1000Activities (classes) clashing with no alternatives available<br>• No available CORE1000 activities – all sessions full | **Core Curriculum:**<br>corecurriculum@nd.edu.au | |
| **IT Support** | • Technical difficulties | **Student IT Support Portal**<br><br>**Fremantle**<br>08 9433 0777<br>8am – 5pm AWST<br><br>**Sydney**<br>02 8204 4111<br>8am – 5pm AEST<br><br>**Broome**<br>08 9192 0632<br>8am – 4:30pm AWST | |