

Allocate+ FAQ for Timetable Sign-Up

1. Where do I go online for timetable signup?

Visit <https://allocate.nd.edu.au/signup/apstudent> for timetable sign-up.

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 by re-entering the above link.

Alternatively you might need to clear your browser history. For instructions on how to do this click here: <http://askus.library.nd.edu.au/faq/210829>

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.

Remember if you're a new student you need to have a capital N to start your password eg Nd21011984 (if your date of birth is the 21st January 1984). Returning students can login using username (student ID number) and password. If you have forgotten your password and had too many attempts the account may become locked.

5. I have made a selection and it still isn't working?

Some students make a selection prior to timetable sign-up and then wait until sign-up to hit the enter button. The computer system doesn't accept this. You need to wait until timetable sign-up commences eg 12 noon and *then* start your selection.

If using the refresh button isn't working you're best to close the page, reopen it and make your selection again.

6. 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.

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

We recommend you select another available choice. Schools require you to be available for and to attend sessions that are not full. Schools may consider requests for particular classes in exceptional circumstances.

8. What do I do if my classes are clashing?

Contact your school for advice.

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

You will need to contact your school as this usually means there is an issue with your enrolment details in the student management system. The school will need to liaise with student administration to find out what the problem is.

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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. 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.

Support Contacts

Contact	Issue	Fremantle	Sydney
School	<ul style="list-style-type: none"> Activities (classes) clashing with no alternatives available No available activities – all sessions full Enrolment advice 	<p>Notre Dame Study Centre: fremantle.ndsc@nd.edu.au</p> <p>Arts & Sciences: fremantle.artssciences@nd.edu.au</p> <p>Business: fremantle.business@nd.edu.au</p> <p>Education: fremantle.education@nd.edu.au</p> <p>Health: fremantle.health@nd.edu.au</p> <p>Law: fremantle.law@nd.edu.au</p> <p>Medicine: fremantle.medicine@nd.edu.au</p> <p>Nursing and Midwifery: fremantle.nursingandmidwifery@nd.edu.au</p> <p>Philosophy & Theology: fremantle.philosophytheology@nd.edu.au</p> <p>Physiotherapy: fremantle.physiotherapy@nd.edu.au</p>	<p>Notre Dame Study Centre: sydney.ndsc@nd.edu.au</p> <p>Arts & Sciences: sydney.artssciences@nd.edu.au</p> <p>Business: sydney.business@nd.edu.au</p> <p>Education: sydney.education@nd.edu.au</p> <p>Law: sydney.law@nd.edu.au</p> <p>Medicine: sydney.medicine@nd.edu.au</p> <p>Nursing: sydney.nursing@nd.edu.au</p> <p>Philosophy & Theology: sydney.philosophytheology@nd.edu.au</p>
IT Support	<ul style="list-style-type: none"> Technical difficulties, e.g. unable to access Allocate + 	<p>itservicedesk@nd.edu.au 08 9433 0999</p>	<p>itservicedesk@nd.edu.au 02 8204 4444</p>