

Here are some helpful tips and FAQs Registrars need to know!

All registrations close at noon 5 business days prior to class date. No Exceptions.

PLEASE NOTE: For maximum web functionality, please make sure your computer/laptop is running on the latest version of your internet browser, (i.e. Chrome, Firefox, Safari, Internet Explorer, etc.)

Payments:

- Kindly remember you have 30 days from the date of each course to submit your payment to us. **You will not be able to attend any other courses until we receive payment. Please remit payment to:**

UConn, School of Business
Connecticut Information Technology Institute
One University Place, 3.97
Stamford, CT 06901-2315

- **Please note that a purchase order does not constitute as payment.**
- **Credit Card Payments Online:** Please note that if you enter incorrect credit card information and receive the “Finger Print value is not valid” error message, you must close out of the credit card “make a payment” window. You must then re-submit your order by returning to your “shopping cart” screen.

In order to attend class, you must register for the course on our [website](#). Upon completion of registering for a class, you will receive an email with an invoice, confirming the section and class date for your registration. If you do not receive a confirmation, you have not successfully registered for the intended section. **You may not show up to a section course without properly registering for the class. No Exceptions.**

On the day of the class:

- If your registration for a class has been confirmed, your name will be included on the class sign-in sheet. You must sign your name on the sign-in sheet at the start of the class in order to be counted as "present" for the class. We suggest you arrive 15 minutes before the scheduled start time. If you do not sign-in, you will not receive credit for the course, you will not be sent the section quiz, and you will need to contact us to reschedule your retake of the course. **NO EXCEPTIONS.**
- If your name does not appear on the sign-in sheet or the instructor’s class roster, you must immediately contact our office at 203.251.9516.
- If you arrive more than 15 minutes late to the class, you will not be allowed to attend the class and will be required to contact us to schedule a re-take of the course.

- If you do not turn in your quiz within **48 business hours/2 business days** of receiving it, you will need to retake the section course that corresponds with the quiz. Furthermore, your future ROV section course registrations will be put on hold until you retake the section course that you did not turn in the quiz for.
- If you turn in a section quiz on time but did not pass the quiz with at least 80%, your instructor will send you a “re-take” quiz to complete. You must complete and return the re-take quiz within **48 business hours/2 business days** of receiving it. If you do not return the quiz on-time, you will have to retake the section course and your future ROV section course registrations will be put on hold until you complete the requirement.

Please note: The first section course retake will be free of charge, however, if you are required to retake a section course on another occasion (due to any of the situations mentioned above [page 1] or last minute cancellations), you will incur the cost of the class again. Please note that your municipality will not cover this cost and you will have to pay the cost of the course out-of-pocket.

Registering for the Certification Exam: Please **DO NOT** register for the Final Exam if you have not read the following information. If you have already registered for the exam and do not meet the requirements below, your registration will be **DISCARDED!**

- You must successfully complete all 8 certification courses and quizzes prior to registering for the Final Exam.
- Your account balance must be current. **NO EXCEPTIONS.** You may contact your town Finance Department to inquire on the status of your invoice payments. You may then [contact us](#) to review your account payment status.
- If you are unable to keep your registered exam date/time, please contact us in a timely manner so that we may reschedule your registration accordingly. Due to limited availability, we will be unable to reschedule your exam registration date for a minimum of 90 days, regardless of any new dates posted recently on our website.

Please Note: Payment for the Certification Exam must be received for your exam a minimum of 5 business days prior to your exam date. NO EXCEPTIONS.

Please provide accurate contact information when registering for a course.

- Please remember to register with an email address that you will check regularly. The email address that you provide during the registration process will be the email address that we use to communicate class confirmations, reminders, and reschedules/cancellations.

You must take Section#1 first and Section#8 Last.

- There's no particular order for Sections #2-7.

If you choose not to take the quiz after each section...

- You can never use that section towards the State of Connecticut Registrar of Voters certification requirements. Additionally, should you, for any reason, decide not to take the quiz that is forwarded to you after each class section, you will not receive credit for that class, which will require you to retake that section at a future date and pass the quiz. Please be advised that you must return each section quiz within **48 business hours/2 business days** of receiving the quiz.

If you are unable to attend a class that you have registered for...

- You must contact CITI to cancel and re-schedule the registration. Informing the Instructor does not constitute withdrawal from the class. You must contact CITI via email to formally request any form of refund.

There is a minimum requirement of 10 registrations per section to run any ROV courses. We suggest you contact your area registrars and insure you have 10 registrars attending at the course on the respective date.

In the event that there is a low registration rate at any campus...

- The class will be cancelled and re-scheduled to the next available date.
- In the event that at least one location has 10 or more registrations, we will offer all of the other registrars an opportunity to switch their registrations to the running location(s), which have already met the minimum.

If your course gets cancelled and it is already paid for...

- To reschedule the course, please visit our website to view upcoming dates for the canceled section. Once you have chosen a new date, please contact us via email and request to have your canceled course rescheduled to the date you desire.
- The received payment will be applied to the rescheduled date. This is done to avoid receiving duplicate payments for the same course.

If you do not see any dates for the course you would like to register for...

- Please check our website periodically for any new, upcoming dates. We post upcoming dates quarterly and only after the approval of the ROV committee.



Fee based parking is available at all locations. For more information, [please visit the Parking Services website.](#)