

# ON-LINE TRILLIUM WEB COURSE REQUESTS

## Student/Parent Guide - Text Version

The Trillium Web Course Request is a web-based application that allows you to enter course requests on-line. This "Student/Parent Guide" will outline the steps you need to follow to enter course requests. This guide contains information on the minimum hardware, and software requirements; how to access the web-based application; how to create a login account; how to enter course requests; how to change your password and what to do if you forget your account information.

### WHAT ARE THE MINIMUM HARDWARE, AND SOFTWARE REQUIREMENTS?

Pentium III 350 MHz, Windows 98, NT, XP, ME; 128MB RAM Memory; Monitor set to 800x600; Internet Access; MS Internet Explorer 6.0 or higher. **\*\*Please note: If you are using a Mac you may experience some problems. This application is not currently supported by Mac\*\***

### HOW DO I ACCESS THE WEB-BASED APPLICATION?

Access the Trillium Web Course Requests by typing in the following website address <https://cr.hwcdsb.ca> or the link can be found in pathtosuccess.ca under "Secondary Courses"/"School Name"/"Trillium Web Course Requests"

### HOW DO I CREATE A STUDENT LOGIN ACCOUNT?

- Click on the "New Users Sign-In" link to create a new account if you have not already done so.
- In the "Student Information" area, enter your own information. You will need your Ontario Education Number (OEN) not your student number. This number can be found on any Provincial Report Card or on your timetable. The OEN is a 9 digit number that is assigned to every student in the Province of Ontario. If you cannot find your OEN number please contact the school administration office.
- In the "Choosing Your User Name and Password" area, create your own "User Name", and "Password". **Please note that once your "User Name" is created, you cannot modify it.** The "**User Name**" must be from 6 to 20 characters long, ie lastnamefirstname (smithjohn). The "**Password**" must be from 6 to 16 case sensitive characters, and can include letters, numbers, and underscore ("\_"). Passwords are case sensitive. Record your username and password.

- In the "Recalling Your Password" area, enter a security question with an answer that is easy for you to remember. **Choose a password that is unknown by your friends – This information is important, and should be kept confidential – same as a debit card PIN#.** This security question is critical, since it will be required to be able to retrieve your account information if forgotten.
- Enter your email address (parent or student). This field is important, since the course requests you enter on-line, or if changed by an authorized school person will be confirmed by the application via this email address.
- If you make an error entering the information, the "Clear" button will erase all information entered so you can start over.
- Once all the required information is entered, click on the "Submit" button to have your account created.
- If you encounter an error message "**USER NAME NOT AVAILABLE**". Select a different username. If you still encounter an error message, please correct the data before submitting again. **You might have entered an incorrect "OEN", "Birth Date", or even your "Preferred First" or "Last Name". (If you do not know your "OEN" number contact the school administration office).**
- You are now ready to login and enter course requests.

### HOW DO I ENTER COURSE REQUESTS ON-LINE?

- With your web account created, login to the website address <https://cr.hwcdsb.ca> or the link can be found in pathtosuccess.ca under "Secondary Courses"/"School Name"/"Trillium Web Course Requests". Enter your "User Name" and "Password", and click on the "Submit" button.

- b. If the login is successful, the application will bring you to the “**Course Request**” tab. It is suggested that you maximize your screen for full viewing.
- c. In the “**Selected School**” field, make sure it displays the school name to which you want to enter course requests.
- d. From the “**Make your selection**” area, you can select your course request using the following preferences
  - **Reference** – lists all courses in alphabetical order
  - **Requirement Areas** –list courses based on the selected department/requirement area
  - **Custom** – lists courses that match with what you enter in the blank field, eg. if you type “ENG”, it will display the courses starting with “ENG”
- e. After a selection preference is chosen, start entering courses by selecting a course and clicking the “**Add**” button. With every course added, the lower portion of the “**Course Request**” tab displays your selection. A summary of all courses taken in school can be printed by clicking the “**Credit Counselling Summary**”
- f. When a course is highlighted/selected, the right hand side displays the course title and credit value. To review the course outline of the course click on the magnifying glass under the “**Course Details**”.
- g. To remove a course request from the selected list, click on the radio button beside the course on the left hand side of the list and click on the “**Remove**” button.
- h. The “**Clear**” button can be used to remove all course requests in the “**Make your selection**” area.
- i. Selecting “**Alternate Course Code**” are made available to you only if authorized by the school.
  - a. Click on the radio button beside the primary course and select your alternate course preference from the “**Make your selection**” area and click on the “**Add Alternate**” button. The selected alternate course will be displayed on the right hand side of the selected course list under the heading “**Alternate course code**”.
- j. To remove an alternate course, click on the radio button beside the course on the left hand side of the list and click on “**Remove**”. Both the primary course and alternate course will be removed.
- k. When you are satisfied with your course requests, click on the “**Submit**” button to submit your request. An e-mail (using the e-mail address provided by you when you created your account) will be sent to you by the application confirming your course request. *Some e-mail service providers such as Hotmail or Sympatico may place this e-mail in your Junk folder.*
- l. Once the course requests are submitted, the “**Report**” button becomes enabled. Click on this button to view

your course request, and print it. This copy must be signed by your parent/guardian and returned to the school along with your fees and registration form.

#### HOW DO I CHANGE MY PASSWORD?

- a. To change your password, click on the “**Change Password**” tab.
- b. Enter your old password and the new password in the appropriate fields. **Note:** The “**New Password**” MUST be different than the “**Old Password**”, otherwise the application WILL NOT accept it. Passwords must be 6 to 16 characters, and can include letters, numbers, and underscore (‘\_’). Passwords are case sensitive.
- c. To clear data entered in any of the password fields, the “**Clear**” button can be used.
- d. Click on the “**Submit**” button to change the password. **Note:** The “**Submit**” button **will not** be enabled if your old password is the same as your new password

#### WHAT IF I FORGET MY ACCOUNT INFORMATION?

- a. If you have misplaced your account information, you can make use of the “**Forgot Your Account Information**” link located in the “**Login**” page of the application to obtain a new password.
- b. Access the Trillium Web Course Requests by typing in the following website address <https://cr.hwcdsb.ca>
- c. Click on the “**Forgot Your Account Information**” link.
- d. Enter the required information, and then click on the “**Submit**” button.
- e. If the required information is entered correctly, you will be prompted to answer the security question you provided during registration. *If you have forgotten the answer to the security question, it is your responsibility to contact the authorized school person to assign you with a new password.*
- f. Answer the question and click the “**Submit**” button.
- g. If the answer is correct, the application will assign a new password, which will be sent to you using the e-mail account you provided. Once you receive your new password, you can login to the application. Do not reply or send any e-mail to the account [twebcr@hwcdsb.ca](mailto:twebcr@hwcdsb.ca) as it will be rejected and bounce back to the student who sent the message.
- h. For security reasons, it is recommended that when the application assigns you with a new password, you login to the application and change it immediately.