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Dual Enrollment System Frequently Asked Questions for Voucher Coordinators at the High School or CTE Center

Q: I am logging in for the first time, what is my password?

A: If this is your first-time logging in, use the password provided to you by the Vermont Agency of Education (AOE). Once you log in, the system will prompt you to change your password.

Q: What is my username?

A: Usernames are always your full name (first name, space, last name), i.e., Scooby Doo.

Q: I forgot my password, how do I reset it?

A: From the login page, select the "Forgot Password?" link. You will be prompted to provide your name, email, and security question(s).

Q: What are my students' usernames?

A: Usernames are always your full name (first name, space, last name), i.e., Scooby Doo.

Q: My student cannot log in. Can I change their password?

A: Refer your student to the "Forgot Password" link on the login page. If the student is still having trouble, voucher coordinators may change the student's password from their student profile.

Q: Do I approve all student accounts at my high school?

A: All student accounts are approved by the voucher coordinator for students at your high school, with the exception of home study students. Home study student accounts are approved by the Agency of Education.

Q: Should I approve a home study student's account request if they are taking a class at my high school?

A: No. Home Study student account requests are approved by the Agency of Education. You will need to deny the account request and have the student request another account by selecting 'Home Study Program' as their school.

Q: I previously denied a student's account request but after some review, the student does need a student account. May I change the denial into an approval?

A: Student account request denials cannot be undone. If a denial is later determined to be an error, the student must submit a new account request for review.

Q: Who approves Dual Enrollment vouchers for students?

A: Dual Enrollment vouchers are approved by the high school only, with the exception of home study students. Home Study student vouchers are approved by the Agency of Education.

Q: Who approves Fast Forward ticket/voucher requests for students?

A: Fast Forward tickets are approved by the CTE center only. A notification is sent to the high school.

Q: I received a voucher request for a student with the same course selected from a previously approved voucher. What do I do?

A: Deny the voucher request and indicate the reason for the denial. Please have the student request another voucher with the course that they need to take.

Q: I already approved a voucher and now the student no longer wants to take that course. What are the next steps?

A: Since the voucher has already been approved, you must contact the College Coordinator at the college. The college will then need to cancel the voucher from their end as they will know where the student is at in regard to the registration and drop/add period.

Q: I made a mistake and approved a voucher I should not have approved. What do I do?

A: Since the voucher has already been approved, you must contact the College Coordinator at the college. The college will then need to cancel the voucher from their end as they will know where the student is at in regard to the registration and drop/add period.

Q: A student said they requested a voucher, but I do not see it. What do I do?

A: Please have the student make sure that the voucher is not showing as incomplete in their student account.