

# **OTTERBEIN'S** CardinalWeb for Students

## **Get an Enrollment Letter on the Web**

**for submission to:**

- **Auto and Health Insurers**
- **Lenders – education, auto, mortgage**
- **Scholarship Organizations**
- **Other Agencies**



### **CardinalWeb Availability**

**7 days a week: 7am-1:30am**

@: [www.otterbein.edu](http://www.otterbein.edu) and click CardinalWeb for Students

**AOL users please note:** After connecting to the internet, it may be necessary to open Internet Explorer and use that browser to connect to CardinalWeb.

### **About This FREE! Service**

Otterbein has contracted with the National Student Clearinghouse (NSC) to process requests for enrollment verifications on behalf of our students. This service is free and is accessed through NSC's website which is linked to CardinalWeb for Students.

Note: The names of both Otterbein and the Clearinghouse will appear on the letter.

### **When Is This Service Available?**

Enrollment letters displaying your registration status for the **current** term may be obtained anytime after the College has run its enrollment census. The letter will not and cannot display your status for terms that have not yet begun. The letter availability dates are:

**Autumn Quarter:** Wednesday of Week 3 & beyond

**Winter Quarter:** Wednesday of Week 3 & beyond

**Spring Quarter:** Wednesday of Week 3 & beyond

**Summer Session:** Wednesday of Week 3 & beyond

Note: Otterbein sends updated enrollment information to the Clearinghouse 3 times per term...on Thursday of Week 2, in the middle of the term and shortly after the term has ended.

# Obtaining a Letter Displaying Current and Past Term Enrollment

## Step 1

Once you have accessed CardinalWeb for Students and reached the log-in screen:

- Enter your **Student ID**. This is your SS# or your Otterbein-assigned 8 digit ID. Either one works.
- Enter your **PIN**. This is your date of birth in MMDDYY format or a PIN you have created yourself.
- Click **Login**. Only click once. If you click twice, the system will error-out.
- The main menu page will appear.

## Step 2

- Point mouse at **Student Records** pull-down menu at top and click **Clearinghouse**. A self-service site login will appear.
- Follow the instructions and complete the personal information requested.
- Click **Login**.
- Scroll down on the menu and select **Obtain an Enrollment Certificate**.
- Print your certificate and mail it along with any required attachments provided by the requestor!

## Step 3

- Be sure to **logoff** when finished!!

## Other Information That You Could Obtain and Attach If Needed

From the CardinalWeb menu, you can select and print:

- your **“Detailed Schedule”** which displays the actual number of hours you are currently carrying
- your **“Unofficial Transcript”** which displays your GPA by the term, overall GPA and degree program

## Why Doesn't the Letter Display Future Terms for Which I'm Registered?

Only enrollment for a term that is underway or has been completed can be displayed on the letter. Most organizations requesting an enrollment verification do not ask for or want information well into the future.

## Other Letter Options

You or your parents can FAX a request to the Clearinghouse to submit an enrollment letter on your behalf instead of doing this yourself as previously described. FAX your information to 1-703-742-4239. There is no charge for this. Be sure to:

- include the address of where the enrollment letter is to be sent
- your return address

The Registrar's Office can also complete an enrollment letter. Please come to the office in Towers Hall and we can print one (which you can take with you) while you wait.

## Using CardinalWeb Successfully

- **Do not use the Back button.** Use the drop down menus at the top of the page to navigate. If you click the back button and get an error message such as “Data Missing” or “Page Has Expired,” try clicking the Forward button to go back to the previous page and then use the menus to navigate.
- **“Session Login Expired”:** You may get this message if you are using AOL. Use AOL to connect to the internet and then open Internet Explorer and use that browser to access CardinalWeb for Students.
- If you are logged in to CardinalWeb for 15 minutes without clicking on a link or button, your login will expire for security reasons.
- **Logout** by clicking the Exit icon in the upper right-hand corner and then closing the window. It is very important to protect your information.
- **Problems connecting to CardinalWeb:** Call the Student Help Line at 823-1060.
- **Problems using CardinalWeb or registration questions:** Contact the Registrar's Office at 823-1351 or in Towers Hall, Room 27.
- **Computer Access:** Any computer with an Internet connection is capable of running CardinalWeb for Students. Additional computers are available in all Otterbein computer labs. The system is available every day from 7am – 1:30am (the remaining hours of the day are set aside for overnight backup and maintenance).
- **Your PIN Number** is originally set to your birthdate in a MMDDYY format. For example, if you were born October 3, 1984, your PIN would be 100384. Once logged in to CardinalWeb for Students, a PIN may be changed by clicking **Change PIN**. All PINs must consist of six numeric characters. If you experience difficulty with a PIN, contact the Registrar's Office.

## Contact Information

### National Student Clearinghouse

1-703-742-4200

### Registrar

Towers Hall Room 27 (ground floor)

823-1351

- Academic Year Hours

(Labor Day – Graduation)

Monday and Thursday 8:30AM - 6:00PM

Tuesday, Wednesday, Friday 8:30AM - 5:00PM

- Summer Hours

Monday through Friday

8:30AM - 4:00PM

### Student Help Line at

### Information Technology

Roush Hall Room 15 (basement)

823-1060

## Other Brochures

The following brochures are available at the **Registrar's Office**:

- "Web Resources for Students"
- "Registration on the Web"
- "Check Progress Towards Your Degree on the Web"

## See the Registrar's Web Page for lots more info...

[www.otterbein.edu](http://www.otterbein.edu), click Academics, click Registrar

- Academic calendar
- Registration deadlines
- Exam schedules
- Course catalog
- Commencement details
- INST subs
- CLEP and AP testing
- Printable forms

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