



**Global Classroom High School Program  
Voyager Information Sheet: Summer 2024  
Updated May 3, 2024**

All Global Classroom High School Program (GCHP) students can view, request, and register for GCHP courses through the Voyager System. To apply for courses at HVCC, you will need to [create/log into an account on Voyager](#), regardless of if you've previously taken classes through HVCC.

**Voyager Registration Basics**

- Every completed application in Voyager is processed by HVCC in the order it was received upon approval by the school counselor/contact.
- Registration is not confirmed until the status shown under "My Class Application(s)" in Voyager is changed to "Registered".
- While the GCHP works to provide a robust number of course offerings, not all HVCC courses are available for GCHP students.

**Student Voyager Navigation Steps & Support Videos**

- **Creating an account on Voyager**
  - Navigate to [Voyager](#) and select "High School Student".
  - If you are new to the Voyager system, select "+ Start New Application" to create your profile. If you have previously created a Voyager account, log in using your credentials.
  - Enter your legal name and email address to create a profile, then click "submit."
    - Please only use your high school issued email address if it allows you to receive messages from an email address outside of your high school.
  - You will receive an email at your address with the subject "HVCC – Verify Email". Open the email and click the link to complete the email verification.
    - If you do not see it in your inbox, check your junk/spam folder.
  - Once your email is verified, you will now be prompted to complete your student profile.
  - After completing your student profile, sign the Student Agreement and submit to view course offerings.

**Need additional help?** [Review the companion video to these instructions.](#)

- **Requesting Course Registration on Voyager**
  - In [Voyager](#), select "Apply for Classes."

- GCHP course offerings are listed on the bottom of the [Voyager landing page](#), and reflect up-to-date course availability. When applying for classes, there are three tabs. GCHP Students need to choose the “Global Online classes tab” when selecting courses. If you are interested in registering for a course but do not see it listed, please contact Global@hvcc.edu to determine if this is a course available to GCHP students.
- When finished, click on “Apply for Selected” on the bottom of the page.
- To view the course(s) that you’ve applied for, scroll to the top of the page and select the “My Class Application(s)” tab.
  - NOTE: If you’ve chosen an incorrect course, you may click on that course and choose “Remove Selected” at the bottom of this page.
- Once you’ve applied to your course(s), your school official will confirm and approve them, at which point HVCC will register you for your class(es).

**Need additional help?** [Review the companion video to these instructions.](#)

- **Where should GCHP students go to find available courses?**

- GCHP course offerings are listed on the bottom of the Voyager landing page, and reflect up-to-date course availability. When applying for classes, there are three tabs. GCHP Students need to choose the “Global Online classes tab” when selecting courses. If you are interested in registering for a course but do not see it listed, please contact Global@hvcc.edu to determine if this is a course available to GCHP students.

- **How do I drop or withdraw from a course?**

- It is suggested that you speak with both your course instructor and your school counselor before deciding to drop or withdraw from a course.
- If you decide that you need to drop/withdraw from your class, log into Voyager and click Drop/WD requests. This request will be reviewed by the Registrar’s Office and you will be removed from the class as long as the request is made within the published drop/withdrawal dates.
- You will not be automatically dropped from a course if you stop attending. If you stop attending without letting us know, you will still receive a final grade for the course.
- Telling your instructor is not an official withdrawal.
- When you submit a Drop/WD request, your school counselor will also be notified.

- **Why am I asked to provide my social security number?**

- HVCC is required under IRS regulations to provide a Form 1098-T to each student enrolled in a course that offers college credit. This also includes high school students enrolled through their high school. As part of the 1098-T, the College is required to request the student’s Social Security Number.

- **What do I do if I am having trouble logging into Voyager or I forgot my username or password?**

- Do not create a new account. This will delay the process of regaining access.

- If you have not yet received your HVCC credentials, visit the Voyager forgot password page to have a reset sent to your personal email. If you forgot which email you used to create the Voyager account, contact Global@hvcc.edu for assistance.
- If you have already received your HVCC credentials, visit Student Username and Password Help for more information.

- **How do I know if a course has prerequisites?**

- We set up the course information to include course prerequisites. If applicable, counselors and students will see the prerequisites included with the course information. For example, if a student wants to sign up for BADM 111, the prerequisite will show they need to have completed BADM 110 first. Most students take entry level courses, so this field will be blank. Here is a screenshot from a current student application showing how prerequisites are displayed:

Course / Section	↑↓ Instructor	↑↓ Course Info.
BADM 111 315 (3 credits) Legal & Ethical Env of Bus II CRN 13579	Karen Jones	08/28/2023 - 12/15/2023 Online <b>PreReq(s): BADM110</b> Description: This course covers the law of s Code as well as ethical implications. Additio property, insurance, and wills and trusts. C

- **What is the process for and expectations of high school counselors?**

- HVCC works with high school counselors to review and approve course requests. After the student fills out an application, the counselor will need to complete the counselor review to approve course requests. Only then will the request be sent to HVCC for finalizing registration.
- More information for school counselors is included in the “School Contact Voyager Navigation Steps & Support Videos” section of this document.

- **HVCC Username/Password Setup (Following Voyager Account Creation)**

- Within one hour of creating your Voyager account, you will receive an email to your personal email address from HVCC with the subject line “HVCC Username and Password”. Note your username and link to the login page to create a password.
- After clicking “login”, click the “Forgot Password?” link.
- On the following page, enter your username and follow the on-screen instructions to reset your password.
- NOTE: password reset will require the 3 security questions that were set in Voyager during your account setup.
- Please allow up to 15 minutes for your new password to be synchronized across all college computer and web systems when using this tool.

**Need additional help?** [Review the companion video to these instructions.](#)

- **What If I have forgotten my security questions?**
  - If you have forgotten your security questions, you can request a password reset using the following methods:
    - **In-Person or remote via Zoom: You can obtain your username in-person with picture ID from the following offices:**
      - Computer Learning Center at clchelp@hvcc.edu or 518-629-7891.
      - Registrar's Office at registrar@hvcc.edu or 518-629-4574.
    - **Online: If you are unable to come to campus, you can request your username and a new password by completing the Username and Password Request form; your username and a new password will be mailed to your permanent address on file at the college.**

### **School Contact Voyager Navigation Steps & Support Videos**

- **Requesting School Counselor/Administrator Access on Voyager**
  - Navigate to Voyager and select "School Counselor or Administrator".
  - If you are new to the Voyager system, select "+ Submit Access Request", fill out the form, and click submit.
  - Once submitted, a CIHS staff member will review your request and approve.
  - When you are approved, you will receive a confirmation email containing the password reset steps to gain access to Voyager.

**Need additional help?** [Review the companion video to these instructions.](#)

- **Approving a Student Registration Request in Voyager**
  - Once a student requests a course in [Voyager](#), you will be notified via email.
    - You will also see pending requests within the "School Counselor or Administrator" portal, where the "Students" tile will be clearly marked with a red highlight.
  - Upon entering the "Student" tab, you will immediately see student registrations marked as pending review. Select the student you'd like to review.
    - If the course requested is accurate and you approve of their request to enroll, approve the request and submit. The student will be notified of this approval.
    - If the course was selected in error or the student does not have the foundation needed to complete the course, you can reject the request, which will notify the student as well.
  - Once approved, the student's request will then be sent to the HVCC system, where they will be registered as long as seats remain in the requested course and the student does not have any holds on their HVCC account.
    - To view the status of a student's request(s), select the "Students" tab, then "Registrations by Term". The Status column will show "Registered" if the request was successfully completed.

- **School Counselor/Administrator Voyager Crash Course**
  - If you are a school counselor or administrator who would like further instruction on navigating Voyager, please email [Global@hvcc.edu](mailto:Global@hvcc.edu) to request a 1-on-1 training session.
    - Sessions may be conducted in-person and/or via Zoom depending on your school's location.
    - Sessions typically last no more than 30 minutes.