

Who is eligible to register online?

Can I register for the Early Childhood Program online?

No, to register for MusicTIME, Music Times Two, Music Makers or Clef Club, use the Early Childhood registration form found on the ECMS website. Completed forms may be returned: by mail to Eastman Community Music School (26 Gibbs Street, Rochester NY 14604); by fax (585-274-1005); or in person (3rd floor of Messinger Hall 10 Gibbs Street).

I am a new student, can I register online?

No, online registration is available for students who were registered for lessons and/or classes at ECMS during the previous semester. New students should complete a paper [application](#) and return it either by mail (Eastman Community Music School, 26 Gibbs Street, Rochester NY 14604) by fax (585-274-1005) or in person (3rd floor of Messinger Hall, 10 Gibbs Street).

I am a continuing student but I want to start private lessons with a new instructor, can I register online?

You may register for courses and ensembles, but to register for lessons with a new teacher or with a new instrument, please complete a paper registration form and return it by mail to Eastman Community Music School (26 Gibbs Street, Rochester NY 14604); by fax (585-274-1005); or in person (3rd floor of Messinger Hall 10 Gibbs Street).

I have studied at ECMS in the past, but was not registered last semester, can I register online?

No, online registration is only available for students who were registered for lessons and/or classes in the previous semester (excluding summer). If you were not registered in the previous semester, please complete a paper [application](#) and return it either by mail (Eastman Community Music School, 26 Gibbs Street, Rochester NY 14604) by fax (585-274-1005) or in person (3rd floor of Messinger Hall, 10 Gibbs Street).

I am a New Horizons student, can I register online?

Yes, provided you were registered during the previous semester. If you were not registered for the last semester, you will be required to fill out a [paper form](#). Completed forms may be returned by mail (Eastman Community Music School, 26 Gibbs Street, Rochester NY 14604) by fax (585-274-1005) or in person (3rd floor of Messinger Hall, 10 Gibbs Street).

I am a continuing student, can I register online?

Yes! However, if you want to start lessons with a new teacher, if you were not registered in the last semester, or are an Early Childhood student, you will not be eligible to register online, please see above.

I don't use email, can I still register online?

Yes! Please call the office (585) 274-1400 for your ID and PIN and then see below for Login Information.

Do I have to register online?

No, if you prefer to submit a paper application, please go ahead. You can print one [here](#) and return it to the office in your usual manner.

I have not finished paying for the previous semester. Can I register online?

No, until the balance is less than \$100, you will not be able to register online.

PIN/Student ID

How do I get a PIN?

In most cases, the 4-digit PIN will be emailed to the address on file. Use this PIN with your student ID to register online (see [How do I register](#) below).

If I didn't receive an email, can I still get a PIN?

Yes, please call the office (585) 274-1400 and we will assign you a PIN.

Why did I receive multiple emails?

Each student was emailed the unique ID and associated PIN. If there is more than one student account with the same email address referenced, you will receive a note for each active student account.

I received an email, but it referred to someone not associated with me. What do I do?

Please call the office (585) 274-1400 or email us at community@esm.rochester.edu to report the problem. If you would like to receive your PIN and ID number, we can give you that as well.

I received an email, but I want a different one to be used for future mailings?

Please reply to the email (community@esm.rochester.edu) or call the office (585)274-1400 and report both the OLD and NEW email. Be sure to also indicate the student name that it is associated with.

If I lost or forgot my PIN, what do I do?

Call the office (585) 274-1400 and we will look up your PIN or assign a new one.

What is my Student ID?

It is the 8-digit number found at the top right corner of your bill.

What if I forget or don't know my Student ID and I cannot find my bill?

Call the office at (585) 274-1400 and we will be happy to assist you.

Login information

I am eligible to register online, where do I go to do this?

Go to our [website](#). Please have your student ID (found in the upper right corner of the paper bill) and PIN (see [How do I get a PIN?](#) above).

I have entered my student ID and PIN but nothing happens when I hit 'enter'

You have to click on the word "enter" with the mouse - pushing enter on the keyboard does not work.

Registering for Classes/ensembles/lessons

How do I register for classes/ensembles/lessons?

Please refer to the [shorter](#) instructions, or the [Illustrated Online Registration Instructions](#), for step-by-step instructions guiding you through the entire process.

I have logged on, but the first screen I saw said 'Holds and Restrictions'. What do I do now?

If it is a financial hold, although it indicates you should call the University of Rochester Bursar's office, you may also contact the ECMS office at 274-1400 or community@esm.rochester.edu if you have questions about your account balance. Most often, a financial hold simply means that a past due balance on your account is greater than \$100. It is also used for cases where an old balance was written off or when more than one check has been returned for insufficient funds. When you are able to pay your balance, you will then be able to register online during the registration window of mid-May through mid-September.

If the screen says you are not eligible for online registration, please complete the [paper form](#).

I have logged on, but can't seem to register for anything. What have I done wrong?

If you are trying to register after mid-September, the registration window has closed and you will need to fill out a [paper application](#). If you are trying to register before mid-September, please call the office (585)274-1400.

I have logged on, and navigated to 'Course Registration' how do I find my classes/ensembles/lessons?

Refer to the [Course Finder](#) for information on where to find each course. There are three columns. The first lists the title of the course. The second column refers to the first menu in the registration screen. The third column refers to the second menu that opens up on the registration screen when you click on the appropriate title in the first menu.

I cannot find my class/ensemble/lesson in the Course Finder

Please double check that the class is offered in the fall semester, using the Course Lists link from the ECMS home page. If the course is listed there, but not in the Course Finder on the Online Registration page, please notify the ECMS office at 274-1400 or community@esm.rochester.edu.

I found my class/ensemble/lesson in the Course Finder, but still can't find it in the menus

Please double check that you have selected the right categories to match the listing in the Course Finder. Sometimes when you click several options in the first menu, the program does not update itself, so please try clicking the option in the first menu again. If you still don't find it, please contact the office. You may be asked to complete a paper form or to try online at a later date.

My private teacher does not appear to be listed. What do I do?

If, after consulting the Course Finder section on Lessons, you still can't find your teacher, please contact the office. You may be asked to complete a paper form or to try online at a later date.

I want to register for lessons with a new teacher, can I do that online?

No, if you are starting lessons on a new instrument, or want lessons with a new teacher, you must fill out a [paper application](#) and return it to the office.

I have found the course I want, but it requires a 'Permission Code'

If you have received a permission code from the appropriate instructor, enter it here. If you have not, please contact the instructor directly for a permission code.

I submitted my 'shopping cart' and was told there was a time conflict. But I have already received permission from both instructors. What do I do?

If you have permission from the instructors, please fill out an add/drop form for the class that was not registered noting the instructors agreement and return it to the office.

I submitted my 'shopping cart' and it said I registered for a 'duplicate course' but they were different.

The system recognizes, for example, all jazz performance workshops as the same class. Please fill out an add/drop form for the class that was not registered and return it to the office.

I do not want to sign up for 17 weeks of instruction. How do I modify this?

When registering online, it is for the full 17 week semester. If you have made other arrangements with the teacher, send an email to dmero@esm.rochester.edu with the teacher's name and the number of lessons planned. Once this is confirmed with the teacher, your account will be adjusted.

How does Spring Registration work with the online system?

As with paper applications, once you register for a class in the fall, it automatically registers you for the full year. If you want to drop something in the spring, you must submit a written or email statement to the office. Online dropping will not work. If you want to add something in the spring, you will need to fill out a paper application or a drop/add form.

Do I have to sign up for everything in one session?

You may login/logout any number of times to add, drop or review your courses while the registration window is open, from mid-May until mid-September.

Dropping courses

Can I drop courses online?

You can add and drop courses online while the registration period is open (until mid-September). After this time, you will need to submit an add/drop form, or let the office know in writing or email that you wish to drop a class/ensemble/lesson.

How do I drop a course?

Login using your Student ID and PIN as before, click on the words "Drop Courses." There are step-by-step instructions available [here](#) or with [screen shots](#).

Miscellaneous

I have recently moved, can I change my address online?

Yes, login as you would to register, and click on "Update Address"

Please note that you are unable to change your billing address using this process. In order to change your billing address, please contact the ECMS office directly at (585) 274-1400 or community@esm.rochester.edu.

I tried to change my billing address in the appropriate section, but it wouldn't let me.

What do I do?

You are unable to change your billing address online. Please contact the office directly (585) 274-1400 or community@esm.rochester.edu with the new billing address.