



Frequently Asked Questions: Online Registration

1. Can I exit an order and go back in later to finish it?
 - No. You must complete your order in one sitting.
2. Can I do more than one catalog/course ID per order?
 - No. You will need to complete one order, CLOSE OUT of the browser completely and then go back in to do the next order. The system does not allow an order with multiple catalog/course IDs to go through. Also, if you do not close out, the system will think you are still on your original order and will not allow you to proceed with a new order.
3. If I am registering more than myself in one order, should I use my login?
 - No. If you are registering someone other than yourself, please use the **Group Registration** option. This will allow you to register an individual without needing to know their password. You will, however, need to know their NECEPT ID number and Last Name.
4. When I attempted to register, a screen came up saying “Invalid Information”. Why?
 - If you have the course registration pages open on any tabs within the same browser, it will not allow you to start a new session. Please make sure you are completely closed out of the browser upon completing registration.
5. I entered my last name and it is telling me that information is not found. What do I do?
 - If your information will not come up, please call the office at 814-863-1293 and we will help you. If an individual’s last name is not entered exactly as it is in our database, the system will not recognize the applicant. It is important that you call the office before registering them as a new application. This will help lessen the possibility of duplicate entries.
6. I realized that I have more than one NECEPT ID number, what should I do?
 - All individuals should only have ONE NECEPT ID number for all courses (Bituminous Field, Bituminous Plant, Concrete, and Aggregate). If you find you have more than one, please call the office at 814-863-1293 and we will merge them.
7. I want to register an individual that does not have any prior NECEPT courses, for more than one course during the training season. What is the best way to do that?
 - Once a new individual is registered one time, they are issued a NECEPT number. This number is provided in a confirmation email that is sent directly after registration. If this individual needs to be registered for another course, please use the NECEPT ID number provided from the first registration.