

2017 STUDENT AUDITIONS FAQs & TROUBLESHOOTING

FAQs

1. Can students register themselves and pay the fee for the auditions, or do teachers have to register?

The Auditionware system is integrated directly with NATS members through the national website, so there is no system in place for students to register themselves. NATS member teachers need to register their students and pay the fees through the website.

2. Can students be registered on a rolling basis up to the deadline, or do students need to register all of their students at once?

The Auditionware system requires that all students be registered at once and all fees paid in a lump sum. It is recommended that teachers give their students the information list included in the registration instructions to gather the necessary information prior to registering.

3. Is there an additional fee above our standard \$20 per category registration fee?

There is a \$3 charge per student for using the Auditionware system.

4. Why has the chapter changed to this new registration system?

The National NATS Office has adopted the Auditionware system for the NATS Student Auditions at the District, Regional, and National levels and is strongly encouraging chapters to use. In recent years many of the practices initially encouraged by National NATS, such as paying chapter dues through the website, eventually become mandatory. The board agreed it would be helpful for both the members and audition chairs to adopt this system early and create continuity for students advancing to additional levels of the competition.

TROUBLESHOOTING

ISSUE #1: CANNOT LOG IN FROM NATS NATIONAL WEBSITE

If you have logged in to www.nats.org and clicked the green NATS Auditions Registration button and get an error message, you should contact Bradley Mills directly to have him fix the error. His email address is auditionware@yahoo.com and his phone number is 801-602-9292.

ISSUE #2: CANNOT LOG IN FROM AUDITIONWARE WEBSITE

If you are trying to log in from www.auditionware.com, you will need to login through www.nats.org instead. The login information is not linked, and your NATS username and password will not give you access, even if you change your password.

ISSUE #3: CANNOT LOG IN TO NATS NATIONAL WEBSITE

If you have attempted to log in to www.nats.org and are receiving an error message, you should contact Amanda Wood, the NATS Membership and Program Coordinator. Her email address is amanda@nats.org.

ISSUE #4: CANNOT FIND THE CATEGORY FOR YOUR STUDENT

If you are in the process of registering a student and there is either a) no category available or b) the correct category isn't listed, check the formatting for the student's birthdate. Bradley has heard from a lot of NATS members about formatting issues with birthdates, so this is apparently a common issue across chapters.