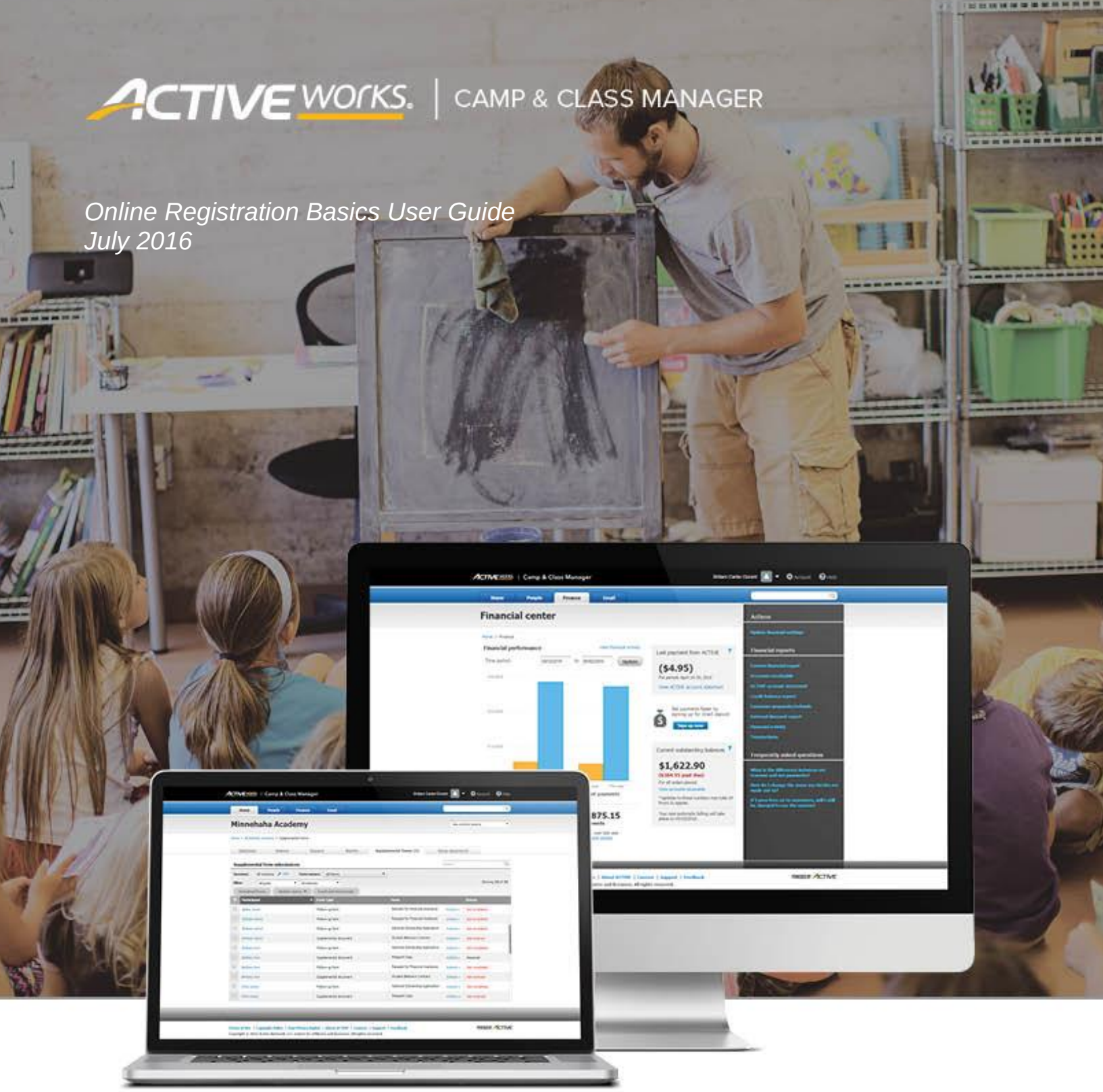
ACTIVE works. | CAMP & CLASS MANAGER

Online Registration Basics User Guide
July 2016



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Summary

Simple and fast online registration is an invaluable service your organization can offer to your customers and market to potential customers.

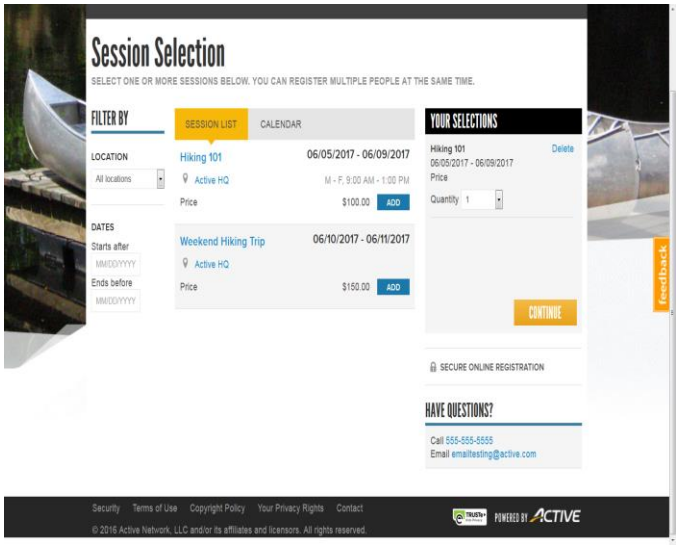
This guide walks you through the steps your customers take to register online and provides you a single resource to talk to customers about the process.

Beyond the steps to register, we've also collected some best practices for online registration and answered a few common questions that might arise during registration.

After registering online, they can manage their entire account online, seeing all their registrations in one place. You can read a user guide about online accounts here:

http://support.activenetwork.com/camps/articles/en_US/Manual_User_Guide/User-Guide-Online-Account-Basics

You can find more user guides and help articles about online accounts and many, many other topics in our Camps & Class Manager Help Center: http://support.activenetwork.com/camps



Complete an Online Registration

Keep in mind that if your organization has different options enabled, it can make the steps to register longer. We've indicated which steps depend on your set up as **Optional** below.

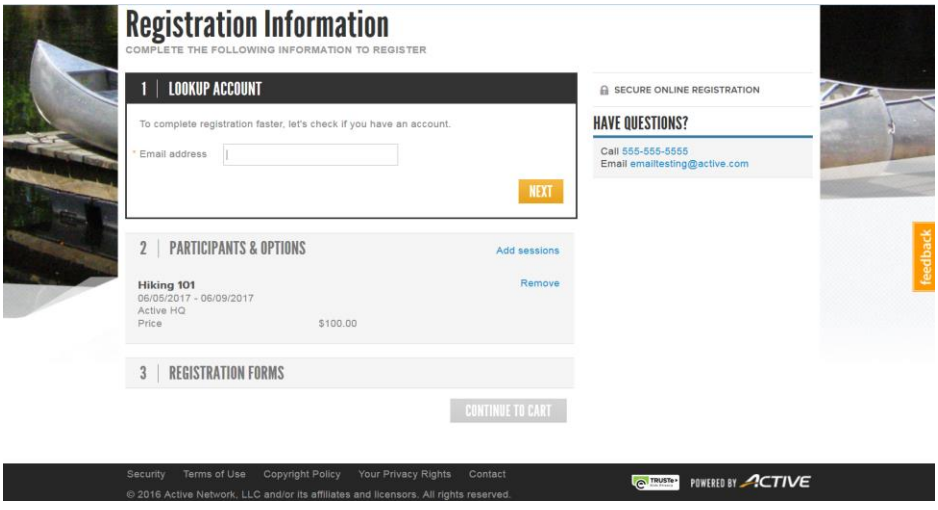
Also, the steps here depend on which registration link you send to customers to register. These links (found in AUI Home Tab > **Link to your Registration** > **Copy registration URL**) can also slightly alter the registration process for customers

We suggest using 'https://campscui.active.com/orgs/*yourorgnamehere*' link because as it allows customers to see all available programs and select which season/ location they would like to browse in.

Basic Registration

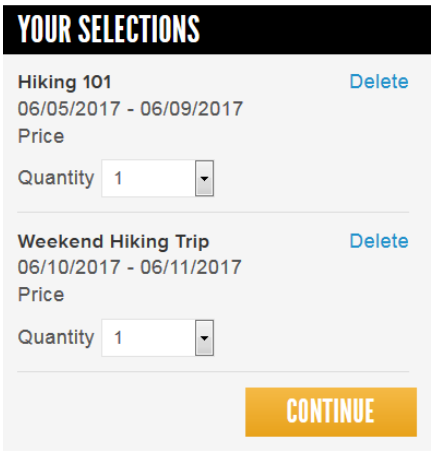
Use the sets of steps below if your customers need instructions on how to register for an offering online.
Click registration link (Usually hosted on organization's website or sent to customer via email)

1. (Optional) If multiple sessions exist, choose desired season
2. Under appropriate session, click **Add** beside chosen tuition
3. Click **Continue**
4. Enter **Email address** and **Password** for account
5. ***Note****: If customer does not have an account, they will type an email address and password to create a new account upon the competition of registration*
6. Select person for session or add new person
7. (Optional) Select **Session Options**
    - ***Note:*** *Session Options are additional fees that can be added to your registration in addition to the main tuition. Examples of this include a first time registration free, add-ons for meals during camp/class or merchandise like a t-shirt*
8. Click **Continue**
9. Complete **Registration Form** questions
10. If registrant under 18, fill out Parent/Guardian questions
11. Accept appropriate waivers
12. Sign electronic signatures
13. Click **Continue to Cart**
14. Select **Payment Option**
15. Enter payment information
16. Click **Complete**



Register for Multiple Offerings

1. Follow steps 1-13 from **Basic Registration** Section
2. To the right of **Order Details**, select **+Add Another Registration**
3. Follow steps 1-13 from **Basic Registration** for additional offering
4. Select **Payment Option**
5. Enter payment information
6. Click **Complete**

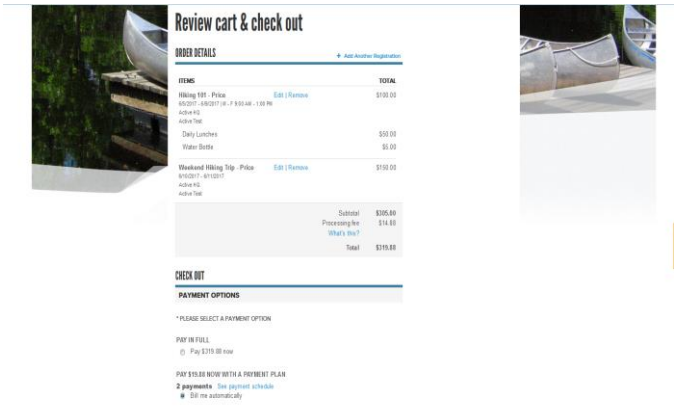


Register Multiple People for an Offering

1. Follow steps 1-13 from **Basic Registration** Section
2. To the right of **Order Details**, select **+Add Another Registration**
3. Under appropriate session, click **Add** beside chosen tuition
4. Click **Continue**
5. Select **Register a new person** under the **Person** drop-down
6. Proceed with steps from **Basic Registration** Section 7 - 13
7. Select **Payment Option**
8. Enter payment information
9. Click **Complete**

Register Multiple People for Multiple Offerings

1. Follow steps 1-13 from **Basic Registration** Section
2. To the right of **Order Details**, select **+Add Another Registration**
3. Under appropriate session, click **Add** beside chosen tuition
4. Click **Continue**
5. Select **Register a new person** under the **Person** drop-down
6. Proceed with steps from **Basic Registration** Section 7 - 13
7. Repeat the above process until the desired registrants are in the appropriate classes
8. Select **Payment Option**
9. Enter payment information
10. Click **Complete**



Steps to Register with a Payment Plan

1. Follow steps 1-13 from **Basic Registration** Section
2. Under **Payment Options** select the appropriate Payment Plan option provided by the organization
    a. Note: This will usually require an initial deposit amount
3. Enter payment information
4. Click **Complete**

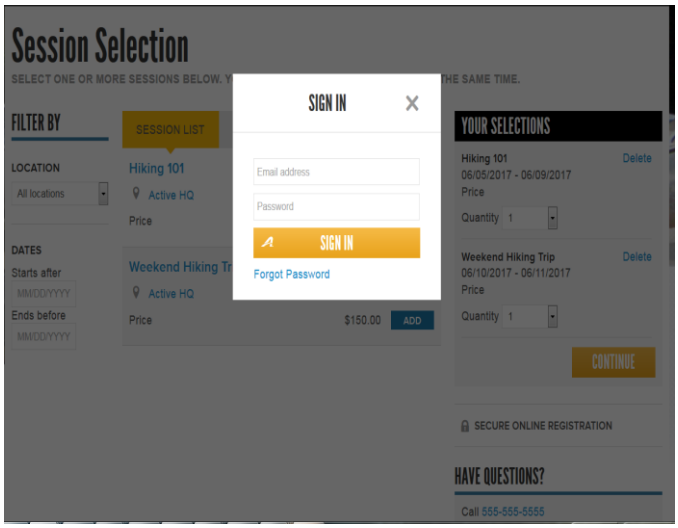
Steps to Register with a Credit Balance

1. Follow steps 1-13 from **Basic Registration** Section
2. Under the **Checkout** section, if a credit balance is available on your online account, an option will appear for you to use credit balance as a payment for this transaction. This is found under a section marked **Credit Balance Information**
3. Click **Complete**

Online Registration FAQ

The short collection of information below will help you talk to customers about how to register online and answer some frequently asked questions about the process

Online Accounts versus Online Registrations



It is important to note that the online account and online registration are not the same.

A good way to think about the difference is that the online account contains the past online registrations. When online registrations are complete, they will appear in the online account.

Customers can create their account during their online registration if they do not already have an account.

If they do have an account, during registration they will type their email address and if the system recognizes their email address, it will attach the registration to the appropriate account

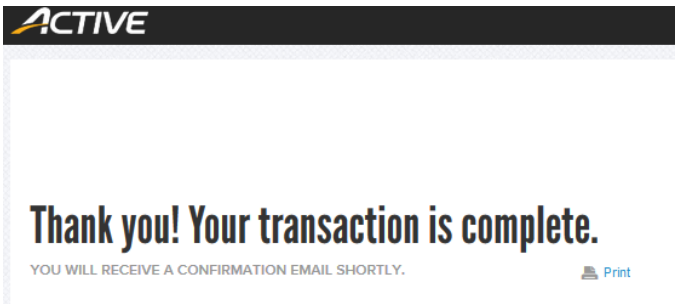
Waitlists

If an online offering is full, customers can still register into a waitlist. In order for customers to move from the waitlist to the offering, you must manually move them into the class.

1. Under appropriate session, click **Waitlist** beside chosen tuition
2. Click **OK**
3. Click **Continue**
4. Enter **Email address** and **Password** for account
    - ***Note**: If customer does not have an account, they will type an email address and password to create a new account upon the competition of registration*
5. Select person for session or add new person
6. Complete **Registration Form** questions
7. If registrant under 18, fill out Parent/Guardian questions
8. Accept appropriate waivers
9. Sign electronic signatures
10. Click **Continue to Cart**
11. Review Order information and click **Complete**

Order Receipt

After a customer registers for a class online, an email **Order Receipt** is sent to their email address associated with the registration.



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