

# HELPFUL HINTS FOR PRIORITY REGISTRATION

July 29, 2017 at 10am

In the past, many students have asked about a check-list to get prepared for Priority Registration on July 29 at 10am. In conjunction with the SFPRD Registration Desk, the FOSAS office put together the following Helpful Hints as a courtesy.

1. Practice logging-on to the registration site and signing-on to your account **before** Saturday's Priority Registration to ensure your passwords are working, etc. [www.sfrecpark.org/register](http://www.sfrecpark.org/register)

Practice typing in the web address vs. always relying on a "hyperlink" from an email- as sometimes links time out.

If there is an issue with your password, Support Services Staff at the Recreation Desk is available to help you **on the Friday before registration opens**. [\(415\) 831-6800](tel:4158316800). Sometimes during peak registrations, they receive a ton of calls, so the earlier you check your login info, the better chance you have of getting some help. Remember, the Sharon Art Studio/FOSAS Office does not provide technical assistance for Active Net passwords/registration system related issues.

2. If you have a Family Membership and more than one family member wants to register for a class, we recommend that each family member do their own registration on their own devices. Every person in the system can have their own login by adding their email address. Again, if everyone checks their account login and membership status prior to registration, they should have no issues on registration day.

3. Psst... make sure you are using the correct session's barcodes before you register! Read descriptions in advance to ensure an activity/class is a good fit for your expectations (Many returning classes have some changes in curriculum or focus in an upcoming session).

4. Place desired classes/activities in your Wish List in the order of importance to you. **During Priority Registration**, if a wish list item is full before you can **register**, it will be up to you to decide to add to the *waiting* list for that class or move on to the next class to try to register. Time is of the essence; if you choose waitlist, you may lose the opportunity to register in the next class. If you choose the next class, you may not get a good waiting list spot for your first choice.

5. Your FOSAS membership allows you access to Priority Registration. It does not *guarantee* you a spot in an activity. FOSAS memberships are designed for the long-term commitment to the studio, which is why a membership allows members four (4) Priority Registration sessions in a year. It is not designed to be a one-off perk. This is especially important to highlight for new FOSAS members registering for the first time. Be aware

of SFRPD policies in advance of registration, especially in regards to fees for withdrawals or transfers, etc. Further down in the email is a link to Frequently Asked Questions, and there is a wealth of information easily accessible. Your FOSAS membership is not just about Priority Registration. Members receive a number of benefits through the year, including discounted class prices (which helps pay for your membership), discounts on art supplies at participating vendors, as well special rates and/or free admission to select studio events during the year.

#### **IMPORTANT: WAITING LIST INSTRUCTIONS:**

If you are placed on the waiting list because the class is full, and you are not registering in any other classes or continuing to shop, **you still need to proceed to checkout** to complete the waiting list transaction.

#### **ADDITIONAL CLARIFICATION/REMINDERS FOR PRIORITY REGISTRATION:**

- The Registration Desk does not advise you log-on until about 10 minutes before the start of 10am Priority Registration. As with any internet site, if a site is idle for a long period, it sometimes needs to be refreshed from your end. And sometimes people can get logged-out if they are idle for too long.
- Seconds before 10am, if a client is viewing their Wish List, they should see a countdown till exactly 10am and can see the “wish list” button magically turn into an Add to Cart button. If at 10am they don’t see this, they should refresh their screen (CTRL + F5) (Command + R for Mac users).
- It is recommended/definitely encouraged for students to register from home or from their mobile device if they want a better chance to get into their class. If you come to the studio to register on Saturday, remember the studio uses DSL internet, which is slower. We would recommend student register from home/device.

#### **CLIENT SCENARIOS/QUESTIONS FROM THE PREVIOUS PRIORITY REGISTRATION WITH FOLLOW-UP INFORMATION FROM OUR SFRPD REGISTRATION DESK:**

*Q. I got registered for an activity and my receipt says 10:02am. My friend did not get into the same class and was waitlisted at 10:01. How is that possible?*

*A. The receipt “time” has nothing to do with the time a student paid or got registered. The receipt time is the “completion” of the entire transaction, not the time a class got put into his/ her cart. Some classes fill up within 1 minute of Priority Registration opening.*

*Q. The Countdown to 10am icon show on the screens for people at home. I heard it does not for the studio computers. That combined with the slower DSL internet service at the studio makes coming to the studio to register rather counterproductive for high-demand classes, correct?*

A. Right! – the countdown is only in the Wish List which is a public access feature, not a front desk feature at the studio. People coming to the studio for assistance with registration do **not** have an "advantage."

Q. I got a "thank you for registering" message during Priority Registration but I am still not sure if I actually got registered; should I call somebody or the studio?

A. You have the ability to check this at any time yourself. Remember once logged-on to his/her account, a student can click on the link Prior Transactions to see his/her most recent receipt -which is a link to show them what that receipt was for and this is a quick way to ease his/her mind.

Q. Oops! I thought my membership was still active and it is Saturday morning and I am logging on before 10am. Can I still purchase a membership to participate in Priority Registration?

A. Absolutely - however **VERY IMPORTANT** to remember: **A customer cannot renew and sign up for a class in the same transaction.** If you forget to renew your FOSAS membership before Priority Registration, you can still renew/purchase a membership on that Saturday (no more calling the studio in a panic), However, your membership needs to be a separate transaction. Understandably, that could eat-up crucial time during Priority Registration. Avoid this by checking on your membership early! If your membership has expired and you do not see a "Renew" option, you can still purchase a membership. Be sure to scroll down to look for a membership level to "Add to Cart", etc.