



**FOSAS PRIORITY REGISTRATION FOR SUMMER SESSION 2018
OPENS AT 10AM AON MAY 12TH**

HELPFUL HINTS CHECKLIST:

- 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.sfrecrepark.org/register

(It is good to practice typing in the web address vs. always relying on a "hyperlink" from an older email- as sometimes links time out.)

If there is an issue with your log-in, remember the Registration System is not run through the studio - rather, Support Services Staff at the Registration Desk ([\(415\) 831-6800](tel:4158316800)) is available through the Friday before registration. Sometimes during peak registration season, they receive a ton of calls, so the earlier you check your login information, the better chance you have of getting some help. The FOSAS office/Sharon Art Studio does **not** offer IT support for the SFRPD Registration system. If you leave a message for the Registration Desk please allow them a business day to respond. Again, plan ahead/accordingly.

- It may sound pedestrian, but ensure you are using the correct session's barcodes before you register! People still look at old brochures in a hurry and/or wait until Priority Registration to find barcodes.
- Read descriptions **before** registering 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). Sharon Art Studio follows the SFRPD Withdrawal/Refund policy.

Please be familiar with this policy **prior** to registering for an activity. The Studio does not allow "auditing" of classes.

- 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. 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). (Please review the Q&A section further down in this newsletter for answers to some concerns/questions from last Priority Registration.)
- It is recommended students **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 for assistance to register on Saturday, remember the studio uses DSL internet, which is slower. We cannot stress this enough - as the studio is an historic building, our current internet service is DSL and is very slow. If you are hoping to register for a class that you know to be in high-demand, again, we strongly recommend you register from home or from your mobile device. Coming to the studio does not guarantee registration in your preferred classes.
- The FOSAS Scholarship Program is NOT applied at the time of your activity registration. The SFRPD Scholarship Program is a separate program, and individuals should check on their eligibility for the SFRPD Scholarship Program prior to Priority Registration.

MEMBERSHIP RENEWALS/PURCHASES

REMINDER: FOSAS Memberships are now only purchased/renewed through your Active Net account. Memberships are not processed via postal mail or through the studio office.

- If you have a FOSAS Family Membership and more than one family member wants to register for a class/activity, it is 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 minimize issues on registration day.

IMPORTANT: If you wait until Saturday morning/Priority Registration to login-on and purchase or renew a membership, it needs to be its own completed transaction. In the past, some students try to buy a membership, look for classes, and checkout in one long transaction and think their screen is "frozen" or experiencing a glitch. Memberships need to be purchased and completed as a transaction **before** registering. That may take extra time, so be sure to check your membership before Priority Registration. Minimize unnecessary hurdles to your checkout process.

COURTESY ALERT:

- An active FOSAS membership does not allow you access to Randall Museum Priority Registration or vice versa.

- Your FOSAS membership allows you access to Priority Registration. It does not *guarantee* you a spot in an activity. FOSAS Membership adjustments are *not* processed during Priority Registration weekend.
- There are many classes/activities to consider throughout the studio if your first choice is full. FOSAS memberships are designed for the long-term commitment to the studio, which is why a membership allows members access to 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. There is also a Frequently Asked Questions menu option on the SFRPD Registration site.

WISH LIST:

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.

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.
- If you are waitlisted for an activity, please do not call the studio to ask "What are my chances?" Waitlisted students will be contacted if and when an opening is available. The Registration Desk will be contacting individual students if an opening becomes available - often this will be closer to the actual start of a program season. **Please do not contact an individual instructor with your waitlist concerns.** And, yes, it is better to waitlist at the time you are attempting to register than to wait and add yourself later.

SPECIAL QUESTIONS FROM PREVIOUS REGISTRATION PERIODS:

Q: I put items in my wish list and after 10am they "disappeared", and I had to go look for them again and register. Why could this have happened?

A: Be sure your barcodes are correct – in the past, students have loaded up their cart with a previous session's barcode, or mis-typed, and once registration becomes live at 10am, the system would not recognize or register this activity. The activity disappears because it is for a class that has closed.

Q. When I log-on to my account and go to my Wish List for Spring Registration, I click on the "Add Activity" link and I notice that the current season is still listed. Why is this and how long

do previous sessions remain on the site?

A. Many SPRING activities throughout San Francisco Recreation and Park facilities are still available to register even though the next session is "priority" for most members and classes show on the site until they "close" (which is when the class has officially ended). The previous session's information is usually removed by the first or second week of the new session. Also, a gentle reminder that if you are relying on the site, vs. a brochure to look for classes, customers can filter for upcoming only classes, and/or classes by season.