

Priority Registration opens February 23 at 10am. In conjunction with the SFPRD Registration Desk, the FOSAS office traditionally puts together the following

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.sfrecpark.org/register

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 high volume of calls, so the earlier you check your login information, the better chance you have of getting some help. 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 SFPRD 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).

- **It is highly recommended students register from home or from their mobile device if they want a better chance to get into high-demand classes.** Coming to the studio on Priority Registration morning does not guarantee registration in your preferred classes and also staff/ registration assistance will be limited.
- 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. The Sharon Art Studio does not manage the SFRPD Scholarship Program.

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 recommended each family member do their own registration on their own devices. This means each family member should make sure they have their own login (email address) and password attached to their name. They should NOT set up a new account, if they are already linked to the other family member. They only need their own login. Again, everyone on the account who plans to register should practice "logging-on" **before** Priority Registration- and ensure you see an active membership.

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. Again, be sure to check your active membership status and your log-in 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 memberships are not refundable.
- FOSAS Membership adjustments from one level to another 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 and WAITING LIST:

You can 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 wait list for that class or move on to the next class to try to register. Time is of the essence; if you choose wait list, 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.

Some people are confused with Wish List vs. Waiting List. Here is a bit of clarity - during Priority Registration, if you are prompted that the class is full, you can add yourself to the waiting list by continuing through the “enrollment” steps all the way through to the end when you click FINISH. If you want to be included on the waiting list, you need to go through the check out process and get a receipt at the end for your Waiting List Enrollment. Another important step regarding wait lists: Please do not call the studio to inquire “what are my chances” or “when will I know?” Wait listed students will be contacted **if and when an opening is available**-this may be very close to the start of the semester. The Registration Desk will be contacting individual students **either by phone or email** if an opening becomes available. **Please do not contact an individual instructor with your wait list concerns.** And,

yes, it is better to wait list at the time you are attempting to register than to wait and add yourself to a wait list later.

SPECIAL ALERT:

Upon checkout, you will need to accept the liability waiver, by checking the check box **before** clicking FINISH to complete your transaction. The waiver is not "new" but the checkout screen is a little different due to a system upgrade. You just need to click the checkbox.

Waiver

Please read the following waivers and agreements carefully. They include releases of liability and waiver of legal rights, and deprive you of the ability to sue certain parties. By agreeing electronically, you acknowledge that you have both read and understood all text presented to you as part of the checkout process.

* I have read and agree to [Waiver](#).