FAQs about Registering on Active

1. I cannot pay online because I do not have a credit card or I can only pay with cash, debit or cheque:
   a. You may be eligible to make alternative arrangements but you must submit an application form. Please contact the Program Coordinator *prior to registration day.*
2. I want to use Autism Funding dollars to pay for my programs and classes:
   a. You must submit an application form. Please contact the Program Coordinator *prior to registration day.*
3. I cannot find the Season for the classes or program I wish to register for, what should I do?
   a. If the first day of the program or class has passed, registration is closed. Late registrations will not be accepted. If you forgot to register for your usual program or class and registration is closed please contact the Program Coordinator.
   b. Late Registrations may be permitted if you are new to the program or class for which you are registering in. Please contact the Program Coordinator.
4. I cannot find the classes or program I wish to register for, what should I do?
   a. Try scrolling to the bottom of the page. The may be multiple registration pages. Click 2 to view the 2nd page and 3 to view the 3rd page and so on.
5. I accidently registered for the wrong program and I paid already. What should I do?
   a. Please contact the Program Coordinator so we can provide you an account credit to apply to the correct program.
6. What do I do if I forgot my password?
   a. Click the green button at http://www.semi-house-society.com/register that says Log in.
   b. Click "Forgot Your Password?" below the yellow Sign-In button.
   c. Enter you email and this will email a link to you to reset your password.
7. The registration site is taking forever to load. It is loading but is really slow. What can I do?
   a. Please be patient. There are large numbers of people registering at the same time which can sometimes slow down the process. If it is loading, albeit slowly, just take your time. Closing your browser will restart the process. Close it only if it has been loading for several minutes (3-5 minutes) or the screen has frozen completely.
8. My browser keeps freezing or is still loading (the circle keeps spinning). What do I do?
   a. If you had not entered in your credit card information, close your browser and try again. If it still freezes or stays loading, try a different browser like Firefox or Chrome.
   b. If you entered in your credit card info already check your email for a confirmation email. If you received one, your payment went through. You may call to confirm with the Program Coordinator.
9. My browser is saying "turn off compatibility view" in Internet Explorer. What do I do?
   a. To change Compatibility View settings
      i. Press the Alt key to display the Menu bar at the top and/or click Tools (looks like a little gear ⚙)
      ii. Click Compatibility View Settings
      iii. Un-check "Display intranet sites in Compatibility View"

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        iv.   You may want to revisit this and turn it back on if you had it selected for other sites you normally use.

10. <u>I need help, I just can't figure this out!</u>
    a. If you require assistance to register online please contact the Program Coordinator. We may assist you over the phone and walk you through the process on your device at home or you may *schedule an in-person appointment* with the Program Coordinator to learn how to use the Active Works registration system at our office on one of our computers.

11. <u>I try to click to the next page in the registration process but it keeps bouncing back and reloading the page I just filled out. What do I do?</u>
    a. Scroll through the page and look for questions highlighted in red. This means it is required information. You must enter something - if it does not apply to you then type N/A.

12. <u>When I first log in and enter the birthdate it won't let me continue. What do I do?</u>
    a. You need to enter in all of the forward slashes (/). Type it like this: 00/00/0000

13. <u>I have called and called again at the office. No one is picking up and no one has returned my phone call or voicemail.</u>
    a. Please be patient. There are large numbers of people registering at the same time which can sometimes slow down the process. We are taking note of all messages and email questions sent to us during registration day. We are responding in priority order. We will get back to you if you have left a voicemail or email. Please clearly state your name or the name of who you are registering for and the program you wish to register for as well as the issue you are experiencing.