

## Registration FAQs

### **1. What is the coupon code to pay with Autism Dollars or to pay in person?**

A. Contact the program manager to receive the coupon code. 604-536-1242 ext 255

### **2. What do I do if I forgot my password?**

A. Click the green button at <http://www.semi-house-society.com/register.html> that says Log in. It will take you to a page where you then click "Forgot Your Password?" below the yellow Sign-In button. You will be asked to enter your email and this will email a link to you to reset your password.

### **3. 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.

### **4. 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. If you entered in your credit card info already check your email for a confirmation email. If you received one, your payment likely went through. You may call to confirm with the program manager if still unsure. 604-536-1242 ext 255

### **5. What browser should I use?**

A. The Active Network is optimized to work in Firefox. Internet Explorer and Chrome also work but customers report that they tend to have more bugs or difficulties. Active Network is not optimized to work in Safari or on tablets and electronic devices other than a laptop or computer. Your registration may not go through if you use these applications.

### **6. My browser is saying "turn off compatibility view". What do I do?**

A. To change Compatibility View settings > Open Internet Explorer. Press the Alt key to display the Menu bar (or right-click the Address bar and then select Menu bar). Tap or click Tools, and then tap or click Compatibility View. Click it once. Clicking it twice will turn it back on again.

### **7. Help! I don't think I am doing this right. Can I come in person and get some help?**

A. Yes you can come in person. A Rec and Leisure staff will help you sit down at a computer and go through the process with you. Someone will be here from 9:30-4 on registration day to help. If it is not registration day please call the program manager to set up an appointment. 604-536-1242 ext 255

### **8. 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?**

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.

### **9. When I first log in and enter the birthdate it won't let me continue. What do I do?**

A. You need to enter in all of the forward slashes ( / ). Type it like this: 00/00/0000

### **10. I have called and called again at the office. No one is picking up and no one has returned my phone call or voicemail.**

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 the name of who you are registering and the program they are registering for as well as the issue you are experiencing.