

## **Frequently Asked Questions**

### **How do I use the new online registration system?**

- If anyone in your family has taken a Rec Center class since 01/01/09, your household account should already be set up. We have also created accounts for many previous customers, so be sure to check for your existing account before attempting to create a new one.
- If you do not have an account, you need to create one. Follow the "New Account" link and enter your family information. Your email address is your username.
- Once your account is established, you are free to register online.

### **Do I need to set up an account to browse course information?**

No, simply browse course information - including times, dates, instructor name, cost, number of openings, and more. You need to set up an account only when you decide to register for a course.

### **What if I forgot my user name and password?**

- On the account sign-in page, click on the "Forgot your Password?" link. You must provide your email address, phone number, and zip code. Once entered correctly, your password will be emailed to you.
- If this information does not agree with the information in our system, you will not receive the email and must contact us.

### **What happens when I first log in?**

Upon log-in, you are taken to the shopping cart, which shows all courses that have been added to the cart (*if applicable*). You can now register for more courses, see previous activity, change your profile or password, and pay for the courses.

### **Can I change my user name and password at any time?**

Yes. Click on "Update Profile". Your user name will always be your primary family member's email address, and you can change your password via the "Reset Password" tab.

### **Can I change my personal information (address, phone, email, add family members, etc.)?**

Yes. Follow the "Update Profile" link.

**Once I'm logged into the system, what can I do via the "Update Profile" link?**

- "My Profile" - Change your contact info and add family members.
- "Waiting List" - See what courses you have signed up for, but are waiting for an opening
- "Registered Courses" - This shows all the courses that your family has registered for.
- "Reset Password" - You can create your personal secure password.

**How do I register for an activity?**

- Browse the website ([www.alamosarec.org](http://www.alamosarec.org)). Once you find your course, click on the "register and pay online" link.
- You will be taken to our online registration website. Confirm the course information and click "Add to Cart".
- Enter your log-in information.
- Select the person to register from the family list and click "next". If your family member is not listed, go to "Update Profile" and add him/her.
- Agree to any waivers that may appear.
- Confirm person and price.
- Click on the "checkout" button at the bottom and proceed to checkout.
- Enter credit card information.
- Proceed to authorize the credit card and view the receipt. A receipt will also be e-mailed to the e-mail address on file. Print out a copy for your records.

**Why can't I register for all programs listed online?**

Some Rec Center activities have special requirements such as prerequisites or instructor approval that must be met before participants are allowed to register.

*Please Note: Only those activities with a shopping cart next to them are available for online registration.*

**What if an activity is listed as full?**

If a program allows for waitlist enrollment online, you may choose to be put on the waitlist. You do not need to provide payment information at this time. Our registration staff will contact you if a spot opens up to verify that you would still like to be enrolled. If you are on the waitlist, please do not attend the activity unless you are contacted by our staff.

**What if I change my mind about an activity prior to checking out?**

When viewing your shopping cart, simply click on the "remove" button next to the unwanted activity.

**If I think I have a credit on my household account — How can I check?**

Contact the Rec Center at 719-589-2105 or [AlamosaRec@cc.alamosa.co.us](mailto:AlamosaRec@cc.alamosa.co.us)

**How do I use my household credit to pay for classes online?**

When you proceed to the checkout, the system will automatically deduct your credit from the total due and the new balance will be shown. If your credit is more than the total due, credit card information is still required but there will be no charge to the credit card. The rest of the credit will still remain on account for future use.

**What forms of payment can I use with online registration?**

We accept VISA and MasterCard (credit or debit) for online registrations.

**How do I know if my registration was successful?**

Your registration is successful when the system states that the “order was successfully processed”. You can view/print a copy of the receipt at this time. You will also receive a purchase confirmation at the email address on file. Your receipt serves as your confirmation. Please print the receipt for your records, and bring it to your first class.

**What if I can't remember what activities I've registered for?**

To see what activities you've previously (or currently) registered for, click “Update Profile” and select “Registered Courses”.

**Can I cancel or transfer to a different activity online?**

No. Please contact the Rec Center during office hours (719-589-2105) for cancellations and transfers.

**Who should I contact with further questions?**

Contact us at the Alamosa Family Recreation Center:

719-589-2105

Mon.-Fri., 8:00am-5:00pm

Email: [AlamosaRec@cc.alamosa.co.us](mailto:AlamosaRec@cc.alamosa.co.us)