**FREQUENTLY ASKED QUESTIONS ABOUT REGISTRATION**

**I’m getting ready to register my child/ren for the first time. What should I know?**

• One of the nice features about RegPacks is that after you register for your first event in the system, about 80% of the information will apply for future registrations making it so you don’t have to start each application from scratch! This means that the login that you choose will remain with you/your child for all future events through USY graduation. Please take this into consideration when creating the username for the account. We can get a username changed if needed, but it has to go through RegPacks and can take up to 48 hours.

Please make sure and write down the username for future reference.

Once the account is created, you’ll be able to specify email addresses for participant, and up to 2 parents. Those email addresses can be updated by logging into your account, and are the ones we will use to reach you.

**I created an account for a previous event, and now when I try to log in, it says “The username already exists in the system. Please select a different one.”**

• When you are logging in with an existing account, you must be in the “login” view. If you are getting this message, you are likely in the “register” view. Please click “Login” or “login to my account” above the Register section. Then try again

**I’m trying to register a second child with the same email address, but it tells me an account already exists.**

• Just like most online accounts, you can only have one per email address. You could consider using a different parent email (i.e. work, spouse, etc) or the child’s email address. You will get a chance to input “parent email address” as part of the application and we will always use that email when sending out important emails about your child’s registration.

If you have a gmail address, you could also add (or remove) a period from the address. Our registration system will view it as a different account, but gmail will get it to the same address (for example according to gmail, firstnamelastname@gmail.com is the same as firstname.lastname@gmail.com).

**I want to pay by credit card, but is there any way to do that without an extra fee?**

• Unfortunately, no. The credit card fee is 4% or if you want to pay by e-check it is 2%. However, we are happy to accept a manual check if you want to do that. We provide the ability to pay by credit card/e-check as it was requested by many parents.

**I chose to “pay by manual check”, and the system is telling me my application is not complete. I’m stuck in a loop.**

• The payment page will not be marked complete until a payment is made. If you have filled out all the other pages of the application, then you’ve gone as far as you can for now. Once the check is received, the page will be marked complete and your application will be 100% complete.

**Can I use my phone or tablet to complete registration?**

• Not currently. The registration system is not fully compatible with any phone or tablet web browsers.

**What web browser can I use for registration?**

• The system is optimized to work with all of the major internet browsers. Any version of Firefox, any version of Chrome, any version of Safari as well as Internet Explorer 9 or above. Go to the help menu and click “About Internet Explorer” if you are unaware which version of Internet Explorer you are using. If an error message appears instructing you to turn on cookies please refer to this article in our help desk on how to enable cookies within your specific browser.

**I’m receiving partial scholarship from my synagogue. How do I pay my portion?**

• If you are sending a check in the mail, just make it out for your portion and send it in. If you are paying by e-check or credit card, when you go to the payment page, there will be a chance to “short pay” your portion of the balance.

When we receive the scholarship portion from your synagogue, we will apply that portion to your account. Please make sure to let us know if you are receiving scholarship so we can keep a look out for it.

**I forgot my password!**

• This is easy to reset. Please go to the login page and right under the password box, click “forgot password”. You will be instructed to supply your login email and an email will be sent to that address helping you reset your password.

**I got a message instructing me to turn on cookies. What should I do?**

• Check out this link from RegPacks on how (and why) to turn on cookies.

http://help.regpacks.com/customer/portal/articles/1049308-how-do-i-turn-on-cookies-

**I forgot my username!**

• Please email Sandra at goldmeer@uscj.org and she’ll be happy to let you know what your username is.

**I never received a confirmation email? Is my application complete?**

• The system is set up to send a confirmation email when the event is fully paid for. If you haven’t received the confirmation, please check that you have paid in full. If you have, its possible that the email was sent to another address associated with the account.

If you still haven’t recieved the email, please be in touch with Maury and he is happy to look into it.

**I made a mistake on one of my forms or I need to change information that I previously entered. What do I do?**

• Most pages in the system are open for editing at any time. If you are already signed in, just click your name in the upper left to get to your dashboard and access any of your completed pages. If you are out of the application, just log in and you can access the dashboard.

In most cases, we only lock forms that need to be signed, like the consent form. If there is a locked form that you need to edit, please reach out to Sandra.

**I created a duplicate account for myself/my child without realizing it. What should I do?**

• The system does not handle duplicates well, so please let us know when this happens. It’s best to always register with your original account since it keeps track of your convention attendance history.

In these cases we need to archive the additional accounts, and we may need to merge some of your past attendance information. Once the additional account is archived, if you log back into it, all the forms will be locked.