

FREQUENTLY ASKED QUESTIONS – ONLINE REGISTRATION

<p>Question: How do I register for an Activity?</p>	<p>Answer: Registering for activities is easy!</p> <ol style="list-style-type: none"> 1. Sign-in to your online account. 2. Click on ‘Activities’ at the top of the account page. 3. Search and select the activity in which you’d like to enroll. 4. Select which participant is enrolling. 5. Answer all required questions and initial all required waivers 6. Review fees and proceed to shopping cart. 7. Review your shopping cart and acknowledge the electronic transaction waiver by clicking the box before proceeding to check out. 8. Enter credit card and billing information or use previously saved information Visa, Mastercard, and Discover/Diners are accepted. 9. Once payment has been approved, your receipt will be displayed, indicating enrollment is complete. A copy of your receipt will be sent via email.
<p>Question: Can I view activities without registering?</p>	<p>Answer: We recommend using the online activity guide to browse through all recreation activities—find the guide at denvergov.org/Recreation. You can also browse through activities on our online service center without registering or signing in. Click ‘Activities’ at the top of the webpage to view our offerings. DPR’s online service center can also be found at denvergov.org/Recreation.</p>
<p>Question: What will happen if I try to register for an activity that is full?</p>	<p>Answer: If the activity is full, please add the participant to the ‘Waitlist’. Staff will contact you if spots become available. You can also check the status of the waitlist by contacting the recreation center where the activity will be held.</p>
<p>Question: My child is younger than the minimum age for an activity. Can I still register them?</p>	<p>Answer: Participants younger than the minimum age listed will need Department approval and must be enrolled by program or recreation center staff—age exceptions cannot be enrolled online. For questions, please contact program or recreation center staff.</p>
<p>Question: I’m receiving incomplete errors and cannot complete the checkout. How should I proceed?</p>	<p>Answer: Ensure the browser you are using is Google Chrome (recommended) or Internet Explorer on a laptop/desktop. Safari, Firefox and mobile devices are not fully compatible with DPR’s online service center. Additionally, check that all waivers and questions are completely answered/acknowledged.</p>
<p>Question: How do I cancel an activity registration?</p>	<p>Answer: Activity cancellations must be completed by Recreation staff. Email PR_OnlineServiceCenter@denvergov.org or contact the recreation center at least seven (7) days prior to the start date of the activity for a full refund. Other refund policies noted on the receipt may apply.</p>
<p>Question: What is the difference between ‘Save for Later’ and ‘Waitlist’ buttons?</p>	<p>Answer:</p> <p>‘Save for Later’ bookmarks certain activities into one compiled list. Adding activities to the ‘Save for Later’ list does not guarantee enrollment.</p> <p>‘Waitlist’ means the activity is full and not accepting additional participants. If you interested in an activity that is full, add the participant to the waitlist and staff will contact you if spots become available.</p>



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Helpful Tips - Seasonal Open Registration Days

Online registrations are processed in the order they are submitted/received – on a first-come-first-served basis. A registration is considered submitted/received once the 'Add to Cart' button is clicked.

During times of high volume registrations, or rush periods, customers may see that their registration has been put in a queue (Queue-It). Queue-It is a service that creates a virtual lineup/waiting room when there is a heavy amount of traffic on our website. Customers will see the queue page whenever the capacity threshold is exceeded. This is to prevent the crashing of our site during high traffic times, such as rush registration. In these situations, customers may have to wait several minutes for their transaction to be processed officially. The order of which the transactions are processed is not changed, so customers are still enrolled in their activities in the proper order.

For Example: If a customer has to wait 5 minutes for the system to process their transaction, they may end up on a waiting list instead of enrolled in the activity. The 5 minutes is not why the customer was placed on the waiting list - this would have happened anyways due to the system processing the transactions in the order they were submitted/received online.

Tip 1: Prior to the first day of registration for each season, ensure your login credentials work by successfully signing into DPR's Online Service Center (find the link at denvergov.org/Recreation).

More Information on login issues:

- If you are unable to login, check the box next to "Forgot your Password" and follow the prompts to have a new password sent to the email associated with your customer account.
- If you are still experiencing difficulties, email PR_OnlineServiceCenter@denvergov.org. Staff are available to assist during normal business hours.
- If you already have a customer account, please DO NOT create another one.

Tip 2: Two weeks prior to open registration day, activities can be viewed online. To bookmark an activity you are interested in, click on the heart icon next to the activity. The system will add this activity to your 'Save for Later' list. This will help you easily begin the enrollment process once registration opens.

More Information on 'Save for Later' lists: There are no guarantees the activities in your 'Save for Later' list will still be open by the time you register. Many activities become full within minutes of registration opening. If the activity is full, please add the participant to the 'Waitlist'. Staff will contact you if spots become available.

Tip 3: If you are receiving an incomplete transaction error during enrollment, ensure all waivers and questions are initialed or answered. These are located on the 'Enrollment' page. There is a final waiver on the shopping cart page with a box that must be checked before you can proceed to the check-out page.

More Information on transaction errors: If "Incomplete" is still appearing under the activity in the shopping cart, click the square-and-pen icon to edit the activity enrollment and finish completing any required waivers or questions.



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Tip 4: It is very important that customers use the supported applications listed below and that their internet connection is stable.

Operating System:

- Microsoft Windows: Windows 8, 8.1, and 10
- Apple iOS: 11.1 or newer

Browsers:

- Google Chrome: latest version
- Microsoft Edge Browser: latest version
- Apple Safari: On iOS devices

Tip 5: Family members can be added to your household’s customer account by clicking ‘Change Your Family Information’ under *Account Details* in your online service center account.

More information on adding family members/participants: Birthdates can only be changed by staff. If you need to update a birthdate for someone in your household, please email PR_OnlineServiceCenter@denvergov.org or contact staff at any Denver Recreation Center.

Tip 6: If you are enrolling multiple participants into the same activity, please use the ‘Register another participant’ link.

To successfully enroll multiple participants into the same activity (as quickly as possible), customers should complete the enrollment for one participant first (click on the ‘*Enroll Now*’ button next to the activity, select the participant enrolling, complete the enrollment details, and complete the waivers). Next, customers can then click on the ‘**Register another participant**’ under the ‘*Add to cart*’ button to begin the second enrollment.

The screenshot displays a registration form with three main sections: 'Who are you enrolling?', 'Enrollment Details', and 'Waivers'. The 'Who are you enrolling?' section has a dropdown menu for 'Participant' with a redacted name. The 'Enrollment Details' section contains two questions with radio button options: 'Inclusion support services are provided to people with disabilities. Do you require any Inclusion Support Services?' (selected: NO) and 'Do you require American Sign Language services?' (selected: NO). The 'Waivers' section includes a disclaimer, a checked checkbox for 'I have read and agree to "WAIVER - Adult"', and a text input field for initials containing 'ad'. To the right of the form is a summary box showing 'Total \$7.00', an 'Add to cart' button, and a highlighted 'Register another participant' link.

