

## HOW TO CREATE AN ACCOUNT IN REGPACK

1. Click link on HFC website to be brought to registration page
2. Create an account by filling out first and last name of MEMBER, and adding your email and password
  - a. Double-check to make sure your email is typed correctly
  - b. Write down your password or store it in a password manager
3. Click green 'Sign Me Up' button
4. Fill out Attendee Information page with information about the MEMBER
5. Click green 'GO TO NEXT STEP' button
6. Select your programs!
  - a. You may find it useful to open the current program catalog side by side the registration system
  - b. We suggest filtering by either day of week OR program title
    - i. To do this, click the green downward arrow next to the gray words 'day of the week' or 'Program', and then filter for the days or programs you would like by clicking the green box next to your selection, and then 'DONE' at the bottom right corner of the pop-up
      1. I suggest filtering by one day or one program at a time to reduce the amount of scrolling
    - ii. When you are finished with your current filter (e.g. 'Mondays'), scroll back to the top, click the filter arrow
  - c. You'll see that each program has title, description, location, and all the individual dates with times listed. You may select however many dates you would like to attend
  - d. If you'd like to register just one month at a time, then only select programs for the month you're working on. You'll be able to go back and add more programs when future months come up. OR go ahead and register all at once – it's up to you!

- e. I suggest filtering by 'various' when you're ready to move onto the checkout.  
'Various' is the shortest section, so you won't have to do much scrolling to find the 'GO TO THE NEXT STEP' button
- 7. You will then be shown a screen of everything being added to your cart. Double check that all the programs you've selected are correct! Then, press the green 'CONFIRM' button
- 8. If you have selected a program with a caregiver add-on (meaning HFC needs to know how many parents/caregivers will be attending), your next screen will show a question asking if you'll be bringing a parent/caregiver to this event. Some of these events have a cost associated with being a parent/caregiver (if HFC has to purchase tickets), while others just help us get a headcount
- 9. If you have selected a hybrid program, your next screen will show a question asking if the format you'll be attending the program (in-person or via zoom). This will adjust the price of your program accordingly, and will allow staff to prepare for the breakdown between members online and in-person
- 10. Member Questionnaire – this allows our staff to get to know members and be best prepared for interacting with and supporting them as a part of the HFC group. This also helps us determine if a parent/caregiver should attend programs with the member. Please fill out each question to the best of your ability. You WILL be able to make changes as needed as time goes on. This information will be kept confidential between HFC staff
- 11. Agreement and Release of Liability – this is filled out annually by all attendees. Read the terms, click whether you are 18+ or under, and then click "Agree" and "Go to next step". It will prompt you once more that you have read the conditions and agree. Click ACCEPT
- 12. Payment plan – you will be offered a couple of options when you get to the payment screen. You can either select a payment plan where you pay in three installments, OR you can pay in full. Click the '+ADD PLAN' button next to the choice you'd like

- a. If you have a scholarship or waiver with HFC, please type the code we have provided to you via email. This will bypass the payment screen, and HFC will get this squared away
13. You will once again be asked to confirm your cart
14. On the checkout page, you can enter information for credit card or e-check. If you have questions about payment options, please let us know!
  - a. To confirm, press the "PAY XX NOW", and then confirm yet again with the "YES, PAY XX NOW"
  - b. You'll see some confetti letting you know the transaction was successful! Press "Submit"
15. Now you are in your dashboard. On your dashboard, you can see all the programs you're registered for, see outstanding balances, pay balances, add more programs, update member questionnaires, etc. Please let us know if you need any assistance navigating these pieces
16. When you are ready to register for more programs, click 'Select HFC programs' under the 'Registration' box, and repeat steps 6-14 listed above!