



HFC Program Registration Quick Guide

Use the sets of steps below if you need instructions on how to register for an offering online.

Click the registration link to the **Active** site, then follow the steps, below:

Basic Registration

1. (Optional) If multiple sessions exist, choose desired season
2. Under appropriate session, click **Add** beside chosen tuition
3. Click **Continue**
4. Enter **Email address** and **Password** for account
5. **Note:** *If customer does not have an account, they will type an email address and password to create a new account upon the completion of registration*
6. Select person for session or add new person
7. (Optional) Select **Session Options**
* **Note:** *Session Options are additional fees that can be added to your registration in addition to the main tuition. Examples of this include a first time registration free, add-ons for meals during class or merchandise, like a t-shirt*
8. Click **Continue**
9. Complete **Registration Form** questions
10. If registrant under 18, fill out Parent/Guardian questions
11. Accept appropriate waivers
12. Sign electronic signatures
13. Click **Continue to Cart**
14. Select **Payment Option**
15. Enter payment information
16. Click **Complete**

Important note: Unfortunately Active **times out after 15 minutes** of registration time. To keep from losing your registration information because of the time out, it may work best to register for classes in one-week chunks vs trying to complete a full semester of registrations within that 15 minute period.

Register for Multiple Offerings

1. Follow steps 1-13 from **Basic Registration** Section
2. To the right of **Order Details**, select **+Add Another Registration**
3. Follow steps 1-13 from **Basic Registration** for additional offering
4. Select **Payment Option**
5. Enter payment information
6. Click **Complete**

Register Multiple People for an Offering

1. Follow steps 1-13 from **Basic Registration** Section
2. To the right of **Order Details**, select **+Add Another Registration**
3. Under appropriate session, click **Add** beside chosen tuition
4. Click **Continue**
5. Select **Register a new person** under the **Person** drop-down
6. Proceed with steps from **Basic Registration** Section 7 - 13
7. Select **Payment Option**
8. Enter payment information
9. Click **Complete**

Register Multiple People for Multiple Offerings

1. Follow steps 1-13 from **Basic Registration** Section
2. To the right of **Order Details**, select **+Add Another Registration**
3. Under appropriate session, click **Add** beside chosen tuition
4. Click **Continue**
5. Select **Register a new person** under the **Person** drop-down

6. Proceed with steps from **Basic Registration** Section 7 - 13
7. Repeat the above process until the desired registrants are in the appropriate classes
- 8. Select Payment Option**
9. Enter payment information
- 10. Click Complete**

Steps to Register with a Payment Plan

1. Follow steps 1-13 from **Basic Registration** Section
2. Under **Payment Options** select the appropriate Payment Plan option provided by the organization
- * **Note:** This will usually require an initial deposit amount
3. Enter payment information
4. Click **Complete**

Steps to Register with a Credit Balance

1. Follow steps 1-13 from **Basic Registration** Section
2. Under the **Checkout** section, if a credit balance is available on your online account, an option will appear for you to use credit balance as a payment for this transaction. This is found under a section marked **Credit Balance Information**
3. Click **Complete**

To see if you have open unpaid balances on Active for Highland Friendship Club classes and programs.

After you login to Active, open the "My Programs" tab.

The browsers that it works with are:

- Google Chrome
- Foxfire for Apple
- Mobile and Tablet operating systems
- Microsoft Internet Explorer**

**If using Internet Explorer, you will need to disable the Compatibility View Settings (Tools > Compatibility Settings)

If this doesn't work for you, please contact accounting@highlandfriendshipclub.org and we'll try to help.

Waitlists

If an online offering is full, you can still register into a waitlist.

1. Under appropriate session, click **Waitlist** beside chosen tuition
2. Click OK
3. Click **Continue**
4. Enter **Email address** and **Password** for account
- * **Note:** *If you do not have an account, you will type an email address and password to create a new account upon the completion of registration*
5. Select person for session or add new person
6. Complete **Registration Form** questions
7. If registrant under 18, fill out Parent/Guardian questions
8. Accept appropriate waivers
9. Sign electronic signatures
10. Click **Continue to Cart**
11. Review Order information and click **Complete**

Order Receipt

After you register for a class online, an email **Order Receipt** is sent to the email address associated with the registration.



HFC Online Account Quick Guide

The online account and online registration are not the same. A good way to think about the difference is the online account contains the past online registrations and is specific to a family or account holder.

Create an Online Account

Online accounts are initially created during online registration. When you enter your email address, the system verifies if the email address exists in the system already.

If an account associated with this email address is new, you will be asked to create a password at the end of registration.

Sign in to Online Account

When you want to access your account, you will sign in using the email address and password you created during registration.

In order to sign in, you have to access the site via the Highland Friendship Club link. This link is automatically sent to you in the registration confirmation email.

Reset Password

It's okay if you forget your password! On the login screen, there is a **Forgot Password** link, connecting you to your **Active Passport** login account.

Common Actions in Online Account

Use the set of steps below to complete different actions in your online account:

Fill out Follow-Up Forms

1. Find appropriate form
2. Click **FILL OUT FORM**

Upload Supplemental Forms

1. Find appropriate form
2. Click **UPLOAD FORM**

Make Payment Online

1. Click either **PAY BILL NOW** at top of page or
2. **PAY NOW** on right of page in sidebar



Troubleshooting

Occasionally, you may encounter problems logging in to your account. Use these steps below to resolve the most common issues.

If you have a question or obstacle not listed here, contact customer support: <http://activesupport.force.com/usersupport>



HFC Program Registration Adjustments

There are four main adjustments available. Each action will enable you to perform important changes to an existing order.

1) Edit Purchases

You can always change the tuition price of an existing order if you need to adjust the price of a camp, but want to do so without applying a discount. Sometimes tuition changes also come as a result of the price of a camp changing after someone has already registered. It is important to note, however, that you cannot edit the price to be more expensive than the tuition allows.

To edit the price of an existing purchase:

1. Click **People** tab
2. Search customer's name in search bar
3. Select customer's name
4. Select **Order number**
5. Next to **Item** name, select **Edit purchases** from **Actions** drop-down menu
6. Next to tuition price, click **Edit**
7. Select **Manually adjust price**
8. Reduce price by amount
9. Click **Continue to review screen**
10. Review changes
11. Click **Submit**

2) Transfer Sessions

One of the more common actions is to transfer a participant from one session to another. If your participant changes their mind about an offering and wants another one, a transfer is what you need! In the product, you can transfer from one session to another in the same season only; you cannot transfer participants from one season to another, though!

Registrants can be transferred to a different session *within the same season* by:

1. Enter specific registrant's name into search bar at top
2. Click desired registrant name
3. Click appropriate **Order number**
4. Click **Actions** and choose **Transfer**
5. Select new session for registrant
6. Click **Continue to review screen** 7. Click **Submit**

3) Add Discount/Remove Coupon

There will be times when you either need to add a discount or remove a coupon from a current order. In situations where a customer's coupon is no longer valid or accidentally redeemed, you can remove it. The reverse is also true. If someone forgot to get their discount during registration, you can manually add it to the order. Here is how you can do this. Please note that the option to remove coupon will not appear unless a coupon is already present!

To remove a coupon from an existing order:

1. Search and select customer
2. Click on order number
3. Select **Remove Coupon** from Actions drop-down
4. Submit

To add a discount to an existing order:

1. Search and select customer
2. Click on order number
3. Select **Add other discount** from Actions drop-down
4. Select appropriate discount from dropdown

5. Fill in **Amount** if not auto-populated

6. Fill out reason if desired

7. Click **Apply discount**

* **Note:** *Refunds are always processed to the original payment method used*

Cancel Registrations

If a participant asks to be withdrawn from a session or the session is no longer being offered, you can cancel a participant's registration.

1. Select **People** tab
2. Search and select account or participant name
3. Select order number containing registration
4. Select **Cancel** from **Actions** drop-down menu
5. (Optional) Input **Charge a cancellation fee** amount
* **Note:** *This option only available if payments made*
6. Continue
7. (Optional) Select **Reallocate credit to be held in the family's credit balance** if you wish to credit the account rather than refund back to the payment method.
8. Review **Order summary** and **Credit to be refunded**
9. Submit