

Online Registration 2009/2010

Frequently Asked Questions

ACCESS THE REGISTRATION SITE	2
1) Do I need a username and a password to login into the site?	2
2) How do I access the registration site?	2
3) I have entered my e-mail address, what do I do now?	2
4) Why do I need to use an e-mail address that is in our database?	2
5) How do I know which of my e-mail addresses are in our database?	2
6) What should I do if I have not received registration information before March 1?	2
7) How do I place my child/ren on the waiting list?	3
DURING ONLINE REGISTRATION	3
8) How do I add a child to the database?	3
9) I have two children listed under our household, but I would like to enroll only one. What do I do?	3
10) What happens if I update my e-mail address during the online registration?	3
11) How can I delete/remove vehicle information?	4
12) How can I delete data?	4
13) What happens if I click on “Proceed to Enrollment” before I have reviewed all my household information?	4
PAYMENT	4
14) What happens if I get interrupted during the online registration process and do not complete payment?	4
15) Do I need a PayPal account to pay with my credit or debit card?	4
16) I have a PayPal account, but I can’t remember my PayPal login or password. Is that a problem?	5
17) PayPal does not accept my credit card. What could be the problem?	5

Access the registration site

1) Do I need a username and a password to login into the site?

No, you do not need to login into the site with a username or password. The login on top of the site is reserved for site administrators only. If you are a current family at the German Saturday School Boston or a family with waiting list status, you only need to enter your e-mail address (one we have on file in our database) into the field on the main registration site (<http://service.germansaturdayschoolboston.org/registration/2009>) to start registering. If you are a new family and have never registered with us before, please enter your current e-mail address and follow the prompts.

2) How do I access the registration site?

If you are a current family at the German Saturday School Boston or a family with waiting list status, you need to enter your e-mail address (one we have on file in our database) into the field on the main registration site (<http://service.germansaturdayschoolboston.org/registration/2009>) to start registering. If you are a new family and have never registered with us before, please enter your current e-mail address and follow the prompts.

3) I have entered my e-mail address, what do I do now?

When you have entered your e-mail address at the start page of the registration site and clicked "Continue...", check your e-mail account for a message from webmaster@germansaturdayschoolboston.org. (The e-mail message should arrive promptly; however, in some instances it may take a few minutes or more depending on server performance). The e-mail message contains a link that will give you direct access to the registration and pull up your household data.

4) Why do I need to use an e-mail address that is in our database?

It is important that you use an e-mail address that we have in our database as this is a secure way to identify you. When you enter your e-mail address, you will automatically receive an e-mail message providing you with a link that will take you directly into our registration and pull up your existing household information.

5) How do I know which of my e-mail addresses are in our database?

If you are a current German Saturday School Family or a family on the waiting list, you should have received at least two e-mail messages from us with important registration information prior to March 1. Check which e-mail addresses our message was sent to and you will know which address is in our database.

6) What should I do if I have not received an e-mail with registration information before March 1?

If you are a current family or a family on the waiting and you and your spouse have not received at least two e-mail messages from us with registration information prior to March 1, you should contact webmaster@germansaturdayschoolboston.org immediately to have your e-mail information checked.

7) How do I place my child/ren on the waiting list?

If you would like to place your child(ren) on the waiting list, please notify our registrar at registrar@germansaturdayschoolboston.org. You will then be asked to access our registration site (like you were to register your child/ren) and to enter your contact information and the name/s and age/s of the child/ren you would like to place on the waiting list. Then – (read this carefully) click on “Proceed to Enrollment” but - IMPORTANT - discontinue your process there and exit the site. We will send you an invoice for a one-time, non-refundable \$25 waiting list fee per student. We will notify you in case a space becomes available

Should no space for your child/children become available before the 2009/10 school year and you remain on the waiting list, you will be able to register next year during the preferred registration period for current and waitlisted families.

Remember: you will only be placed on the waiting list if you inform the registrar and pay a one-time, non-refundable \$25 waiting list fee upon receiving the invoice.

During Online Registration

8) How do I add a child to the database?

In order to add a child to the database, select the “Children” tab/link on the top of the screen and then click on a blue “add” link. You will now be asked to enter the child’s information. Click on “Save Form” to confirm your entries.

9) I have two children listed under our household, but I would like to enroll only one. What do I do?

If you have more children listed in your household than you would like to enroll this year, you can make that selection in the Enrollment section. The enrollment section is similar to an online shopping cart where you select (check) only the children you would like to enroll for the 2009/2010 school year. Child/ren you do not want to enroll are simply left unchecked. It is not necessary or possible to delete any data.

10) What happens if I update my e-mail address during the online registration?

Once you have logged into our registration system with your e-mail address and you decide to change your e-mail address under your household information, you will automatically receive an e-mail message to your new account confirming your e-mail address change and providing you with an updated registration link for later use. You can continue with your registration and do not need to access this link at this time. However, should you be interrupted during the registration process or choose to continue at a later time, you will need to use the updated registration link which was e-mailed to you.

11) How can I delete/remove vehicle information?

If you have two cars listed under vehicle information, but you have only one car this year, please type in the "Model" field of the vehicle you would like us to remove from the database the word: "Delete". We will update the information. If you have a different car this year than last year, just change the Make and Model information of the vehicle information that is currently listed in our database.

12) How can I delete data?

Generally, it is neither necessary nor possible to delete data in our system. If you have more children listed under your household information than you would like to enroll this year, you can make that selection in the "Enrollment" section. The enrollment section is similar to an online shopping cart where you select (check) only the children you would like to enroll for the 2009/2010 school year. Child/ren you do not want to enroll are simply left unchecked. On how to remove vehicle information, please see question X).

13) What happens if I click on "Proceed to Enrollment" before I have reviewed all my household information?

If you click "Proceed to Enrollment" before a complete review of your personal data (children, legal guardian, vehicle information, home address), you will be prompted by our system to review and confirm some fields. This system check ensures that we receive the most updated information from you. Upon review and completion of the required fields, you will then be offered to "Proceed to Enrollment".

Payment

14) What happens if I get interrupted during the online registration process and do not complete payment?

If you have started the registration process and were interrupted for different reasons (i.e. browser problems, Internet connection disrupted, no time to finish), you will be able to access the registration again at a later time using the link that was initially e-mailed to you. Note that registration is only complete when payment has been made. Also note that payment confirmation does not guarantee placement.

15) Do I need a PayPal account to pay with my credit or debit card?

No, you do not need a PayPal account to be able to pay with your credit or debit card. Once you have entered the PayPal section of the registration process, you will see the question: "Don't have a PayPal Account?" and click on "Continue".

16) I have a PayPal account, but I can't remember my PayPal login or password. Is that a problem?

If you have a PayPal account and don't remember your login or password, you can still proceed without using your account. Look for the question "Don't have a PayPal account?" on the site and continue from there.

However, if you prefer to use your PayPal account, we recommend that you go to www.paypal.com before you start the school registration and verify your login and password. Knowing your PayPal login and password will ensure a smooth transaction once you've been directed to the PayPal site from our registration site to complete payment for the enrollment of your child/ren.

17) PayPal does not accept my credit card. What could be the problem?

If it appears that your credit card payment is not working, check your browser if it is set to allow cookies. Your browser must allow cookies from PayPal in order for the transaction to be completed (this is PayPal requirement and is beyond the German Saturday School control). In order to allow cookies, follow these steps in Internet Explorer: From the "Tools" menu select *Internet Options*, select *Privacy* tab, select *Advanced* button, select *override automatic cookie handling*, select *Always allow session cookies*.