

# FREQUENTLY ASKED QUESTIONS

## What is eReg?

eReg is Worthington Parks and Recreation Department's online registration tool that allows you to register for our activities over the internet from the convenience of your own computer.

## Where do I go to register online?

Visit the City of Worthington's web page at [www.worthington.org](http://www.worthington.org). From the "Home" page, click on: City Services, Parks & Recreation, and eReg.

## Who can use eReg?

Any adult who has an account with the Worthington Parks and Recreation Department can use eReg.

## Can I use eReg if I don't have an account?

Yes, but you can only browse activities to see what's offered or if space is available. To register, you must have an account and know your family PIN and individual barcode numbers.

## How do I know if I have an account?

If you have registered for a Worthington Parks and Recreation Department activity or rented a facility as an individual you should have an account already – just call us at 614-436-2743 to get your login information. Our business hours are Monday through Friday 8:00am – 9:00pm, Saturday 8:00am – 7:30 pm, and Sunday Noon – 7:30 pm.

## How do I set up an eReg account?

We can set up new user accounts over the phone for non-residents. Resident/Working Resident patrons must visit the Community Center with 2 proofs of residency or a current pay stub. Driver's license, check with address, utility bill, and current bank statements are acceptable proofs of residency.

## How can I modify my account information?

Call the Worthington Parks and Recreation Department during normal business hours.

## Are there extra fees associated with online registration?

A "convenience fee" is charged for all registration completed online. These fees are paid directly to the company hosting our eReg site and are therefore non-refundable. This would include classes that are cancelled by WPRD. There is a minimum convenience fee of \$2. See the chart and examples below to figure out how much it will cost you to register online.

Transaction total	% charge	+ flat charge
\$0.01 – \$149.99	6.5	\$0.50
\$150 - \$499.99	3.5	\$5.00
\$500 and up	2.5	\$10.00

EXAMPLES                      % charge + flat charge = Convenience Fee

Program Cost	Convenience Fee	Total Price
\$30.00	(\$1.95 + .50) = \$2.45	\$32.45
\$70.00	\$5.05	\$75.05
\$150.00	\$10.25	\$160.25
\$500	\$22.50	\$522.50

## Registering, Waitlisting or Withdrawing:

### Who can I register using eReg?

You can register any member of your immediate family that resides at your account address and who is currently listed on your account.

### Can I register my friend or neighbor with eReg?

No, due to legal liability, you can only register your own family. Account members must be part of the same immediate family and all financially responsible to the main account contact (normally a parent). Adult individuals who share a common address but are financially independent need their own separate accounts. We accept registration forms in person or by mail for those without Internet access, or for customers whose accounts are not yet eReg ready.

## **Can I register for any activity via eReg?**

You can use eReg for most activities, but a few activities may require a standard paper registration.

## **Are there any other restrictions on which activities I can register for online?**

If an activity has already started and space is available, you may be able to register online. Some activities may require in-person registration.

## **What if there are no spaces available in the program I want?**

You can add your name to the waitlist for the course by clicking on the "Waitlist" button. You will be contacted if a spot comes available and upon acceptance of registration you may proceed to pay online.

## **How can I find out what my position is on the waiting list?**

You can call the Community Center at (614) 436-2743 to find out your waitlist position.

## **How can I view my account member's current registrations?**

Click on the "My Account" tab and sign in. Once you have successfully signed in, the "My Account" page will contain the names of all of your account members. Click on "History" for each account member's current registrations or on "All Clients" to see details of current registrations for all clients in your account.

## **Can I withdraw from an activity using eReg?**

Not at this time. Withdrawals will need to be requested at the Community Center. Normal refund policies will apply. Please be aware that only activity fees may be refunded. Online "convenience fees" are non-refundable.

## **The system told me the family member for whom I am registering does not meet the age/grade requirements, but he/she will be the right age/grade before the activity ends. Why won't it let me register this person for the activity?**

Any person registering for an activity must meet the age requirement on or before the date the activity begins. If a family member does meet the age/grade requirement and you still cannot register him/her for the activity, please call the Worthington Parks and Recreation Department (614) 436-2743 to have this person's birth date or grade corrected in the database.

## **Payments and Security:**

### **How do I pay for classes?**

We accept all major credit cards online. Payment, in full, of any outstanding balance on your account at the time of registration, is required to process any new internet registration. If you have a credit balance on your account, your course fees will be deducted from your credit balance.

### **Can I make payments online?**

Sure, if anyone on your account is enrolled in activities where monthly payments become due on a scheduled basis (like our Kidstuff preschool program), you can make these payments through eReg using a credit card.

### **Can I receive confirmation of my internet registrations?**

Yes, if you need a receipt, print the receipt screen to your local printer after payment. If you don't have a printer or forget, you can view your current registrations on line by logging into your account and clicking the "History" button in the "My Account" tab.

### **Are my internet transactions private?**

Yes, we use Verisign® encryption to protect all information you exchange with us via eReg. We do not store your credit card information, so you will need to re-enter your credit card number each time you register and check out.

### **Can I change my PIN?**

Yes, after you have been assigned a PIN, you can change it via the eReg site. You cannot change your barcode number.

### **What if I forget my PIN?**

eReg can automatically email your PIN number to the main contact's e-mail address on your family's account 24hrs/day 7 days/week if you forget. That's why we need an email address for your account. To have your PIN number emailed to you, go the "My Account" tab and click "Remember Me". Enter your account email address. If the email address you enter matches your account email address the information will be automatically emailed to you.