

## **Frequently Asked Questions (FAQ)**

Q: As a non-member, do I need an account to register for programs?

A: No. As a non-member, simply just click on the “Available Programs” button, and you will see the whole list of programs.

Q: If I am a member/staff and I do not have an account, what should I do?

A: You could click on the “Create an Account” button to create an account for yourself. Be sure to indicate if you are a member or staff before clicking on the “Create Account!” button.

Q: As a non-member, how do I register in a program?

A: Once you are in the “Available Programs” tab, click on any program that you are interested in, then click “Show Program Details” and you will see all the details of the program in the text box beside. When you have decided that you want to register in the program, key in your last name, first name and phone number into the text boxes below accordingly, then click “Register!”. When you are done and want to exit the program, simply click on the “Exit” button at the top right corner of the window.

Q: Why I am unable to register in a particular program?

A: There are several reasons that might cause that: 1. The program is full, 2. You have conflicts with some other programs that you have already registered.

Q: As a member, how do I register in a program?

A: Once you signed in into your account, click on any program that you are interested in, then click “Show Program Details” and you will see all the details of the program in the text box beside. When you have decided that you want to register in the program, just click on the “Register” button. Remember to click on the “Sign Out” button when you are done.