## Section II: End-user Training: Registering in Activities

### Lesson 1: Register into an Activity (single registrant, single activity)

**Details:** Register your colleague into a single activity, on a single receipt

* Search for the adult breaststroke workshop
* Search for your colleague and register him/her into the activity
* Complete all pertinent details, apply the Employee Discount, and pay for the registration with cash, selecting the registrant as the payer
* *Tip: Front Desk Tab > Registration > Enroll*

### Lesson 2: Register into an Activity (multiple registrants, single activity)

**Details:** Register two customers into a single activity, on a single receipt

* Search for the youth backstroke workshop that was created in the previous section
* Search for your favourite politician’s account, and the family accounts that are linked to it
* Register the first child into the workshop
* Register the second child into the workshop
* Pay for the registration with VISA, selecting the mother as the payer
* *Tip: Front Desk Tab > Registration subheading > Enroll*

### Lesson 3: Register into an Activity (multiple registrants, multiple activities)

**Details:** Register two customers into two separate activities, with both transactions appearing on a single receipt

* Search for the family survival swimming workshop that was created in the previous section
* Search for your neighbour and register that individual into the workshop
* Search for your neighbour’s spouse, and register him/her into a different activity which is also suitable for adult registrants
* Complete all pertinent details, ensuring that both transactions are being processed as part of a single receipt
* Select your neighbour as the payer, and complete the transaction using a 50/50 split payment of cash and credit card (VISA)
* *Tip: Front Desk Tab > Registration subheading > Enroll*

### Lesson 4: Perform an Activity Transfer

**Details:** Transfer your favourite sports star’s spouse into a different activity that is suitable for adult registrants

* Search for your favourite sports star’s spouse who you registered as part of Lesson 1
* Transfer the individual from the adult breaststroke workshop into the adult backcrawl workshop
* Complete all pertinent details, and pay the difference (if applicable) using cash
* *Tip: Front Desk Tab > Registration subheading > Transfer*

### Lesson 5: Refund an Activity

**Details:** Refund a customer for an activity that he/she transferred into

* Search for the first 8 year old child that you registered into the youth backstroke workshop in Lesson 2
* Select the parent who paid for the activity as the recipient of the refund
* Request a check as the method of refund for the customer
* *Tip: Front Desk Tab > Refund subheading > Refund Transaction*

### Lesson 6: Modify Activities – Customer Questions

**Details:** Modify the answers that a customer provided for the questions that were asked during activity registration

* Search for the second 8 year old child registrant from Lesson 2
* Modify the answers to the questions that the customer was required to complete
* Complete all pertinent details, and ensure that the receipt is updated correctly
* *Tip: Front Desk Tab > Receipts > Lookup Receipt*

### Lesson 7: Add a Customer to Activity Waitlist

**Details:** Add your sibling or other family member onto a waitlist for an activity that was created in the preceding section

* Search for an activity that was created in the preceding section, in which an adult can register into
* Search for your sibling, and add him/her into the waitlist for the selected activity
* Complete all pertinent details
* *Tip: Front Desk Tab > Registration subheading > Enroll*

### Lesson 8: Enroll Customer into Activity from Waitlist

**Details:** Transfer your sibling who was waitlisted in the above lesson into the same activity

* Search for the activity in which he/she was waitlisted
* Move the customer from the wait list into full registrant status
* Select the registrant as the payer, and complete all pertinent details – using VISA as the method of payment
* *Tip: Front Desk Tab > Registration subheading > Enroll From Waitlist*

### Lesson 9: Apply single discount for a customer

**Details:** Give your neighbor a discount for signing up for the Adult Backstroke Workshop

* Enroll your neighbor into the Adult Backcrawl Workshop
* Select the registrant as the Payer and apply the Swimming Discount
* Note: This Discount is only available to a person that has enrolled in a Family Survival Workshop
* *Tip: Front Desk Tab > Registration subheading > Enroll*

### Lesson 10: Apply the multi-persons discount

**Details:** Enroll your sports star and his/her two children into family origami

* Enroll the two children into one of the Family Origami workshops
* Enroll the father into one of the Family Origami Workshops
* Review the discounts, select the father as the payer and complete the transaction
* Note: Notice that the discount is only applied to the children because the adult is over 18
* *Tip: Front Desk Tab > Registration subheading > Enroll*