

ACTIVE REGISTRATION TIPS & TRICKS

Below are some tips and tricks to help Lakeside Guests easily navigate the ACTIVE registration system to sign up for classes and activities.

To input the birthday of a family member you are adding to your ACTIVE account:

When you're adding a family member to your ACTIVE account, the birthday is a required field but defaults to today's date. To adjust the date quickly, click into the DATE OF BIRTH field and you will see a calendar pop up. On that calendar, click on the blue words DATE AND YEAR and you should now see a list of months. On THAT screen, click on the word YEAR in blue and now you will see a list of decades. Use the small arrow to the left (<) to move back through time by decade until you see the year you need. Once you click the year, you can then easily select the month and date.

To register for an activity where many options are listed:

Find the activity and select the participant's name, scroll down the page and click the circle with a check mark that appears to the left of the activity or class in which you are choosing to enroll. If you're enrolling in multiple sessions, select ALL the classes at once before proceeding. If your fee is \$0.00 at checkout, you have NOT enrolled in the activity you intended. This feature of grouping many activities under one heading makes searching for classes much easier.

Why can't I register for the class or activity:

Reasons you might be unable to register for a certain class or activity may include:

- It's full – some classes and activities may allow for a waitlist, others will not. If you are REALLY interested in a closed class or activity (particularly at the Rhein Center), you can try showing up 15 minutes before the class or event to see if there have been any last-minute openings.
- The participant is not the right age – activity and class age ranges have been thoughtfully and purposefully set. Thanks for your adherence to those guidelines.
- You already have the registration in your cart – the system will not allow one participant to be in the same activity or class twice. Click on the words SHOPPING CART in the upper right-hand corner of the screen to view activities already in your cart and delete them if necessary.
- You've already registered for another activity that conflicts with the time of this one – the system will not allow one person to register for two activities or classes that happen at the same time.

IMPORTANT NOTE: Please update the contact and emergency information for yourself and all members of your family. It's important that Lakeside Chautauqua staff be able to get in touch with you.