

## Common Registration Questions

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### 1. Can I pay with cash or check?

- If someone wants to pay cash or check, we can register them for a class over the phone. They have **5 days from the time of registration** to pay. If The 577 Foundation has not ***received payment*** within 5 days, then they will be ***automatically removed*** from that class.
- Because of this 5 day period, class registrations made to be paid by cash or check *cannot be made any less than 9 days before a class*. Exceptions can be made to this rule if a student is on-site and ready to pay at the time of registration or on a case by case basis. Any student can register and pay online outside of these deadlines.
- If in those 5 days they decide they want to pay with credit or debit card, they can log on to their profile and pay online.
- We **can** accept a credit/debit card over the phone.

### 2. I can't find the cost or time of classes. Where do I find that information?

On the top lime green menu bar, Click on the Classes/Events tab; this will give you a list of all of our classes. To find out more information on a class, click on the class name. You will be taken to a description of that class. On this page, there are two more tabs you can click on to give you the additional details. They are labeled Fees and Schedule; this is shown in the picture below.

RETURN TO MAIN WEBSITE ONLINE REGISTRATION

Welcome!! Phone: (419) 674-4714

The 577 Foundation 577 East Front Street, Perrysburg, OH, 43067

Open to the Public Sunday-Saturday 9:00am to 5:00pm

Home Classes/Events Meetings/Tours Calendar Help Log In

## Programs

← Acrylic Painting - Autumn Mountain Lake

Detail Fees Schedule

Tweet Share

Get on Wait List

Program is Full

Learn to paint colorful autumn trees, a lake with reflections in water, a small waterfall and a distant mountain. Easy-to-follow guidance! All supplies are provided for you to create your own warm autumn scene on a 11" x 14" canvas. No experience is necessary! Bring a sack lunch.

**Note:**

When you arrive, there will be a greeter to check you in to the class and point you in the right direction. We look forward to seeing you in class! We are located at 577 East Front Street, Perrysburg, OH 43551. Directions: <http://www.577foundation.org/findus.html>

Program Type **Adult (ages 18 and over)**

### 3. Do I have to create a profile? Can someone do it for me?

**Yes, you must create a profile to sign up for classes.** We encourage everyone to do this on their own. We are more than happy to walk you through it. The system is very user friendly. If you have already signed up and forget your password, you can have another one sent to you; to do this click **Forgot Password** when you go to **Log In**.

### 4. RecDesk won't let me register; why?

The last part of the registration process is for you to pick a username and password. Your password must have a few "characters" which are things like numbers or symbols in it in order to be a strong password. If RecDesk says your password is "weak" it will not let you finish the registration process. To fix this make your password stronger by adding some of these characters.

### 5. What is a Household? How do I create my Household?

When you create a profile, you are able to make yourself the **head of your household**. You are able to add household members, such as children or anyone you are a primary caregiver for. Being the Head of the Household allows you to receive copies of all invoices for your household and see and edit each member's profile. If you have a spouse or adult child that

you want on your household, but that also will be able to sign in on their own, then these individuals need to create their own profile. After they do so, you can add them to your household. If you don't allow them to create their own profile first and then add them, they won't be able to sign in on their own to their own profile. **Important\* When you sign up underage children, you must include their birthdate.** This is to insure you can sign them up for classes in their age group.

#### **6. How do I sign up my child for a class?**

- After you create a profile, you can add members to your household. This is where you add all of your children. Once you have created profiles for them in your household, they will become an option for you to choose when you attempt to register for a class.
- When you register for a class, you choose what family member in your household you would like to take the class. After you register that person, you can register another member. At the bottom of the page after you sign up for a class there is an option of signing up another member. If this doesn't work, make sure that you are the Head of the Household.

#### **7. How do I know if I signed up for a class correctly? What classes am I signed up for?**

You will receive a confirmation email within 10 min of completing checkout. Another way to check is that when you go to your profile, you will be able to see all of your classes. You can view your classes on the Calendar tab of your profile or you can view them listed in your History tab. *Note\* If your registration was cancelled due to lack of payment or just because you called and asked to be cancelled from a class, this class will still appear in your history tab, but it will be clearly marked as Cancelled.* **Putting classes into your shopping cart does not register you for the class or hold your spot.**

#### **8. I put a class in my cart but later it says the class is full! Why didn't it save?**

Putting classes into your shopping cart does not register you for the class or hold your spot. You must complete registration by Checking Out and making a payment. If you have an item in your cart you have not completed that process for that item.

#### **9. How do I cancel myself out of a class?**

The staff has to manually cancel you out of class. Call during the office hours of 9-5, M-F to cancel. If you have to cancel after hours: email us at [hello@577foundation.org](mailto:hello@577foundation.org).

*For technical reasons, there is always a chance an email may not get to us; please confirm that you are cancelled out of the class by going into your profile, looking at the History tab and seeing that the class is marked cancelled. If it is not marked as cancelled, call us. We do it manually so we may not make that change immediately during weekends or holidays.*

#### **10. If I cancel can the money just be put back on my card?**

No. Currently all refunds are issued by check only and mailed to the mailing address recorded in the individual's profile.

**11. If I cancel a class for the same amount and want to transfer that money to another class can I do that?**

We are no longer set up to be able to transfer payments.

**12. What is the text op in?**

We are not currently utilizing it. In the future you will receive texts that only pertain to the classes you have signed up for; such as cancellation alerts.

**13. Can people sign up their friends?**

No; it's important that people are only signing up themselves or those in their households for classes. Household members include children, spouses, or anyone for which you are a primary care-giver. Adults in your household should have their own profile; it is just that this profile is combined with yours.

**14. What is the cancellation/refund policy?**

Currently the cancellation and refund policy is the same as it has been in the past. This cancellation policy will be shifting in 2019.