



Registration Troubleshooting Guide

Are you having trouble registering for the term? Here are some troubleshooting tips to help you.

Tip: Throughout the registration process, when you are filling out your form, if it autofills, check to make sure that all information is correct and filled in the proper field.

Registration Form

1. Have all fields been filled out correctly? If you click on the “Go to Checkout” button and it doesn’t take you to the next page, you may not have filled in some mandatory fields or filled them in incorrectly. If this is the case, you will see a red outline or straight line on the field that needs attention. See fig. 1 below.

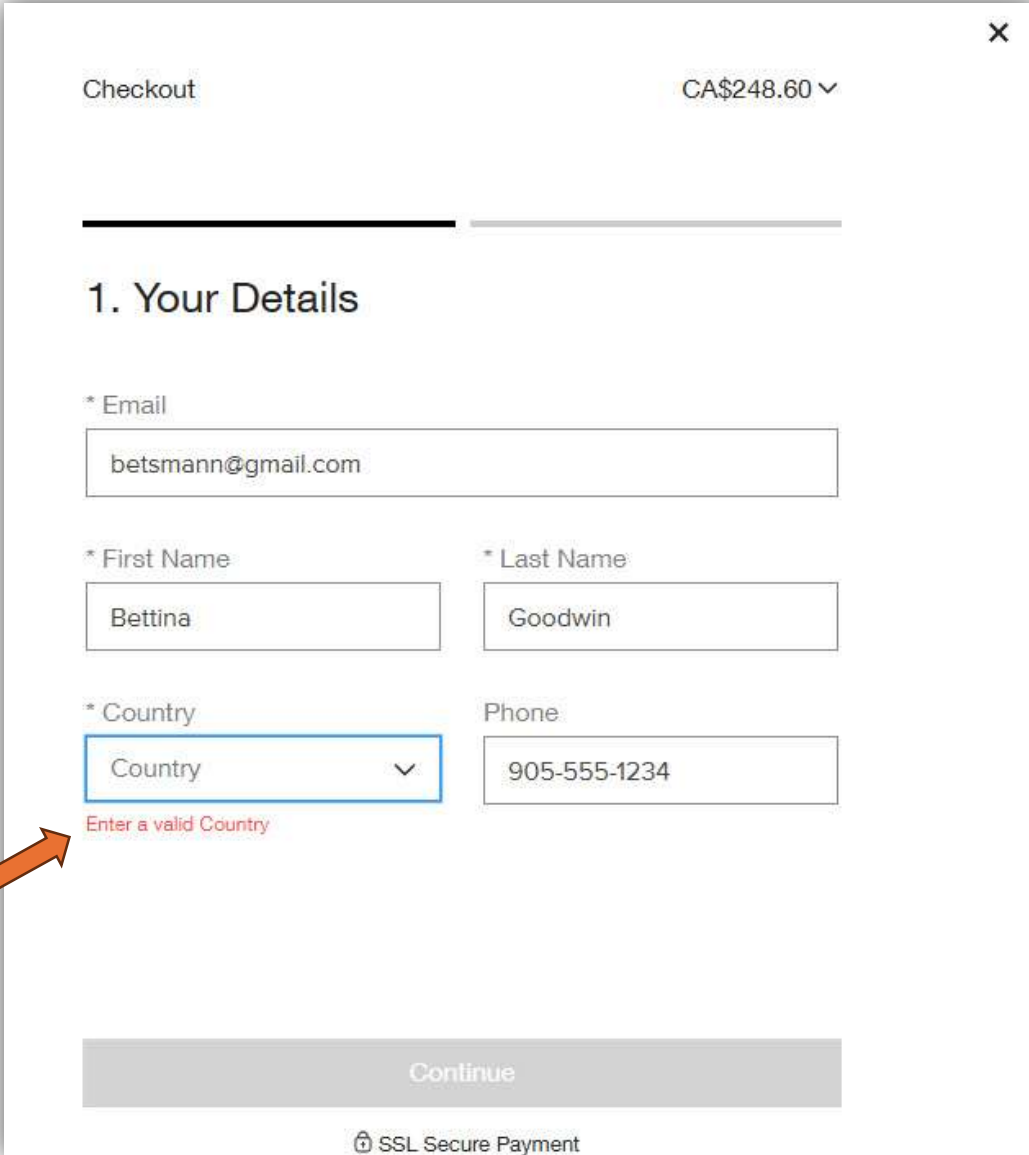
A screenshot of a registration form on a dark grey background. The form contains several input fields and a dropdown menu. The fields are: "First name *" (Bettina), "Last name *" (Goodwin), "Email *" (betsmann@gmail.com), "Email Confirmation *" (betman@gmail.com), "Phone *" (Phone), "Are you a new or returning member? *" (RETURNING), "Which choir are you joining? *" (Choose an option), "How did you hear about us?" (Add answer here), and a list of membership options. A red outline is visible around the "Phone" field, and an orange arrow points to it from the left. At the bottom of the form is a light blue button labeled "Go to Checkout".

First name *	Last name *
Bettina	Goodwin
Email *	Email Confirmation *
betsmann@gmail.com	betman@gmail.com
Phone *	Are you a new or returning member? *
Phone	RETURNING
Which choir are you joining? *	If you are bringing a friend for the bring-a-friend discount, please state their name.
Choose an option	
How did you hear about us?	<input type="checkbox"/> I agree to the terms & conditions, and the refund policy.
Please choose an option. Prices include all applicable fees and taxes. Pop-in registration opens March 10th *	
<input type="radio"/> Ontario Regular Membership - C\$248.6	
<input type="radio"/> Ontario Bring-A-Friend Membership - C\$226	
<input type="radio"/> Vancouver Regular Membership - C\$231	
<input type="radio"/> Vancouver Bring-A-Friend Membership - C\$210	
<input type="radio"/> Virtual Regular Membership - C\$220.35	
<input type="radio"/> Virtual Bring-A-Friend Membership - C\$197.75	
Go to Checkout	

Once all fields are correctly filled in you can select “Go To Checkout”.

Checkout Page

1. If the “Continue” button is greyed out it means you have not filled all the fields in correctly. If it autofills make sure the information is all correct. If there is any information missing, you will see a red note telling you what to do beneath the field that needs attention. See figure 2.



Checkout CA\$248.60 ▾ ✕

1. Your Details

* Email

* First Name * Last Name

* Country Phone

Enter a valid Country

Continue

🔒 SSL Secure Payment

Figure 2

Payment Details Page



1. If the Pay Now button is greyed out or is not showing, make sure you have scrolled down to see and fill in all the information. It must be complete before the Pay Now button is active. See Figure 3 and Figure 4 below to see all the information required.

The screenshot shows a mobile payment interface. At the top left is a '< Back' button, and at the top right is a close button 'X'. Below the back button is the amount 'CA\$248.60' with a dropdown arrow. The main heading is '2. Payment Details'. The form contains the following fields:

- Card number:** A text input field with the placeholder 'Enter number'. To the right are logos for Mastercard, VISA, American Express, and Discover.
- Expiration date:** A text input field with the placeholder 'MM/YY'.
- CVV/CVC:** A text input field with the placeholder '3-4 digits' and a small card icon showing '123'.
- Cardholder name:** A text input field with the placeholder 'Enter full name'.
- Address:** A text input field.
- City:** A text input field.

At the bottom of the form is a large grey button labeled 'Pay Now'. Below the button is a lock icon followed by the text 'SSL Secure Payment'.

Figure 3

< BackCA\$248.60 

Cardholder name

Address

City

State

Zip / Postal Code

[Pay Now](#)


 SSL Secure Payment

Figure 4

Other things to check:

1. What browser are you using? If it's not working on the current browser try switching to a different browser. i.e. if you're using Google Chrome, try Firefox or Microsoft Edge.
2. What device are you using? If it's not working on the current device, try switching to another device. i.e. if you are using your phone, try using your PC or Mac.
3. Has your credit card expired?
4. Does your card have a CVV number?
5. What type of card are you using. If it's not working, can you try another card?