

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.

The screenshot shows a registration form with the following fields and their current values:

- First name ***: Bettina
- Last name ***: Goodwin
- Email ***: betsmann@gmail.com
- Email Confirmation ***: betman@gmail.com
- Phone ***: Phone (highlighted with a red border)
- Are you a new or returning member? ***: RETURNING
- Which choir are you joining? ***: Choose an option (highlighted with a red border)
- If you are bringing a friend for the bring-a-friend discount, please state their name.**: (empty field)
- How did you hear about us?**: Add answer here (empty field)
- I agree to the terms & conditions, and the refund policy.**: (checkbox is empty)

At the bottom, there is a note: "Please choose an option. Prices include all applicable fees and taxes. Pop-in registration opens March 10th *". Below this are several radio button options for different membership types and their prices:

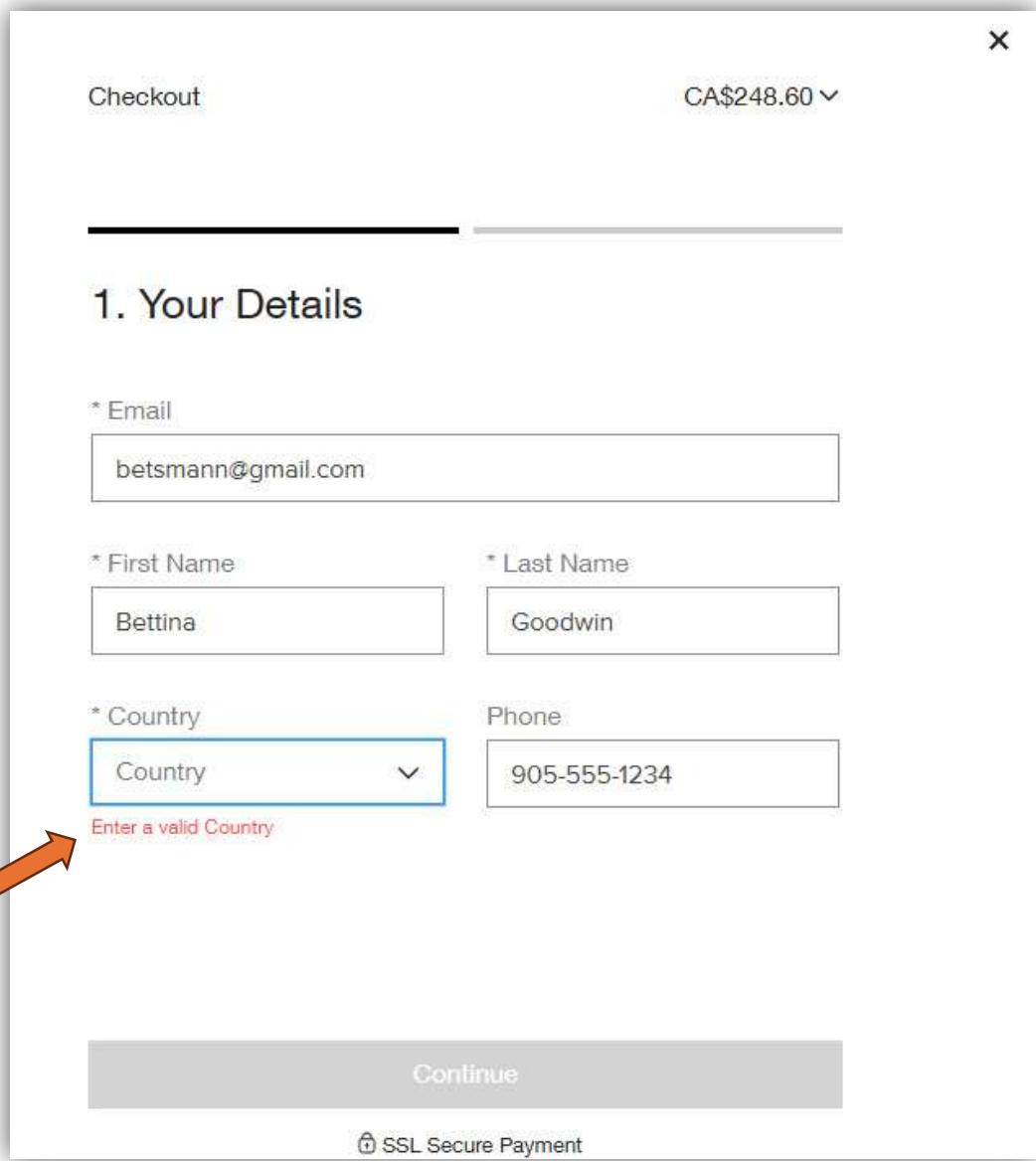
- Ontario Regular Membership - C\$248.6
- Ontario Bring-A-Friend Membership - C\$226
- Vancouver Regular Membership - C\$231
- Vancouver Bring-A-Friend Membership - C\$210
- Virtual Regular Membership - C\$220.35
- Virtual Bring-A-Friend Membership - C\$197.75

A large blue button at the bottom is labeled "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.



The screenshot shows a checkout page with the following details:

- Header: "Checkout" and "CA\$248.60 ▾".
- Section: "1. Your Details".
- Fields:
 - * Email: "betsmann@gmail.com"
 - * First Name: "Bettina"
 - * Last Name: "Goodwin"
 - * Country: "Country" (dropdown menu) with a red validation message: "Enter a valid Country". An orange arrow points to this message.
 - Phone: "905-555-1234"
- Buttons:
 - A large "Continue" button at the bottom.
 - "SSL Secure Payment" indicator at the bottom.

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.

CA\$248.60

2. Payment Details

Card number

Enter number

Expiration date

CVV/CVC

MM/YY

3-4 digits

Cardholder name

Enter full name

Address

City

Pay Now

SSL Secure Payment

Figure 3

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< Back CA\$248.60 ▾

1111111111111111 0000 0000 0000 0000

Cardholder name

Enter full 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?