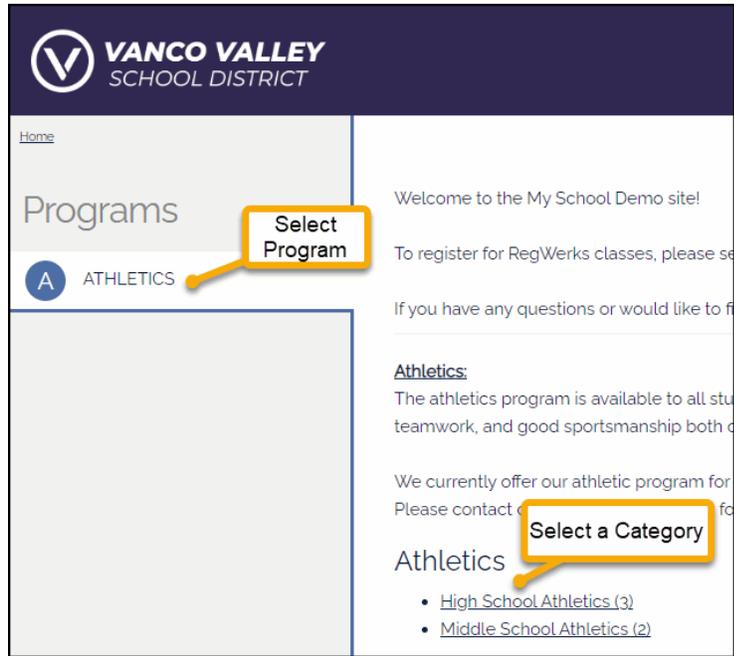


1. What is the Web Store?

The Web Store is an online system that supports seamless class registrations for families.

2. How do I register my student for an online course?

- a. Complete your registration from your school organization's Web Store. Select a **Program**, **Category** and **Course** to view options.



b. Select **CLICK HERE to Register for this Class**.

The screenshot shows the Vanco Valley School District logo at the top left. Below it, the text "High School Baseball" is displayed. The class details are listed: "Class #: 20/21 High School Boys Baseball", "Date: 7/6/2020 - 10/30/2020", "Days: Mo, We, Fr", "Time: 4:00 PM - 6:00 PM", "Location: High School Baseball Field", and "Price: \$100.00". At the bottom, there is a blue link that says "CLICK HERE to Register for this Class". A yellow arrow points to this link.

c. Sign in as a **New Customer** or as a **Returning Customer**.

The screenshot shows the user registration and login interface. On the left, under "New Customer", there is a "Create Account" button. On the right, under "Returning Customer", there are fields for "Email Address" and "Password", and a "Sign In" button. A yellow arrow points to the "Email Address" field.

d. For **Returning Customers**, select an existing participant or click **A New Person**, if not listed in the family account.

The screenshot shows a selection screen titled "Who are you registering?". Below the title, it says "Please select the person you would like to register for High School Baseball." There are three radio button options: "Jane Garcia (self)", "John Garcia (other)", and "A New Person". Two yellow arrows point to the "A New Person" option.

e. For a **New Customer** (parent/guardian), see #3 below to **Create Account**.

- f. **Returning Customers** (parents/guardians) select **A New Person** and fill in details within the **Add Person** window to add a new participant or select an existing family member/child.

The screenshot shows a window titled "Add Person" with a close button (X) in the top right corner. Below the title bar, there are two input fields. The first is labeled "First Name" and contains the text "First Name". The second is labeled "Last Name" and contains the text "Last Name". At the bottom right of the window, there are two buttons: "Close" and "Submit".

- g. Complete the registration by filling out both the participant's information and the registration form for that **Class**.

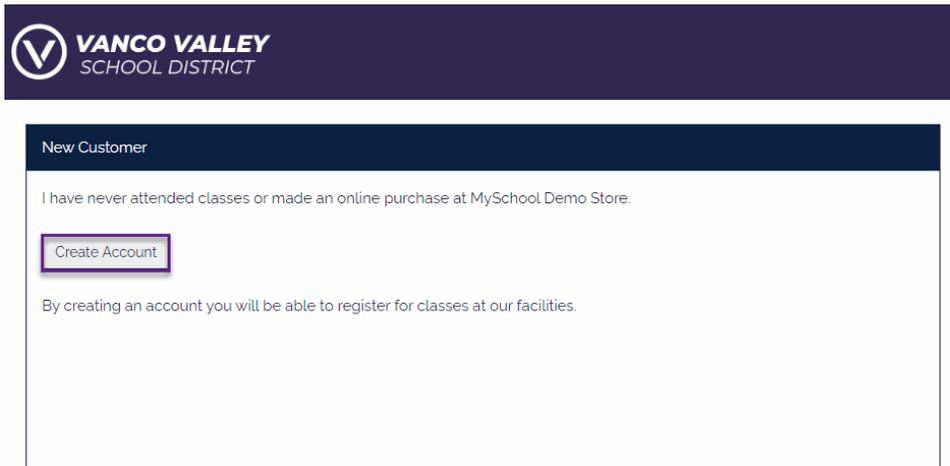
The screenshot shows a registration form with a blue header. The "Address" section includes fields for Address (122 South St), City (Bloomington), State (MI), and Zip (55403). The "Phone Numbers" section has a yellow warning box that says "One of the following phone numbers is required to proceed". Below this are fields for Home Phone, Work Phone, and Cell Phone (902-432-3333). A "Continue" button is located at the bottom right of the form.

- h. Once class selection is complete, select **Add and Go To Shopping Cart** to complete your purchase.

The screenshot shows a form with two main sections. The first is titled "CODE OF CONDUCT" and contains a paragraph about eligibility for interscholastic athletics, followed by a numbered list of rules. The second section is titled "LIABILITY WAIVER" and contains a paragraph about releasing Coach Johnson from liability. Below this is a checkbox and a line for an "Electronic Parent Signature". At the bottom right, there are two buttons: "Add and Go To Shopping Cart" and "Add and Continue To Shop".

3. How do I create an account?

- a. One parent or guardian creates a family account and adds all family members. Registrations are recorded and tracked based on the Account Holder's email address, so it is important to use one unique email address to complete registrations and make payment.
 - i. Establish the parent or guardian as the account holder using one email address.
 - ii. If this person is already a paying Web Store customer, the family account is already registered online. Use the same email and password as in previous class registrations.
 - iii. If new to the Web Store, register during checkout. Start by selecting **Create Account** in the **New Customer** window.

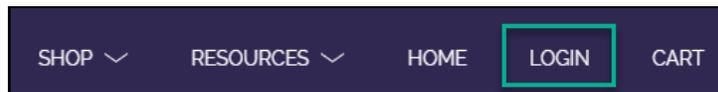


- iv. Adults/guardians complete **Personal Details** in **My Account Info**. Select **Submit**, then look for an email confirming the creation of your new account.

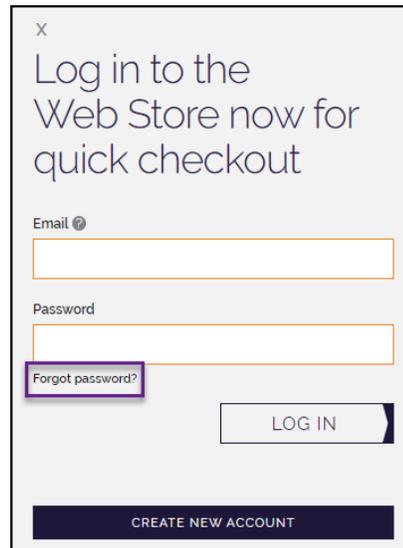
login page.' The main content area is titled 'Your Personal Details' and contains several input fields: 'First Name' (with a sub-field 'First'), 'Last Name' (with a sub-field 'Last'), and 'Email Address' (with a sub-field 'Email'). Below this is a section titled 'Your Home Address' with input fields for 'Address', 'Address 2', 'City', and 'State' (a dropdown menu)." data-bbox="215 589 801 900"/>

4. How do I reset my password if I forgot it?

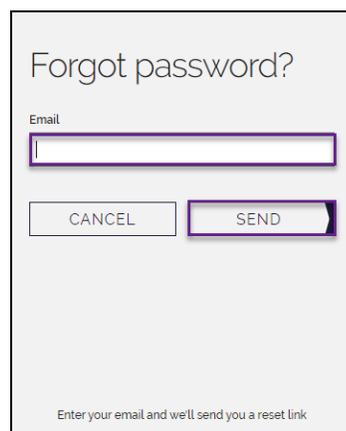
On the main page of the web store, select **Login**.



When the **Log in** prompt appears, click on **Forgot password**:

A light gray modal window with a close button (X) in the top left corner. The text reads: 'Log in to the Web Store now for quick checkout'. Below this are two input fields: 'Email' and 'Password'. A link labeled 'Forgot password?' is positioned below the password field. A 'LOG IN' button is located to the right of the password field. At the bottom of the window is a dark blue button labeled 'CREATE NEW ACCOUNT'.

In the **Forgot password** window, enter the email address that was used to create your parent portal account. The system only recognizes one email address for each account holder, and it will be important to use that one email address that was used to create your account. This is also the same email address that you have used to process any previous registrations. Select **Send** once the correct email address is entered:

A light gray modal window titled 'Forgot password?'. It features an 'Email' input field. Below the input field are two buttons: 'CANCEL' and 'SEND' (highlighted with a red rectangular border). At the bottom of the window, there is a small text prompt: 'Enter your email and we'll send you a reset link'.

5. How do I register for multiple classes and sessions?

Multiple classes for the same student: Select the first Class, participant, and answer the questions. Click **Add and Continue to Shop** at the bottom of the registration page to register for additional classes.

Multiple classes for different students: Select a Class, select/add the next student, and answer the questions. Click **Add and Continue to Shop** at the bottom of the registration page to register for additional classes.

Once Class selection is complete, click **Add and Go to Shopping Cart** to finalize your purchase.



WARNING! If you accidentally get to the cart page instead of returning to the class list page, DO NOT use the web browser's back arrow. Either continue through checkout and return to process other registrants OR abandon the cart (close window/tab) and start fresh.

6. How do I pay for a friend to take the class?

Create or log into your account and select **A New Person**, and fill in details within the **Add Person** window. Complete the friend's personal information and the registration form. Confirmation emails are sent to the account holder, unless the participant's email is included in the class registration form.

7. I received a message that says, "A registration already exists for the selected class and participant," but I have not yet paid. What happened?

The registration system immediately reserves a spot after clicking **Place Order**. If the payment is not completed with your registration, payment will be declined. If receiving either an "Already Registered" or "This registration already exists in your cart" message, exit the window/tab, confirm that our Cart is empty. If the registration is not already in your Cart, you can reattempt the registration process.

8. I don't have or don't want to use a credit/debit card. How can I register?

Register in person at the organization's office. Seats are not held for in-person registrations. Spots in popular classes may only be confirmed and reserved via online registration and payment. The Web Store accepts debit/credit cards from MasterCard, VISA, and Discover, as well as electronic check.