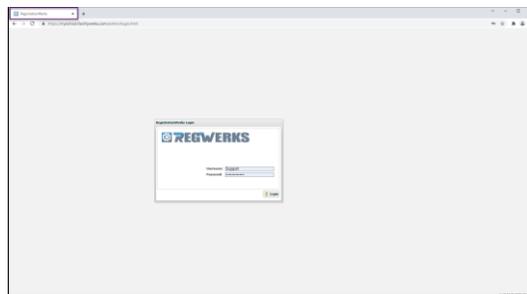




Walk-in Registrations

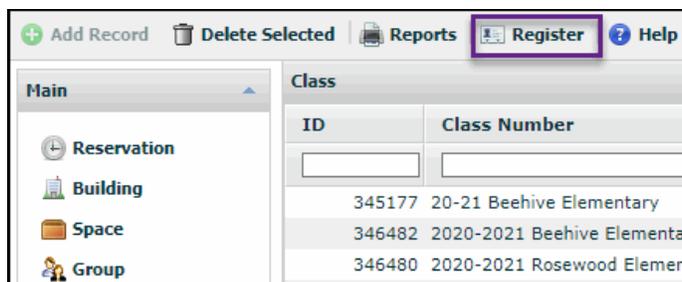
Walk-in registrations may be completed with or without payment. Users complete walk-in registrations by processing payments directly to a credit/debit card (or echeck depending on the organization's setup), or by taking in other forms of payment (cash, check, money order), which cannot be processed online but may be notated as part of the registration process. This allows admin users to register a participant, regardless of any balance due and regardless of payment type.

Listed below are best practices to follow when working in RegWerks generally, as well as when completing walk-in registrations specifically, given the potential for error:

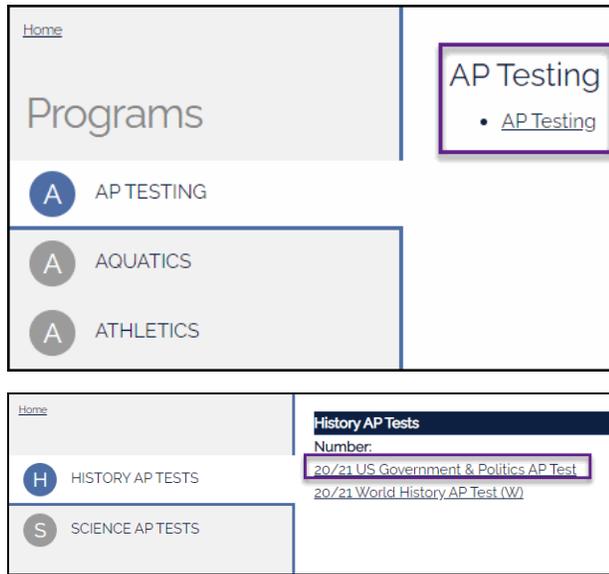


- Maintain only one active and open RegWerks session. Do not have RegWerks open on multiple browser tabs.
- Users wishing to bookmark pages to access RegWerks should only bookmark the login page (above).
- Periodically clear browser cookies and cache.
- Do not click the back arrow (←) or Refresh (↻) during a walk-in registration, as this will cause errors. If an error has been made, clear the cart, close the walk-in registration browser tab, and begin again.
- Complete one student's registration at a time. Only complete multiple student registrations in a row when the students are on the same family account.

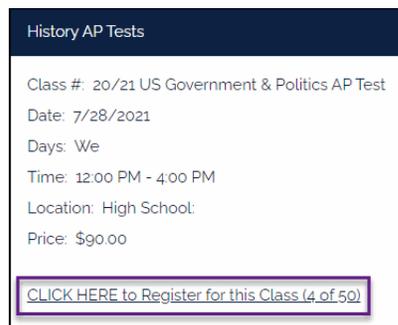
1. To begin a walk-in registration, select **Register** at the top of the Main menu.



2. A new browser tab will open, displaying the admin (or internal) version of your Web Store. Select the appropriate **Program**, then **Category**, and then **Class** in which to register the Person.



3. Select **CLICK HERE to Register for this Class**. Notice that the admin version of Web Store displays the number of current Class registrations and Class size limit, as well as Waitlist information, where applicable.



- a. **Search** for the parent/guardian's email address to determine if they already have account holder status. If the account holder **has never created an account** before and the participant **has never been registered** for a class under this email address, select **New Account**. Create a new account for the account holder by entering basic information for the parent/guardian.



- b. If the account holder already has an account in the system but the participant **has never been registered** before under this email, locate the account by entering the account holder's email address and selecting **Search**.



- i. Once the account is located, click on the account holder's name.

- ii. Next select **A New Person** and fill out the required information.

Who are you registering?

Please select the person you would like to register for History AP Tests. If the person you want to register is not listed please click on the 'A New Person' option below.

Tom Jones (self)
 Heather Jones (other)
 A New Person

- iii. After entering the participant's name, click **Submit**. This participant now appears in the family list.

- 4. Select a participant by selecting the radio button next to the participant's name.

Who are you registering?

Please select the person you would like to register for History AP Tests.

Tom Jones (self)
 Heather Jones (other)
 Blake Jones (other)
 A New Person

- 5. Answer the required registration questions. Depending on registration history, information *could potentially* populate within the registration form based on the participant's responses during prior registrations. Select either **Add and Go To Shopping Cart** (for single registrations) or **Add and Continue to Shop** (for multiple registrations on the same Main Account). Repeat steps #2 - #7, as needed.

- 6. Select **Payment** Type: either **Other** (cash, check, etc.); or **ePayment** (for credit card, debit card, or eCheck).

a. **Other:**

- i. Leaving a Balance Due: When no payment has been made, select **Other**. Enter \$0 in **Pay** field, then select **Submit**. A balance due will now appear on the account.

Payment

Class	Cost	Pay	
History AP Tests Jones, Heather	\$100.00	0	Remove from Cart

Total: \$0.00

Payment Type: **Other**

Reference:

- ii. Notating Payment: When payment has been received, enter the amount paid at registration, and select the appropriate **Payment Type** from the drop-down list. If a partial payment is made, the account will carry a balance due.

- iii. For Check payments: Enter the check number into the **Reference** field.
- iv. Select the **Submit** button. Once submitted, a receipt *will be emailed* to the account holder’s email address. Admin may **Click Here** for a receipt.

b. **ePayment:**

- i. When using **eCheck** (when available), **credit card**, or **debit card** as payment, select **ePayment**. If a payment method is already on file, the system will auto-fill the fields with the parent/guardian and payment information. If there is no payment method on file, a **Check Out** window appears, and admin enters the new credit/debit card or eCheck information.

1. If the account holder is not using the payment method currently on file, select **Change** in the **Checkout** screen to edit the information.

2. Once the correct billing information is entered, click **Continue**.

- ii. On the **Checkout** screen, verify the information on the screen, and click on **I’m not a robot** before clicking **Place Order** to finish the registration process.
 - iii. Once the order is complete, a receipt *will appear* on the screen and will *also be emailed* to the account holder’s email address.
7. Please note that when creating new accounts for new account holders, the system needs time overnight “refresh” to link account changes between RevTrak and RegWerks. Once a new account has been created, allow the system to synchronize itself overnight before advising parents to access their parent portals, make payments, etc.