

# Delano Activities Web Site- FAQ

**Q: I've signed up for activities with you before. Do I already have an account?**

A: If you signed up for any activities website in the past you will use the same login information. You can call our office to obtain your password or you can go to the Login page and use the "Forgotten Password" link to enter an email address and have our login information sent to you. If no account exists, you can create a new one.

**Q: How do I set up a new account?**

A: Select the My Account link and fill in all of the requested information. Saving that page will create a new account for you and provide you with a confirmation page that shows you login information. If you create an account for each member of your family (by clicking the 'Add Family Member' link) *while you are logged in* all family members will be connected by the same Family Account number.

**Q: How do I set up family members to have the same family ID?**

A: You will first need to log into an existing family member's account. Once logged in, selecting the New Account link OR the 'add family member' link and saving the new account information will automatically assign the new account with the same family ID.

**Q: What is my password?**

A: Click the 'Forgotten password?' prompt on the Login page, and complete the required fields. This will send an email to you with your login information. You may also call our office ((763) 972-3365 x2002) to obtain your password.

**Q: Can I change my password?**

A: Yes, once you've logged in, select Password link. A saved entry there will assign your new password.

**Q: How do I register for an activity?**

A: Once your account has been created and you've logged on, view the Activity Fee Catalog and select the class you wish to register for. Simply fill out the information required on the registration and payments forms and submit the registration. A confirmation message and receipt will appear when the registration is complete.

**Q: How do I pay if I don't want to use a credit card?**

A: Full payment by credit card (or bank debit cards attached to Visa/MasterCard) is the only option available for this website. Payments by check must be made by mail.

**Q: Do I have to log in every time I want to register?**

A: You will have to be logged to register for an activity. Once logged in, you may complete as many registrations as you'd like without logging in again.

**Q: I'm concerned about submitting a Credit Card over the Internet. How do I know your site is secure?**

A: We use the latest Department of Defense SSL technology to ensure that all personal information you submit is encrypted and cannot be read by anyone other than you and Community Education.

**Q: Some of the pages within your site indicate they are non-secure. What does this mean?**

A: There are a few places in the site where you will be redirected from a secure page to a non-secure page. These are pages that do not contain any personal or secure information. When you see a pop-up window asking if you wish to view the non-secure site, click 'yes'.

**Q: I've tried to register for an activity, but get an error message that my payment cannot be processed, even though I know my credit card is good. Why is this?**

**A:** There are many security features that are put in place when processing credit cards through the Internet. If you get an error message, please check the following:

1. Review the credit card number and expiration date you've entered to be sure they are an exact match to your card.
2. One of the security measures in place ensures that all the identifying information you've submitted matches the identifying information your credit card company has on file for you. If name, address, city, and/or zip code do not match, you will receive a message that your credit card cannot be processed, and subsequently, your registration will not be processed. Review the billing information you've indicated on the Payment Information page, update any necessary changes, and submit your order again.
3. Be sure the type of credit card you are entering is a type accepted by our office. Visa, MasterCard, and Discover are the only cards currently accepted.
4. If your Account Profile includes an email address, be sure you have entered a complete email with the '@' symbol, and ending in '.com', '.net', etc.

**Please contact our office with any additional questions.**