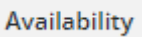





FAQs and TROUBLESHOOTING

Registration is ONLY allowed from within the United States and Canada

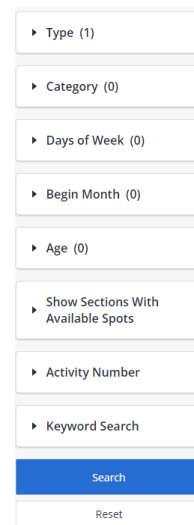
- Due to increased security measures access to Hayden's Registration Site is only allowed from within the United States and Canada. Members trying to access Hayden's Registration Site from outside of this area will receive an "Access Denied" error.

Class Availability

- The  of a class can be viewed for each class
-  Unavailable is displayed when an activity registration has not opened yet.
- Once registration for a class opens,  Available will be displayed
- Once a class is full,  Waitlist will appear. You can register for the waitlist at no charge and will be notified via email if/when a spot becomes available to you.

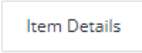
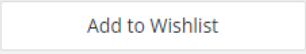
Filtering for Classes

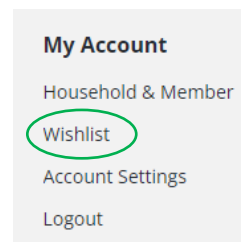
- You can filter classes by Type, Category, Day of the Week, the Month it Begins, Age, and Availability
- For example, if you are looking for Level Swim classes that are still available, you can select **Type: Aquatics**, **Age:** any selection between 5-18 and **Show Sections with Available Spots: Yes** and click **Search** at the bottom of the page
 - This will pull up ALL of the classes that meet this criteria and are still available to register to for.



A vertical sidebar of filters for class selection. Each filter has a dropdown arrow and a count in parentheses. The filters are: Type (1), Category (0), Days of Week (0), Begin Month (0), Age (0), Show Sections With Available Spots, Activity Number, and Keyword Search. At the bottom are two buttons: a blue 'Search' button and a white 'Reset' button.

Wish List

- Prior to registration starting, a Wish List can be created on Hayden's Registration Site.
- Once you find a specific class that you would like to register for, click .
- On this page, click .
- When it is time to register, your Wish List can be found under the "My Account" drop down
- Items from the Wish List can be quickly added to the cart once registration is open.



A vertical dropdown menu titled 'My Account'. It contains four links: 'Household & Member', 'Wishlist' (which is circled in green), 'Account Settings', and 'Logout'.

Accommodations

- For any accommodation requests (age, physical or medical) please direct inquiries to
 - Berta Sinclair, bsinclair@jwhayden.org for Recreation Activities
 - Billy Gore, bgore@jwhayden.org for Ice Facility Activities

Pass Required

Rules

You have not satisfied any of the following Allowances.

Pass Required

⚠ At least 1 current membership per family member from this pass code list: Hayden Youth (Hayden Youth Membership), Youth (Non Resident - Recreation Centre ONLY) (Youth (Non-Resident -Recreation Centre ONLY)), valid through 02/12/2024. **Membership not matched.**

- If you receive an error message titled Pass Required it means the membership must be renewed in order to register for the activity. You can do this by:
 - [Click here to renew your membership or purchase a new one!](#)
 - Returning to the previous page and clicking the **Click here to renew your membership or purchase a new one!**
 - Or by clicking on the **menu** at the top of the page, under **search**, click on **Renew/New Memberships**
- Membership must be active throughout the duration of the activity.
 - For example, if registering for a Dance class that runs until May 26th the participants membership must be active until that time. If the membership expires on March 16th, they must renew the membership to register.

Memberships will not overlap; the newly purchased membership will begin the day after the expiring one even if purchased months in advance.

Failure to Make Payment/Checkout

- Common problems while checking out are related to using **AUTOFILL**. If after entering all of your payment information with autofill and attempting to check out you are unsuccessful, try again by **MANUALLY** entering your information.
- It is also recommended to use **Google Chrome** for all transactions with Hayden's Registration Site