

## Online Clubs Registration Frequently Asked Questions (FAQ)

### What is the link to register online?

Go to <http://www.montreat.org/patrons-only> and click the button that says “Register Online Now!” You will be transferred to the online system.

### I've never registered online. How do I create an account?

Click the “Create a New Account” button on the online login page. You will need to choose a username (we recommend using your email address), a password, and a security question. Make the security question *something simple* that you will remember easily.

### If I registered online last year, will my information still be in the system?

Most of it, yes. Use your username (probably your email address) and your password to login to the system. Some things like medical information and signatures will need to be updated but most things should appear automatically.

### What if I've forgotten my username or password?

On the online login page, click the “Forgot your username or password” link and you should be able to obtain a temporary password and your username using your email address. When you login with the temporary password, you will answer your security question and choose a new password.

### Can Montreat just tell me my password or the answer to my security question?

For security reasons, *no*, that information is not available to us. We can only reset your account.

### What information do I need to register a child?

- Child's Information: name, date of birth, gender, grade completed in June 2022, allergies and medical & vaccine information.
- Parent Information: name, address, phones, emails
- Other: Emergency contacts and authorized pick-up names.
- You will also need a credit card to complete the reservation.
- We require one week's payment per child as a deposit.

### Why is it important that I register early?

Space is at a premium, especially during the weeks before and after July 4th. If you know your child or grandchild will want to walk in the July 4th parade, it is important to reserve a spot now for the July 4-8 week.

### Can I register for one week now and add more later?

It's most important to register for the busiest weeks now. Later, when your plans are more concrete, you should be able to add spots in the less busy times. The safest policy is to register by February 28 for all weeks in which you want a space.

### Annually I treat my *grands* to Clubs. Can I fwd this link to my adult children to register them?

Yes, it is acceptable to send this link to their parents. We leave it up to the family as to whether the parents pay or the grandparents. NOTE: registration is not complete without payment! Note again: Whoever registers a child will need to have all of the information about that child (including medical and vaccine info) to complete the registration. Parents of the child are encouraged to make sure the grandparents' names are noted in the registrations as emergency contacts.