



# ONLINE REGISTRATION INFORMATION AND INSTRUCTIONS

CRPD uses a third-party system for our registration software. Once you click on “Register Now” you will be redirected to Active.com. There you can create a profile for you and your family. In this profile, you can retrieve past receipts for programs and activities you registered for, add or update family information and register for new programs and classes.

Below you will find general and detailed information to help you establish a customer account and register using our online system. Please call any of our administrative offices for additional information.

**CRPD District Office • 916-842-3300**  
**Neil Orchard Senior Activities Center • 916-366-3133**

**Hagan Community Center • 916-369-9844**  
**Mather Sports Center • 916-362-1704**

---

## IMPORTANT TIPS BEFORE YOU BEGIN

### 1. Required Forms:

Participation in all CRPD activities is contingent upon completion of certain forms, such as Waiver and Release forms. The forms required for each activity are noted at the top of the activity detail page for that activity. These forms must be completed by the parent/legal guardian and given to the instructor at the start of the first meeting of each activity. Your child will not be permitted to participate until the necessary forms have been turned in to the instructor. Some forms are available for electronic signature during the registration process.

To Print Forms: When selecting your activities, click on the link in the activity description. This will take you to our downloads page where you can select the form(s) you need, print them and bring them to the first class meeting. Please note that you may need to complete several identical forms if your child is registered for a variety of classes. Our insurance carrier requires signed waivers for each activity.

### 2. Family Information:

Please enter complete and accurate information for your family when applying for an CRPD online account. Falsifying of information, e.g., family members or ages, can cause interruptions to programs and classes and may result in being withdrawn from the activity, forfeiture of fees, and/or restriction from future online registration.

### 3. Refunds/Activity Cancellation Policy:

Refunds are only eligible if cancellation is received a minimum of 48 hours prior to the first class, unless otherwise noted. The online processing fee is nonrefundable. Cancellation requests and refunds are not available online. To request a refund you must contact the facility where the class or program takes place. All refunds are pending approval. Some activities have a “No Refund” policy. No refund will be issued after the class or program has had its second meeting. Refunds for cash and check payments will take 4-6 weeks to process. Refunds for credit card payments will take 2-3 business days to process.

### 4. Convenience Fee:

Online payments are subject to a minimal convenience fee that will be added to your payment by Active.com. This fee is non-refundable.

**See next page for information on account options, searching and registering for classes and checking out.**

## ACCOUNT INFORMATION

### SETTING UP A NEW ACCOUNT WITH CRPD

Before logging on and registering for classes, you must establish an online customer profile. Click on "Register Now!" anywhere on our website to get to the main registration page. Once there, click on "Create An Account" in the upper right corner to bring you to the "Create Account" screen. Simply follow the 5 step prompts for entering your contact information, your household's information and emergency contact information. Once you are done, you will be able to register for activities any time, 24 hours a day using your Visa, MasterCard, Discover or American Express for payment. Please Note: Online payments are subject to a minimal convenience fee that will be added to your payment by Active.com.

### EXISTING ONLINE ACCOUNT HOLDERS

If you already have a customer profile, simply click on "Register Now!" anywhere on our website to get to the main registration page. Once there, click on "Sign in" in the upper right corner to bring you to the "Customer Login" screen. Log in by entering your email address that you registered with and password.

Forgot your email login or password? Call CRPD to have your account verified and reset at the numbers on the first page.

### "MY ACCOUNT" GIVE YOU ALL THE CONTROL

Here you will find 4 categories of Account Options: Account Activity, Online Services, Account Settings and Payment Details.

These are helpful options that allow you to manage your schedule and update family information as needed.

- **Account Activity** includes: Daily Schedules, Wish Lists, Account Deposits, Account Credits, Prior Transactions and Saved Credit Cards.
- **Online Services** include: Registration, Reservations, Renewing Memberships, Viewing the Shopping Cart and Logging off.
- **Account Settings** include: Change Your Password, Change Account Address or Personal Information and Change Information about Family/Friends.
- **Payment Details** include: Pay on Account, Account Payments, Payment Details and Change Auto-Charge Payments.

## GETTING AROUND ACTIVE.COM

### BROWSING ACTIVITIES

When you get to the main class page, you may narrow your search by using any or all of the 4 search boxes: Location, Category, Sort By and Select.

### SELECTING ACTIVITIES

If you want to register for this activity, click on "Add to My Cart." Repeat until you have selected all the activities you want. Be sure to take note of any forms, handouts or packets (in activity description) that may be required for this activity. To Print Forms: When selecting your activities, click on the link in the activity description. This will take you to our downloads page where you can select the form(s) you need, print them and bring them to the first class meeting. Please note that you may need to complete several identical forms if your child is registered for a variety of classes. Our insurance carrier requires signed waivers for each activity. Be prepared to read and sign the Liability and Waiver Form on the first class date. All participants must sign the waiver prior to participation.

### CHECKING OUT

Click on "Checkout" to go to payment page.

1. Assign family member names to the selected activities. Click "Continue."
2. Confirm your activity names, dates, enrollee and fees. Click "Continue."
3. Type in Visa, Master Card or American Express information. Click "Continue."
4. After payment has been approved, print a receipt. Bring the receipt to class.

*Please Note: Online payments are subject to a minimal convenience fee that will be added to your payment by Active.com. This fee is non-refundable.*