

FREQUENTLY ASKED QUESTIONS

Is it safe to give my credit card information on your site?



The VeriSign TM Certificate endorses this site as secure. Your credit card information will not be available to anyone but our registration office.

How do I register for classes online?

To register online, click the **Online Registration** button. You will be asked to enter your Login ID (choose a name up to 13 characters) and your Password (choose a password up to 13 characters). You may then logon or sign up. If it is your first time to logon, you will be asked to enter your family's profile and payment information. If you click on logon, you will be asked to select a household member, and enter a Class ID. Information regarding the class will be displayed. If the class is full, you will be asked if you'd like to enter a second choice or be put on the waiting list. If information displayed is correct, click **Enroll**. Print out your confirmation receipt and bring it with you to all classes. You can select to receive an e-mail confirmation by selecting that button.

How can I tell if a class is already filled? How can I get added to the waiting list for a class?

If you enter the class code on the Class Search page, information regarding that class will be displayed and include the number of openings for the class. If you submit a registration for a class and it is full, you will be asked if you want to be added to the waiting list for the class. You will not be charged the registration fee to be put on the waiting list. Persons on the waiting list will be contacted on a first-come first-serve basis if a space becomes available.

Will someone be available to answer my questions if I am having trouble with Online Registration?

Yes, registration staff will be available to answer any of your questions. Please call the main office at 770-531-2680 - Monday-Friday, 8:00 AM to 5:00 PM.

If you prefer, you may send an E-mail to webcomments@gainesville.org

I do not have access to the internet at home or work. How can I take advantage of this new way to register?

A computer is available to the public at our Main Office at the Gainesville Civic Center, 830 Green Street, during office hours (Monday-Friday, 8:00 AM to 5:00 PM) for people wishing to register online.

Computers are also available at the local library.

How can I make sure I registered for the correct classes online?

Print your confirmation after your registration is complete. Log in at any time and click on "Confirmed Classes." This displays classes currently registered, as well as a history of classes taken previously.

What if I forget my Password?

Forgotten your Password? Enter your Login and click the "Forgot Password" button, and the system will send you this information by email or you may contact our office at 770-531-2680.

Can I change my Password once I have entered and used it?

Changing your password is easily accomplished. When you enter your Login ID and your existing password, click on the "Change Password" button. You will be asked to enter your old password, your new password, and then to re-enter your new password for confirmation. Click on the "Submit Change" button and your password is changed.

How do I add a new member to my household?

- You can go online and add your new member.
- Click on the Online Registration button.
- Click on the Register for Programs button.
- Log In.
- Click on the Change Profile button.
- It will ask for your password again for security purposes. Enter your password.
- Scroll down to see your family members.
- Below the last family member add your new member.
- When finished scroll to the bottom of the page and submit.
- You will see your new family member under Select Household Member when you want to Choose a Class to register.

How do I know if I am a city resident?

Anyone who rents or owns a residence within the city limits of the Gainesville is a resident. If you have any questions or experience any difficulty in registering online as a city resident, please call our Main Office at 770-531-2680. We will be happy to assist you.

Are there any programs that are excluded from Online Registration?

Programs excluded from online registration will be listed on the login page.

Will I still need to come in and sign a waiver if I register over the internet?

You will be asked to read and accept our waiver when registering for programs online. Therefore, it will not be necessary to do so at our offices as well.

How do I transfer to a new class?

Class transfers must be requested three (3) full working days prior to the class start date. Class transfers **cannot** be processed online. If you need to request a transfer, please call our Main Office at 770-531-2680.

How do I get a refund?

Please contact our office at (770) 531-2680 or you may refer to our refund policy outlined in the Gainesville At Play Recreation Guide.