

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.
- Please note the search criteria only has the capability for AND criteria, not OR criteria. For example, if you select Aquatics and Skating no results will be found because no activity meets both these criteria.

<input type="checkbox"/> Type (1)
<input type="checkbox"/> Category (0)
<input type="checkbox"/> Days of Week (0)
<input type="checkbox"/> Begin Month (0)
<input type="checkbox"/> Age (0)
<input type="checkbox"/> Show Sections With Available Spots
<input type="checkbox"/> Activity Number
<input type="checkbox"/> Keyword Search
Search
Reset

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.

My Account
Household & Member
Wishlist
Account Settings
Logout

Accommodations

- For any accommodation requests (age, physical or medical) please direct inquiries to
 - Lauren St Cyr, lstcyr@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

Hayden Waitlist Registration Process

- Registering for a waitlist does not guarantee a spot in the event/program. Spots are only made available if existing participants cancel the program or Hayden increases the enrollment availability of a program.
- If a spot becomes available, we will notify participants via the PRIMARY email address on the Hayden account. Please ensure this is an email that is checked regularly and receives Hayden emails.
- Upon receiving an email notification of an available spot, participants will have 72 hours to either accept or reject the offered spot.
- Failure to respond within the specified timeframe will result in the spot being offered to the next individual on the waitlist.

Waitlist enrollment offers emails will look something like the email below

Enrollment Offer for Waitlist Test ➔ Inbox x

haydenrec@rectrac.com
to me ▾

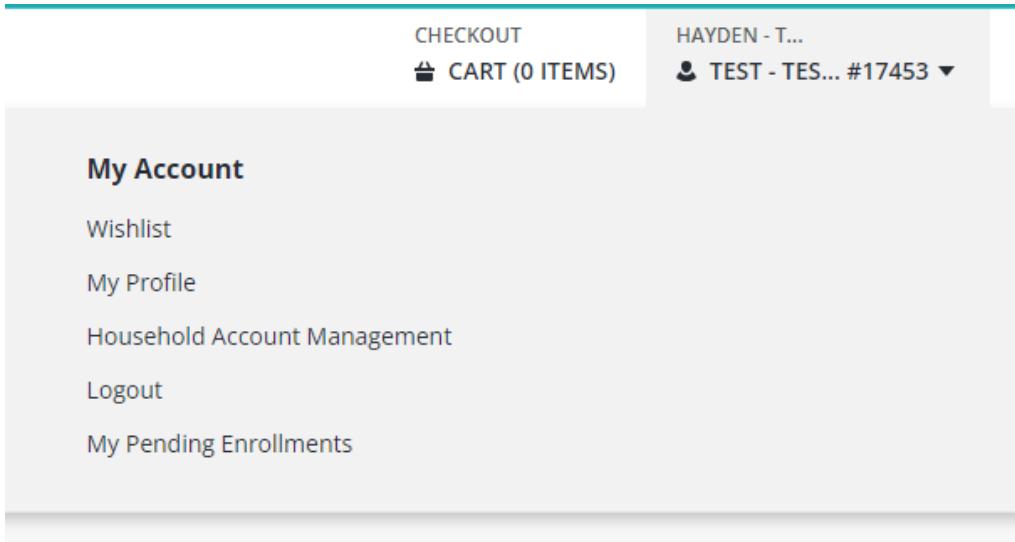
Hello Hayden - TEST,

This is an automated message to inform you that you have been offered enrollment into Waitlist Test!

Visit the My Pending Enrollments page on WebTrac, or contact J.W. Hayden Recreation Centre, to accept or reject your enrollment offer.

Thank you for your participation!

To accept or reject a waitlist offer log in to the Hayden Account and navigate to “My Pending Enrollments” under the “My Account” menu.

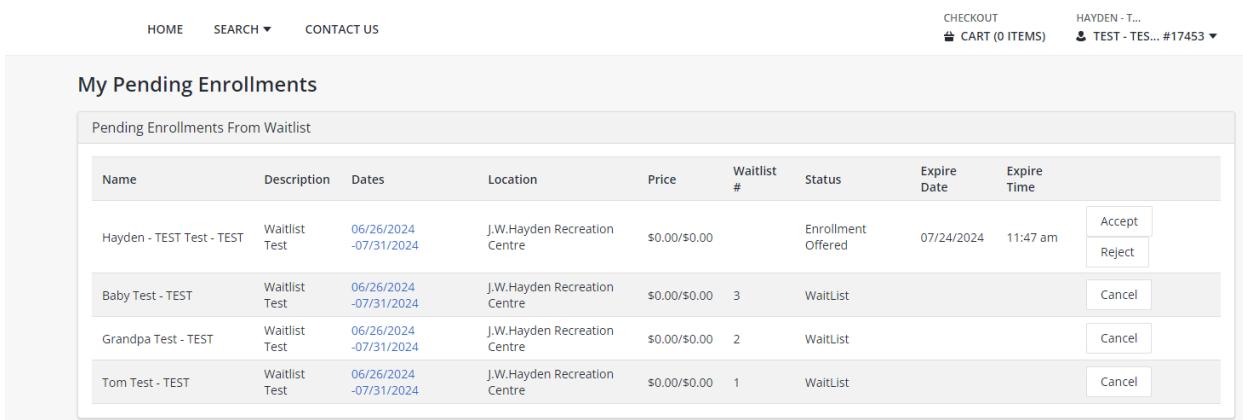


CHECKOUT HAYDEN - T...
 CART (0 ITEMS) TEST - TES... #17453 ▾

My Account

- [Wishlist](#)
- [My Profile](#)
- [Household Account Management](#)
- [Logout](#)
- [My Pending Enrollments](#)

Under the “My Pending Enrollments” menu all current waitlist enrollments will be displayed. If there are any current waitlist enrollment offers that will be indicated under Status.



HOME SEARCH ▾ CONTACT US CHECKOUT HAYDEN - T...
 CART (0 ITEMS) TEST - TES... #17453 ▾

My Pending Enrollments

Pending Enrollments From Waitlist								
Name	Description	Dates	Location	Price	Waitlist #	Status	Expire Date	Expire Time
Hayden - TEST Test - TEST	Waitlist Test	06/26/2024 -07/31/2024	J.W.Hayden Recreation Centre	\$0.00/\$0.00		Enrollment Offered	07/24/2024	11:47 am
Baby Test - TEST	Waitlist Test	06/26/2024 -07/31/2024	J.W.Hayden Recreation Centre	\$0.00/\$0.00	3	WaitList		
Grandpa Test - TEST	Waitlist Test	06/26/2024 -07/31/2024	J.W.Hayden Recreation Centre	\$0.00/\$0.00	2	WaitList		
Tom Test - TEST	Waitlist Test	06/26/2024 -07/31/2024	J.W.Hayden Recreation Centre	\$0.00/\$0.00	1	WaitList		

To accept the waitlist offer choose Accept and the activity will be added to your cart from where you will need to check out and pay the applicable balance to complete the enrollment.

To reject the waitlist enrollment offer choose Reject and the activity will be added to your cart with a \$0 balance. In order to complete the waitlist rejection, you will need to complete the transaction.

Opting In to Hayden Email Communications

In order to stay up to date with the latest happenings at Hayden please ensure that your email address is opted in to receive emails. An email will be sent out prior to the start of every activity and camp session and also may be sent out during the session if there is any type of class change, cancellation, or other important information. These emails come from haydenrec@rectrac.com and will not be delivered unless you are opted in to receive them.

To opt in navigate to My Profile under the My Account Menu. From there ensure the button is checked that says **Subscribe to Future Marketing Communications?**



The screenshot shows a web page titled "My Profile for Hayden - TEST". At the top, there is a navigation bar with links for "HOME", "SEARCH ▾", "CONTACT US", "CHECKOUT", "HAYDEN - T...", "CART (0 ITEMS)", and a user account dropdown for "TEST - TES... #17453 ▾".

The main content area is titled "Account Details". It contains two input fields: "Username: *" with the value "Hayden Test" and "Email: *" with the value "HaydenTest@hayden.com". Below these fields is a checkbox labeled "Subscribe to Future Marketing Communications?" which is checked. A blue "Update Details" button is located at the bottom of this section.

Below the "Account Details" section is a collapsed section titled "Account Password".