Youth Programs / Summer Camps – REGISTRATION AND PAYMENT GUIDE

This document describes how to register and pay for a program/camp. The process includes several steps:

- browse for a program/camp
- add it to your shopping cart
- create a student profile (account)
- complete an Application (questionnaire)
- checkout

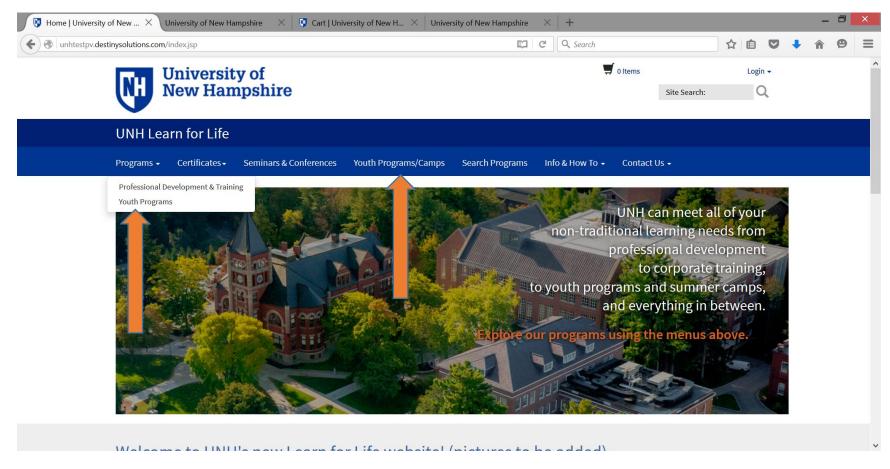
While there are a lot of screenshots, once a camp is chosen, the process can be completed in just a few minutes. This document is intentionally designed to show as many of the screens as possible that you will encounter during the process. Screenshots may not represent precisely what you see on Learn for Life, as they were captured on a Test environment, but they are quite representative.

PLEASE NOTE: Each student/camper needs a separate account. This is because individual grade level, medical, safety, and student criteria (such as instrument played, team position, swim level, and so forth) are attached to each profile. Applications (often referred to as Questionnaires) are attached to each camp registration to collect relevant camper data associated with each child. These Applications, which are described in more detail below, differ with each camp.

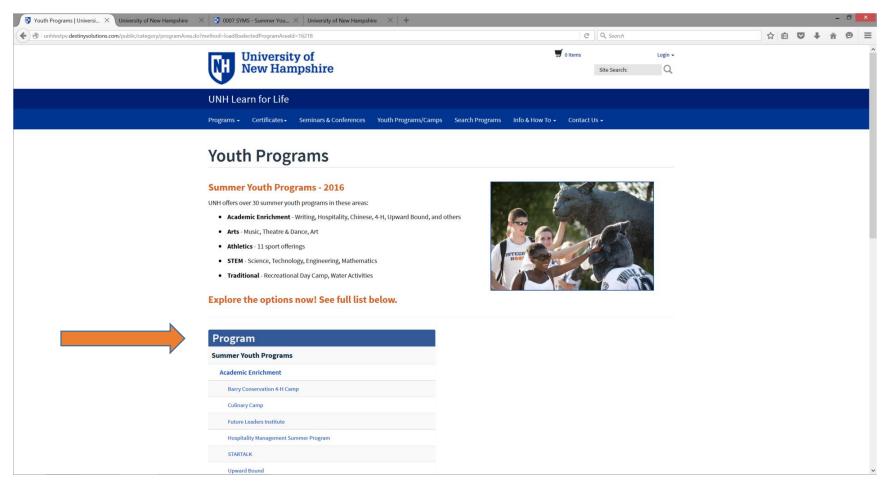
IMPORTANT: The browser that you use must be compatible with our website. **If you experience difficulty registering**, please review the <u>Browser Recommendations</u> information on our site. Some parents have experienced validation errors when using older versions. If you experience difficulty, please try another browser as a first step.

Let's get started.

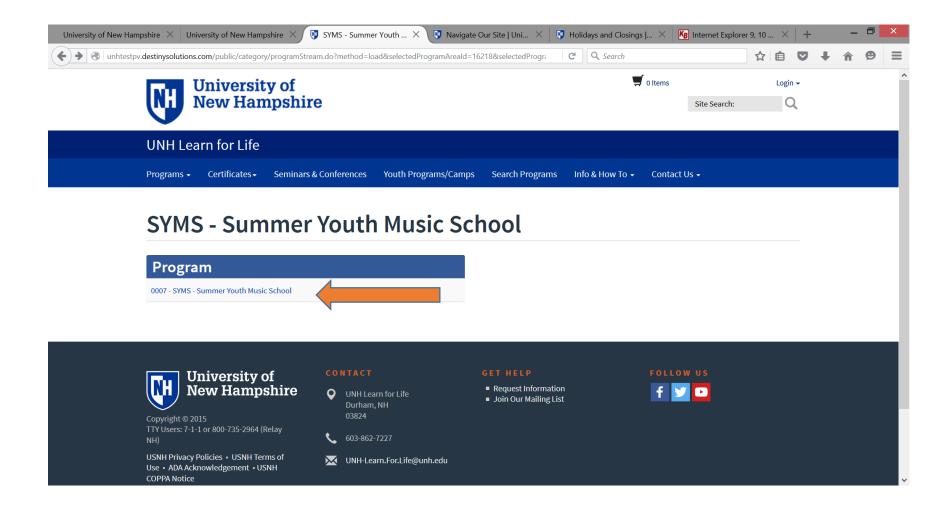
Click on Youth Programs/Camps or click on the Youth Programs drop down menu



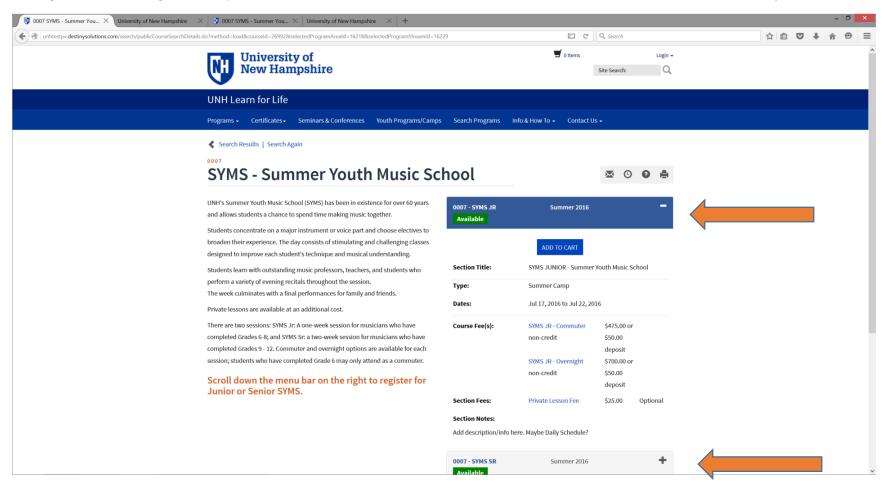
Scroll down the page – all of the Programs are listed below the blue Program bar. **Click on any program of interest** to learn more about the program.

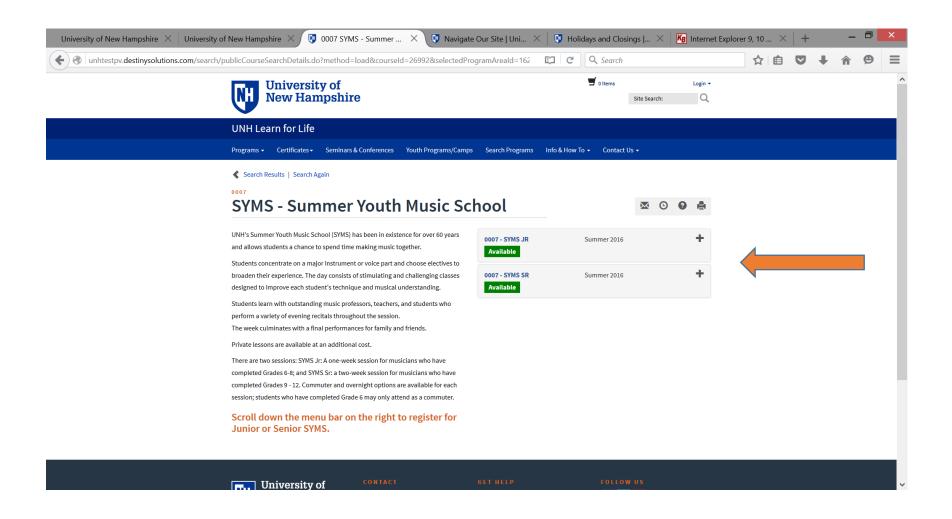


When you click on a program (we clicked on SYMS), you will be taken to a page that lists all the camps available in that program. The SYMS – Summer Youth Music School, shown in the screenshot below, has just one camp. **Click on a program** to go to the camp description, basic information, policies, etc.

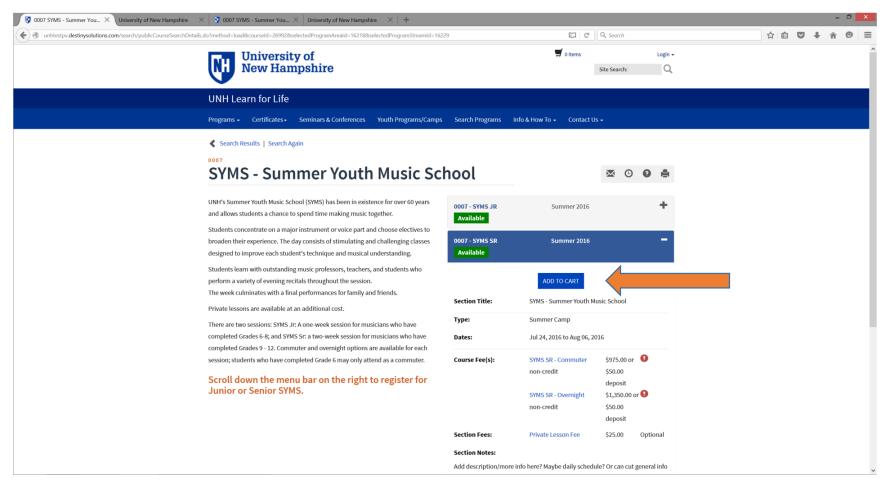


In the screenshot below, the SYMS program has two sections, one for Junior's (grades 6-8) and one for Senior's (grades 9-12). The first screenshot below shows the Junior section expanded. You can scroll down to see the Senior section, or you can close the Junior section by clicking on the 'minus' sign at the top of the section. The second screenshot below shows both Sections, with neither section expanded.

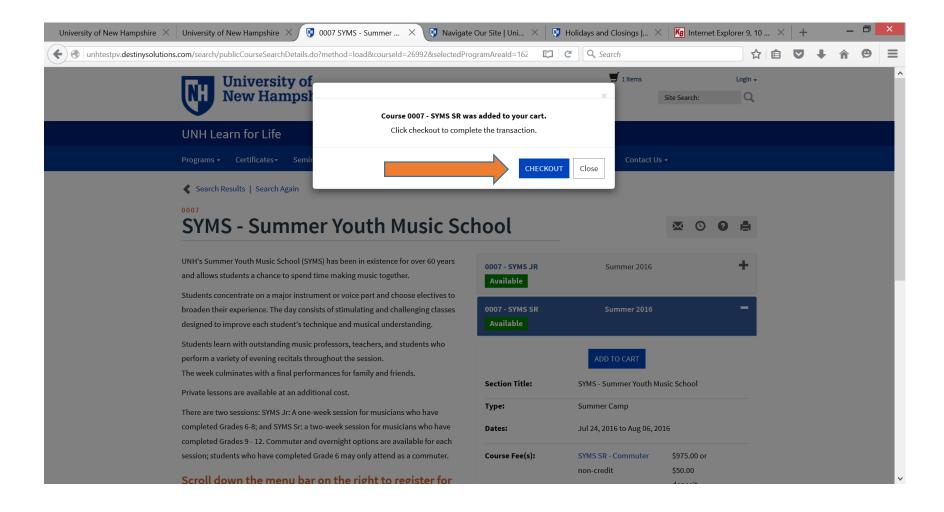




Expand the section that you want, and click **Add to Cart**. Below the SYMS Senior section is expanded.



A pop-up window appears asking if you would like complete the transaction. Click **Checkout**.



Your shopping cart is shown below, with the section you chose as 'Selected'.

Different camp sections will have different shopping carts; not all will have additional purchase options.

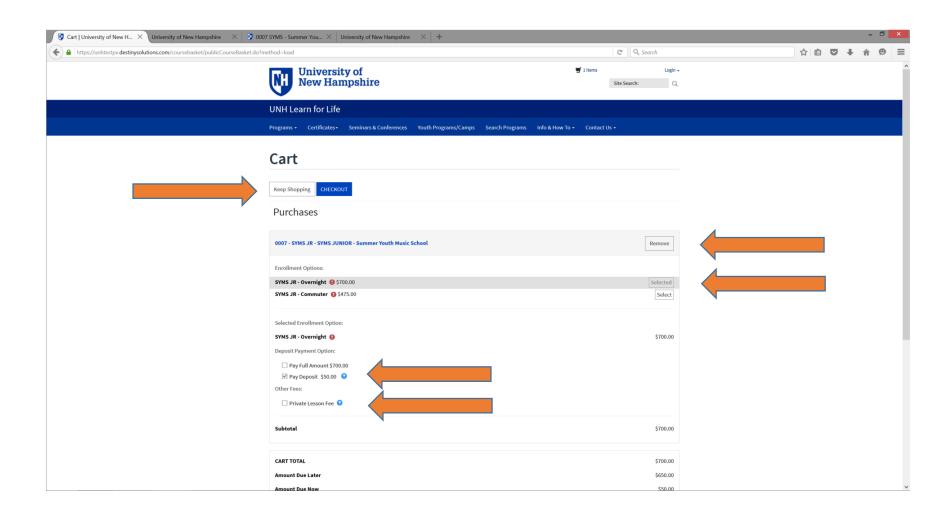
At this stage, you can:

- Remove the camp from your shopping cart click the **Remove** button
 - O You will directed to a new screen where you can Keep Shopping to choose another camp
- Choose a different section if more than one is available click the Select button
- Choose to Pay the Full Amount or Pay Deposit
- Choose any **other purchases** that you might want, if any are available
- Keep Shopping to add an additional camp

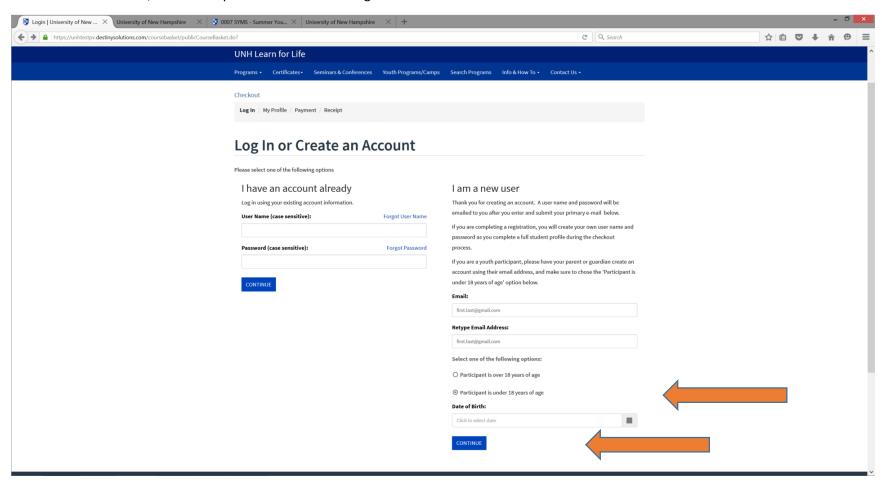
If the camp you are purchasing requires that you complete an Application (questionnaire) before you checkout, you will see a red circle with an exclamation mark (!) after the name of the section. If you click on this image, a pop-up will show the Restriction, with the number of the restriction. This is just informational; please click 'Close' to continue.

In this tutorial scenario, we have chosen to register for one camp only, and have selected the Pay Deposit option, as shown below.

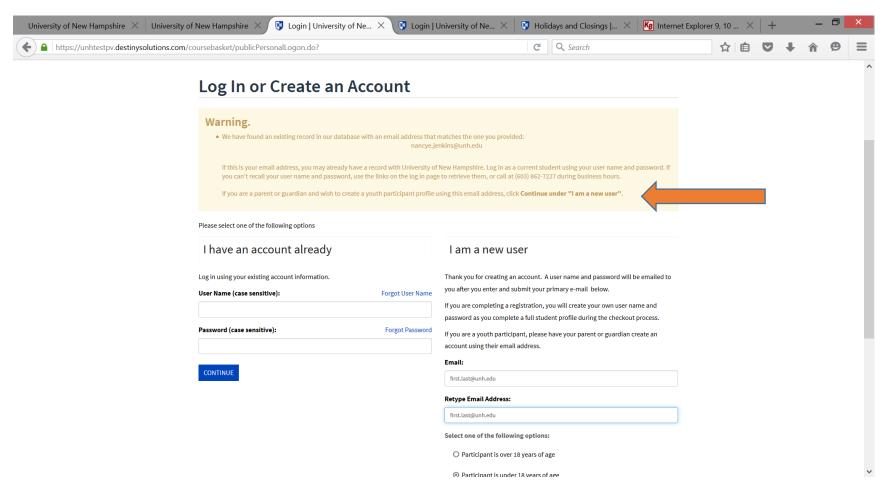
Click the **Checkout** button at the top or bottom of the page.



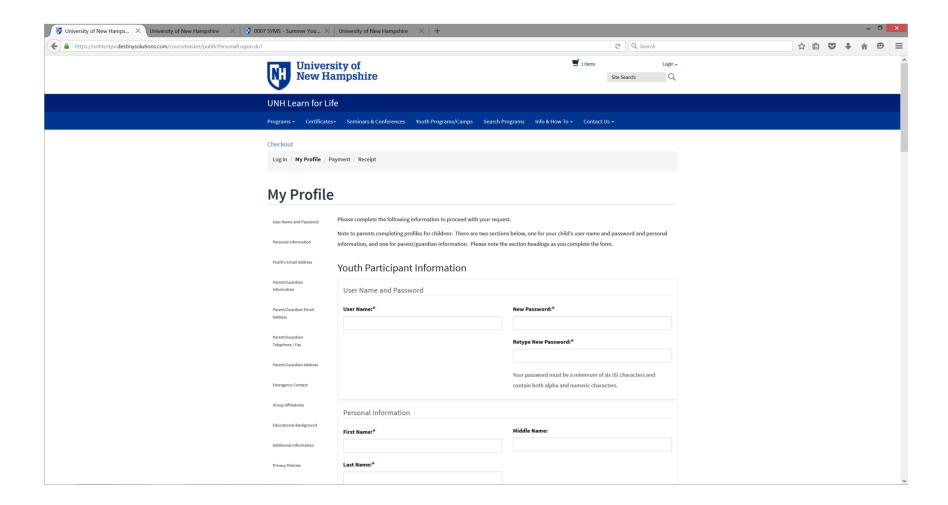
You are now presented with a screen to Create an Account. This is where you create your child's profile/account, using your email address. Enter your email address, click 'Participant is under 18 years of age' and click Continue. A new box will appear where you will enter the student's Date of Birth, which is required. Click Continue again.



If this is the first time you are creating an account, you can skip this next screenshot. If you already used your email address when creating an account previously for another child, you will receive the Warning message shown below. Follow the instructions in the last sentence of this warning -- If you are a parent or guardian and wish to create a youth participant profile using this email address, **click Continue under "I am a new user"**.



Complete the Youth Profile. First, create a user name and a password for your child's account. This will be used to log into the student profile. Continue through the profile, entering your child's name and gender. A youth email address is not required. Continue through the profile, entering your information. When complete, click the **Continue Checkout** button at the bottom of the page.



You are now logged into the Student Portal and are taken to the Application.

In the screenshot below, the Application that is attached to this SYMS section is now presented for completion. In this tutorial, as in 90%+ of all camp enrollments, the Application must be completed before your student is registered.

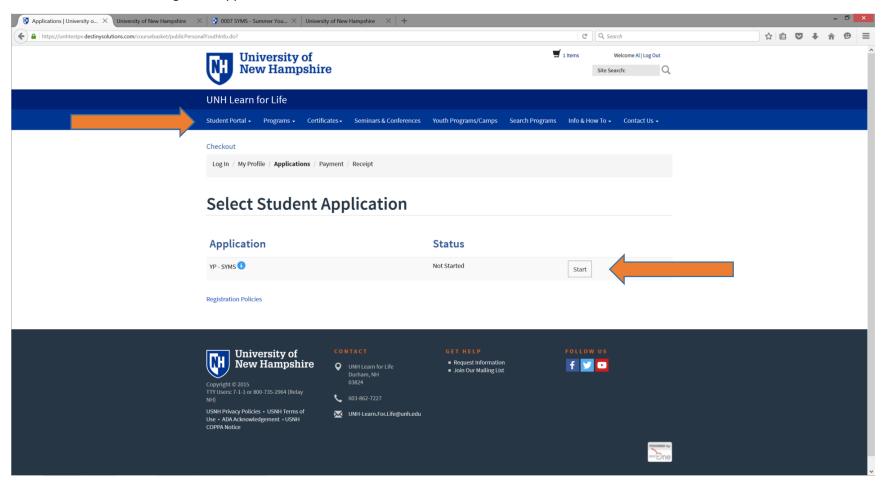
A BIT ABOUT APPLICATIONS:

All camp directors require collection of health and safety information about students, as well as acknowledgement by the parent that a variety of waiver forms have been read. Additionally, each camp asks questions relevant to their programs. For example, the SYMS Application asks which instrument the student plays, the skill level, and so forth. Applications can be attached to camps in several ways.

- 1) Completion is required during the registration process (this applies to the vast majority of our camps)
 - a. The Application is presented at the time of registration
 - i. The Application can be completed and submitted during registration, and the student will be registered, or
 - ii. The Application can be started and completed later; the student will not be registered
 - 1. The camp will remain in the student's shopping cart until the checkout process occurs or it is removed by the parent
 - 2. The parent must log into the Student Portal to complete the Application
 - a. Once the completed Application is submitted, click the Shopping Cart icon at the top of the webpage to complete the checkout process
 - 3. The parent must log into the Student Portal to remove the camp from the shopping cart
- 2) Completion is required after the student registers
 - a. If a camp historically reaches maximum capacity within the first day or two of opening for enrollment, the Application can be completed after enrollment since this adds time to the registration process.
- 3) Completion is required prior to registration
 - a. A camp may require a student to apply and have the application reviewed prior to offering the option to enroll in the camp. If the student is invited to register, they will be notified with instructions on how this can be done.

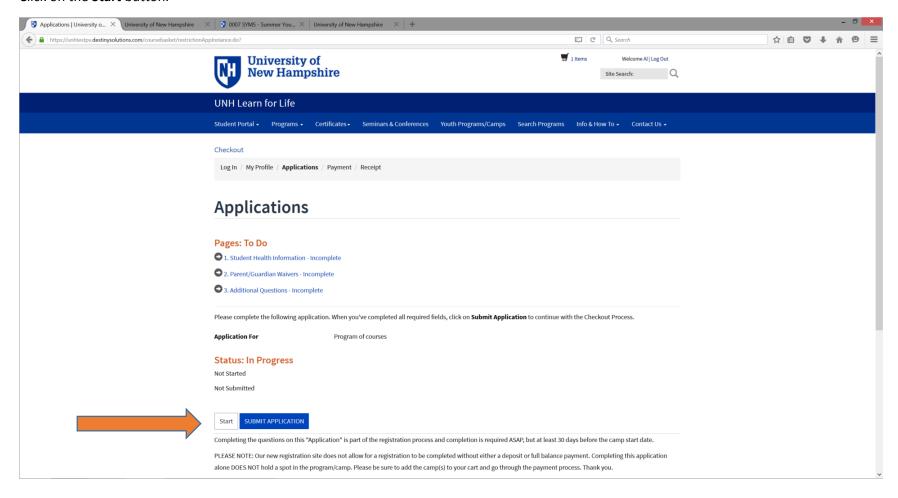
The screenshots below show the typical process (#1 above), which requires completion of the Application during the registration process. If you have any updates to your child's information before camp begins, please notify the point of contact for the camp (included in the camp description on Learn for Life). Staff can set the Application back to edit mode within the Student Portal, where you can make your updates and resubmit it.

Click the **Start** button to begin the Application.

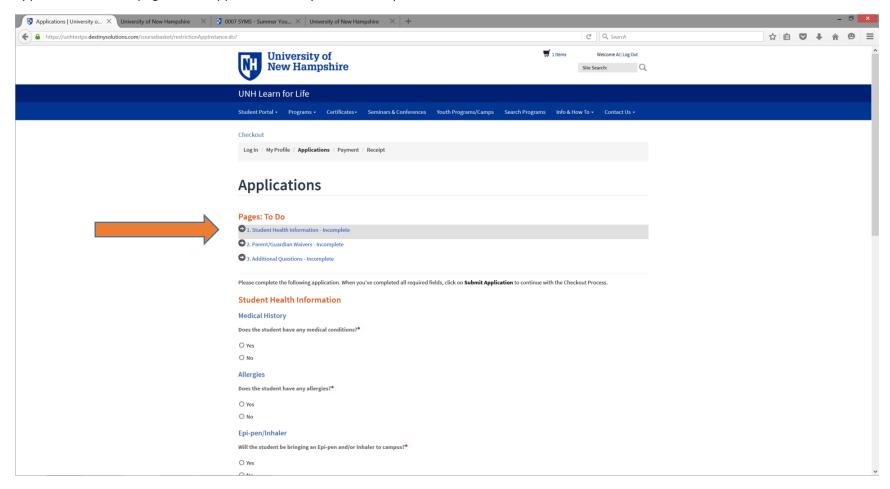


This next screenshot shows the pages of the Application that need to be completed. Since Applications are customized for the individual camps, the number of pages in an Application varies.

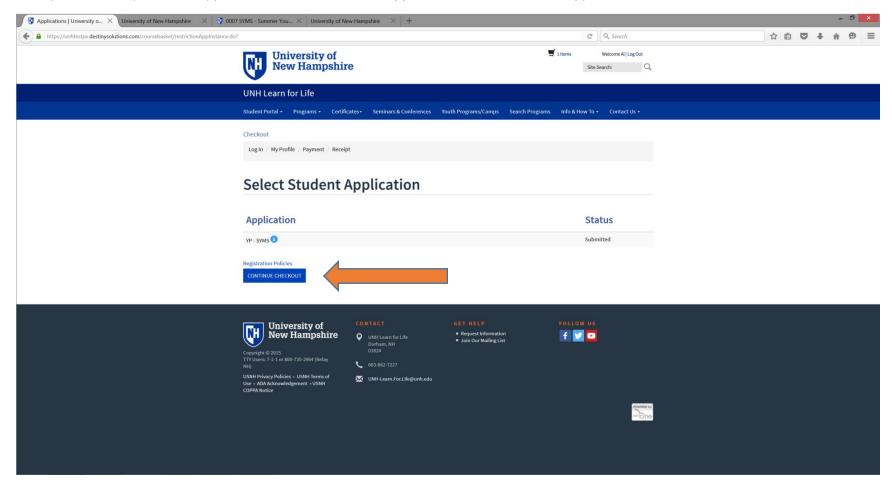
Click on the Start button.



Click on the **hyperlinked pages** of the Application individually. The questions for each page will appear below the list of pages. Required fields are marked with an *. Continue through the Application, completing all pages. While not required, it is recommended that you save each page as you progress through the Application. If you cannot complete the entire Application at this time, you can save your entries and complete the Application later. Refer to the information above if you choose to do this; remember, your child is not yet registered. An 'Incomplete' will appear next to each page of the Application until you have completed each one.

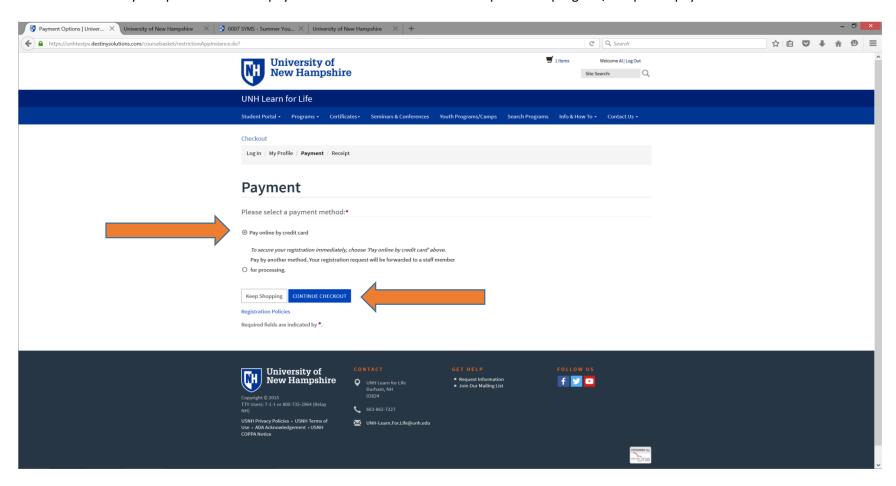


After you have completed the Application and clicked **Submit Application**, the screen below appears. Click **Continue Checkout**.

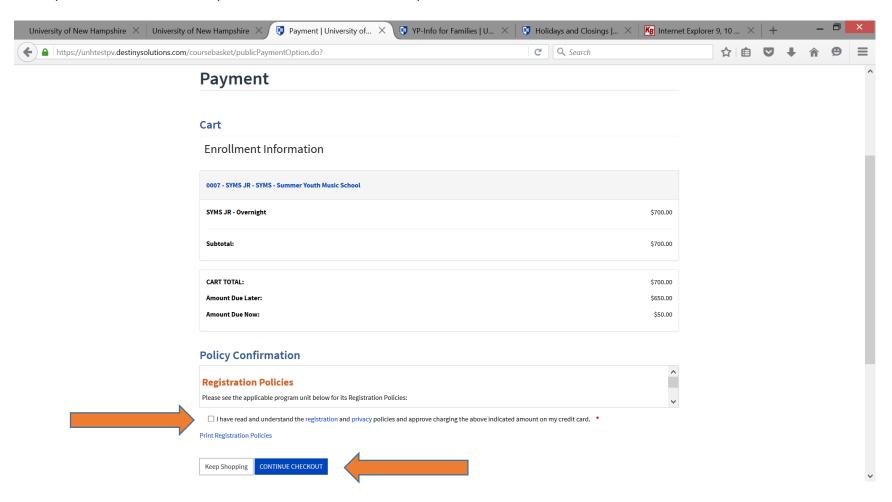


Select a payment option. If you choose to pay by credit card, your child will be registered upon completion of the checkout process. Click **Continue Checkout**.

IMPORTANT: Our website does not allow for a registration to be completed without either a deposit or full balance payment. If you choose to 'pay by another method' (not recommended) during the checkout process, you will be contacted by the camp staff to discuss payment. Your child will not have a spot in the program/camp until payment is received. At this point, you will be presented with a window that states that you will be contacted by camp staff to discuss payment. Your child will not have a spot in the program/camp until payment is received.



The Payment screen is next. Verify the information, check the Policy Confirmation, and click Continue Checkout.



You are now taken to our secure payment gateway. Two screens will appear. The first screen indicates that you should enter the payment amount but it is not editable—the payment is already entered based on your shopping cart. **Click Continue**.

Payment Amount Account: Al Green	
Payment Amount: 50.00 Total Amount: 50.00 Payment Method: Credit Card Continue Cancel	

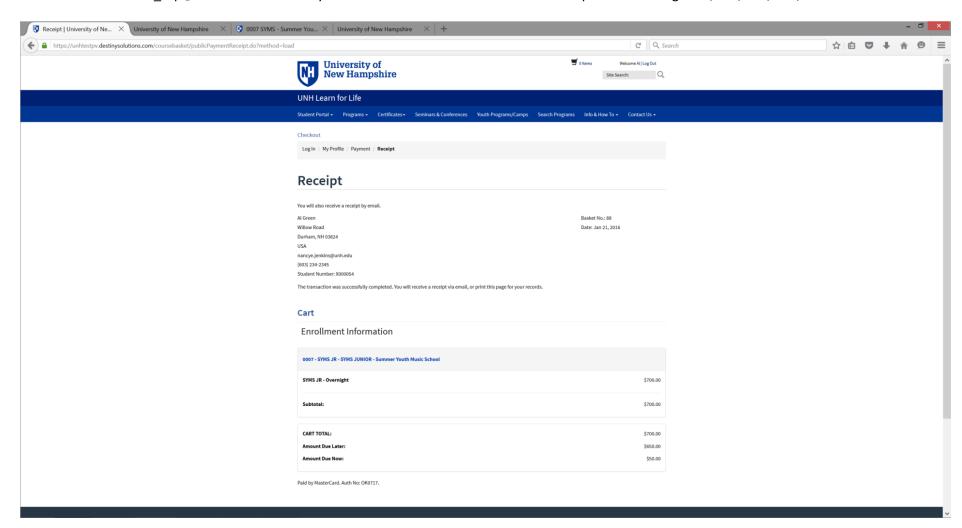
The second screen (below) appears after you click Continue. Enter the credit card information on this screen, and then click on the **Continue** button at the bottom of the page. UNH does not collect or store your credit card information. **Confirm** your entries on the page (not shown here) that appears after you click the Continue button.

Log In	My Profile	Payment	Receipt
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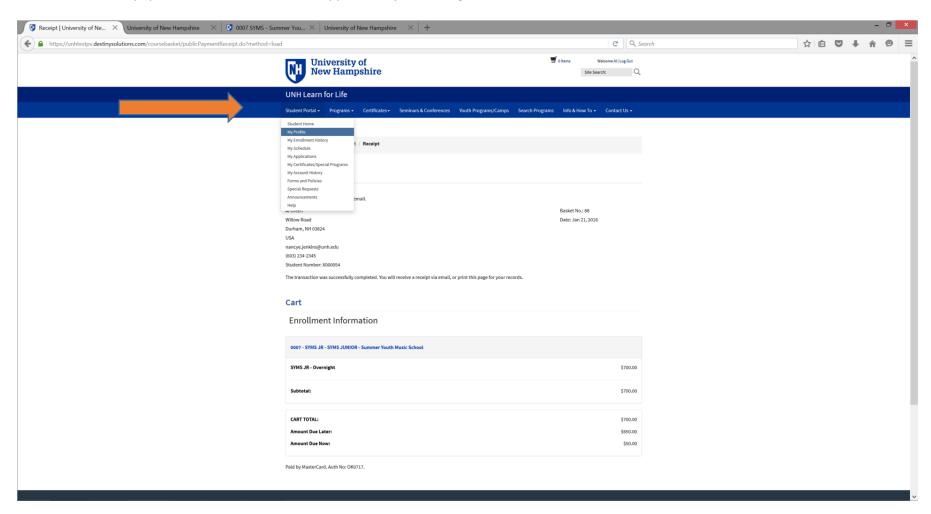
Please click button only once to avoid multiple charges. Transactions can take some time depending on your internet connection. Do not navigate away from this page until you receive confirmation your transaction is complete.

1 -	Please enter credit card information NOTE: All fields are required.	^	
	For help, please click on the question	on mark next to a field.	
	Current Payment		
TEST		Account: Al Green Payment Amount: \$50.00 Effective Date: 02/18/2016	
	Credit Card Information		
TEST	Cardholder's Name: Card Type: Credit Card Number: CVV2 Code: Expiration Date:	VISA Virtual Keypad VISA	
	Billing Address Information		
TEST	Address 1: {optional} Address 2: City: For U.S. Address		
	Zip: For International Address Region / Province:	Select One	
TEST	Postal Code:	UNITED STATES 🔻	
	Contact Information		
TEST	Email Address:	Continue	TE
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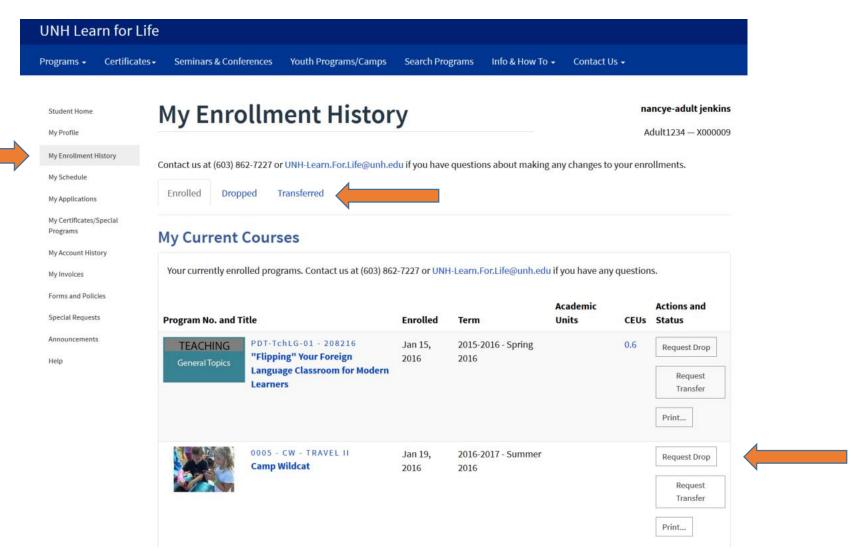
Your Receipt appears next. At this point your child is registered (if you paid by credit card). You will receive two receipts, one from Learn for Life, and a second from our vendor payment gateway that processed the credit card transaction. The email from the vendor will have a From: email address of 'usnh_asp@infinet-inc.com' and your credit card statement will have a description containing UNH/KSC/PSU/GSC/USNH.



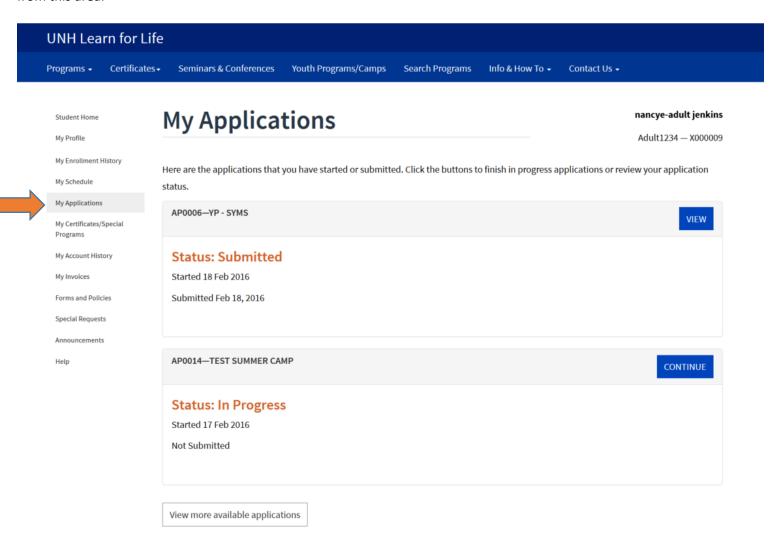
If you wish to browse the Student Portal, access the various features from the Student Portal menu on the far left of the blue menu bar. When logged into this student profile, you can register for additional programs, request a Drop or Transfer, view your registrations and financial transactions; make payments; review or submit an application, join mailing lists; and much more.



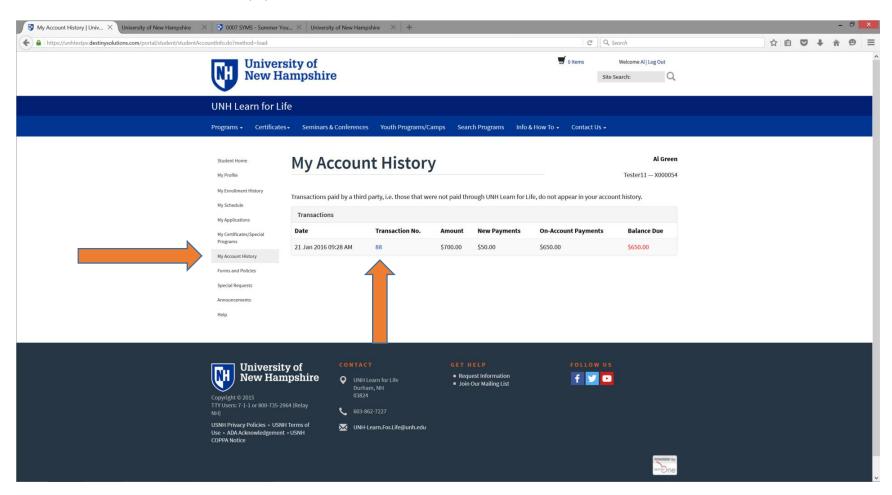
Below is a screenshot of when 'My Enrollment History' is selected. This is where you can see all the camps the student is registered in; request a Drop or Transfer from a camp. If a programs has been dropped, or a transfer has taken place, these are shown on the respective tabs.



If you started or completed an Application during the registration and payment process, it is available for viewing or completion from the My Applications area. If an application is required for the program but was not included in the registration and payment process, it will be available from this area.

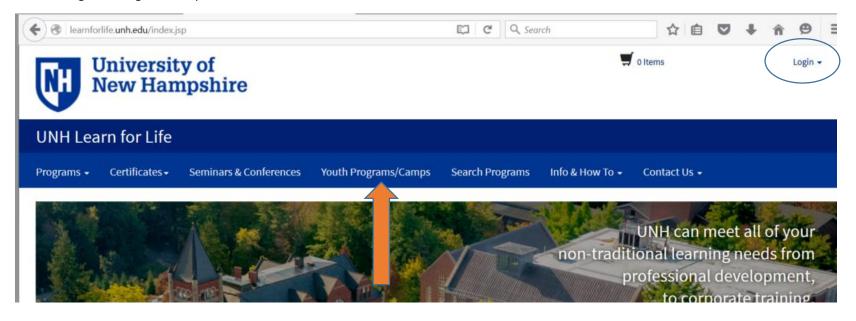


Below is a screenshot of when 'My Account History' is selected. If a balance is due, as in the screenshot below, you can click on the number in the **Transaction No.** column to make a payment.



Once an account/profile is created, you may return to UNH Learn for Life at any time to register for a program. You may:

- 1. Explore to find the program you want first, and then begin the registration and checkout process. You will be asked to login with the student's user name and password as a part of this process, or
- 2. Log into the student's account using the student's user name and password, and then explore to find the program you want and then begin the registration process.



This concludes this document.