

# Early Registration Process for Members

## When are Members able to register early for Spring Term classes?

Early Registration for members opens February 14th at 7am

Early Registration for member ends on February 16th, at 6:59am (after this, registration opens to all)

## Will I be able to view a list of the classes before registration opens?

**Yes. Read on!**

## Do I need to create a new registration account in advance?

**No.**

If this is your first time registering in the new system, it will prompt you to fill out your basic information and it will ask you to create a password before you check-out.

## What does the new early registration process for members look like?

**You will receive an e-mail containing a registration link and password on:**

**Monday, February 12th, by no later than 9am.**

\*2 days before early registration begins

**(\*IF YOU PURCHASE A MEMBERSHIP ON OR AFTER FEBRUARY 7, YOU WILL RECEIVE AN AUTOMATED E-MAIL WITH THIS INFORMATION AT THAT TIME)**

**Going forward, this password will be updated each term and sent to members the Monday before early registration is scheduled to begin.** The link will remain the same each term.

The password protected link will also be posted prominently at the bottom of our "Upcoming Classes" webpage when registration opens.

You will be able to view a sneak peek of basic class titles and schedule information, beginning Monday, February 12. Please Note: The class summaries, prices, and registration links will not display until Early Registration opens on Wednesday, February 14th at 7am. (\*Our new software currently does not provide a preview of those details, but we will continue to work towards finding a different way to do this in the future.)

### **If for any reason, you don't receive the link and password:**

- Please check your spam or promotions folder BEFORE February 14th.
- If you still don't find it, please contact the Education Department BEFORE February 14th at 734-926-4131 or [education@annarborartcenter.org](mailto:education@annarborartcenter.org).
- Education office hours are Monday thru Friday, 10am-5pm.

## Can I share my password with non-members?

**NO. If we receive a registration from a non-member, it will be canceled & the student will be notified.**

We audit all registrations to ensure non-members do not register early.

We encourage students to check to make sure that their memberships have not yet expired.

If it appears that someone's membership might have recently lapsed and they were unaware, they will have the opportunity to purchase their membership in lieu of cancellation.

## Who do I call if I need help the morning of Wednesday, February 14th?

An Education Staff Member will be available extra early- beginning at 6:45am Wednesday, February 14th for any members who are having trouble with the password or accessing the registration site.

**On February 14th, beginning at 6:45am we will be available to assist you at: [education@annarborartcenter.org](mailto:education@annarborartcenter.org) and 734-926-4131.**

**If the line is busy, you may also try 734-926-4128.**

\*If we are on the phone with another student, please leave a voicemail and we will respond as soon as possible.

## I have a gift certificate or an OLD credit that I would like to use.

Students must contact an Education Team member to use any gift certificates- or - a credit that was issued before October 27, 2023.

If you are concerned about getting into a particular class and want to register right at 7am, you can go ahead and register for the class and then contact the Education Team afterwards. We can retroactively apply it and refund you the amount.

We ask that you wait to contact us until our normal business hours begin at 10am to make this request so that we can assist students with early registration before then.

## Will this link, & password stay the same for future early registration periods?

**The link will stay the same. The password will be updated each term.**

Again, we ask that you NOT share the password with others. We will evaluate these new processes and communicate any adjustments as needed.

## THANK YOU!

Thank you for being part of our arts community and for your patience as we transition to a new system.