

## Registering for a Computer Class – Problem Checklist

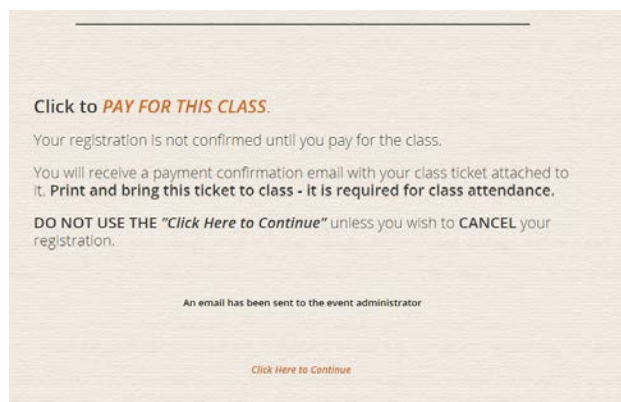
### Can't see the online training classes calendar.

- Ask if member logged in under their own Computer Club membership. Each person must use their own personal Computer Club membership and log in under their Sun City ID number – a spouse can not log in or purchase a ticket under their spouse's name
- Ask when they purchased their Computer Club membership. It may take a few days for the CA Office to process a new membership.



### Member wasn't able to pay for the class.

- Ask if they closed this page *before* clicking PAY FOR THIS CLASS. If so, they must cancel registration and start the registration process over again. Please allow at least 5-10 minutes between CANCEL and starting the registration process over again.
- Ask if they clicked CLICK HERE TO CONTINUE instead of PAY FOR THIS CLASS. If so, they must cancel registration and start the registration process over again. Please allow at least 5-10 minutes between CANCEL and starting the registration process over again.



*At this point the member has left the Computer Club website and is taken to the CA Office Financial system. Once someone has entered the CA Office Financial system, they have **15 minutes** to click from the first page (above) to the last page. If they are not able to do that, the system will time them out.*

*The first screen in the CA Office Financial system is pictured below:*



- Financial system pages timed out. For example, if someone does not have their credit card handy when they reach the page that asks for that information, they may be timed out. If the individual is timed out, they will need to cancel their registration and start the registration process over again.

- Ask if they clicked the TO ANOTHER EVENT green button. This will invalidate the class purchase. They must cancel registration and start the registration process over again. Please allow at least 5-10 minutes between CANCEL and starting the registration process over again.

SELECT | OPTIONS | ORDER OVERVIEW | **SECURE PAYMENT** HELP

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**ORDER SUMMARY**

# OF TICKETS	TICKET INFORMATION	TIME LEFT	DISCOUNT	TICKET PRICE	FEES	SUB-TOTAL
1	2017 Computer Test Ticket #4 This is a Test Ticket ONLY August 14,16,18 Sun City Texas Community Association Georgetown, TX - United States Monday, 08/14/17 - 09:00 AM	Delete	Computer Club Event	\$0.00	\$0.00	\$0.00

PURCHASE ADDITIONAL TICKETS:

TO THIS EVENT

TO ANOTHER EVENT

Transaction Fee: \$0.00

DELIVERY CHARGE: \$0.00

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**TOTAL:** \$0.00

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BALANCE DUE: \$0.00

*All other CA Financial system problems will need to be referred to the CA Office.*

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If you are unable to help the member, please contact the Computer Club web team – Evelyn or Linda Baker. When contacting them, please give as much information as you can – describe what happened and on what page of the registration process the issue occurred.

**Contact Information:**

Evelyn Fox: 505-795-2256 or registrar@sctxcompclub.org  
 Linda Baker: 214 208 2927 or lindabaker.dallas@gmail.com