

Wellspring Calgary: Online Registration

On-line Registration 'How-To'

We are very pleased to introduce you to an Online registration program called GameTime which allows Members to login and register for classes from home. GameTime will allow you to register online for programs, cancel your programs online, receive email confirmations, and track your upcoming programs. **Members who do not have emails will still be able to call in to register.**

Non-members can register for Wellspring Calgary Speaker Series, open to the public, by accessing the Public Classes and Events Button online, or in person or by phoning (403) 521-5292. However, non-members will not be able to log-in for program registration until membership forms are processed.

ON-LINE REGISTRATION

You can gain access to our Online Registration System (GameTime) two ways:

- Wellspring website, located at: www.wellspringcalgary.ca :
 - Home Page: OR
 - Program Page OR
- Type wel.gametime.net/auth on your internet address bar.

Although we encourage online registration, members may still access our front desk team for information or registration in person or by phone, during business hours.

TO BEGIN

- **Membership Form:** In order to proceed, Wellspring Calgary must have your completed and processed membership form. Forms are available on our website or on site, and can be faxed, scanned, emailed, or delivered in person. (If the form is faxed, scanned or emailed, please ensure forms are signed and witnessed.)
Please note, each member in a family, (caregiver or person diagnosed with cancer), must have completed their own membership form.
- **Current email address: The email address must be the same email address on your membership form.** If you do not remember this email address, or if you have changed your email address, please call and front desk volunteers will assist you.
- **Preferred Name: Your name must be the same as your preferred name on your membership form.** (e.g. Bev instead of Beverly or Rob instead of Robert). If you are not able to register, please call and front desk volunteers will assist you.

FIRST TIME LOGIN

- Click online registration links on Wellspring Calgary website or type wel.gametime.net/auth
- Click on First Time User.
- Use your Preferred First Name, Last Name and Email provided to us on your original membership form. (e.g. Bev instead of Beverly or Rob instead of Robert)
- Click Next Step, and then enter User Name, Password and Confirm Password.
 - Choose a username that will be easy to remember.
 - The computer will prompt you to create a safe and secure password.

- Once you click Create you will be directed to the Sign In Page. Re-enter User Name and Password.
- You can click on Remember my Username to make future Login easier.

If you get an error, please contact Wellspring Calgary for assistance. You may talk directly to our Front Desk Volunteers, and they will assist you. If you are unsure of the process, you can register on site at Wellspring Calgary, with help from our front desk volunteers.

WELCOME TO THE DASHBOARD

On the dashboard you can see the classes you are currently registered for, News and Events, and Today's Classes and Events.

YOUR ACCOUNT INFORMATION

The MY ACCOUNT tab located at the top right side of the screen on the dashboard is your personal information. We ask that you confirm that this information is correct. You cannot change and update information in your profile. If changes are required please email Wellspring at wsc-admin@wellspringcalgary.ca or call us at 403-521-5292.

Please note that addresses are not currently in GameTime. We are working to resolve this.

- You may choose to describe any medical conditions: i.e. gluten intolerant, hip replacement, etc. Note that this will appear on program registration lists to alert facilitators.

TO REGISTER FOR PROGRAMS

To access our classes, Click on Classes and Events - located under the Wellspring Logo.

CLASSES & EVENTS

The screenshot shows a search interface for classes and events. At the top, there is a search box (1) containing '2013 Fall'. To its left is a category dropdown (2) set to 'All Categories'. Below the search box are radio buttons for 'All' and 'Available & Upcoming', and a magnifying glass icon (1). Below the search box are tabs for 'List', 'Day', 'Week', and 'Month', with 'List' selected. A table of results is displayed below, with columns: Title, Category, Code, Season, Dates, Days, Times, Ages, Spots, Availability, and Actions. The table lists six courses with their respective details and availability status (SELECT, WAITLIST, FULL). A magnifying glass icon (1) is also present in the top right corner of the search area.

Title	Category	Code	Season	Dates	Days	Times	Ages	Spots	Availability	Actions
Artshop 2: Artist Trading Cards and Booklet Holder	Expressive Arts	EXP27	2013 Fall	Nov 30, 2013	Sa	10:00am	All	10/16	SELECT	
Creative Journaling	Expressive Arts	EXP17	2013 Fall	Oct 9, 2013 to Nov 6, 2013	W	6:30pm	All	4/4	WAITLIST	
Exercise and Educate Yourself*	Movement and Fitness	MOV89	2013 Fall	Sep 9, 2013 to Dec 16, 2013	M	6:30pm	All	3/3	FULL	
Healing Journey 2: Skills for Healing	Core Programs	COR10	2013 Fall	Oct 16, 2013 to Dec 11, 2013	W	6:30pm	All	0/5	SELECT	
House Music: Blue Rambler	Speaker Series	SPE7	2013 Fall	Nov 30, 2013	Sa	7:00pm	All	6/7	SELECT	
Mindful Mountain Hiking - Ptarmigan Cirque	Outdoor Programs	OUT41	2013 Fall	Nov 29, 2013	F	8:00am	All	4/4	WAITLIST	

TO SEARCH

1. Search Box

- Type in the name of a course you wish to register for, click the magnifying glass to start your search.
- To start a new search, delete the information in the search box, and then click the magnifying glass to bring up all course options. You can then type in a new search, or use the category dropdown.

2. Category Dropdown – Click on the dropdown to view the categories, or search by all categories. Once you have chosen the category you wish to search, you can view the programs by clicking on one of the following:

- **List** – This will give you an alphabetical list of programs offered, and you can see the availability on the right (screenshot above).
- **Day** – Choose a specific day and view the programs offered
- **Week** – View the programs for the week of your choice
- **Month** – View the programs for the month of your choice

3. Season / Energy and Reflexology / Money Matters Box – This box will show you:

- Current Season
- Past Season
- **Energy and Reflexology**
- **Money Matters: Phone to register for appointment at 403-521-5292, ext. 312.**

TO VIEW A PROGRAM

1. **SELECT** – if you click the Green Select button, you will be able to view the program information, and register by clicking the green REGISTER button.

Classes & Events Details | Participants

Artshop 2: Artist Trading Cards and Booklet Holder

Explore creative techniques, create mini works of art that can be kept or traded and have a beautiful booklet/box to store them in. These make wonderful last minute gifts!

No experience necessary. Please bring these basics if possible: pencil, ruler (with inches), scissors, X-Acto knife, cutting mat, UHU glue stick. Extras available in the studio.

7 Available

Reserve Spot(s)

REGISTER

Registration
Opens: Thu, Aug 15, 2013 **10:00 AM**
Closes: Sat, Nov 30, 2013 **5:00 PM**

Current Server Time: 2:43 pm

Class Date: Sat, Nov 30, 2013 at 10:00 AM
Category: Expressive Arts
Season: 2013 Fall
Duration: 6 hours
Instructor: Kathie MacDuff
Place: Art Room
Fee: \$0.00
Class Code: EXP27
Cancellation [Click here for details](#)
Policy:

2. **WAITLIST** – if you click the Yellow Button that says WAITLIST, you will be able to view the program information, and you can join a waitlist as the event is full.

Classes & Events Details | Participants

Creative Journaling

Explore a variety of art media and powerful writers' exercises that go below the surface of day-to-day life. Fill blank pages with personal words and imagery. Share laughter and discovery in this guided no pressure class. Bring 'art stuff' if you like, but supplies are available. No experience necessary.

No experience necessary. Please bring these basics if possible: pencil, ruler (with inches), scissors, X-Acto knife, cutting mat, UHU glue stick. Extras available in the studio.

Event Full

14 Waitlist Available

Reserve Spot(s)

JOIN WAITLIST

Registration
Opens: Thu, Aug 15, 2013 **10:00 AM**
Closes: Sat, Nov 30, 2013 **5:00 PM**

Current Server Time: 2:43 pm

****PLEASE NOTE:** When you register to join the waitlist, you will receive a confirmation email and in the middle of the page it will say **WAITLISTED**.

3. **FULL** – Energy or reflexology sessions will display REGISTER or FULL buttons. Programs will only display REGISTER or WAITLIST buttons.

TO REGISTER

After reading about the program you may click on: [REGISTER](#) or [WAITLIST](#). Your temporary reservation will be held for 5 minutes as you complete the registration form.

1. Enter your Last Name, then your First Name under the Participants section
2. Choose "Bill Each Participant" – **Please note:** All programs have been marked at zero dollars, so you will not be billed for your chosen event. We are working to remove this step since all programs are offered free of charge to members.
3. Check the "I agree with the program's registration and cancellation policies".
4. Click the green [REGISTER](#) button.

You have 1 temporary reservation holding for 4:00 minutes. [Details](#) | [Participants](#)

1 Participant will be added to the class.

Please note: Refreshing or opening this page in a new tab will halt your registration and you will need to start again.



Artshop 2: Artist Trading Cards and Booklet Holder

Explore creative techniques, create mini works of art that can be kept or traded and have a beautiful booklet/box to store them in. These make wonderful last minute gifts!

No experience necessary. Please bring these basics if possible: pencil, ruler (with inches), scissors, X-Acto knife, cutting mat, UHU glue stick. Extras available in the studio.

Class Date: Sat, Nov 30, 2013 - 10:00 AM
Category: Expressive Arts
Season: 2013 Fall
Duration: 6 hours
Instructors: Kathie MacDuff
Place: Art Room
Fee(s): General Fee \$0.00
Class Code: EXP27
Cancellation Policy: [Click here for details](#)

Participants

Name: N/A  

Billing

To be paid by: To be paid by: Bill Each Participant

Bill To Account

I agree with the program's [registration](#) and [cancellation](#) policies.

[REGISTER](#)

If you get an error message, please contact Wellspring Calgary for assistance. You may talk directly to our Front Desk Volunteers, and they will help you. If you are unsure of the process, you can register on site at Wellspring Calgary with our front desk volunteers.

CONFIRMATION EMAIL

You will receive an email confirmation shortly. Please note, if the class was waitlisted you will also receive a confirmation email – **in the middle of the page it will say WAITLISTED.**

WAITLISTED CLASSES

- If you have registered for a waitlisted class, you will receive an email notification confirming you are registered for the class and that you are on the waitlist. **NOTE: This email confirmation looks very similar to a registered program confirmation – in the middle of the page it will list participants, beside your name it will say WAITLISTED.**
- If another member cancels, the program will automatically put the first person on the waitlist into the open spot and will send them a confirmation email.
- We ask that all members be considerate of other members in the cancellation process. **If you are unable to attend the class please cancel to make room for another member.**
- If you have been moved from the wait list to the open spot, and find yourself unable to attend, again we ask that you remember to cancel and allow other members to participate.

TO CANCEL

You can cancel online, or by phoning the front desk.

Please remember there are often people on the WAITLIST who may be able to attend, even on short notice.

1. Click on the My Account tab (top right)
2. Click on the Appointment tab
3. Choose the program you wish to cancel, then click Cancel
4. Confirm the cancellation on the pop up window.

PHONE CONFIRMATION:

- We will still call to confirm your attendance about a week before the program.

QUESTIONS: ParQ, Medical and Program Level

- Questionnaire: for some programs a question may be asked, such as 'Have you filled in a current ParQ form?' OR 'Do you have any medical issues?'
- Pre-requisites: some programs require that you have pre-requisites, e.g. ParQ, Program Levels (Healing Journey)
- Classes will indicate whether this is required and a link will be provided, or pick up on-site.

ENERGY AND REFLEXOLOGY SESSIONS (look in **Seasons box under the **Categories** box)**

- To access the energy schedule, click in the box that lists the seasons (i.e. Winter 2015). Click on the drop down arrow for Energy and Reflexology.
- If you choose Advanced Search (beside the **Season** box), you can search by practitioner
- ****TIP:** When registering for Energy and Reflexology sessions it is best to sort by date (click ones on the tab that says Dates). This will allow you to view all up coming sessions (regardless of type of modality) by date rather than by title. Energy and Reflexology sessions can be found in the drop-down box under "All Categories". Members can sample one of each of the four modalities.

MONEY MATTERS (look in **Seasons box under the **Categories** box)**

- Money Matters appointments cannot be booked online at this time. Please phone Wellspring Calgary at 403-521-5292. For a description of the program, click drop down menu in the box that lists the seasons. (i.e. Winter 2015).

DROP-IN PROGRAMS

Currently you are asked to sign in and register your name and phone number when you arrive.

- **You will still be able to drop in and register the day you come, but we will ask you to do so on one of the Wellspring Calgary computers, so please come earlier the first time.**
- To speed up this process, and allow us to contact you easily in case of cancellation or closure, please register online, ahead of time.
- You will receive a confirmation notice on your email as usual. You will only need to register the one time, and can still start and stop as needed.

FAQs

I can't login?

This can happen for several reasons:

- You may have misspelled something or typed in your information incorrectly. Please try again,OR
- You are entering different information than what we have on file for you. Please email wsc-admin@wellspringcalgary.ca or call Wellspring Calgary at 403-521-5292 to provide the correct information; OR
- You have not completed a membership form. Please go to our website at www.wellspringcalgary.ca and print and complete a membership form. This can be faxed, scanned and emailed, or delivered in person to Wellspring Calgary. **Once data is received and processed, you will receive an email confirming that you are able to register online.**

I've logged in before but now can't remember my username?

Please call Wellspring Calgary at 403-521-5292 and speak to one of our volunteers. They can look at your profile and let you know your username.

I can't remember my password?

You can reset your password from the login screen by clicking Forgot your password? in the bottom left corner. Then go to your email account and you will have received an email with a new password. Enter your username and new password, then go to My Account, Click on Reset Password and create new password and click on Change password to save.

I don't have email. How will I get confirmations?

Wellspring volunteers will continue to phone all members to confirm attendance to programs.

I can't attend the class this week. How do I let the facilitator know?

Please call Wellspring Calgary at 403-521-5292 and speak to one of our volunteers; they will inform the facilitator.

My email address is incorrect?

Please email wsc-admin@wellspringcalgary.ca or call Wellspring Calgary at 403-521-5292 to provide the correct information. Please include your name, phone number, and correct email address.

My details are incorrect?

Please email wsc-admin@wellspringcalgary.ca or call Wellspring Calgary at 403-521-5292 to provide the correct information. Please include your name, phone number, and correct email address.

If you have any questions, please don't hesitate to email wsc-admin@wellspringcalgary.ca or call Wellspring Calgary at 403-521-5292 during business hours.

Warm Regards: *Wellspring Calgary Team*