

# Pickering Rotary Music Festival

## Frequently asked Questions

### Viewing

Online registration for Pickering Rotary Music Festival works best using the newest versions of Internet Explorer and Firefox web browsers.

### Payment by cheque

Registration is only available online by credit card. We do NOT accept cheques.

### How do I register as a group?

To register as a group, make sure you check off "group" at the beginning of the registration form. Group registrations must have a separate email address from an individual registrant.

### What is the refund/cancellation policy?

The festival reserves the right to refuse any entry or cancel any class. Excepting the previous, entry fees will not be refunded.

### When will I receive my schedule?

Scheduling confirmations will be available online by early January 2019

### I haven't received my registration confirmation email? Why not?

If you did not receive registration confirmation, please visit the student login area and login using your email address (the one you registered with) and the password you created during the registration process.

## **Online registration is not accepting my email!**

If you have already begun the online registration and decide not to continue with the process, you have still created an account. Go to "Registrant Login " at the top of the home page and login using your email and password you created during previous registration attempts. Once you log in, you will be able to add more classes and your teacher ID number.

## **My teacher did not give me a 'teacher id'**

Continue with your registration. You will be able to add a teacher ID in your "Registrant Login"

## **Online registration is still not working. What can I do now?**

- Have you tried using Firefox as your browser?
- Have you created an Account?

### **If you cannot login check the following**

- Have typed the wrong email or password
- Make sure there are no spaces.
- Use Firefox as your browser.

**If you can login, all successfully registered classes will appear.**

## **For problems not mentioned above**

For issues pertaining to online registration,

To ensure that we can help you with your registration issue, please make sure to include your name, phone number, your password information and specific details about your issue.

This will direct you to our ticket system.

Click here >> <https://events.solarislive.com/app/dashboard/help/support.php>