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Suggested common canned responses (answers)

Canned responses for registration issues.
Include this one at the top of all responses related to 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.

Q - Something is wrong with the website
A - Online registration for this Music Festival works best using the newest Internet Explorer, Firefox web browsers.
If you are still having issues after changing your browser please review our FAQ or send us a detailed list of what you are trying to achieve and the steps you took.

Q - Payment by cheque
A - Registration is only available online by credit card. We do NOT accept cheques.

Q - What is the refund/cancellation policy?
A - The festival reserves the right to refuse any entry or cancel any class. Excepting the previous, entry fees will not be refunded.

Q - When will I receive my schedule?
A - Confirmations for Scheduling will be available online by [Your Date]

Q – I haven't received my registration confirmation email? Why not?
A - If you did not receive a 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.

Q - Online registration is not accepting my email!
A - If you have already started 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 tour teacher ID number.

If you cannot login, you may have typed the wrong email or password. Make sure there ar no spaces. Use Firefox as your browser.
If you can login, all successfully registered classes will appear.

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Q - My teacher did not give me a teacher ID
A - Continue with your registration. You will be able to add a teacher ID in your "Participant Login"

Q - Online registration is still not working. Now what?
A - Have you tried using Firefox as your browser? Have you created an Account?

Other common questions

Q – Late Registrations
A - Your Answer – this will depend on your Competition rules and regulations

Q – Spelling Errors
A - Your Answer - Many competitions will not correct spelling error due to the consuming administration time. This will depend on the policies of how your competition handles errors.

Q – Changing Classes
A - Your Answer – this will depend on your Competition rules and regulations