Consumer Website
Frequently Asked Questions

Q: How do I set up a new account?
A: You don't need to. An account has already been loaded for you, based on details you have previously provided to our school.

Q: What is my password?
A: Review the home page for specific login information. Click the 'Forgotten password?' prompt on the login page. This will send an email to you with your login information. You may also call our office (phone number listed under 'Contact Us') to obtain your password.

Q: How do I see what activities I am registered for?
A: After you have registered, select the History link, and you will be presented with a page that lists all of the activities you have registered for. If you had not previously logged into the site, you will be prompted to log in first.

Q: Do I have to log in every time I want to register?
A: You can view the Catalog without logging in, however, you will have to be logged in to register. Once logged in, you may complete as many registrations as you'd like without logging in again.

Q: I'm concerned about submitting a credit card over the Internet. How do I know your site is secure?
A: We use the latest Department of Defense SSL technology to ensure that all personal information you submit is encrypted and cannot be read by anyone other than you and the school district.

Q: What does "Your session has expired…" mean?
A: If you leave your browser unattended for a period of time, your session will expire. This means that the system has automatically logged you out of the site. This is done for security purposes. Simply log into the site again and proceed.

Q: I can't see everything on the system. I'm not able to submit my registration form.
A: Our website works best with a browser version of Internet Explorer 9+, Firefox 30+, or Google Chrome 35+. Browser versions lower than this level will not be able to access certain information.

Q: I've tried to register for a class, but get an error message that my registration cannot be processed, even though I know my credit card is good. Why is this?
A: There are many security features that are put in place when processing credit cards through the Internet. If you get an error message, please check the following:

1. Review the credit card number and expiration date you've entered to be sure they are an exact match to your card.
2. One of the security measures in place ensures that all the identifying information you've submitted to Community Education matches the identifying information your credit card company has on file for you. If name, address, city, and/or zip code do not match, you will receive a message that your credit card cannot be processed, and subsequently, your registration will not be processed. Review your Account Profile, update any necessary changes, and submit your registration again.
3. Be sure the type of credit card you are entering is a type accepted by our office. Visa, MasterCard, and Discover are the only cards currently accepted.

Please contact our office with any additional questions.