# Tips & Tricks for RecDesk:

Some of you noticed that programs were earlier missing from RecDesk. The reason for this is that staff first plans the programs, then we create the brochure and publish it (so you can start planning) and then we enter the programs into RecDesk, before registration begins. At this point, all of the programs have been entered.

With our previous software, one would be able to put all of their programs in the cart and then just checkout once registration begins. Unfortunately, this is not currently available with the new system. We will contact RecDesk to see if that is possible in the future.

## Complete Waiver

Save time by filling out the waiver now. We created a program called Program Waiver 2021. The link to the program is https://wsprings.recdesk.com/Community/Program/Detail?programId=901

This waiver only needs to be completed once a calendar year, so if you have already signed up for a program in 2021, you have already filled this out. This will save you a step during the checkout process. You will still need to accept the waiver for each program in the future, but you will not have to fill out the waiver form.

## Store a payment option
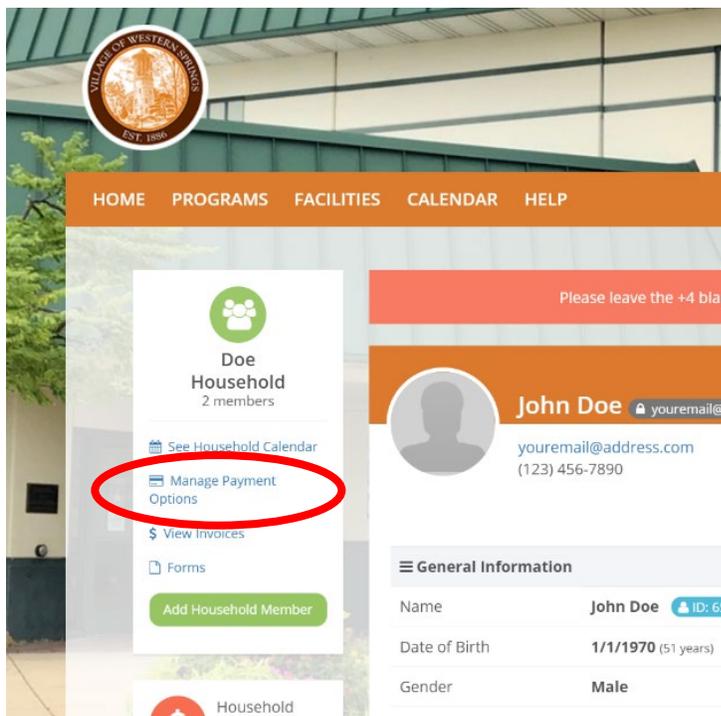


Store a credit card in your account to check out quicker. Once you store a credit card, upon checkout you will be able to select your stored payment option. Authorize.net keeps the information on their site. The Recreation Department and RecDesk do not see the credit card information. We only see the last four digits of the credit card number.

# Get on the wait list

If you go to register for a class and it's filled, put the participant on the waitlist. If a spot opens up, we will contact you once you are next in line to fill it. We contact participants in the order they sign up on the waitlist when spots open. There is no cost to be put on the waitlist. Program maximums may increase, once COVID regulation loosen. And if it's possible, and we have enough participants on the wait list, we will try to offer an additional class.

# Register even if you are a resident but shows non-resident

There is a bug in RecDesk where if you enter the +4 to your zip code when creating an account, it will not recognize you as a resident. Staff does try to review the member database and fix this for you without you contacting us, but we do not catch it every time. If you are a resident, but can only register as a non-resident, go ahead and sign up for the class for the higher fee. Then e-mail or call us and we will change your residency status and refund you the difference. This way you won't lose your spot.

# Use filters to find programs
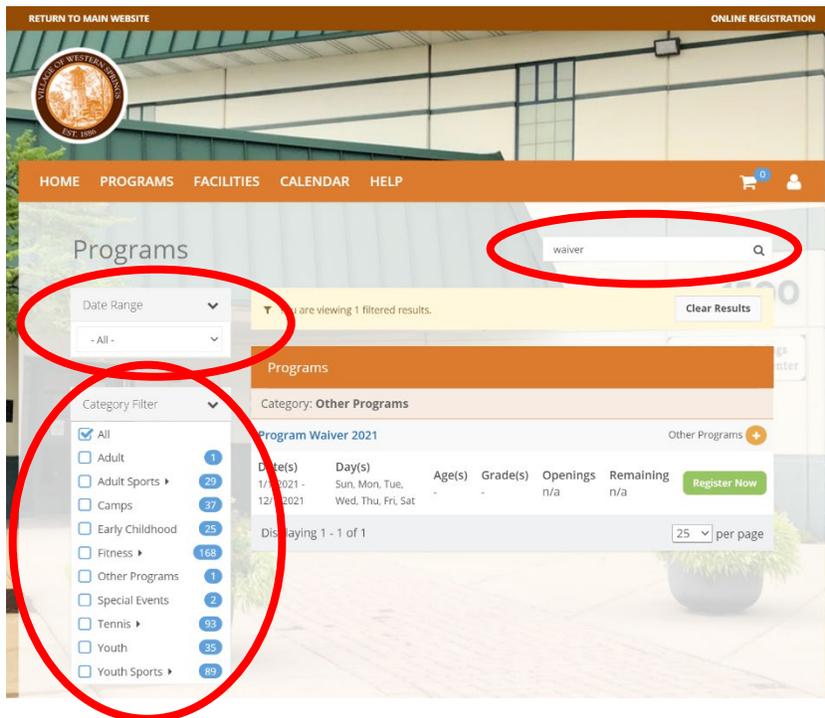


Search by name. We name the programs the same in RecDesk as we do in the brochure. And you don't need to search the complete name, just a word in the program name. The more words you search, the tighter your search becomes. Start with one word, if there are too many results, add a second word, etc.

You can filter by categories and some categories even have sub-categories.

You can filter by date range, if you're looking for a specific time a class is starting.

And you can use all of these filters at once! For example, you can click the category filter and then search a program name within that category.

# Tabs for program details
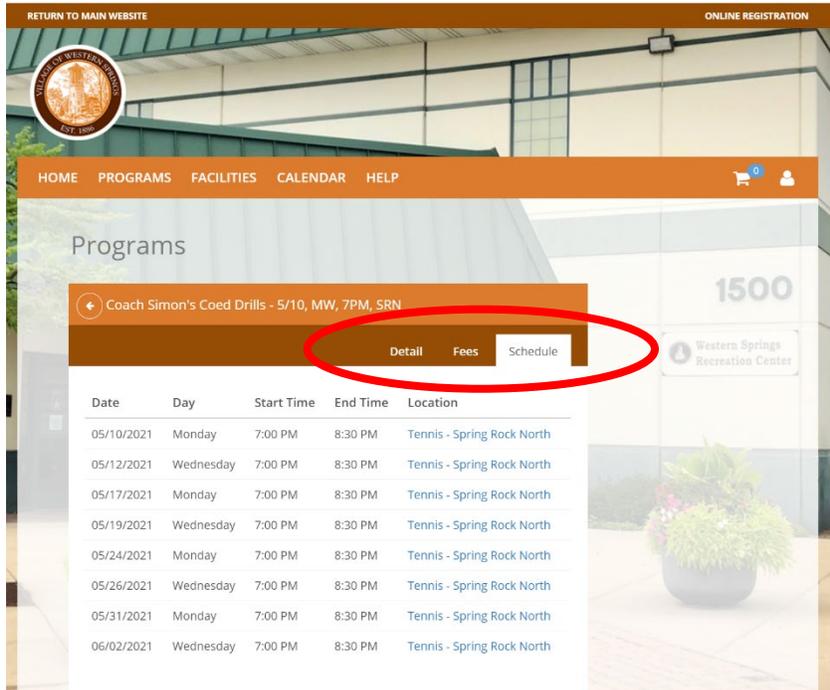


Don't forget to use the tabs to find the fees and the schedule.

# And you can always call the front desk at (708) 246-9070 for more help!