

## ENVISION Registration FAQ's and Troubleshooting Tips

### 1. Does Cvent reserve my spot(s) while I am filling out the online registration form?

No. Unfortunately, Cvent is unable to reserve your spots until you complete the registration process. Even if a track has spots available when you start registration, the system will put you on the wait list once you finish registration if others have completed registration and taken the final spots before you. If this happens and you are put on the wait list, we will contact you if a spot becomes available.

**Please be sure to have your credit card handy to complete registration quickly and avoid losing your spot(s).**

### 2. Will Cvent work in my computer browser?

The Cvent system is designed to work in any browser. However, prior to using Cvent, it is highly recommended **to make sure your browser is updated and cleared** of any "cookies" or previous searches. Having a cluttered or outdated browser may slow down or shut down your progress in Cvent. Also, it is important to note that Cvent is not mobile-friendly; so registration on a phone or handheld device is not advised.

### 3. Can I do my registration over the phone or on paper?

No, due to the high volume of applicants, we cannot take any registrations over the phone, and there are no paper registration forms.

### 4. What information about my child(ren) will I need to enter?

No questions about health insurance will be asked during registration. Forms regarding health insurance and other information will be emailed to you closer to the ENVISION date to be completed and returned by February 26, 2020. During registration, please be sure to enter the following information where prompted:

- Child's first and last names - there is a separate box later for parents/guardians to add their names
- Child's current school grade (options include grades 6-12)
- Guardians' email address - Please be accurate and use a regularly-checked email address!
- Home address and phone numbers
- Name your child prefers to be called - this name will go on a name tag
- Optional labmate name of another child who will be registering for the same track
- Your child's gender, age, school district, and T-shirt size (options include Adult sizes X-small to X-Large)
- Your child's main area(s) of interest in science - choices will include Life Sciences (Biology, Ecology, Medicine), Physical Sciences (Physics, Chemistry, Astronomy), Mathematics, Engineering, Agriculture, Computers and Earth Science
- Lunch selection - choices are available on the website
- Special accommodations for medical or learning conditions, if any - we will send detailed medical forms later, but this question will help us determine, in advance, if students may need extra attention during ENVISION
- Parent/Guardian contact information and permission - appropriate guardians for registered children include parents, grandparents, teachers, and scout/club leaders
- Name and phone numbers of an emergency contact person
- Financial aid is available to those who cannot afford the \$30 registration fee – please see below in the section about Financial Aid
- Optional demographic questions regarding ethnicity and abilities
- How registrants learned about ENVISION

## 5. I registered my child(ren) last year for ENVISION, is my information still in the system?

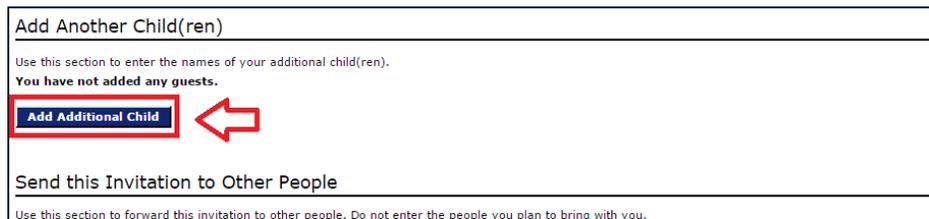
No, Cvent does not save registration information from previous years. You will need to re-enter your contact information. However, on some computers with cluttered browsers, information may be automatically inserted. This should be avoided by updating and clearing your browser ahead of time.

## 6. If I start a registration and need to stop, can I save it and come back later?

No, there is no “Save” option with our Cvent registration. If you close out of Cvent before completing a registration, you will lose any information that was entered. Also, Cvent will time-out after 20 minutes of inactivity.

## 7. How do I register multiple children from the same residence?

To enter multiple children (siblings/cousins/friends), begin by registering one child, and at the end of the first registration form you will be able to click an “Add Additional Child” button if you need to register more children. Repeat as often as you need to.



## 8. How do I apply for financial aid?

During registration, there is a question that asks if your family wishes to apply for financial aid. If you click “no”, the registration will continue. By clicking “yes” you will be asked further questions. These additional questions are as follows: (1) total household annual income before taxes, (2) total number of family members in household, (3) whether the child qualifies for free or reduced school lunches, and (4) a brief explanation of circumstances that should be considered when determining eligibility for financial aid. Within one week our office will contact you to let you know if the aid has been awarded or not.

## 7. How will the track options appear in Cvent?

AFTER you enter all information for each child you are registering, Cvent proceeds to the track selection portion. If you are registering multiple children, the track options specific for each child’s school grade will be made available in the order that the children’s information was entered. Each track has three different workshops to attend! The description of each workshop is on the website, but not in the registration.

Please note that high school students (grades 9-12) may register for Tracks 1 or 2. However, the content of Track 1 is designed for 11th and 12th graders, while the content of Track 2 is geared towards 9th and 10th graders. Please consider this before registering for a high school track outside your child's current grade level. The contents of Tracks 3-8 are targeted for students in grades 6-8.

## 8. What happens if a track capacity is filled?

If you plan to register your child for a specific track but do not see it on the registration site, that means it has filled and spots are no longer available. You should make another selection, if possible, or continue to the end of the registration and your child will be placed on a wait list.

## **9. If my child gets on the wait list, do I have to pay?**

No, you do not have to pay to be on a wait list. If a spot opens in a track, individuals on the wait list will be notified by email and asked if they want the spot

## **10. How do I make payment for ENVISION?**

Payment for ENVISION may be made with a credit card at the time of registration, so please have your credit card handy. Checks made payable to "Penn State" are also accepted, if mailed to our office within 7-10 days of registration.

## **11. How will I know my registration was successful?**

Once registration is complete you will receive a detailed email from Cvent. Please do not respond to that email because it does not connect with our office. The contact for our office is [outreach@science.psu.edu](mailto:outreach@science.psu.edu) or (814)865-0083. More information will be emailed to registered families about 2-3 weeks before ENVISION.

## **12. What if I forget to add a child to a completed registration?**

If you have completed a registration but need to make adjustments, please contact our office at [outreach@science.psu.edu](mailto:outreach@science.psu.edu) or at (814)865-0083. We can help with that. Please note that Cvent will not accept new registrations for a previously used email address. If you want to make a second registration for additional children, you will need to use a different email address.

## **Troubleshooting**

### **1. I can't find the on-line Cvent registration link, or it doesn't open.**

The registration link will be emailed directly to all members of our email list. Contact us prior to registration at [outreach@science.psu.edu](mailto:outreach@science.psu.edu) to be added to the list. The link will also be posted on our Facebook page (<https://www.facebook.com/sciencepsu/>) and on the ENVISION page of our website (<http://bit.ly/ENVISION2020>)

The link is designed to be active at 10:00 AM on January 20, 2020. If you try to open it before that time, it will not work. You will need to wait until 10:00 AM and try opening it again. You may also need to paste the link directly into your browser.

### **2. My computer is auto-adding information that I don't want into Cvent.**

Most likely this is due to your past browser history. To avoid this problem, please clear your browser history and try again.

### **3. Cvent keeps kicking me off the site or won't let me proceed.**

The Cvent registration system can handle several hundred registrations simultaneously. If you can't get through the Cvent system, it mostly likely is due to your computer browser being outdated or cluttered. To avoid this situation, please update and clear your browser of any "cookies". It would be best to do this prior to registering, to save time.

### **4. I completed a registration for one child but cannot get my second child registered.**

Cvent will not allow participants to register a second time with the same email address. To register a second time, you will need to use a second email address. Another option would be to call our office and have us add your child as a guest to the first registration. Our office number is 814-865-0083.

### **5. By the time I got through the Cvent registration system, my preferred track was not there.**

Once capacities are reached for a track, it does not appear as an option. Please select your second or third choice track or continue the registration to be placed on the wait list.