

DOUGHERTY ARTS SCHOOL

ONLINE REGISTRATION FAQ



CAN I REGISTER FOR ALL CLASSES AT THE DOUGHERTY ARTS CENTER ONLINE?

The Austin Parks and Recreation Department will begin phasing-in online registration options for programs over the next few years. Selected programs throughout the Department will participate each session. Only the Adult and Senior Arts Program is participating in this pilot project from the Dougherty Arts Center at this time. Online registration will be offered for Youth programs at a later date.

IS ONLINE REGISTRATION SECURE?

Online registration is processed by our registration software. You will create or update your user account, which is only accessible by you. If you don't know your password, you can request a new one which is generated by the software and not visible to staff. Staff are only able to update information you provide and register you for a class through their own staff user accounts. Staff cannot access your online account.

Neither the Austin Parks and Recreation Department, nor the software vendor store credit card information. Payments are processed through a credit card processing vendor to protect our customer's privacy and security.

WHAT HAPPENS IF THE CLASS IS FULL?

If a class is full, a spot on the waiting list will be offered. There is no fee to be on the waiting list. If a participant drops a class, that space will be offered to the first person on the waiting list. If you are offered a space in class from the waiting list, we will notify you of the deadline to secure the space with the payment. If you let the deadline expire without making the payment, we will remove the student from the roster and offer the space to the next student on the waiting list. If you are offered a spot on a waiting list, it will help our pilot project if you accept and get on the waiting list. If a space opens up and you are offered the space in the class, you may accept with payment, or decline with no obligation.

IF I MAKE AN ADA ACCOMMODATION REQUEST, DO I HAVE TO WAIT TO SPEAK WITH STAFF BEFORE REGISTERING ONLINE?

No. Please enroll in the online or walk-in registration as usual. Contact the registration office by phone at 974-4040 to inform us that you are making an accommodation request.

WILL SPACES BE HELD FOR ONLINE AND TRADITIONAL WALK-IN REGISTRATION?

During the pilot project, spaces will be designated for online registration only and traditional (walk-in and phone) registration only. Eventually, when online registration is available for all classes at the Dougherty Arts Center, all registration will be live. Online registration may end prior to traditional registration.

WHAT IF MY PLANS CHANGE AND I CAN'T ATTEND THE PROGRAM?

We will issue a full refund, minus a \$35 non-refundable deposit with up to seven days notice before the start of the class. No refunds will be issued within seven days of the start of the first class or after class begins.

HOW DO I KNOW IF I AM AN AUSTIN RESIDENT OR A NON-AUSTIN RESIDENT?

The registration office can provide a list of zip codes used to determine residency for the purposes of Parks and Recreation Department program registration.

ONLINE REGISTRATION AND ACCOUNT CREATION GUIDE



HOW DO I REGISTER ONLINE?

First, determine if you already have a Customer Household Account created by staff

*If you or an immediate family member has registered for any class at any site or reserved a facility anywhere in the Austin Parks and Recreation Department in the last two years, you likely already have a customer account created by staff. **Please do not create a duplicate account.*** If you are not sure if you have an account or you cannot remember your password, please contact the registration office to verify your account, and send a new password to the email address used to create the account.

Update or Create Customer Household Account

Each household has one account, with individual family members. Family members in a household are only people who literally live at that residence. Parents, grandparents, cousins, emergency contacts, etc. who live at a different residence must have their own Customer Household accounts. If you already have an account, you may update household information at any time.

Note for children with two households: If a child's parents live in different households and each have a customer account, their children will be listed in both households. When notified, staff will 'link' the child in both households to activate certain features of the software to prevent class schedule conflicts and other duplications.

Once you have verified with the registration office that you do not have a Customer Household Account, follow the steps online to create your user account. You will be asked for information to create your account, including:

- Primary "Guardian" (the software is structured for families) – enter you or your spouse only
- Secondary "Guardian" - optional, for spouse of the Primary only
- Household information, such as contact information, emergency contacts
- On the Family Member screen, we ask you to select your name and verify the information, and add your demographic data. This data is not used by registration staff, but by Department Management to provide statistics to City Management on users of Department's services.
- Add family members who live in the same residence, usually children, who will be using our services.

Receipts generated for any registrations at this household will be addressed to the Primary name on the account.



Browse Class Listings

You may browse class listings before logging in, but you must log in to register online. Many Parks and Recreation Department classes will be available to be viewed online, but not all will be available for online registration at this time. To search for Adult and Senior Arts classes at the Dougherty Arts Center, select:

Age group: Adult or Senior

Location: Dougherty Arts School

Register for your class(es)

Find the activity and section with the desired dates and times, then select the "shopping cart" to the left of the activity section number. If registering for multiple classes, continue adding classes to your shopping cart until done.

If you try to register for an Adult class at the Dougherty Arts Center that is full, you will be given the option of getting on a waiting list. If you are not prompted for a waiting list, or have any questions about registration, contact the registration office for assistance.

Pay for your classes

Pay by Visa, MasterCard, Discover or American Express. Your receipt will be sent to the email address you provided.

Check for attached supply lists or other important messages from the Dougherty Arts Center.

Changes to class registrations

Should you need to change or cancel your class, please contact the registration office to request the change. Please see the full registration policies regarding refunds, transfers and other important registration and participation information.

TO VERIFY YOUR ONLINE ACCOUNT OR CONTACT THE REGISTRATION OFFICE:

Dougherty Arts School Registration Office

1110 Barton Springs Rd.

Austin, TX 78704

512-974-4040

Monday – Friday

9:00 am to 5:30 pm

dacschool@austintexas.gov

(checked periodically. May be used to verify online account status)

To view all Parks and Recreation Department classes, update your account and to register online for participating programs: