SCRTTC WEBSITE FAQ SHEET

How do I register for the first time on the website?
Go to menu item Login. Click DON'T HAVE AN ACCOUNT. Follow the instructions on that page. You are required to create and activate your account before you can register for any course on the SCRTTC website. Note: a SCRTTC Member Access Code (MAC) is not required to set up an account. Non-members that will use PayPal to register and pay for SCRTTC courses will also first need to create and activate an account prior to registration. Never use your MAC ID code when creating a user name and login for the first time.

When do I login as a member?
You must always login as an SCRTTC member in order to do the following:
- Register an individual for a course
- Register a group for a course
- Substitute members of your group registration
- Cancel an individual or entire group registration
- Access Board Member only materials (available to verified SCRTTC Board Members)

What is a MAC ID Discount Code and when/how do I use it?
As an SCRTTC Member, your course fees are paid. In most cases, your Supervisor will register you for the course. Contact your direct supervisor for more details. If you are a Supervisor, your SCRTTC member organization's MAC (Member Access Code) ID Discount Code must be obtained in order for the course/s you are registering for to be paid for through your membership. If you are an SCRTTC member and do not have a MAC ID Discount Code, you need to obtain a MAC from the SCRTTC Administrators. If you are not an SCRTTC member you will be asked to submit payment via PayPal to complete your registration.

Is a MAC ID Discount Code the same as my User Name or Password?
No, your MAC ID Discount Code is a unique, case sensitive code provided to your SCRTTC member organization by the SCRTTC Administrators. Never use your MAC ID code when creating a user name and login for the first time.

How do I register an individual for a course?
You must be logged in to register for a course, then:
- Choose the course; make sure you have the correct course. There may be more than one course offered on any particular day.
- Click REGISTER INDIVIDUAL.
- Input your MAC Discount ID Code if you are an SCRTTC Member. NOTE: This is case sensitive.
- Fill in all pertinent information on the registration form.
- Be sure to check all details on the Registration Confirmation page.
- Confirm to complete the registration.
**How do I register a group for a course?**

You must be logged in to register for a course, then:

- Choose the course; make sure you have the correct course. There may be more than one course offered on any particular day.
- Click REGISTER GROUP.
- Enter the number of people you intend to register in the group.
- Enter the Name and Organization of each attendee.
- Enter the email of the attendee if you wish for the attendee to receive communication regarding the course. If not, as the Supervisor, enter your email instead.
- Fill in all pertinent information for each attendee.
- When all of the group’s information is entered, be sure to check all details on the Registration Confirmation page.
- Confirm to complete the registration.

**BILLING MEMBER INFO**

- Input your MAC ID Discount Code *if you are* an SCRTTC Member. This is case sensitive.
- Fill in all pertinent information.
- Confirm registration – you will also receive an email with registration Details.

**If I need to substitute one person in my group, how do I do that?**

- Login to your account.
- Go to LOGIN MENU.
- Go to MY REGISTRATIONS.
- Click on the course you wish to make the substitute change.
- Go to MEMBER NAME.
- Change the name you wish to substitute, and then save.

**I registered my group for the wrong course, is there an easy way to switch courses for the entire group?**

In the event that you register your *entire* group for the wrong course, you can send an email to the Webmaster ([webmaster@scrttc.com](mailto:webmaster@scrttc.com)) and request that they manually change the course to the correct one. This is only applicable for an entire group.

**One member of my group cancelled and I cannot find a replacement. What do I do?**

In the event that one member of your group cannot make a course date and you do not have a substitute member, please contact the SCRTTC Training Director, Nina Babiarz, via email and request a Webmaster cancellation for that member.

**I need to cancel an individual registration, how can I do this?**

Login to your account and go to MY REGISTRATIONS from the login menu item. Click on the course your wish to cancel, hit cancel. You will see a screen message verifying your cancellation.

**If I cancel an individual or group registration, will I receive a confirmation?**

The only confirmation you receive at the time of cancellation will be on your screen (print screen if desired). If you need further confirmation, please email the Webmaster at [webmaster@scrttc.com](mailto:webmaster@scrttc.com).
**Where do I find website tutorials so I can learn how to better use the website?**

You can view website training tutorials on the SCRTTC website under the PRESENTATIONS & PUBLICATIONS menu item:

[SCRTTC Website Video Training Library](#)

**I am a SCRTTC Board Member – where do I find SCRTTC Board related documents and how do I access them?**

As an SCRTTC Board member, you have special access to board related materials. If you are new to the site and have never logged in before, you need to create a user ID and password to activate your account. Once you have activated your account, send an email to the Webmaster ([webmaster@scrttc.com](mailto:webmaster@scrttc.com)) and they will activate your board privileges within 3-5 business days:

Once you have an active account:

- Go to ABOUT US | SCRTTC BOARD MEMBER | BOARD MEMBER LOGIN
  Login to your SCRTTC Board access account to view all special board materials.

**I think I have created more than one user name and password. How do I clean this up?**

Please send an email to the webmaster ([webmaster@scrttc.com](mailto:webmaster@scrttc.com)) with a list of all potential user names or email addresses and clarify which email you would like to maintain. We will manually clean up your registrations and merge them into the account that you designate within 3-5 business days.

**What happens if I register as an SCRTTC member and I end up in PayPal to pay for my course?**

Chances are you have entered your MAC ID Discount Code incorrectly. Please verify that you have the correct code and re-enter. If you re-enter the correct code and still have issues, please contact the Webmaster via email at [webmaster@scrttc.com](mailto:webmaster@scrttc.com).

**I know I can email for help at [webmaster@scrttc.com](mailto:webmaster@scrttc.com), but in what situations would I use this email for?**

You should contact the webmaster if you have trouble with any of the following:

- Creating a user ID and password.
- You have created and registered with more than one user name and password and you need these to be combined under one account.
- Repeatedly receive error messages on your screen after clearing your browser history.
- Get transferred to PayPal AFTER entering your correct MAC ID Discount Code.
- You are an SCRTTC Board Member and cannot access Board-only content.
- You have other issues that are not addressed in the FAQ guide or elsewhere on the website.

**What if I want my entire registration history, including cancellations?**

If you would like a historical account of all your registrations and cancellation, please send an email to the webmaster ([webmaster@scrttc.com](mailto:webmaster@scrttc.com)) requesting a historical report. They will run a report and send it back to you within 3-5 business days.
If I cancel an individual or group registration, will I receive a confirmation?

The only confirmation you receive at the time of cancellation will be on your screen. Should you need a printed confirmation, you may generate a print screen copy for your records. If you need further confirmation, please email the Webmaster at webmaster@scrttc.com.

How and where do I sign out?

You sign in and out of your account via the Login Menu located next to the Home button.

Can I submit suggestions and/or content ideas for the SCRTTC website?

Yes! Please email the Webmaster at webmaster@scrttc.com. Your thoughts are always appreciated.