

### Registration for Memberships, Groups and Workshops at the AHWI Education & Enrichment Center in Long Beach/Naples, CA

#### **1) I want to become a member and sign up for a discounted program package. What are the steps?**

- a) First, create a free account:
  - i. Navigate your web browser to [www.ahwinstitute.com](http://www.ahwinstitute.com)
  - ii. Click on “Calendar.” It is the first option in the main navigation bar at the top of the page.
  - iii. Click “Sign In” from the tabs on the left-hand side of the page.
  - iv. Near the bottom of the page you will see “Not a registered customer? Sign up (It’s free!)” Click the orange “Sign up” and you are on your way to creating your free account!
- b) Second, become a member of the Education & Enrichment Center:
  - i. Click the “Sign In” tab and use your e-mail and password to access your account. (Don’t worry if you forget your password, you can always reset it by clicking “I forgot my password!”)
  - ii. Click “Membership”
  - iii. Click “Enroll”
  - iv. Choose “Annual Family Membership” from the drop down menu.
  - v. Complete your payment information on our secure site, and success - you are now a Member!
- c) Third, it is time to choose the program package(s) that interest you.
  - i. Click the “Sign In” tab and use your e-mail and password to access your account.
  - ii. Click “Prepaid packages” to browse and select packages.
  - iii. Please note, as a Member, you will be able to see/purchase non-member packages. Make sure to choose one labeled “Members” to get your discount!
  - iv. Follow instructions to complete the payment information.
  - v. Once you have purchased the package, your prepaid credits will show up in your on-line account.
- d) Fourth, select the specific sessions that you would like to attend.
  - i. Click the “Sign In” tab and use your e-mail and password to access your account.
  - ii. If you would like to double-check for which groups your prepaid credits are valid, as well as, their expiration date - click “Your prepaid credits.”

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- iii. If you are ready to use a credit to sign up for a group, click “New booking” to browse the current offerings. (If you purchased the “Parent and Child Playgroup Package” make your selections from the middle “Playgroups” tab on the calendar. If you purchased one of our “Additional Program Packages”, such as Kindermusik, you can find those groups under the third tab on the calendar – “Additional Programs and Special Events.”)
- iv. Please note: On the calendar, the price of the group will appear. Don’t worry! As long as you have a valid prepaid credit, when you click on the green “Book” button, you will see your prepaid credit applied, and you will be able to confirm your space in the group with no additional payment needed.
- e) Then, participate and enjoy!

### **2) How do I create a free account, so I can save my information for future visits, register for courses and become a member?**

- a) Navigate your web browser to [www.ahwinstitute.com](http://www.ahwinstitute.com)
- b) Click on “Calendar.” It is the first option in the main navigation bar at the top of the page.
- c) Click “Sign In” from the tabs on the left-hand side of the page.
- d) Near the bottom of the page you will see “Not a registered customer? Sign up (It’s free!)” Click the orange “Sign up” and you are on your way to creating your free account!

### **3) How do I become a member (eligible for member-only discounts and events)?**

- a) First, create a free account. If you need assistance, please see FAQ #2 above.
- b) Click the “Sign In” tab and use your e-mail and password to access your account. (Don’t worry if you forget your password, you can always reset it by clicking “I forgot my password!”)
- c) Click “Membership”
- d) Click “Enroll”
- e) Choose “Annual Family Membership” from the drop down menu.
- f) Complete your payment information on our secure site, and success - you are now a member!

### **4) How do I purchase a program package?**

- a) Make sure that you have created a free account. If you need assistance, please see FAQ #2 above.
- b) Click the “Sign In” tab and use your e-mail and password to access your account.
- c) Click “Prepaid packages” to browse and select packages.

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- d) Please note: if you are a Member, you will be able to see/purchase non-member packages. Make sure to choose one labeled “Members” to get your discount! If you are not a member, consider joining (See FAQ #3 above) to receive discounts on all program packages.
- e) Follow instructions to complete the payment information.
- f) Once you have purchased the package, your prepaid credits will show up in your on-line account.

**5) Must I sign up for program packages at the beginning of the month or can I sign up at any time? If I do not sign up at the beginning of the month, will it impact how I can use my pre-paid credits?**

- a) You can sign up for program packages at any time, without any negative impact on the use of your pre-paid credits.
- b) When you purchase a program package, your pre-paid credits are valid for one month from the time of purchase. For example, if you purchased your program package on January 26<sup>th</sup>, your pre-paid credits would remain valid until February 26<sup>th</sup>.
- c) Please note: you can always check your pre-paid credit balance and expiration date by logging into your account and clicking “Your prepaid credits.”

**6) I purchased my Monthly Playgroup prepaid package, but when I go to the calendar to pick my group it shows a fee associated with the group. Do I have to pay again after I have purchased my credits?**

- a) Absolutely not! On the calendar, the price of the group will always appear.
- b) But, don’t worry. As long as you have a valid prepaid credit, when you click on the green “Book” button, you will see your prepaid credit applied, and you will be able to confirm your space in the group with no additional payment needed.

**7) How do I sign up for a Playgroup, Workshop, Event, Group, or Class?**

- a) If you have an account, sign-in to your account first.
  - i. Click “New booking” to browse and select courses.
  - ii. Click on the green “Book” button to get started.
  - iii. Follow instructions to complete the payment information
  - iv. Enjoy!
- b) If you have not created an account, click on “Calendar” from the main navigation bar at the top of any AHWInstitute.com web page.
  - i. Browse and select courses.
  - ii. Click on the green “Book” button to get started.
  - iii. Follow instructions to complete the payment information
  - iv. Enjoy!

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**8) I am not enrolled as a member and have not purchased a program, but I would like to attend a single session. How do I determine which calendar tab is for choosing a single non-member session?**

- a) As a non-member, you can choose a session from any of the three calendar tabs. However, you will not be eligible for member discounted pricing.
- b) The calendar tabs are divided by type of session (see FAQ #9 below for a full description) rather than by member vs. non-member, so feel free to try out anything that interests you!

**9) There are so many great options to choose from! How do I know which calendar tab to look under to find my favorites?**

- a) When you click on the first tab “Workshops,” you will find two types of workshops: single session workshops and workshop series - which are made up of multiple sessions that occur over the course of a month or so.
  - *Note: For families who have purchased the Parent & Child Playgroup Package, this tab is where you will find your choices for your free parent workshop.*
- b) When you click on the second tab “Playgroups,” you will find all of our parent and child Playgroups. You may sign up for any Playgroup at any time.
  - *Note: For families who have purchased the Parent & Child Playgroup Package at a discounted rate for any 8 Playgroups, this tab is where you will find your choices.*
- c) When you click on the third tab “Additional Programs and Special Events,” you will find all of the groups for our Additional Individual Program Packages (ex. Toddler Yoga, Spanish Music) as well as special events (ex. guest speakers, holiday themed events). You may sign up for any group or event at any time.
  - *Note: For families who have purchased any of the Additional Program Packages at a discounted rate, this tab is where you will find your choices.*

**10) I receive one free Single Session Workshop with my Parent and Child Playgroup Package. How do I find that workshop and register with my credits?**

- a) To review which workshop options are included in your Parent and Child Playgroup Package:
  - i. Sign into your account.
  - ii. Click “Your prepaid credits”
  - iii. You will see all of the sessions that are available, including workshops.
  - iv. You can also check to see how many credits you have remaining and when they expire.

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- b) Once you are ready to book your workshop, navigate to the calendar and click on the first tab “Workshops.”
- c) Please note: On the calendar, the price of the workshop will appear. Don’t worry! As long as you have a valid prepaid credit, when you click on the green “Book” button, you will see your prepaid credit applied, and you will be able to confirm your space in the workshop with no additional payment needed.

**11) The free Single Session Workshop being offered this month is one I have had before. Am I able to exchange my workshop for an additional Playgroup in my prepaid Parent and Child Playgroup package?**

- Sure! Simply sign up for another Playgroup as you normally would. The credit will apply automatically during checkout.

**12) I want to sign up for a workshop series (ex, Bringing Baby Home, The 7 Principles Program) that is not included in my package. How do I register and pay?**

- a) Once you have signed into your account, view the calendar.
- b) Click on the first tab “Workshops” to view the available workshops.
- c) Click the green “Book” button to make your selection.
- d) Follow the prompts to enter your name and method of payment.

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