NEMPAC ASAP User Guide for Registered Families

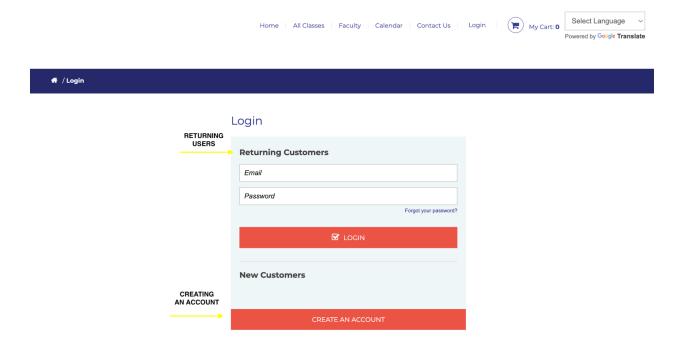
Here at NEMPAC, we use ASAP for registration. This is where all families must create an account in order to enroll in classes and private lessons.

CREATING AN ACCOUNT:

If you do not have an account, please create one <u>here.</u>

ACCESSING YOUR ACCOUNT:

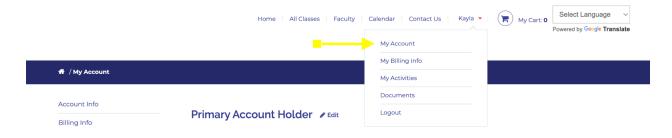
Please login with your username and password here.



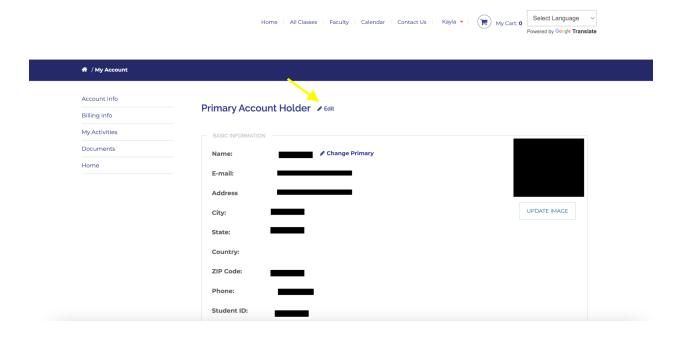
UPDATING YOUR CONTACT INFORMATION:

For billing and contact, it is important to have your most up to date contact information on file. By logging into your account, you can edit this at any time. To update, follow the steps below:

- 1. Once logged in, click on your name in the top right corner.
- 2. From the drop down menu, click on "My Account."



3. Click on the "Edit" button next to "Primary Account Holder."



4. From here, you can update all information. Under your "Account" you can also edit "Emergency Contacts" or add additional family members. All information that is starred is required, but please note that it is for <u>internal use only.</u> Please make sure to click "Save" at the bottom of the page to collect all your information.

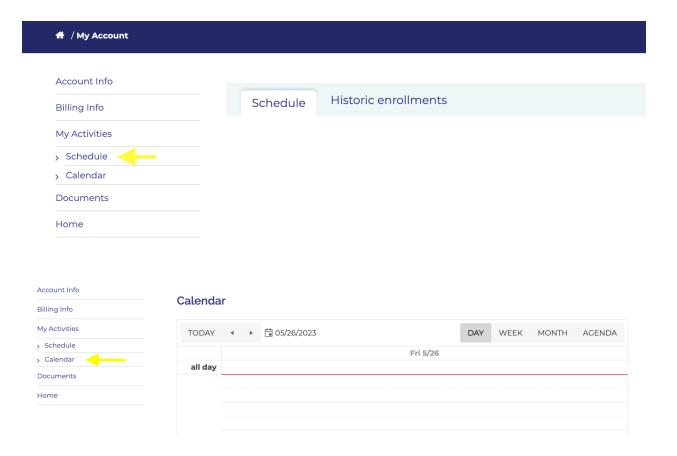
ACCESSING YOUR SCHEDULE:

Your ASAP account houses your current and past activity enrollments and your active schedule.

1. To view this, please click on your name and then in the drop down menu, select "Activities."



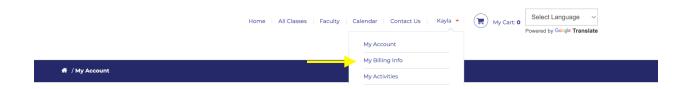
2. On the left, you can view your "Schedule." This will show you all your current and past enrollments. "Calendar" will show your active calendar. You can view this by the day, week or month.



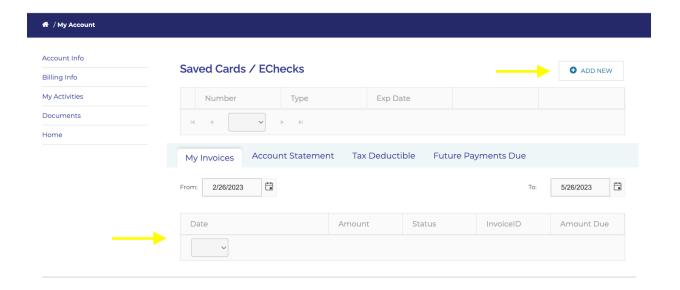
BILLING INFORMATION AND PAYMENTS:

Through ASAP, you are able to add saved cards, view and download invoices and make payments.

- 1. To view your billing information, cluck on your name in the top right corner.
- 2. From the drop down menu, click on "My Billing Info."



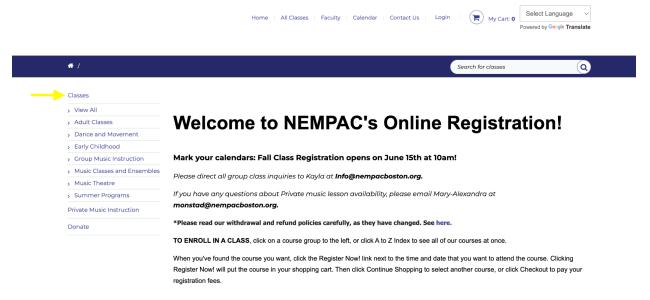
3. On this page, you can click "Add New" to save a payment method to your account. For invoices on payment plans, it is important to make sure that your card is up to date. If you get a new card or your card expires, please update it here.



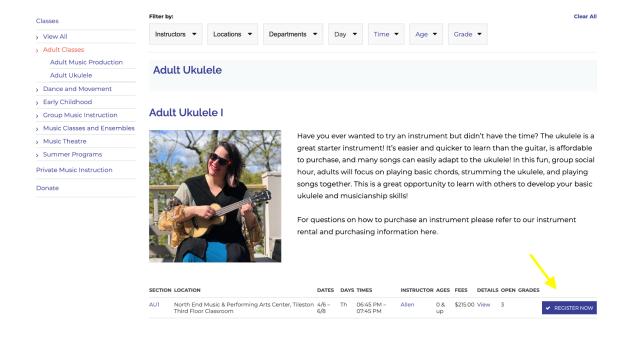
4. Invoices will show up under "My Invoices." Unpaid invoices will show up here if there are outstanding balances. To pay, click on the InvoiceID. From there, you will be prompted to "Pay Now." Once payment has been processed, you will receive an emailed receipt to the primary contact email on file.

ENROLLING IN A CLASS:

Once logging into your account, you will see the ASAP Registration Home Page. You can view all available classes on the left side under "View All" or select the category you wish to view (Ex: Adult Classes).



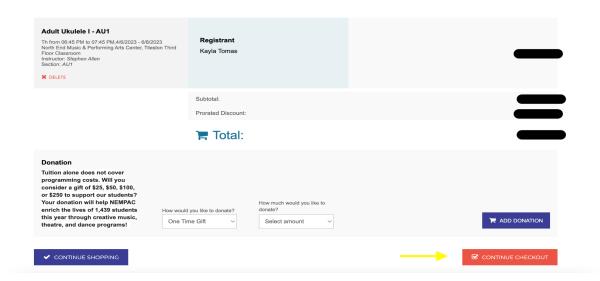
1. Select the class that you want to enroll in. I am using "Adult Ukulele I" as my choice.



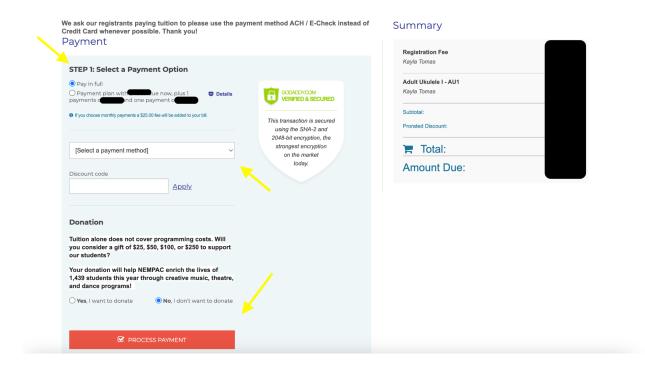
2. Click "Register Now." This adds the class to your cart.



- 3. You can continue to add items to your cart before completing your purchase. PLEASE NOTE: You are not officially enrolled in a class until you have completed payment. Adding a class to your cart does not guarantee enrollment.
- 4. Click on "My Cart" to begin the payment process.
- Once in your cart, you can view your transaction total and add an optional donation.When ready, click "Continue Checkout."



6. On the right, you will see your purchase total. On the left, you can choose how you would like to pay. Under "Step One" on the left, you can "Select Your Payment Option" which is either to pay in full or set up a payment plan. Selecting a payment plan adds a \$25 fee. In the drop down under "Select Payment Method," you can choose to either pay by card or electronic check.



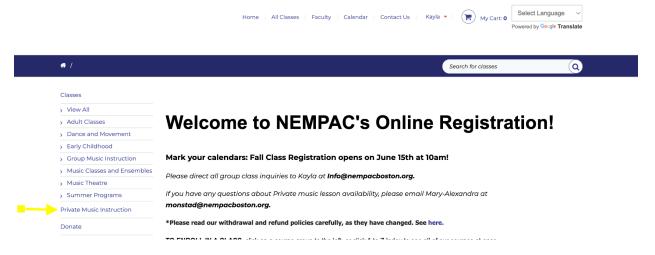
7. To complete payment, click "Process Payment." This will send you an emailed receipt, which includes our tax ID. When payment is received, you are enrolled in the selected

class(es) and can view them in your calendar and current enrollments under "My Activities."

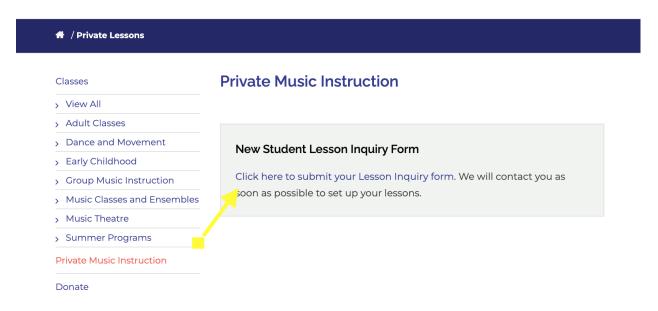
ENROLLING IN PRIVATE MUSIC INSTRUCTION:

Enrollment for Private Music Instruction happens on the back end by the Private Music Instruction Manager. In order to enroll, we need to receive your inquiry. To fill out an inquiry form, follow the steps below:

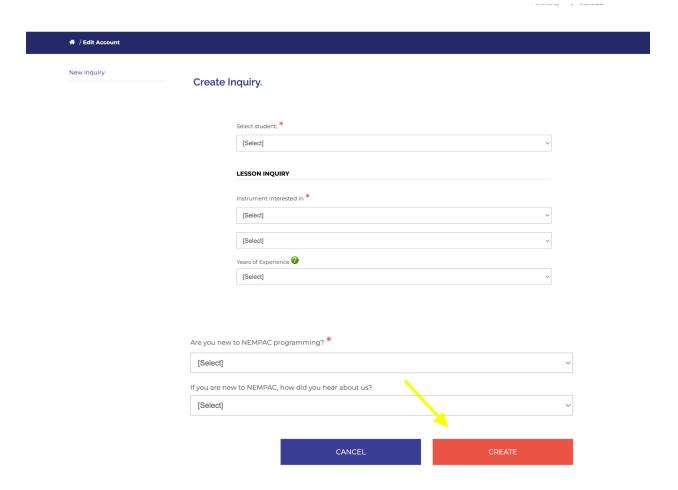
1. On the registration homepage, select "Private Music Instruction" on the left.



2. This will prompt you to the inquiry form page. Click "Click here to submit your lesson inquiry form."



3. Fill out all of the required fields and click "Create" at the bottom of the page to submit your inquiry. This will be sent to our Private Music Instruction Manager who will follow up to schedule your trial lesson.



ASAP Questions:

If you have any questions navigating your account, billing, enrolling in group programming or filling out a private lesson inquiry form, please contact info@nempaboston.org.

Contact Us

North End Music & Performing Arts Center

50 Tileston Street Boston, MA 02113 (857) 239-9997 http://www.nempacboston.org

Contact:

Kayla Tomas, NEMPAC Program Coordinator (857) 239-9997 info@nempacboston.org