

## Frequently Asked Questions

### Online Registration Process

- 1. When will we be notified our registration was received, and of the week we've been assigned?**  
Upon completion of your group's registration, you will receive a confirmation email indicating your assigned week.
- 2. If I don't receive an email confirmation, does that mean I am not registered?**  
Possibly. If you do not receive an email confirmation once you submit your registration, contact us so that we can check to be sure that the process completed properly.
- 3. Will we know center locations when registering?**  
For summer trips, we do not know specific county assignments until later in the spring each year, so you will see events labeled to allow for the anticipated number of counties in each state, along with the projected number of open spaces available in each. When you register, you will have the option of selecting a state, a 'center', and a week. Once county locations are confirmed, county names will be entered and made visible to you. For Adult/College trips, you will choose from one of our designated year-round centers.
- 4. What if I have groups that will be in multiple centers?**  
If your group will be subdivided across multiple centers you will need to enter separate registrations for each. When prompted for a payment option during registration, (either credit card or invoice) please select the "Invoice" option. By doing so, we are able to make a manual adjustment to your account so that you will not be charged \$95 for each of your groups.

#### **Why do my group members have to register?**

By having each member register on line prior to the trip date, ASP will have a record of all volunteers who will be participating at each center before groups arrive. Each group's roster will be provided to the center staff for use during the check-in process.

Prior to this new process, all volunteer names have been manually entered into our database following the departure of groups from each of the centers. The volunteer department would dedicate resources for 8 weeks or more to complete the data entry process. This change will result in significant labor cost savings so that we can apply our resources to other priority projects.

- 5. When should group members register?**  
A good rule of thumb is to confirm that everyone has registered by two weeks prior to your trip date. Group members can register by accessing the Group Member Sign Up link on the ASP website. They will need the group code that was assigned to the Group Leader.

## 6. How will I know who has registered?

Both group leaders and group members may go to the **Participant Center** to view who is on the team roster.

## 7. How do I access the Participant Center?

Go to the following link <https://www.servicenetwork.com/reg/appserv/Signin.asp>? to find a **Sign In** prompt on the Trip Center page – upper right hand corner. You will enter the same user id and password as when you registered. Remember to **Sign Out** when you are through.

## 8. What other information can I find in the Participant Center?

- View /edit your personal profile
- Change your password
- Initiate a new trip registration
- View your current trip information (click Trip Hub)
  - View your financial status – GL only
  - Make a credit card payment – GL only
  - Edit emergency contact information
  - Modify your group profile
  - View your team roster
  - View the Trip Waiver
- View your Trip History info

## 9. What if a member of my group cancels after registering?

Notify us of the change so that we can edit your group roster to remove the individual from the list. This is important because that person will remain in your total group count as long as they are on your list.

## 10. What if I am registering the group but will not be going on the trip?

When you register a group, we assume you plan to be the Group Leader and the designated recipient of all correspondence, including invoices. If you are acting as a contact person only, not going on the trip, let us know and we'll keep you in 'leader' status until just prior to the trip date. This is important because we will need to remove your name from the group roster so that you are not included in the final count. The person leading the trip should have registered as a member of the group. We'll change their status to 'leader' at the time we remove your name from the roster.

## 11. What if the leader changes?

If the leader name is changing, the individual taking over the role will first need to register as a member of the group. Once complete, notify us and we will change the designation for that person to "leader" and either remove the previous person or change their status to group member.

## 12. What if I need to change the size of my group?

Contact the Volunteer Department if you would like to increase or decrease the size of your group. We will first verify space availability if you want to add to your count. For group size reductions, please refer to the ASP Payment and Cancellation Policy for explanation of nonrefundable fees.

### 13. How do we cancel our group?

Notify the Volunteer Department if you need to cancel your group's participation. Please refer to the ASP Payment and Cancellation Policy for explanation of nonrefundable fees.

### 14. Can I see how much money we owe?

Yes. By accessing the **Participant Center**, group leaders may access the financial overview for the trip.

### 15. How do we make payments?

When you register as Group Leader, you have two payment options for the \$95 group registration fee and the \$50 per person deposit. A drop down box will provide a choice of being invoiced or using a credit card.

With the invoice option, an invoice will be generated upon completion of your registration. Youth program: the \$95 group registration fee is due immediately and the \$50 per person deposit is due by November 1 or within 30 days if you register after November 1. Adult/College program: the \$95 group registration fee is due immediately and the \$50 per person deposit is due within 30 days of your registration.

**Note: For all programs, when you choose the credit card option, the \$95 group registration fee and the \$50 per person deposit are due with completion of the registration.**

For all subsequent payments, you will receive an invoice and may pay with a check or on line with a credit card. **Access the 'Participant Center' to make additional payments via credit card.**

### 16. Is each group member required to make a payment?

No. The Group Leader is responsible for all payments. If you are registering as a member of a group, you will not be prompted to make a payment.

**For Individuals, not part of a group, you will be responsible for making all payments and will be prompted to do so during the registration process.**

### 17. Why does it ask for an alternate contact?

The alternate contact field should be populated with the name of the individual who is to be contacted for pre-trip phone calls. Please enter the name of the individual in this field who should be the pre-trip point of contact for the ASP staff.

### 18. When I 'check' the Participant Agreement during the registration process, does that mean I no longer need to complete the Volunteer Statement and Registration form?

No. Every volunteer is required to complete the Volunteer Statement and Registration Form; a signed and notarized copy from each volunteer will be required onsite at check-in. The online 'Participant Agreement' is **NOT** intended to substitute for the signed and notarized copy, but you are required to check the box in order to complete the registration process.

### 19. Can we change our location?

Contact the Volunteer Department so that we can review the schedule to see what location moves are possible.

## 20. What if I forget my password?

Contact the Volunteer Department. We can provide that information to you. If you would like to change your user name and password, you may access the **Participant Center** to make these changes.

## 21. Who do I contact if I have a problem?

- Administrator email: [registrations@asphome.org](mailto:registrations@asphome.org)
- Support Email: [karen.frederick@asphome.org](mailto:karen.frederick@asphome.org)
- Administrator Phone: 423.854.4434
- Support Phone: 406.363.0514