

# Olbrich Online Class Registration Frequently Asked Questions

<http://www.olbrich.org/vsiwebtrac.html>

## USING THE SYSTEM

### **What can I do with the WebTrac system?**

You can use the WebTrac system to register for courses and to browse through program offerings. You can also use the system to check your account information including current and past registration history.

### **Is your system secure?**

Yes, providing you with a secure online experience is a high priority of the City of Madison. We recognize that your information security is of the utmost importance, and we have devoted a great deal of effort to ensure that your personal information is safeguarded. Your online payment transactions are supported by industry-standard data encryption available through your browser called SSL encryption. These services are designed to ensure the privacy of your credit card information, name, address, email, and other information you provide to us. Once you log in, you should notice the words "Security Policy" in the bottom corner of your browser. Click on those words to view further information about our privacy and security policy.

### **I'm not comfortable using a credit card over the internet. Can I still register online?**

To use the WebTrac site you must have a valid credit card and complete the transaction at that time. You can always register for any Olbrich class; in person at Olbrich Botanical Gardens, by mail, by phone (608/246-4550), or by fax (608/246-4719).

## USER NAME AND PASSWORD

### **What if I do not have or know my User Name and Password?**

If any member of your household has registered for an Olbrich Botanical Gardens education program in the last 5 years you probably already have a User Name and Password. To get your User Name and Password you should:

a) Contact the Olbrich Botanical Gardens office during business hours (Monday – Thursday, 8 a.m. – 4 p.m.) at 608-246-4550 or e-mail [kskadahl@cityofmadison.com](mailto:kskadahl@cityofmadison.com).

b) If you have never signed up for an Olbrich Botanical Gardens education program you need to set up a new account by clicking Create New Account.

## MY ACCOUNT

### **I would like to add one or two more family members to my account. How do I do this?**

We do not allow you to add family members in WebTrac. Please contact the Olbrich Botanical Gardens office during business hours at 608-246-4550 or e-mail your request to [kskadahl@cityofmadison.com](mailto:kskadahl@cityofmadison.com).

### **I would like to change my mailing address. How can I do this?**

We do allow you to change your address yourself in WebTrac. Once you have successfully signed in, click on My Account and then Change Household Data.

**What email address should my family provide for WebTrac?**

The email address of the Main Contact who is logged into the system.

**How can I see what courses my family members are currently registered in?**

Click on My Account and sign in. Once you have successfully signed in, the My Account page will contain the names of all of your family members. Click on History for each family member or for All Clients to see details of current registrations.

**How do I withdraw from a course?**

You may not withdraw from courses through WebTrac. Please contact the Olbrich Botanical Gardens office during business hours at 608-246-4550 or e-mail your withdrawal request to [kskadahl@cityofmadison.com](mailto:kskadahl@cityofmadison.com) (registration fees are refunded at the participant's request ONLY by seven-day notice).

**What is the procedure for registering if a participant is the wrong age?**

Participants must be the correct age stated at the time the program starts. Olbrich Botanical Gardens reserves the right to remove a participant from an age inappropriate course.