

## **FOR FAMILIES RETURNING TO HARTFIELD IN THE 2018-19 YEAR**

1. Once logged in to FamilyID.com as an existing user, you are brought to your Dashboard. Select the blue link with your organization's name or type the name of the school you are looking to register for in the box reading 'Type organization name or keyword to find a program' and select 'Find'.
2. After searching, you can select your school or organization to be redirected to their landing page or directly select the program listing.
3. The program's landing page will show a description of the program with a green 'REGISTER NOW' button located below. You can either select the green 'REGISTER NOW' button or just simply scroll down the page until you see the blue header that says 'Sections' to kick off your registration process.
4. Select the 'Section' of your choice and answer any of the questions in the 'Add-On' section your organization requires.
5. To retrieve your saved data for the remainder of the form, click on the grey bar that states "Click here to SELECT or CREATE participant." You will not be able to edit any of the fields until you make your selection.
6. Select the participant you are registering for the program from the drop down bar. If you would like to create a new participant, select 'CREATE NEW participant.'
7. The form will populate with your existing information after you have made your selection. Check over your form to make certain that all required fields are filled in. Any questions that have not been answered before will need to be completed. You may edit any information necessary.
8. After you have completely filled in the form, click on the green 'CONTINUE' button.
9. When you have successfully submitted your registration, you will see a summary page of your registration that states 'REGISTRATION STATUS: COMPLETED'. You will also receive a confirmation email to the email address associated with your FamilyID account.

### **SUPPORT:**

- For FAQ's visit [https://familyid.groovehq.com/help\\_center](https://familyid.groovehq.com/help_center)
- If you need further assistance with registration, **contact** FamilyID at: **support@familyid.com** or **888-800-5583 x1**.
- Support is available 7 days per week and messages will be returned promptly.