

Troubleshooting Tips

1. I can't find the on-line Cvent registration link, or it doesn't open.

The registration link will be emailed directly to all members of our newsletter email list. Contact us prior to registration at sciencecamps@science.psu.edu to be added to the list. The link will also be posted on our Facebook page (<https://www.facebook.com/scienceupsu/>) and on the landing page of our website (www.sciencecamps.psu.edu).

The link is designed to be active at 10:00 AM on the day that registration starts. If you try to open it before that time, it will not work. You will need to wait until 10:00 AM and try opening it again. You may also need to paste the link directly into your browser.

2. My computer is auto-adding information that I don't want to Cvent.

Most likely this is due to your past browser history. To avoid this problem, please clear your browser history and try again.

3. Cvent keeps kicking me off the site or won't let me proceed.

The Cvent registration system can handle several hundred registrations simultaneously. If you can't get through the Cvent system, it is mostly likely due to your computer browser being outdated or cluttered. To avoid this situation, please update and clear your browser of any "cookies". It would be best to do this prior to registering, to save time.

Also, Cvent will not let you advance to the next page if any information on your current page is missing. Scroll back and make sure all questions marked with a red asterisk (*) are answered completely. For example, if a phone number is missing a digit, the answer is incomplete.

4. I completed a registration for one child but cannot get my second child registered.

Cvent will not allow participants to register a second time with the same email address. To register a second time, you will need to use a second email address. You may also use the confirmation email you receive to modify your registration. Another option would be to call our office and have us add your child as a guest to the first registration. Our office number is 814-865-0083.

5. By the time I got through the Cvent registration system, my preferred camp was full.

We are surprised each year how quickly the Science-U camps fill up! Some camps only take about five minutes to reach their capacity. Capacities are determined ahead of time based upon the staff and room spaces we have available. Once capacities are reached for a camp, waitlists become available for potential campers.

We have minimized the time it takes parents to register their children by eliminating questions regarding health and insurance information. (These questions will be asked later, closer to camp time.)

6. I don't see the camp that my child wants to attend.

Accidentally entering your child's current school grade, instead of the upcoming school grade, may affect which options you see. Camps are shown based upon the upcoming school grade entered for each child. For example, if you indicate that your child will be entering grades 2, 3, or 4 in the fall, camps for children in grades 2-4 will be the only options visible to you; all other camps will not be seen. You will need to click the "Previous" button on the bottom of the screen and go back to make the change to your child's upcoming school grade in the Fall.

If you entered the correct school grade, the other reason for not seeing a camp is that it has reached capacity and is no longer available. You should be invited to join a waitlist unless the waitlist is also full.