

Hello Early Education Families!

I am very excited to announce the implementation of our new registration system, RegPack! We expect this product to greatly improve how we collect and manage your information. As with most things, however, change can be challenging. We wanted to provide you with some guidelines on how to proceed and get the most out of your experience with the new process.

### **Step 1: Creating your account.**

- You will be asked to create a username and password for your account.
- You will be asked to provide information about yourself and the individuals of your family.
- You will be asked for information such as attendee names, child birthdays, contact phone number, contact email, minor medical (such as allergies), etc.
- Once you have completed this process, your family's profiles remain active for one (1) year. This allows you to change or add information as needed.

### **Step 2: Choosing your Caterpillar Club Programs.**

- Note: This program costs \$15 per person for members and \$20 per person for non-members per program. Please note at least one adult is required to attend for a participating family.
- Add your child's age group in the month(s) that you would like to sign-up for into your cart.

### **Step 3: Proceeding with payment.**

- Once you have chosen the months that you would like to sign up for, you can review your cart, and proceed with payment.
- Payment must be received at the time of registration to secure your spots. Any unpaid registrations will default to "abandoned" and be cleared from the system.
- A purchase protection plan is automatically placed into the payment plan, if you would like to keep the plan, proceed to payment. To remove this plan, click on "View/Edit/Remove Plan".

NOTE: A full refund of the purchase price may be given when the refund is requested a minimum of one week (7 days) prior to the program date. No refunds will be issued after this date.

### **Please Keep Your Receipt!**

The receipt is your admission to the program. Please have it ready to present to the front gate attendees and the educator upon arrival. Your educator lead will be just inside the front gates at the information kiosk.

We appreciate your patience with our efforts to continually improve the products and services we offer our community. We also value any feedback you may have and welcome any questions or concerns that might arise during this process.

Please do not hesitate to reach out to [edprograms@littlerock.gov](mailto:edprograms@littlerock.gov).

Thank you so much for your continued support of our Early Education programs!

All the best,

Jessica

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