



**2011-
2012**

Event Registration Information

Girl Scouts – North Carolina Coastal Pines offers a vast array of council-sponsored events for members annually. These events are designed to supplement the Girl Scout Leadership Experience. Event topics range from leadership and citizenship to outdoors and environment to science and healthy living. There is something to excite and engage every girl no matter her interests.

Below are a few things that you should know about registering for council-sponsored events:

- Mailed registrations will not be processed at the same time as online registrations. Online registration opens at 12:01 a.m. on the opening date. Mailed registrations are processed at the beginning of the business day on the opening date.
- All checks received by mail are deposited upon receipt. This does not indicate registration for an event. For mailed registrations, you will be notified of the status of your registration by email or postcard. If you do not get into the event, you will receive a full refund.
- Before you can register for any event online, your C.O.R.E. account must be activated. For individual registrations, parents/guardians must create a login for their girl's online membership account. For troop registrations, the O1 Leader must first create a login for her/his account and verify that all current troop members are showing as registered with that troop.
- **If you or your troop members are not currently registered Girl Scouts, you will not be able to register for an event either online or by mail.**
- Please make sure that your account is properly activated and that your girls are registered members prior to the opening date, as there will not be technical support readily available for online registration at midnight.
- Please verify that your email address is correct on your account and your girl's account. An event confirmation packet will be emailed to the address in C.O.R.E. approximately two weeks prior to the event.
- If you have any questions about your C.O.R.E. account or difficulty activating your C.O.R.E. account, please email helpdesk@nccoastalpines.org or call the Raleigh Service Center at 919-782-3021 or 800-284-4475. Office hours are Monday - Thursday 8:30 a.m. to 5:00 p.m. and Friday 8:30 a.m. to 12:30 p.m.
- Event descriptions and additional details regarding each event can be found in the *LEAD On* or the *Go! Magazine*. The description will indicate who is eligible to participate (grade level, age, and whether or not it is open to troops, individuals, and/or families), the cost, location, and the date when registration opens and closes.
- Please see the back of this flyer for answers to Frequently Asked Questions.

Frequently Asked Questions

How do I register my troop for an event through C.O.R.E.? Only the 01 Leader can register a troop for an event through C.O.R.E. The 01 should log in to her/his C.O.R.E. account, then select Troop Management from the menu. Scroll down to your list of participants and select those that are attending. Then choose “Purchase or register for...” from the Action box. Wait for the system to move to the next screen, then find your event and add it to your cart. If you register 10 participants, there will be 10 items in your cart.

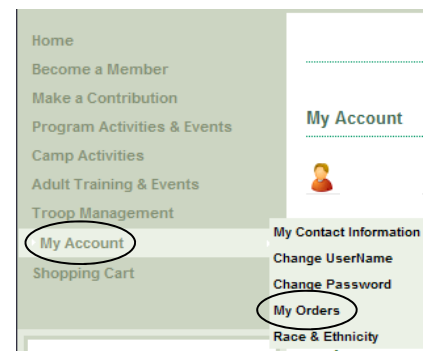
I selected my participants but the system says that nobody is selected. Why? Once you select your participants, you must wait to move to the next screen before selecting your event. If you move to the event before the screen changes, the system does not capture your participants. C.O.R.E. does not work with the Google Chrome Internet browser.

Do I have to list all of my participants for each event? Yes. Troops registering online must select each girl attending the event. For individual registrations, each participant must register under their own online account. For mailed registrations (troop or individual), you must complete the roster on the back of the registration form (TP710 for Troop Registrations or TP711 for Individual Registrations). Please note that girls must be currently registered Girl Scouts to attend events.

How will I know if an event is full? Go to our C.O.R.E. system and view the list of events. Those that are full will show “Waitlisted”. If an event shows “Full” then the wait list for that event is also full.

How do I get on the wait list for a full event? The C.O.R.E. system manages wait list registrations and requires payment to hold a spot on the wait list. For online registrations, you must register as if there was room in the event. For mailed registrations, you must check the “Yes” box on the line that says “If all choices are full, would you like to be placed on the wait list?”. Either way, if space opens up for your troop then you will automatically be placed in the event and contacted by email or by phone immediately. If you do not get into the event, you will have the option to have this money refunded, credited to your C.O.R.E. account, or transferred to any other C.O.R.E. event.

How will I know if I actually got into the event? For online registrations, there will be a printable order summary screen at the end of your transaction. Also, when logged in to your account you can hold your cursor over the My Account option on the main menu and then select My Orders to review your order history. For mailed registrations, if you provide an email address then you will receive an email notification when your registration has been processed. If you do not provide an email address and there is not one on your account, then you will receive a confirmation postcard by mail.



My check was cashed. Does that mean I got into the event? All checks received by mail will be deposited upon receipt. This does not indicate registration for an event. For mailed registrations, you will be notified of the status of your registration by email or postcard. If you do not get into the event, you will receive a full refund.

If our plans change, how do I cancel my registration and request a refund? To cancel an event registration, please email your request to programreg@nccoastalpines.org. To receive a refund, your written request must be received a minimum of 2 weeks prior to the event along with your reason for not attending. Please note that there are no refunds for theater, ballet, or symphony events, or for Savannah Adventure. Our full cancellation and refund policy is listed in *LEAD On* and the *Go! Magazine*.

Who do I contact if I have questions? If you have any questions about your C.O.R.E. account or difficulty creating a login for your C.O.R.E. account, please email helpdesk@nccoastalpines.org or call the Raleigh Service Center at 919-782-3021 or 800-284-4475. Office hours are Monday - Thursday 8:30 a.m. to 5:00 p.m. and Friday 8:30 a.m. to 12:30 p.m. For event questions, please contact the Program Registrar at programreg@nccoastalpines.org or call one of the following numbers: 919-782-3021 or 800-284-4475, ext 3362, or 919-600-6362.