

Tips for Online Registration for ANSC Summer Camps

Camp registration for the Austin Nature & Science Center begins Saturday, February 10th; 10 am for Austin residents and 1 pm for non-residents. Below are some tips to assist you.

Common questions about system function and speed:

- Please be assured that the online registration system is operating normally, but will be slowest during the first hour of registration. The system has been optimized for performance for this registration, but we should anticipate the slower processing speeds during the peak demand time from 10:00 to 11:00 am, and again from 1:00 to 1:30 pm.
- If you are concerned that the slow processing time causes you to miss out on camps that fill up, this is not the case. Even with high demand for a limited number of spaces, the system actually functions the same for all customers. So, system speed would not prevent anyone from accessing a spot in camp. Each customer still has an equal chance at all the spots in camp.
- On Saturday, February 10th, the system will be programmed to automatically “time-out” open sessions or log off customers after several hours.
- The system will appear to run slower and could take any transactions out of queue if customers refresh their browser. It’s best to let it continue processing.
- Once you have pressed the ‘Finish’ button on the payment page, it may process very slowly during high volume registration periods. Pressing the ‘Finish’ button a second time will slow down the transaction and incur an additional charge.

Additional tips:

- Be sure to have your name, address, home and cell phone, email. The system functions better with only one email listed.
- Be sure to include a date of birth for each family member.
- Be aware that if you have a duplicate account, you may have difficulties with registration. You must contact the registration office at the Nature Center to address this issue. Contact Kathy or Ann at 512-974-3888.

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