Frequently Asked Questions (FAQ's)

Q. How do I register as a new user?
A. You can find *"Instructions for New Registrants" at* http://www.cesa4.k12.wi.us/calendar/mqrinstructions.pdf

Q. When I try to register as a new user it says that my email is already in use?
A1. *You may have attended an event sponsored by another CESA.*
A2. *If you are using an organization email, someone else in your place of work may already be registered using that email address*

Q. I can't remember my password?
A. *Enter your email address and click on the "I forgot my password" link; the system will then email you your password.*

Q. I asked the system to email me my password but I didn't get the email?
A. *Please check your "spam" or "junk" email folders. The email should come from the following email address* **Support@cesa4.k12.wi.us.com**

Q. What if I need to cancel my registration?
A. *Log into myQuickReg.com and you can edit your event status.*
Keep in mind our Participant Cancellation Policy:
You must contact CESA #4 to cancel attendance one week prior to the scheduled event. CESA #4 will only provide full refund of registration fees depending on individual circumstances. Refunds depend upon the ability of CESA #4 to cancel any financial obligations created by the registration such as meals, materials, etc. CESA #4 reserves the right to cancel any workshop due to insufficient enrollment. Participants will be notified by e-mail or phone if a workshop is cancelled. If a participant is a 'no show' the school will be billed for the registration fee, or loss of the 'free' attendance slot.

Q. I need to change my payment option?
A. *Contact CESA #4 via email or phone and someone will assist you.*

Q. I received an email from **Support@cesa4.k12.wi.us.com** stating I am on a "Waiting List"?
A. *If the registration maximum has been met, you receive an email for a waiting list. If another spot should open up for the workshop/event, a program assistant will contact you to let you know there is a space available.*

Q. When creating a new password I keep getting an error message?

A. *Double check that you haven't used any symbols or spaces and that your password is at least 6 characters long*

Q. When creating my new profile I keep getting an error message?

A. *Make sure you have completely filled in all of the blanks, anything marked with a Red * is required. In the example below the District building is missing as well as the user categories*

Q. Why does it need my home address, home phone and cell phone number?

A. *This information is important in case of event emergencies or weather cancellations. It is also used for summer contact if you have registered for a summer workshop and aren't available at your school or place of work. Please be assured that CESA #4 does not share this information with anyone outside of CESA #4.*

Q. Why can't I use the same email address as my co-worker?

A. *Each individual will need a unique email address, as this will be that person's user name for logging into myQuickReg to register for events.*

Q. I think I registered for an event, but I can't remember the name or details?

A. *Log into myQuickReg.com using your email address and password, then navigate to the "My Events" tab.*

Q. Can I register other people from my organization?

A. *Yes, as long as they have a user name and password set up, you can contact CESA #4 and a Program Assistant can give you the proper permissions to register multiple people from within your organization. In most cases this would pertain only to an administrator, administrative assistant or team leader.*

Q. How can I see what events/workshop are being offered at CESA #4?

A. *You can visit our website at http://www.cesa4.k12.wi.us/ or you can visit the calendar or professional development pages of our website below.*

http://www.cesa4.k12.wi.us/calendar/	http://www.cesa4.k12.wi.us/profdev/
▶ **Calendar Home**	▶ **Professional Development Home**
▶ **Register Online - myQuickReg**	▶ **Register Online - myQuickReg**
▶ **myQuickReg Instructions for New Registrants**	▶ **myQuickReg Instructions for New Registrants**
▶ **Sept. 23, 2011-June 30, 2012 Events Catalog**	▶ **Sept. 23, 2011-June 30, 2012 Events Catalog**

Clicking these links on our website will take you to the complete Catalog Listing of all events held by CESA #4

myQuickReg.com   All Events   My Profile   My Events

This will show any events you have registered for.

Q. Why can't I just email or call someone at CESA #4 to register for an event?

Q. I emailed or left a voice message with someone at CESA #4, doesn't that mean I am registered?

A. *In order to be officially registered, you must do so online. Our myQuickReg registration software is linked to create the various reports we need for check-in, nametags, #s for materials, billing, payments received, college/university credit records, food counts for catering, as well as total counts for workshop/events.   It is important that we have accurate counts of how many people will be attending a workshop/event.*

Q. I accidentally registered for the wrong event, how to I change it to the correct event?

A.   *Log into myQuickReg.com, go to the event you do not wish to attend and "cancel" & "submit changes", you can then navigate back to the calendar and register for the event you wish to attend.*

Cancel: ☐ Check here to cancel this registration.

Submit Changes

Q. I have recently moved or changed school districts, how do I change my profile information?

A.   *Log into myQuickReg.com, navigate to the "My Profile" Tab and you can make any necessary changes, be sure to scroll to the bottom and click the "Save Profile Information" button.*

All Events   My Profile   My Events   Save Profile Information