



## Common Online Registration Issues

- Emergency Contact not accepting ~ Log out of Rec Portal in your current browser and login to using a different browser or device, this often resets the cache and bypasses the Emergency Contact stall. In some cases, we may have to bypass this issue in-house by resetting your emergency contact in the back-end system.
- Select Button not allowing lesson selection ~ Log out of Rec Portal in your current browser and login to using a different browser or device, this often resets the cache and bypasses the Select Button stall.
- Age Limit block ~ Preschool lessons are designated for children between the ages of 3-6, and Levels are typically 6 and older. If you are getting a block, it is likely due to your student not fitting within our age limits. We require that you use your student's actual age due to the physical requirements of our lessons.

We are aware of some common issues with RecPortal and have worked to remedy these prior to registration. However, we are not aware of all possible stall points and request patience when working to remedy the issue.

In the event that your swim lesson selection has filled, we highly recommend registering for our waitlist, as this allows us to update our offerings based on demand. We will contact you the week prior to the session start in the event that a spot in your desired section becomes available or that we open an additional class offering.

For questions, please contact [aquatics@aggies.usu.edu](mailto:aquatics@aggies.usu.edu). Both call and email volume are high during swim lesson registration, and it may take up to 5-10 business days to receive a response.