

Common problems (and solutions) when registering online

Unable to locate the classes

Reason – the Freedom Center is changing software, the old member portal is no longer in use

Solution – Create a new online account here:

<https://portal.freedom-center.com/>

Trouble adding a new family member

Problem – When using mobile devices sometimes when attempting to add a new family member the pop-up menu is not appearing.

Solution – if possible move to a PC to add the family member, if you do not have access to a PC contact us to add them, we will need your name, your child's name, gender and date of birth

Unable to pay for program

Problem – You encounter this error message when attempting to check out:

Payment Not Authorized

Please check your payment information and try again.

Do NOT use the back button as your payment may not be recorded.

Reason – This message appears when a credit card has been saved to the primary member (typically the parent) but the enrollment is for a family member

Solution – Choose this option when checking out:

You will then be able to enter your credit card specifically for the purpose of paying for the registration

