

# St. John Neumann Faith Formation Registration Frequently Asked Questions

## **How do I register my child for a Faith Formation class?**

All registration is taking place online. You will need to login to your Secure Access Account. Please follow these directions for registering your child.

[\[Faith Formation Registration Directions\]](#)

## **What if I do not have a username or login for my Access ACS account?**

Go to <https://secure.accessacs.com/> You will need to click the link following “Need a login?” under the login box.

## **How do I change the session I registered my child for?**

If you are in need of changing the class day and/or time of your current registration, you will need to cancel your registration and re-register for the correct session. To do this, follow these directions:

[\[How to Change the Day and/or Time of My Registration\]](#)

## **How do I make a change to my current registration?**

You can make a change to your current registration at any time (with the exception of your emergency contact and medical information). To make a change to your emergency contact and/or medical information, please send an email to:

[reregistration@saintjn.org](mailto:reregistration@saintjn.org)

Follow these directions to make any other changes to your current registration:

[\[How to Edit My Current Registration\]](#)

## **How do I know if a session is sold out?**

Login to your Secure Access Account and click on Available Registrations. The classes that still have availability will give you the option to “register.” The classes that are currently full will say, “sold out.”

## **If a session is sold out, can my child still be placed in that session?**

You cannot register for a session if it is sold out. However, you can check back to see if the status of the session changes. The session may become available if someone currently registered cancels their registration.

**What if I do not have computer access?**

Computers are available to use in the Saint John Neumann Faith Formation Office for your convenience. In addition, there will be registration assistance sessions scheduled following Mass times.

**What if I am in need of financial assistance?**

If you are in need of financial assistance, please contact the Faith Formation Office at (703) 390-2348 to schedule a time to register with a staff member.

**May I pay with a check?**

We are asking for all registrations to be processed online through Access ACS. When you get to the payment screen, you may select a method of payment from the drop down menu. Choose Checking and enter your account and routing numbers. *\*If you have previously paid on Access ACS using a credit card, your credit card information will be selected as your preferred method of payment. You need to select "Add a New Method of Payment."*

**May I pay with cash?**

We are asking for all registrations to be processed online through Access ACS. You may pay with a credit or debit card or withdrawal from your checking or savings account. If you are unable to pay using these methods of payment, please contact the Faith Formation Office at (703) 390-2348 to schedule a time to register with a staff member.