Frequently Asked Questions during Registration

Dear Parent, to save everyone's time, please read this list first. These were prepared based on several years of experience. You should also read step-by-step instructions posted on the bulletin board on the Parent Functions page. If your question is still not answered, please send us an email at: nsfcontests@gmail.com. NSF is run by volunteers. Please allow at least two days to get a response.

Note: NSF only supports Microsoft Internet Explorer, NOT Firefox or Google Chrome due to limited volunteer resources. If you encounter a problem, you should first try with Internet Explorer 8.0.

Issues during Login

1. **I forgot my password. How do I retrieve it?**
   If you have forgotten your password, go to the login screen and click on "Forgot your password". Enter the email address that you registered your account with and the password will be emailed to you right away.

2. **How do I change my password?**
   On the login page, click on "change password" and enter all the required information as requested. New password is effective instantly.

3. **I forgot my login id. How do I retrieve it?**
   On the login page, click on "forgot Login ID" and enter all the required information as requested. After reviewing the information, you will be contacted by NSF volunteers.

4. **I have a new email address. How do I update my account?**
   On the login page, click on "email address for login is no longer valid" and enter all the required information as requested. Your login ID will be changed online.

5. **I am unable to log into my account, even though I know my login and password. I get the error "Your personal profile is not in our records".**
   If you have attempted to create a new account with an email address that is different from the one you used when you created your original NSF account, the system blocks the attempt to create a duplicate account. You will not be able to log into your account now.
   Please refrain from creating a new account. Please contact us by sending us an email to nsfcontests@gmail.com, to reset your account.

Issues during Registering for Contests

1. **I received an email that registration is open. But when I try to register, I get the message that my child is not eligible for the contests.**
   You will see this message when there is no contest calendar setup at your chapter. You need to contact your chapter coordinator. You can get the contact information at the link below:
   https://www.northsouth.org/public/USContests/RegionalContestCalendar

2. **When I register for the contests, a different center is showing up. The system is not allowed me to change the center and I get the error "Dates are missing, cannot be change".**
   This means your chapter has not yet selected the venue and date. Many centers are clustered with other centers that are in close proximity and will show up on your screen for your convenience. So, if you find it convenient, you can register your child in any of the centers in that cluster. Please note that once you register and pay, you will not get a refund if you change your mind later. If there is a center that has no venue and date selected, and if you attempt to change to that center, you will see the error.

3. **Will I be able to register at a center that is not in my cluster?**
   If you have not already registered for any contests, you can change your center from the Parent profile page. Once you make this change, you can proceed to register your child(ren) for contests. Once you register, the system locks you to that chapter. However, you can still change your chapter by using Personal Preferences option under the General section at the bottom on the Parent Functions page.

4. **When and how can I download the word list or sample questions for the bees?**
   Register your child(ren) for the contest(s) and make the payment. Once you have done so, and received the confirmation email from NSF, log back into NSF account. Click on : "View Status for Regional Contests". You will see a link to the word list/sample questions below the registered contests. Right click on the link and save it on to your computer. The confirmation email you received also contains instruction on how to download.

5. **Our chapter is not yet open for registration. Can we still register for the contests?**
   No, please contact your chapter coordinator (CC). Your CC may be having difficulty in finding a suitable venue and date. Please give a hand if your CC needs help.

6. **Where can I find the contest calendar for my chapter/state?**
   Click on the link below:
   https://www.northsouth.org/public/USContests/RegionalContestCalendar
   Pick the state you hail from and you will find the contest schedule for the chapters in your State/ cluster.

7. **I received email that the registrations are open. I am from Atlanta, GA. But when I go to register, it is suggesting a city in Florida. Are there going to be no contests in Georgia?**
Not necessarily. Sometimes Chapter coordinators (CC) need more time to get confirmation on contest venues for one of the three weekends that NSF offers contests. It is best for you to contact your local CC to find out. Please give a hand if your CC needs help in nailing down the venue and date.

8. **The registration deadline has passed. Can I still register?**
No. Once the deadline has passed at a particular center, you will no longer be able to register. You can find another center close to you that might still be open for registrations.

Payment Issues

1. **I tried to make a payment for the contests, but it is not going through.**
Sometimes the system times out, if you wait too long in navigation. Also there may be an issue with your credit card information. You should verify. There are several ways to verify if the payment really went through.
   a. You received a confirmation email from NSF
   b. Go to View Status for regional contests. The status should **not** show as"unpaid".
   c. Check with your credit card company. If you learn that you have been charged, but did not receive a confirmation email, please see the question below.

2. **My credit card has been charged, but my registration shows as "UNPAID"**
You can request a change from Pending to Paid. Go to the Parent Functions page and click on "Request for Refund" under the General section at the bottom. Select reason "Change Pending to Paid" and provide information as requested.

3. **What are my payment options?**
NSF only accepts credit card payments at this time.

4. **I cannot afford to pay the registration fees, but would like my child(ren) to participate in the contests. What do I do?**
NSF does not want to deny a child because of money. Please register for the contest(s) and make the payment. You can then apply for a refund (partial or full) by explaining your hardship and selecting the "Hardship" option. Decision made by NSF is final.

5. **My credit card was charged an extra $250. I did not intend to make this donation at this time.**
While registering for the contests, on the donation page you should change the default amount of $250 to $0 or whatever you would like to contribute. You can apply for a refund. Go to the Parent Functions page and click on "Request for Refund" under the General section at the bottom. Select reason "Refund Donation" and provide information as requested.

6. **Can I register onsite on the day of the contests?**
   No. All contest registrations should be completed online prior to the registration deadlines, which is typically two weeks prior to contest date. Some centers choose to close early if they have already reached the maximum capacity. So please register and pay early.

Issues after Registration

1. **Can I transfer registered contest from one sibling to another?**
   No, you cannot. You will not be allowed to transfer contests registered under one child's name to another child. However, you can change the contest for a particular child. For example if you registered your child in spelling bee, but would now like her to do math bee instead, you will be able to do so, but only before the registration deadline. Also please note the registration fee should be the same or less than the original contest. Otherwise the system will not allow you to make the change.

2. **I am unable to change centers/contest. What should I do?**
   If registration deadline has passed at either the original center or for the new center, you will not be allowed to change centers anymore. You should attend the contest you registered for, at the center you registered at.

3. **Can I change centers?**
   Yes, you can. You can change centers within the cluster as long as registration deadline has not passed in **either** of the centers. So you should decide well in advance.

4. **Can I change my registration to a center outside my cluster?**
   If you want to switch to a center outside the cluster, you cannot do so; but by request, Customer Service is authorized to change center outside of your cluster.

5. **I find that the contest is too difficult for my child. I would like to cancel registration. Can I get a refund?**
   Contest registration fees are non-refundable. The website has sample word lists/questions for all the bees. Please take a look at that and the detailed syllabus, before proceeding to register for the contests. Below is the link to start with:
   https://www.northsouth.org/public/USContests/RegionalContests

6. **The contests at my center has been canceled/original contest date has been changed. What should I do?**
   You can change to another center. If this is not a viable option for you, you can request for a refund. On the Parent Functions page, you click on "Request for Refund". Then select "Contest Cancelled" as the reason for a refund. Please note that a refund may be issued only if NSF was at fault.

Downloading sample words or problems, after completing registration and payment

(a) From www.northsouth.org, place your cursor on "**US LOGIN**" which appears on the top right hand side and click on "Parent Login" link
(b) Enter your login ID and password
(c) Click on "View Status" and you will see, next to the contestant name, a **downloadable link** for spelling/vocabulary practice words in .pdf. We provide 1,000 practice words for spelling or vocabulary bee. For Math/Geography/Science/Public Speaking/Essay Writing bees, the downloadable files contain only sample questions and these are for guidance only.
(d) **How to download the files**: right-click on the link, and choose *Save file on your hard disk* option. Once saved, you can print a copy for practice. Do not directly open file by using the left click on the download link.

After Contests are Over

1. **The contests in my chapter are over. When and how will I get my scores?**
   Scores will not appear until they are uploaded by the Exam coordinator. Please contact your chapter coordinator to find out when you might be able to obtain your scores. If the scores have been uploaded, then log into your account and click on View Scores on the Parent Functions page.

2. **My child got a rank. Will he/she be invited to the Finals? When will I see the invitee list for the Finals?**
   Invitation to the finals is based on scores, not on ranks. Invitee list will be published by the end of May. If your child(ren) qualified to go the National Finals, you will receive an email from NSF with all the details.

Miscellaneous

1. **How do I get access to the NSF online games?**
   To get access to the NSF online Spelling or Vocabulary game, please make a tax-deductible donation of $50 or more. This donation is separate from the contest fees. Once you have made the contribution, please send an email to nsfgame@gmail.com to obtain your access id. This is valid for one year, one child, and one game .
   Go to "Kids Corner" on the website, and click on "Online bee games". The "About NSF Online Games" has all the instructions.

2. **How do I volunteer at NSF?**
   NSF is always looking for volunteers to help run the regional contests. Please contact your local chapter coordinator. They will be able to work with you to see how you can help out.

3. **My kids are all grown up now. How do I opt out of the NSF mailing list?**
   You can do so by logging into your NSF account. Click on Personal preferences and Email communications. Once here, you can select all that you would like to opt out of.

No-Refund policy elaborated:

The "No-refund" policy of NSF has been in place for many years. This clause can be found in many places on the website including :

1) Registration FAQ

2) Summary page (full cart, before going to payment)

3) Terms and Conditions page. One cannot proceed unless Accept button is pressed.