

## *Destiny One FAQ for JSGS Executive Education Programs*

### *Registration and Checkout*

**Q. Checkout does not accept my GST exemption number, or I cannot remove the GST from my purchase.**

A. We are aware of this issue and working towards a solution to properly implement tax exemptions. Until we are able to do this, we recommend clients seek a GST rebate through their ministry.

**Q. My employer will be paying for my registration fees. Why can I not add them as the payee?**

A. When selecting a payment method, “Bill my employer or group” is not available for JSGS registrations. Please select “credit card” to move to the next page of checkout. All registrations are required to enter a credit card to complete checkout. Please coordinate with your finance department or those with purchase authorization to complete the purchase.

**Q. Why can't I put multiple of the same workshop in my cart for multiple people to attend?**

A. Destiny One is a user-linked system, meaning that the account purchasing the registration is the same as the attendee for the workshop. Every registrant will have to create their own Destiny One account in order to register for workshops.

### *How to Create an Account*

**Q. Registration for workshops are not open yet, how do I create an account on Destiny One?**

A. When registering for a workshop, the system will prompt you to login to your account or create a new one before you complete your purchase. If workshop registrations are not open yet and you would like to create an account, navigate to the “Login” drop down and select student login, or [follow this link](#). On the right side of the screen there will be a “Create a New Account” section. Enter your email address and click the “create account” button. Continue to follow the prompts for account creation and your new account will be set up!

### *Cancellations*

**Q. I am no longer able to participate in a workshop, how do I drop myself from a course?**

A. At the time of your decision, if you are 8 days or more away from the workshop, you are able self-drop from the course. To self-drop from a workshop, [login to your Destiny One account](#), navigate to “My Enrollment History”, and click the “Request Drop” button that aligns with the course you wish to drop.

**Q. I am no longer able to participate in a workshop and the cancellation deadline has passed. What can I do?**

A. If you are unable to attend on short notice, please email us at [JSGS.EE@uregina.ca](mailto:JSGS.EE@uregina.ca) to notify us of your situation. We allow a substitute to attend in your place with prior notice.

### *Verification of my Attendance*

**Q. Where can I get a report confirming that I attended a workshop?**

A. [Log in to your Destiny One account](#) and navigate to “My Enrollment History”. Click on the “print” button next to the workshop you are looking for, and a drop-down menu will appear in a pop-up window. The ‘Statement of Grade’ file will be available to you to as written confirmation that you attended and completed the workshop. These Statement of Grades will be available to participants by the end of the given semester.