

CUSTOMER ACCOUNT CREATION FAQ

1. I had an account or CID in ParkPASS/RecWeb or with CUPF. Do I still need to create a new account in ActiveMONTGOMERY?

Yes. All customers must create a new account in ActiveMONTGOMERY to reserve facilities, sign up for classes or purchase a membership from CUPF, Recreation, or Parks. Account setup typically takes about 5 minutes or less. This is a great opportunity to make sure all of your account information is entered correctly into the new system.

2. Should I create a separate account if I want to do other things in ActiveMONTGOMERY – like register for classes and programs or rent equipment?

Each ActiveMONTGOMERY account is identified by a unique email address. You may create a single account for both personal and business use. However, if you prefer to keep personal and business correspondence and accounting transactions separate, you may establish a second account using a different email address. Please notify us at cupf@montgomerycountymd.org to let us know which account should be linked to a business, along with the business address and contact information. For security reasons, do not share your account with others.

3. How do I setup a new customer account with ActiveMONTGOMERY?

- 1) Go to the [ActiveMONTGOMERY site](#).
- 2) Click on the **Create an Account** link.
- 3) Fill out the form completely; including all required fields, (Birth date, Gender, Email Address, etc.) and click submit.
- 4) You will automatically receive an email after submitting your request for an account. Your account will be activated only after you have responded by clicking on the link provided in the email.

Refer to our [Quick Start Guide](#) for additional guidance. Still having issues? Please contact cupf@montgomerycountymd.org

4. How do I correct or update my account information?

- 1) Select My Account
- 2) Review list under Account Setting
- 3) Select Change Account Address or Personal Information
- 4) Update/add your information

If you are not able to update a field, such as date of birth, let us know at your convenience.

5. I tried to create an account online, but I received an error message that my email address is already in use. What do I do?

Some user accounts have been created by CUPF staff to expedite the process. Click on "Forgot my Password" to have a new password sent to your email address. Then login to update your information under Account Settings. If you are an instructor with Recreation, you may have an instructor account created with your business email address. You will need to create a customer account with a different email address.



6. At the end of the account creation process, the system says "Account does not have required information."

Some data items are mandatory and marked with "*" (e.g., DOB, ADA requirement). Review the list of questions to ensure all required data is provided.

7. Now that I have registered for a new account, where do I submit my application for facility use?

Facility use applications will continue to be completed from the CUPF website. For use between June and August, there are no changes at all. Beginning July 15, the current system will be retired. You will still submit applications from the CUPF site but you will not need to login. When your permit is ready, we will notify you to login to ActiveMONTGOMERY with your new account ID to make payment; and a permit will be emailed to you.

8. If I have an account credit from the old system, does it get carried over to the new system?

No, all credits in the old system will be refunded to you either by credit card or by check.

9. Can I save my credit card in my account for payment purposes?

Yes, ActiveMONTGOMERY is a secure and PCI compliant site. We accept Visa, MasterCard, Discover, and eCheck payments. You may set up your payment profile with your preferred method of payment. This will expedite the processing of your permit.

10. What if my questions are covered in the FAQ?

Please email cupf@montgomerycountymd.gov or contact your CUPF area coordinator.