



ActiveMONTGOMERY QUICK START GUIDE: Creating a New Customer Account

This guide is intended to assist customers with creating a new ActiveMONTGOMERY customer account. This account can be used for accessing services provided by Montgomery County Recreation, Community Use of Public Facilities, and Montgomery Parks.

Contents:

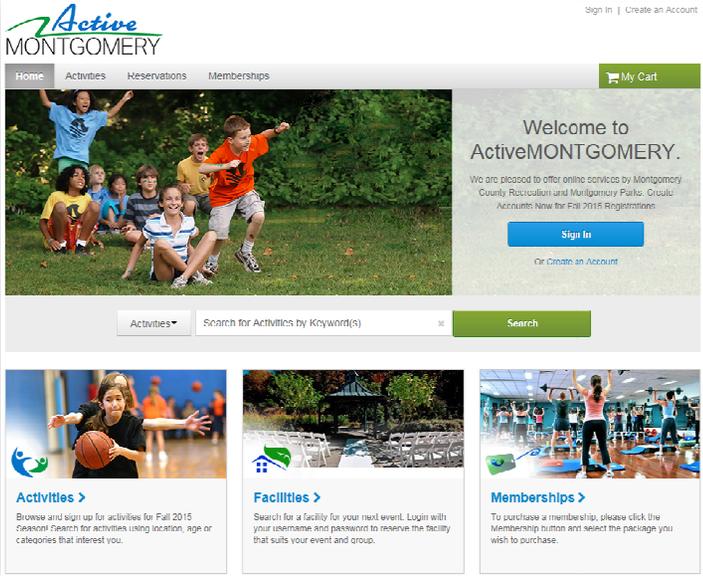
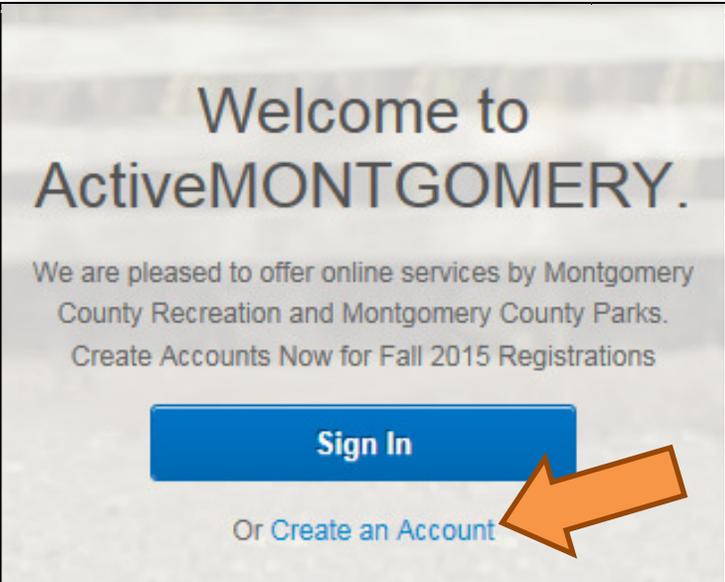
1. [ActiveMONTGOMERY Quick Start Guide: Creating a New Customer Account](#)
2. [ActiveMONTGOMERY Quick Start Guide: Duplicate Account or Forgot Password](#)
3. [Customer Account Creation Q&A](#)

Please note:

- You only need to create your individual account. You do not need to create an organization account on behalf of the organization you represent.
- Your email address will become your user ID for ActiveMONTGOMERY.
- We do not sell or publish personal information such as birth date; birth date is used in some cases for special rates, but mostly for reporting purposes.
- While the steps will stay consistent, some images may slightly differ as the new site is customized and updated.
- Unless a field is marked by an asterisk, you may skip fields that do not apply to your account.
- The application is also in “the cloud”, so processing may be slow at times. Please wait for each new page to load. Your patience during this transition is greatly appreciated.
- For security reasons, do not share your account with others.

If you need assistance during the account creation period please email info@ActiveMONTGOMERY.org

ActiveMONTGOMERY QUICK START GUIDE: Creating a New Customer Account

Step	Action	
1.	<p>Go to www.ActiveMONTGOMERY.org</p>	
2.	<p>From the Home Page, click “Create an Account”.</p> <p>Create an Account</p> <p>Note: If you receive a message indicating that an account already exists for this email, please see “Duplicate Account or Forgot Password” instructions in the following section.</p>	

Step	Action	
3.	<p>Fill out the Name and Address form completely, including all required fields marked by an asterisk (*).</p> <p>Click Next.</p> <p></p>	<div data-bbox="982 134 1629 711"> <p>Name & Address</p> <p>Please note that in order to create an account for a child you must create an account for the child and add the child to your account during registration. * Denotes a required field.</p> <p>* First Name <input type="text"/></p> <p>* Last Name <input type="text"/></p> <p>* Street Address <input type="text"/> <input type="text"/></p> <p>* Country United States of America <input type="text"/></p> <p>* City, State, Zip Code <input type="text"/> MD <input type="text"/></p> <p>Add Mailing Address(if different from above)</p> </div>
4.	<p>Fill out the Contact Information form completely, including all required fields marked by an asterisk.</p> <p>Note: All correspondence will be delivered to the Email provided.</p> <p>Click Next.</p> <p></p>	<div data-bbox="982 724 1518 1419"> <p>Contact Information</p> <p>Please enter your contact information. * Denotes a required field.</p> <p>* Home Phone <input type="text"/> Extension <input type="text"/></p> <p>Work Phone <input type="text"/> Extension <input type="text"/></p> <p>Cell Phone <input type="text"/></p> <p>Cell Carrier Carrier <input type="text"/></p> <p><input type="checkbox"/> Yes, I agree to receive text messages</p> <p>Fax <input type="text"/> Extension <input type="text"/></p> <p><input type="checkbox"/> Yes, I am the main contact for my family</p> <p>* Email address <input type="text"/></p> <p><input type="checkbox"/> Yes! Please email me the latest news and information. <input type="checkbox"/> Yes! Please mail me the latest news and information.</p> </div>

5.

Fill out the Personal Information form completely, including all required fields and questions.

Select "Adult/Guardian" unless you are creating an account for a minor dependent.

Click Next.

Next ▶

Role in Family

Please select your role in the family... ▼

* Gender

Please select your gender... ▼

Users must be 13 years of age or older.

* Date of Birth

mm/dd/yyyy

* Customer Type

General Public ▼

Medical Alert

Questions

* Will you need an ADA (Americans with Disabilities Act) disability accommodation (trained support staff, sign language, print, adaptive equipment, assistive listening/auxiliary devices, and/or audio description)?

6.

Fill out the Emergency Contact form.
(Only required for family accounts)

Click Next.

Next ▶

Emergency Contact

Please enter your emergency contact(s).

* Denotes a required field.

First Name

Last Name

Relationship

Home Phone

Extension

Other Phone

Extension

7.

Fill out the Account Information form completely, including all required fields.

Click **“Create Account”**.

Create Account

Note: If you would like to add additional members to your account at this point, select “Create Account and Add Family Member”.

Account Information

Please enter your account information.

* Denotes a required field.

* Email address

testemail@testmail.com

* Password

Contain at least eight characters in length

Contain at least one letter and one number

* Confirm Password

By creating an account, you are agreeing to **terms of use and privacy rights**.

ActiveMONTGOMERY:

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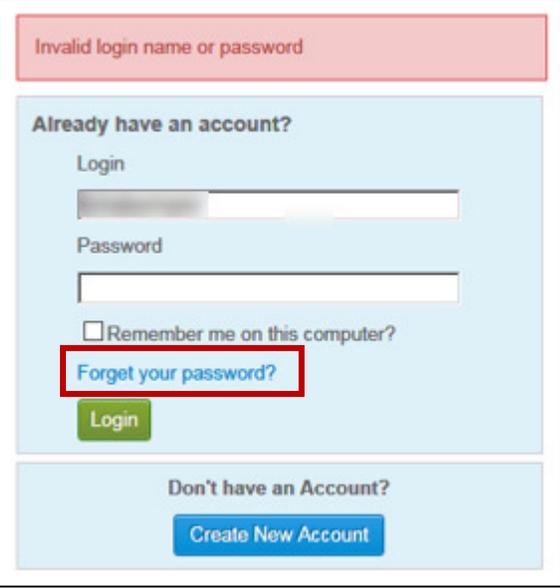
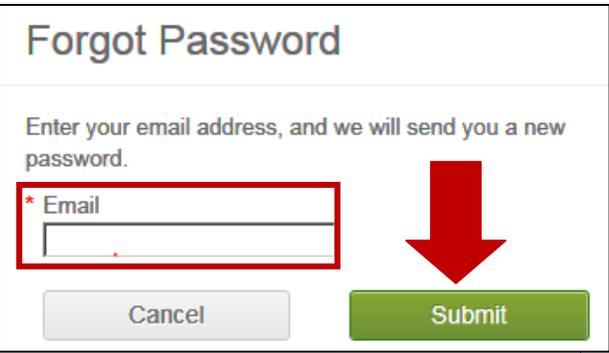
Active Network, LLC:

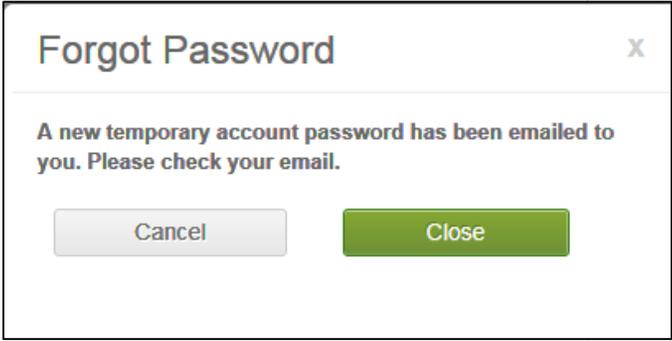
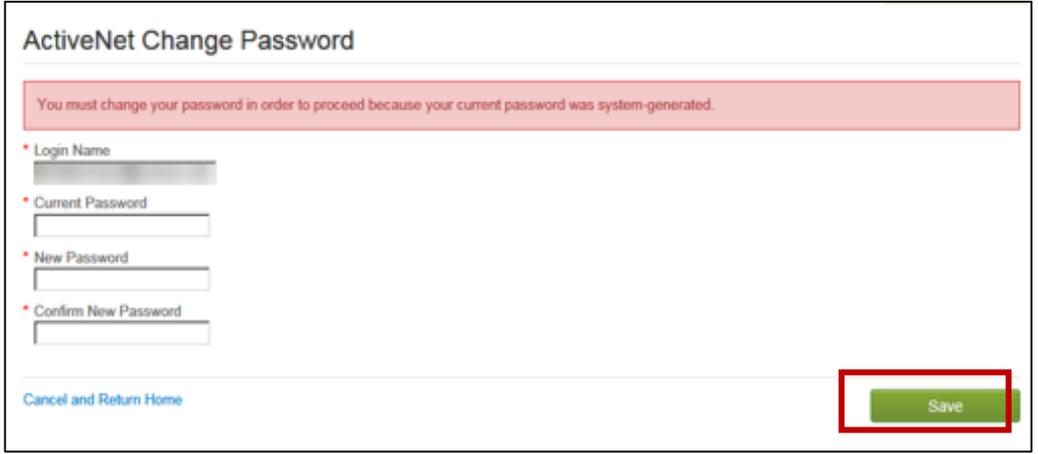
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Create Account

Create Account and Add Family Member

ActiveMONTGOMERY QUICK START GUIDE: Forgot Password

Step	Action	
1.	Click “Forgot your Password?” . 	 <p>The screenshot shows a login form with a red error message at the top: "Invalid login name or password". Below the error message is a light blue box containing the text "Already have an account?". Underneath are fields for "Login" and "Password", a checkbox for "Remember me on this computer?", and a green "Login" button. A red box highlights the "Forgot your password?" link. Below the light blue box is a white box with the text "Don't have an Account?" and a blue "Create New Account" button.</p>
2.	Enter your email address in the Email field. Click “Submit” . 	 <p>The screenshot shows the "Forgot Password" form. It has the title "Forgot Password" and the instruction "Enter your email address, and we will send you a new password." Below this is an "Email" input field with a red asterisk and a red border. To the right of the input field is a large red arrow pointing down. At the bottom are two buttons: a grey "Cancel" button and a green "Submit" button.</p>

3.	A temporary account password will be emailed to you.	
4.	<p>Retrieve your temporary password from your email.</p> <p>Follow the prompts to change your password by entering in the provided temporary password and different password of your choice.</p> <p>Click “Save”.</p> 	

CUSTOMER ACCOUNT CREATION Q&A

1. I had an account 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. Account setup 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?

No. You will be able to use one account, with one username and password to do several things like reviewing facility availability, registering for classes and programs, and more. You can also use one account for multiple roles (i.e. individual, instructor, an employee using the application on behalf of your organization).

If you are using ActiveMONTGOMERY on behalf of an organization, you do **not** need to create your organizational account. To be linked to an account send an email with Organization name and contact information to info@activemontgomery.org

3. How do I setup a new customer account on ActiveMontgomery.org?

- 1) Click on the "Create an Account" button.
- 2) Fill out the forms completely; including all required fields and click submit.
- 3) 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.

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?

Most likely, your account was created as a courtesy to you by a Parks, Recreation, or CUPF staff member. You should reset your password at www.ActiveMONTGOMERY.org