



QUICK START GUIDE: Creating a New Customer Account In 5 Easy Steps

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

The application is in “the cloud”, so processing may be slow at times. Please wait for each new page to load. Your patience is greatly appreciated.

For security reasons, do not share your account with others. Multiple individuals can be linked to the same organization. Send email to cupf@montgomerycountymd.gov to be linked to an organization.

Unless a field is marked by an asterisk, you may skip fields that do not apply to your account.

If you need assistance, please email cupf@montgomerycountymd.gov

Sign In | Create an Account

Home Activities Reservations Memberships My Cart

Welcome to ActiveMONTGOMERY

We've combined the databases for Montgomery County Recreation, Montgomery Parks and Community Use of Public Facilities and created ActiveMONTGOMERY. Create your ActiveMONTGOMERY Account now!

Sign In

Or Create an Account

Activities

Search

Activities >
Browse and sign up for activities for the Summer 2016 Season! Search for activities using location, age or categories that interest you.

Facilities >
Search for a facility for your next event. Login with your username and password to reserve the facility that suits your event and group.

Memberships >
To purchase a membership, please click the Membership button and select the package you wish to purchase.

Step	Action	
	<p>From the Home Page, click on the Create an Account.</p> <div data-bbox="470 318 753 399" style="border: 1px solid blue; padding: 5px; text-align: center; margin: 10px auto; width: fit-content;"> Create an Account </div> <p><i>If you receive a message indicating that an account already exists for this email, select Forget your Password? on the login screen and a temporary password will be emailed to you.</i></p>	<div data-bbox="1045 191 1541 605" style="border: 1px solid gray; padding: 10px;"> <p style="text-align: center; font-size: 1.2em;">Welcome to ActiveMONTGOMERY</p> <p style="font-size: 0.8em;">We've combined the databases for Montgomery County Recreation, Montgomery Parks and Community Use of Public Facilities and created ActiveMONTGOMERY. Create your ActiveMONTGOMERY Account now!</p> <div style="text-align: center; margin-top: 10px;"> <div data-bbox="1129 477 1423 532" style="background-color: #0070C0; color: white; padding: 5px 15px; display: inline-block; margin-bottom: 5px;">Sign In</div> <div data-bbox="1182 548 1388 581" style="background-color: #FFFF00; padding: 2px 10px; display: inline-block; margin-top: 5px;">Or Create an Account</div> </div> </div> <div data-bbox="1566 277 1871 488" style="border: 2px solid blue; border-radius: 50%; padding: 10px; text-align: center; width: fit-content; margin-left: auto;"> <p style="color: blue; font-size: 1.1em;">Allow Pop Ups</p> </div> <div data-bbox="1440 500 1570 626" style="position: absolute; left: 50%; top: 50%; transform: translate(-50%, -50%) rotate(45deg); width: 40px; height: 40px; background-color: red; border: 2px solid red;"></div>
1.	Fill out the Name and Address form. Fields marked by an asterisk (*) must be completed.	<div data-bbox="1045 626 1856 699" style="border: 1px solid gray; padding: 5px; text-align: center;"> <div style="display: flex; justify-content: space-around; font-size: 0.8em;"> <div style="text-align: center;"> 1 name & address </div> <div style="text-align: center;"> 2 contact information </div> <div style="text-align: center;"> 3 personal information </div> <div style="text-align: center;"> 4 emergency contact </div> <div style="text-align: center;"> 5 account information </div> </div> </div>
	<p>Name & Address</p> <div data-bbox="233 789 1646 938" style="border: 1px solid gray; padding: 10px; background-color: #f0f0f0; margin: 10px 0;"> <p>Please note that in order to create an account for a child you must create an account for an adult first. Additional family members can be added to your account during registration.</p> <p>* Denotes a required field.</p> </div> <div data-bbox="222 963 753 1393" style="border: 2px solid red; padding: 10px; margin: 10px 0;"> <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 <input type="text" value="United States of America"/></p> <p>* City, State, Zip Code <input type="text"/> MD <input type="text"/></p> </div> <p style="font-size: 0.8em; margin-top: 5px;">⊕ Add Mailing Address (if different from above)</p>	<div data-bbox="863 967 1709 1349" style="border: 2px solid yellow; padding: 10px; background-color: #ffff00; margin: 10px 0;"> <p>Accounts can be used for both personal and organizational purposes.</p> <p>Optional fields can be skipped.</p> <p>To be linked to an organization, send an email to cupf@montgomerycountymd.gov</p> </div>

Step	Action	
2.	Fill out the Contact Information form. Fields marked by an asterisk (*) must be completed.	
	<p data-bbox="296 358 617 391">Contact Information</p> <p data-bbox="331 456 823 524">Please enter your contact information. * Denotes a required field.</p> <div data-bbox="264 558 831 906" style="border: 2px solid red; padding: 5px;"> <p data-bbox="296 613 772 646">* Primary Phone Extension</p> <p data-bbox="317 651 747 688"><input type="text"/> <input type="text"/></p> <p data-bbox="312 711 772 743">Primary Phone Extension</p> <p data-bbox="317 748 747 786"><input type="text"/> <input type="text"/></p> <p data-bbox="312 808 632 841">Cell Phone</p> <p data-bbox="317 846 632 883"><input type="text"/></p> </div> <p data-bbox="312 906 453 938">Cell Carrier</p> <p data-bbox="317 943 726 980">Carrier <input type="text" value="Carrier"/></p> <p data-bbox="321 1003 802 1036"><input type="checkbox"/> Yes, I agree to receive text messages</p> <p data-bbox="312 1042 772 1075">Fax Extension</p> <p data-bbox="317 1079 747 1117"><input type="text"/> <input type="text"/></p> <p data-bbox="321 1140 831 1172"><input type="checkbox"/> Yes, I am the main contact for my family</p> <div data-bbox="264 1172 831 1276" style="border: 2px solid red; padding: 5px;"> <p data-bbox="296 1182 632 1214">* Email address</p> <p data-bbox="317 1219 632 1256"><input type="text"/></p> </div> <p data-bbox="321 1279 995 1312"><input type="checkbox"/> Yes! Please email me the latest news and information.</p> <p data-bbox="321 1318 982 1351"><input type="checkbox"/> Yes! Please mail me the latest news and information.</p>	<div data-bbox="1052 792 1808 961" style="border: 1px solid black; background-color: yellow; padding: 10px; margin-bottom: 10px;"> <p data-bbox="1073 824 1772 922">Cell Carrier information optional -only needed if text messages of promotional materials are desired.</p> </div> <div data-bbox="1062 993 1650 1308" style="border: 1px solid black; background-color: yellow; padding: 10px;"> <p data-bbox="1083 1026 1629 1091">Correspondence will be delivered to the email provided.</p> <p data-bbox="1083 1162 1360 1195">Email will be login</p> </div>

Step	Action	
3.	Fill out the Personal Information form. Fields marked by an asterisk (*) must be completed.	

Personal Information

Please enter your personal information.
 * Denotes a required field.

Role in Family

* Gender

Users must be 13 years of age or older.

* Date of Birth

* Customer Type

Medical Alert

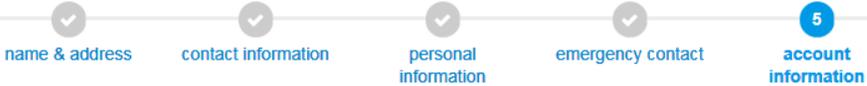
Questions

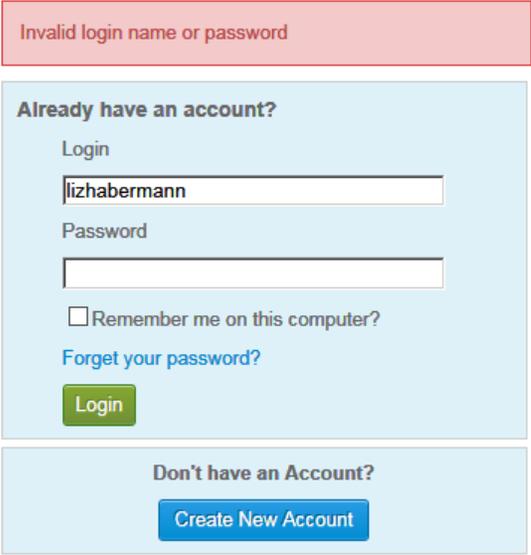
* Will you need an ADA (Americans with Disabilities Act) disability accommodation (trained support staff, sign language interpreters, companion, Braille/large print, adaptive equipment, assistive listening/auxiliary devices, and/or audio description)?

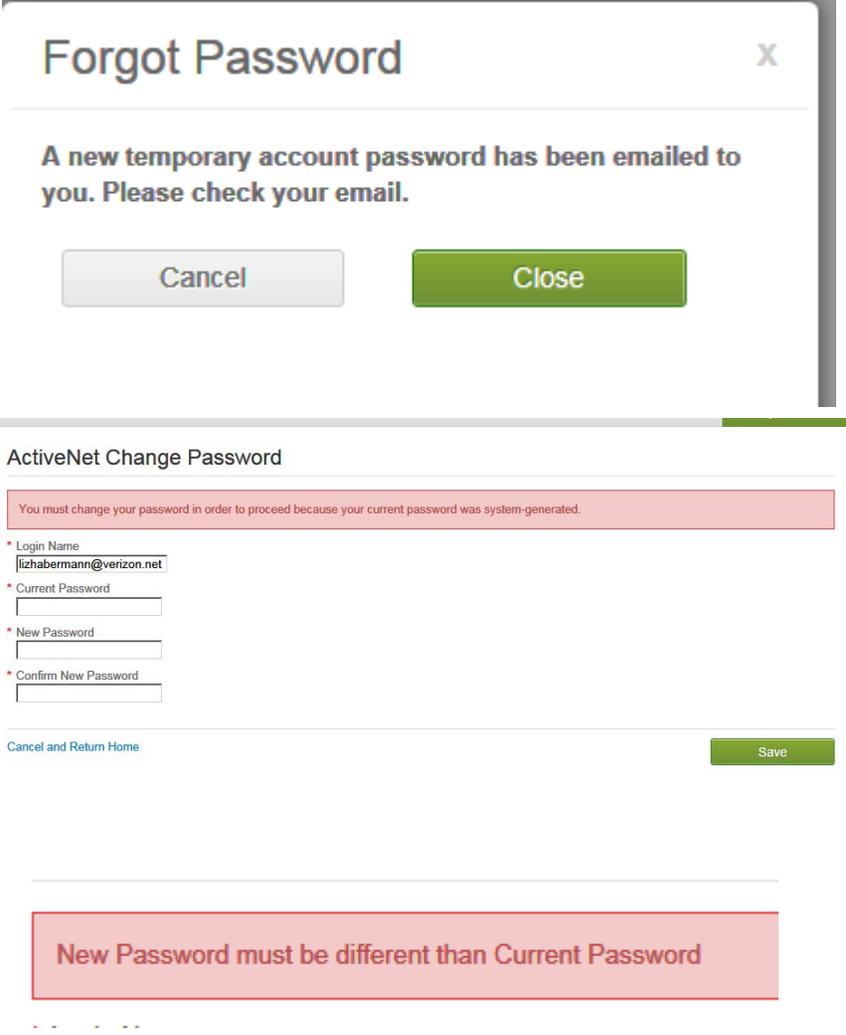
How did you hear about us?

Only * field required. Date of birth cannot be updated once account is created . Using a proxy date can limit access to programs and services offered by County Recreation and Montgomery Parks.

Step	Action	
4.	Emergency Contact form. If not applicable-Skip	
	<h3 data-bbox="331 378 703 423">Emergency Contact</h3> <div data-bbox="331 443 993 618" style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p data-bbox="373 492 961 529">Please enter your emergency contact(s).</p> <p data-bbox="373 532 751 570">* Denotes a required field.</p> </div> <div data-bbox="352 667 716 751"> <p data-bbox="352 667 506 699">First Name</p> <input data-bbox="352 708 716 751" type="text"/> </div> <div data-bbox="352 776 716 860"> <p data-bbox="352 776 506 808">Last Name</p> <input data-bbox="352 816 716 860" type="text"/> </div> <div data-bbox="352 885 716 969"> <p data-bbox="352 885 527 917">Relationship</p> <input data-bbox="352 925 716 969" type="text"/> </div> <div data-bbox="352 993 716 1078"> <p data-bbox="352 993 558 1026">Primary Phone</p> <input data-bbox="352 1034 716 1078" type="text"/> </div> <div data-bbox="737 993 873 1078"> <p data-bbox="737 993 873 1026">Extension</p> <input data-bbox="737 1034 842 1078" type="text"/> </div> <div data-bbox="352 1102 716 1187"> <p data-bbox="352 1102 531 1135">Other Phone</p> <input data-bbox="352 1143 716 1187" type="text"/> </div> <div data-bbox="737 1102 873 1187"> <p data-bbox="737 1102 873 1135">Extension</p> <input data-bbox="737 1143 842 1187" type="text"/> </div> <div data-bbox="331 1255 993 1349" style="margin-top: 20px;"> <hr data-bbox="331 1255 993 1260"/> <div data-bbox="331 1284 478 1349" style="display: inline-block; border: 1px solid #ccc; padding: 5px 10px; background-color: #f5f5f5;"> ◀ Back </div> <div data-bbox="499 1292 814 1325" style="display: inline-block; margin-left: 10px;"> <a data-bbox="499 1292 814 1325" href="#">Cancel & Return Home </div> </div>	<div data-bbox="1192 643 1654 935" style="border: 1px solid black; background-color: yellow; padding: 10px; margin: 20px auto; width: fit-content;"> <p data-bbox="1213 670 1619 813">Optional (used by County Recreation and Montgomery Parks for registration of children.)</p> </div>

Step	Action	
5.	Fill out the Account Information form. Fields marked by an asterisk (*) must be completed.	
	<p>Account Information</p> <p>Please enter your account information. * Denotes a required field.</p> <p>Your email is also your login ID</p> <p>* Email address <input type="text" value="elizabeth.habermann@m"/></p> <p>* Password Contain at least eight characters in length <input type="password"/></p> <p>Contain at least one letter and one number</p> <p>* Confirm Password <input type="password"/></p> <p>By creating an account, you are agreeing to terms of use and privacy rights.</p> <p>ActiveMONTGOMERY: Terms of Use Your Privacy Rights</p> <p>Active Network, LLC: Terms of Use Copyright Policy Your Privacy Rights</p> <p>Create Account Create Account and Add Family Member</p>	<p>Confirmation that account request was submitted</p> <p>Thank You!</p> <p>Your request for a new customer account has been successfully transmitted.</p> <p>After you receive the confirmation email, your account is ready to use as soon as you click on the emailed link.</p> <p>Check your "spam" or "clutter" boxes if the email does not arrive</p> <p>My Account My Wish List Sign Out</p> <p>Sign out when you are done.</p>

Step	Action	
	<p>Duplicate Account or Forgot Password</p> <p>If your email is already associated with an existing account, you will get error message: “Invalid Login Name or Password” Or “Email already in use”</p> <p>PLEASE do not create another account.</p> <p>Click “Forget your Password?” and enter your email</p> <p>Submit</p> <p>Still having problems? Visit the cupf resource page Montgomerycountymd.gov/cupf or email cupf@montgomerycountymd.gov Or info@activemontgomery.org</p>	 <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 titled "Already have an account?". It contains a "Login" label, a text input field with "lizhabermann" entered, a "Password" label, an empty password input field, a checkbox for "Remember me on this computer?", a blue link for "Forget your password?", and a green "Login" button. Below this box is another light blue box titled "Don't have an Account?" with a blue "Create New Account" button.</p> <p>Below the login form is a section titled "Forgot Password" with a horizontal line underneath. It contains the text "Enter your email address, and we will send you a new password." followed by a red asterisk and the label "* Email" next to an empty text input field. At the bottom of this section are two buttons: a grey "Cancel" button and a green "Submit" button.</p>

Step	Action	
	<p>Check your email for a reply message Return to ActiveMontgomery.org</p> <p>Enter email and temporary password</p> <p>At Change Password page, enter your temporary and new password</p> <p>Please note that the new password must be different</p> <p>You will be returned to the homepage</p>	 <p>The screenshot shows a 'Forgot Password' notification box at the top with a close button. Below it is the 'ActiveNet Change Password' form. A red error message states: 'You must change your password in order to proceed because your current password was system-generated.' The form includes fields for Login Name (filled with 'lizhabermann@verizon.net'), Current Password, New Password, and Confirm New Password. A 'Save' button is at the bottom right. Another red error message at the bottom states: 'New Password must be different than Current Password'.</p>