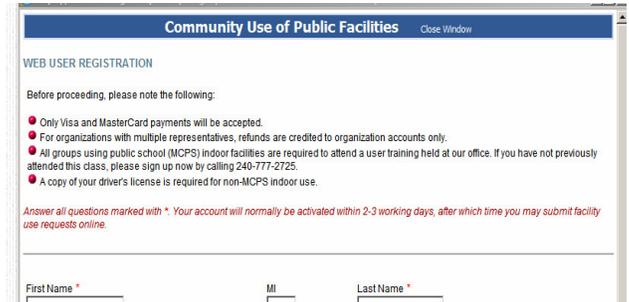


# ONLINE ACCOUNT REQUEST AND PAYMENT INSTRUCTIONS



Join the 60% of community users who apply, update, monitor and pay for their community use permits using VISA or MasterCard to schedule use of schools, fields, libraries and other public facilities. Follow the steps below to get started at [www.montgomerycountymd.gov/cupf](http://www.montgomerycountymd.gov/cupf)

CUPF Home	<b>Community Use of Public Facilities</b>	
Reserve Facility (+)	Log in from any page using top right links	Login   <a href="#">Enroll Me</a>   Help
Facility Fees	Or "Pay for Permit" on the menu bar to the left	
Pay for Permit	<b>Create an Account</b>	
Resources	Click on <a href="#">Enroll Me</a>	
Subscriptions (+)	◆ Review the instructions	
Contact Us (+)	◆ Create a unique <b>Customer ID (CID)</b> and Password as you complete the form	
How are we doing?		



You will receive an email notification that your account has been activated in about three business days (provided any prior accounts are in good standing and all requested information was provided). **Be sure to keep track of your CID and Password.** If you represent multiple organizations, separate accounts must be maintained. Each account will have a unique CID. You cannot use the CID from one account to apply or pay for another account. Don't share your CID with others in your group. The financial obligation and liability is assigned to the online account holder.

[To REQUEST SPACE](#) [Login](#) | from any page

- 1) Enter with your **CID** and **Password**.
- 2) Use **Forgot my CID/Password** if needed for a reminder.
- 3) Select **Submit Facility Use Request**.

CID:	<input type="text"/>
Password:	<input type="password"/>
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	
Not registered? <a href="#">Enroll me</a> <a href="#">Forgot my CID/password</a> <a href="#">Web Application Help</a>	

Submit Facility Use Request	Public School Indoor Facilities
Find Request / Make Payment	Athletic Fields
View/Update My Profile	Library Meeting Rooms
Logout	Regional Services Centers
	EOB/COB/Clarksburg Cottage

- 4) Select the **facility type**
  - ✓ Complete **Application** and note messages about **obligations and responsibilities before submitting**. Do not use the application to check availability.
  - ✓ **Payment is due immediately when the permit is issued.**
- 5) Select **Find Request/Make Payment** to change or modify, cancel or pay for a request.
  - ✓ **Pay before you Modify Request.**
- 6) Use **View/Update My Profile** to update your contact information or email.

## Take NOTE of the following!

- ◆ Abandonment of a request does not remove your financial responsibility – even if your rental was canceled for non-payment OR if you did not use the school or other facility.
- ◆ **See our Cancellation Policy** at <http://www.montgomerycountymd.gov/cupf/info-reservation/MCPS.html#Cancellation>
- ◆ *Outstanding balances may be referred to the Montgomery County Attorney's Office for collection.*
- ◆ CUPF is not responsible for undeliverable email notifications - check your online account frequently
- ◆ Add our domain name @montgomerycountymd.gov to your address book

Do not use the online application for inquiry purposes.

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(over)

## To PROCESS PERMIT PAYMENT

The initial notification will take you straight to the payment page and will include instructions on how to preview the permit. At any time you can follow the same steps as above and select "**View/Modify Request**" to see the status of your request. The below information describes each column.

Column	Information
<b>Request #</b>	Tracking number assigned to your application
<b>Permit #</b>	Remains blank until the request is completed. Assume that you will receive one of your three choices unless otherwise notified by CUPF
<b>Event</b>	Brief description of your event
<b>Start Date</b>	First date you requested. Depending on school availability this may NOT be the first day of your permit. <b>CAREFULLY CHECK ALL DATES and LOCATION</b>
<b>Status</b>	<b>Pending</b> = Scheduling in progress <b>Firmed</b> = Your permit has been issued <b>Closed</b> = Request could not be scheduled <b>Cancelled</b> = you cancelled request  If you are expecting an email and do not receive one, CALL CUPF before the event start date – <b>DO NOT ASSUME YOUR REQUEST WAS DENIED</b> . The status of a request that cannot be scheduled will change from "Pending" to "Closed".
<b>Permit fee</b>	All charges on this permit
<b>Amount Due</b>	Amount owed for permit after any accounting credit has been applied. Charges or refunds will be posted within 2-3 business days. Changes made directly with the scheduling staff will not be reflected in the online account.

**REVIEW** your permit. Submit an amendment to make a change, correction or cancellation right away. If the change cannot be addressed via an amendment, contact the scheduler

**"Pay This"** connects you to a secure online payment server. Be sure your name and address match your credit card account. Once the bank accepts your credit card you will be returned to the previous page where you can "pick-up" your permit. *(Note: Your credit card company may freeze your request if you repeatedly enter incorrect information or your information does not match their records.)*

## To AMEND OR CANCEL A PERMIT

To cancel or change a permit, click on the **Request #**, click on **modify/cancel** and **select cancel all dates or other change**. You will be notified when the amended permit is ready for pick-up and if additional payment is necessary. *A \$25 adjustment fee may apply. Please note that you cannot change or reschedule dates which have passed.* Refer to the cancellation policy for additional information.

**All applications = Financial Obligation — even if you do not use the school/facility**  
**If you are expecting an email-from CUPF and do not receive one, check your account or CALL before the event start date. DO NOT ASSUME YOUR REQUEST WAS DENIED.**  
**You will be notified if a request cannot be fulfilled and status =Closed.**

### **\*\*More important tips for New Online Users\*\***

- If you are unable to pay online with VISA or MC, complete the mail-in reservation form and send it to CUPF with a check instead.
- Check your email frequently if you are expecting an email from CUPF. Contact us if you have questions. Contact information for staff: <http://www.montgomerycountymd.gov/CUPF/info-cupf/schools.html>
- Permits canceled for non-payment or sharing of accounts will result in loss of online privileges. Paper applications with payment will be required instead.
- Review your email settings. CUPF is not responsible for email delivery and assumes messages are delivered unless a non-delivery message is received. Make sure your email address is correct and is not filtered out by your spam-blocker or security settings. Allow delivery of emails from the [montgomerycountymd.gov](http://montgomerycountymd.gov) domain.

Visit our website for more information about CUPF: [montgomerycountymd.gov/cupf](http://montgomerycountymd.gov/cupf)