Frequently Asked Questions

- **Answers to FAQs For Online Registration Customers**

Q: What is ActiveMONTGOMERY?

A: ActiveMONTGOMERY is a registration and facility reservation system which will allow customers to:

Register online for classes, camps, memberships and lessons offered by Montgomery Parks and Montgomery County Recreation.
Reserve a variety of public facilities. (Limitations Apply)
Pay online, with assurance that ActiveMONTGOMERY exceeds all applicable credit card industry security requirements.

ActiveMONTGOMERY can be used with a PC, tablet or other mobile device with internet access.

After creating an account, you can log in to ActiveMONTGOMERY with your email and password. One log in allows you to use your account for your family, organization, and as an instructor.

Q: Account - How do I create an account at ActiveMONTGOMERY?

A:

1) From the ActiveMONTGOMERY.org home page select "My Account – Sign In/Register".
2) Select "Don't have an account? Sign Up Now" form completely, including all required fields (Login, Password, Name, Address, Gender, Email address, Birth date) and click save. Submit your request only once.

Please Note: If you are registering a child for an activity, create your own account. Once you have an online registration account, you will have the opportunity to add family members.

3) You will automatically receive an email after submitting your request for an account. Respond by clicking on the link provided in the email to activate your account.
4) Once your account has been established, you are ready to register!

Note: We do not sell or release any personal information. We do use date of birth, gender, ethnicity, race etc. to report statistical information to County officials.

Q: Account - I received a message that my account already exists, but cannot log in. What should I do?

A: If you have an active membership or rental your account was created by a staff member or you may have created an account already to register for activities.

If you get an error message that an account already exists, use the "forgot password" feature. Please DO NOT create another customer account. If the issue persists, email info@ActiveMONTGOMERY.org for assistance.

Q: Account – What should I do if I forget my password?

A: When prompted to sign in, select the Forgot your Password box. Provide the email address you used to create your account. You will receive an email with the temporary password you can sign in to change your password.

If you are still experiencing difficulties, email info@activemontgomery.org for assistance.

Please DO NOT create another Customer Account.

Q: Account - How many accounts should each family have?

A: We recommend that each family establish one primary account with login credentials. Create the account in the name of a head of household and then add all family member names underneath the head of household after it has been established (see next question).

Q: Account - How do I add family members to my account?

A: You may add family members under My Account, by clicking on the "Household & Member" link.

Q: Account - How do I correct or update my account information?

A:

1) Select My Account
2) Select Household and Member link
3) Update / Change Account Address or Personal Information
4) Save your information

If you are not able to update a field, such as date of birth or resident/non-resident status, please email info@ActiveMONTGOMERY.org.

Q: Account - Can I view my transaction history and print out my past receipts?

A: You can view your transaction history and print your receipts once your Customer Account with login credentials has been established. To access this information, click on the My Account link (located at the top right-hand corner of your screen).

To view prior transactions, click on the "My History" under the History & Balances heading.

To view past receipts, click on the "Reprint A Receipt" link under the Reprint heading (click on the appropriate Reprint Receipt button to view and print each individual receipt).

Q: Account - When creating my account, why do I need to provide my date of birth?

A: ActiveMONTGOMERY requires customers to provide a birth date when setting up an account for many of our programs and services that are age specific such as camps/activities for children or trips for seniors.

Please Note: We do not sell or release any personal information. We do use birthdates, gender etc. to report statistical information to County Officials.

Q: Account - I live in Montgomery County, but ActiveMONTGOMERY has charged me a non-resident fee. What should I do?

A: In some cases, the system may identify your address as being outside of Montgomery County. If you feel that you have been charged the "non-resident" fee and you are a resident of Montgomery County, email info@ActiveMONTGOMERY.org for assistance.

Q: Registration - How do I register online for an activity?

A: Once your account has been established, registration for Activities is easy:

1) After creating an account, click the Activities button on the registration home page.
2) Search by using the filtering options located on the left side of the screen or use the Keyword Search box to locate an Activity by number, or partial title of the activity name.
3) Select the Activity code name that you would like to enroll into. Clicking the Activity code name will show you a list of activity sections within this group. By selecting on the Activity number, you will view a detailed description for the activity. Click on the three dots located on right side associated with each activity for an more activity details.
4) Click Add to Selection List to register for the Activity.
5) Click Add to Cart
6) Next, sign in to your online registration account by entering your User Name and Password. Answer any questions and agree to waivers if needed.   Continue. Select family member to attend activity. Continue by selecting Proceed to Checkout. From this screen you may remove Activities from your cart or view more Activities and add them to your cart. Proceed to checkout.
7) Update your billing information. Continue
8) Click Proceed with Checkout. Enter your credit card information on the Checkout Page and agree to any required waiver(s). This system accepts Visa, MasterCard, Discover and American Express
9) Once your payment has been approved your checkout confirmation will display. You will have the opportunity to send a copy of your receipt to another email address if needed.
10) Print a copy of your receipt for your records.
11) You may logout when finished or continue shopping.

Q: - Registration - Can I view activities without registering?

A: You can browse through the Activities without registering. Click the Activities button and search by using the filtering options located on the left side of the screen. You may also use the Keyword Search box to quickly locate an Activity by number, or partial title of the Activity Name. and look at all the Activities that are offered.

Q: - Registration - What will happen if I try to register for an activity that is full?

A: Your name will be placed on a waiting list. You will be contacted if a space opens for that activity or additional activities are added. If we are unable to reach you, your space will be offered to the next customer on the waiting list. When placed on a waitlist, you are not charged for the activity until you are enrolled in the activity.

Please Note: Placement on a waiting list does not guarantee a spot in the activity. Should your choice be full, it is recommended that you choose an alternative activity.

Q: Registration - How can I view my history of activities and rentals?

A: Select "My Account" and then "My History" under the History & Balances heading to see your history of upcoming and past activity of registrations and rentals. To see a specific transaction or item date you may input dates to filter your search.

Q: Registration - I've created my account in ActiveMONTGOMERY but am not able to register for activities.

A: You can view activities at www.ActiveMONTGOMERY.org and can add any activity to your wishlist. Activities in your wishlist, can be moved into your cart for payment when registration for that activity opens.

Q: Registration - How do I withdraw from an activity?

A: Customers can withdraw from an activity online, or in person. Recreation and Parks have a single refund policy and will provide a full refund online or in person up to five (fourteen days for camps) business days before an activity begins. From My Account, select Cancellations under the History & Balances tab. Click the cancel this item button associated with the Activity. This online option is not available within five business days of the activity start date, and may not be available for all Activities. Customers who withdraw with less than five business days before the program start date will pay a $25 ($50 for camps) withdrawal fee.

Q: Memberships - How do I enroll into and purchase a membership?

A:

1) Click the Memberships button on the registration home page.
2) Search and select a membership that you wish to enroll into using the keyword search. Clicking the item details button will show you a detailed description.
3) Click the blue Add to My Cart button if you wish to register for the Membership.
4) Next, sign in to your online registration account by entering your User Name and Password. Proceed to checkout by clicking the Continue button. From this screen you may remove Memberships from your cart or view more Memberships and add them to your cart.
5) Update your billing information. Continue
12) Click Proceed with Checkout. Enter your credit card information on the Checkout Page and agree to any required waiver(s). This system accepts Visa, MasterCard, Discover and American Express.

13) Print a copy of your receipt for your records.
14) You may logout when finished or continue shopping.

Q: Memberships - Which facilities allow the use of memberships?

A: Memberships are geared towards a specific facility type, such as a gym, swimming pool or an ice-skating rink. Different types of memberships are offered with different expiration dates or a specific number of admissions. Confirm the membership you are purchasing prior to payment.

Q: Reservations - Do I need a credit card to use ActiveMONTGOMERY to submit requests online?

A: Yes, a credit card is needed to pay for registrations or reservations through ActiveMONTGOMERY. ActiveMONTGOMERY accepts Visa, MasterCard, Discover and American Express.

Please Note: The name and address must match those that are on file with your credit company. If the address shown is not your credit card billing address, click on the My Account button and change your residential address to match your credit card billing address.

Paytrac is the payment collection agency representing Montgomery County. The merchant name on the credit card statement will be ActiveMONTGOMERY.

If you cannot pay with a credit card online, but want to request a facility booked by CUPF, visit montgomerycountymd.gov/cupf and complete the mail in form. The check should be made payable to ActiveMONTGOMERY and can be mailed to

Community Use of Public Facilities, 2425 Reedie Drive, 9th Floor, Wheaton MD 20902.

Q: Reservations - How do I reserve a facility?

Facilities, such as Park activity buildings, tennis courts, and picnic shelters can be reserved immediately through the **Rentals** tabs and following the prompts. Other facilities where the request must be reviewed and confirmed prior to issuing a facility use permit may be requested using the **Facility Search** tab.

Follow the process below for requesting a facility:

1) From the home page select Facilities.
2) Select facility type.
3) Search and select facilities using the filters on the left-hand side.
4) Select the book now time(s) to reserve your facility and Add selected items to cart.
5) When booking a library, regional center, county building or school, plan your beginning and ending times to include any set up or post activity time you need. Permitted groups must vacate the room or building no later than the time indicated in the permit.
6) Sign into your online registration account by entering your User Name and Password. Select family member and continue.

7) Enter your reservation purpose and continue.
8) Review shopping cart items, remove any if needed, and select Proceed to Checkout.
9) Review your summary of charges and update billing information. Continue.
10) You will have the opportunity to send a copy of your receipt to another email address if needed. Print a copy of your receipt for your records.
11) You may logout when finished or continue shopping

Please note: No new facilities requests can be approved if there is an outstanding balance on your account

Q: Reservations - Can I view facility availability without submitting a request or making a reservation?

A: Yes. Select the **Facilities** button from the home page., Select type of facility you would like to view availability. Use the filters on the left side to search for facilities to view.

Q: Reservations - When and how do I pay for my permits for facilities permitted by CUPF?

A: Rentals are paid in full at time of submission.

If the permit is denied, or the permit is cancelled by CUPF (ex. Due to inclement weather), the fee will be credited back to you.

At the time of payment enter your credit card information on the Checkout Page.

Once your payment has been approved, you will receive a receipt, which you may print.

Q: Reservations - How will I get my completed reservation?

A: Rentals will produce a permit immediately, which you may print. Your permit is also listed in your My Account, History & Balances tab.

For other reservation requests, you will receive an email notification when your permit is approved. You may view the reservation from the email or log into your account. Reservations may also be viewed under the History & Balances tab in My Account. Then click "My History" button. If there is an outstanding personal balance, log into your account and use the Pay Old Balances under History and Balances tab.

Q: Reservations - How do I change or modify a reservation issued?

A: Reservations may be changed or cancelled under the History & Balances tab in My Account. Then click "Changes" or Cancellations" button.

Q: Reservations - What if I represent an organization?

A: If you represent one or more organizations, each organization's profile must be created in ActiveMONTGOMERY. At application time, please add your organization name to your account.

Q: Reservations - Can my organization be responsible for the payment?

A: As the authorized representative, you are responsible for ensuring that the payment is made for any permit requests you submit.

Please note that no new reservation requests can be approved if there is an outstanding balance on your or the organization's account. ActiveMONTGOMERY cannot process partial payments for permits that are past due (i.e. not on a payment plan)