



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:

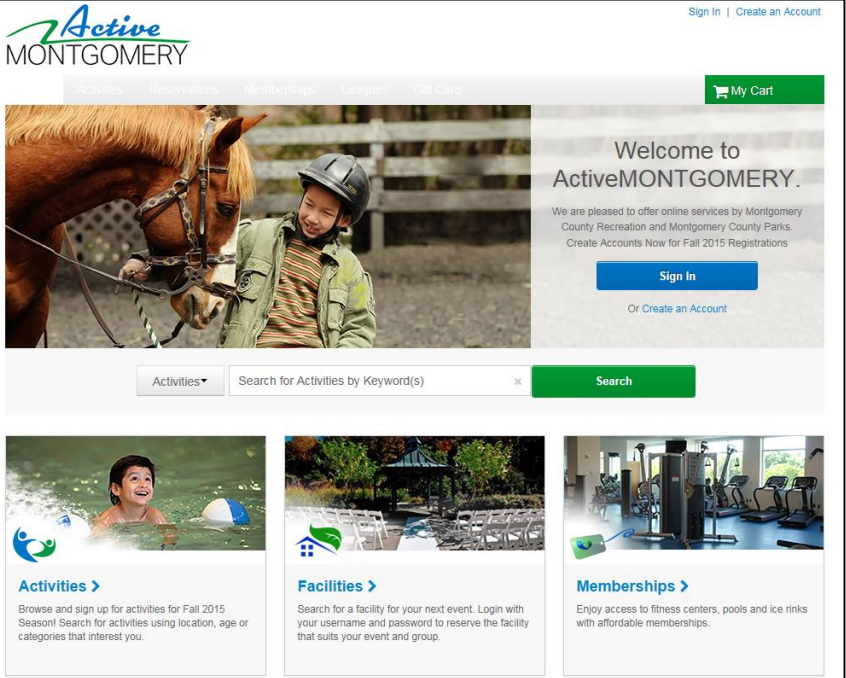

1. [ActiveMONTGOMERY Quick Start Guide: Creating a New Customer Account](#)
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Please note:

- 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 any 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="978 131 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 a child added to your account during registration.</p> <p>* 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 <input type="text" value="United States of America"/></p> <p>* City, State, Zip Code <input type="text"/> MD <input type="text"/></p> <p><input type="checkbox"/> 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="978 721 1524 1422"> <p>Contact Information</p> <p>Please enter your contact information.</p> <p>* 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 <input type="text" value="Carrier"/></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.</p> <p><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.

Select "Yes" if you will also be using this account on behalf of an organization. Enter the complete name(s) of organization(s) represented.

Ex. Scouts 1000/Boy not Scouts

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)?
▼

Will you be representing one or more organization(s) for facility reservation purposes?
▼

Do you plan to conduct events (e.g., meeting, religious service, etc.) at Montgomery County Public Schools?
▼

How did you hear about us?
▼

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”.

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

* Security Question

Please select your question...

* Answer

* Confirm Answer

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

ActiveMONTGOMERY:

[Terms of Use](#) | [Your Privacy Rights](#)

ActiveNetwork, LLC:

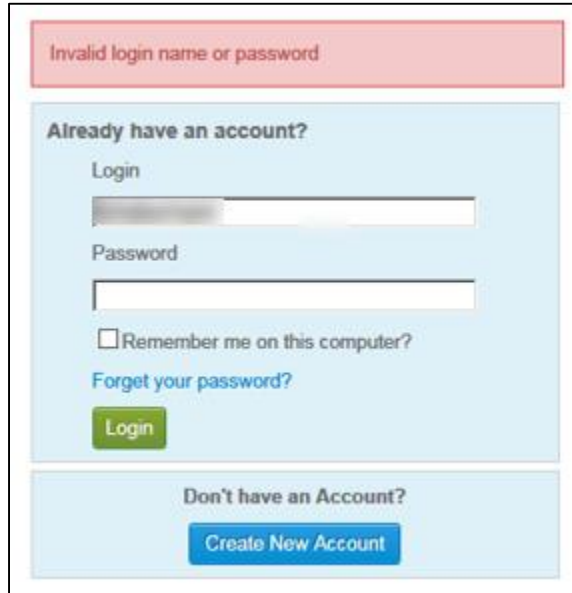
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Create Account

Create Account and Add Family Member

ActiveMONTGOMERY QUICK START GUIDE: Duplicate Account or Forgot Password

If you receive the “Invalid Login Name or Password” error message, then your email is already associated with an existing account. Follow the steps below to resolve.



The image 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 login fields. The fields are labeled "Login" and "Password". There is a checkbox for "Remember me on this computer?" and a link for "Forgot your password?". A green "Login" button is located below the "Forgot your password?" link. At the bottom of the form, there is a light blue box with the text "Don't have an Account?" and a blue "Create New Account" button.

Invalid login name or password

Already have an account?

Login

Password

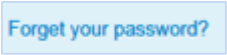


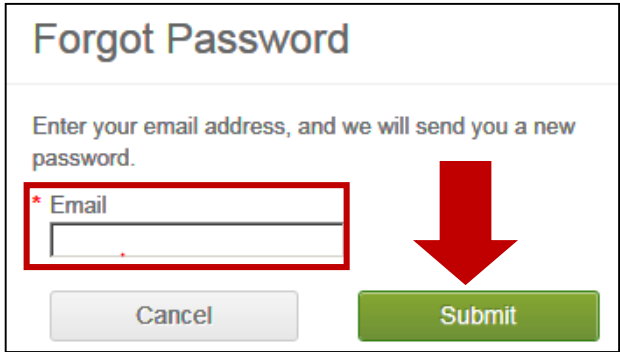
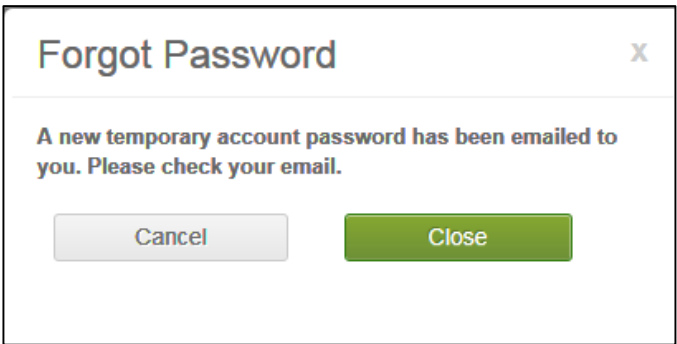
Remember me on this computer?

[Forgot your password?](#)

Login

Don't have an Account?

Create New Account

Step	Action	
1.	Click “Forget your Password?” . 	
2.	Enter your email address in the Email field. Click “Submit” . 	
3.	A temporary account password will be emailed to you.	

4. Retrieve your temporary password from your email.

Follow the prompts to change your password by entering in the provided temporary password and different password of your choice.

Click **“Save”**.



ActiveNet Change Password

You must change your password in order to proceed because your current password was system-generated.

- * Login Name
- * Current Password
- * New Password
- * Confirm New Password

[Cancel and Return Home](#)



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. 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. In some cases, your account may have already been created. If so, please follow the instructions in Question 5 below.

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. As you begin to conduct business with us, our customer service staff will link you to the appropriate organization.

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