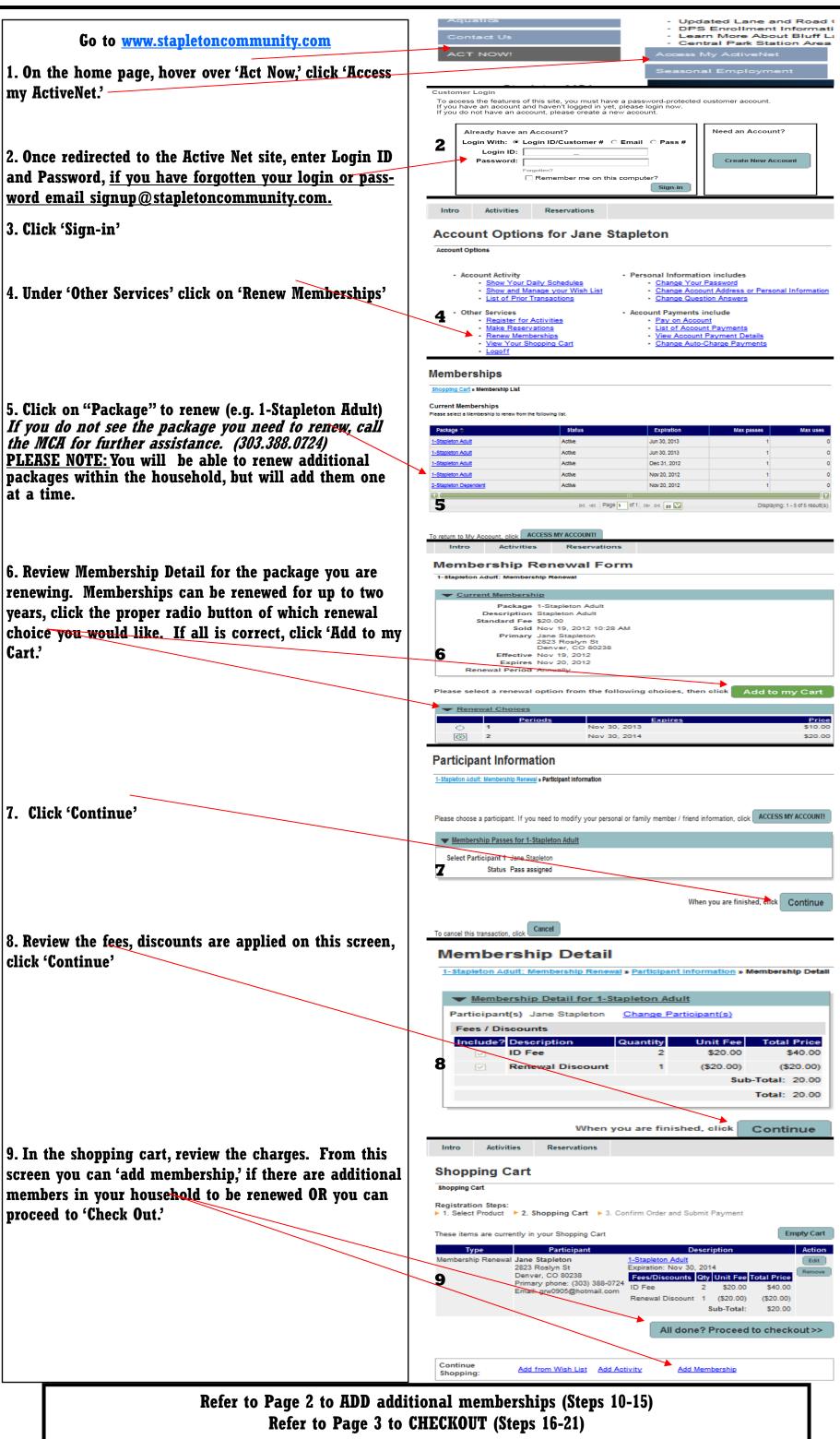
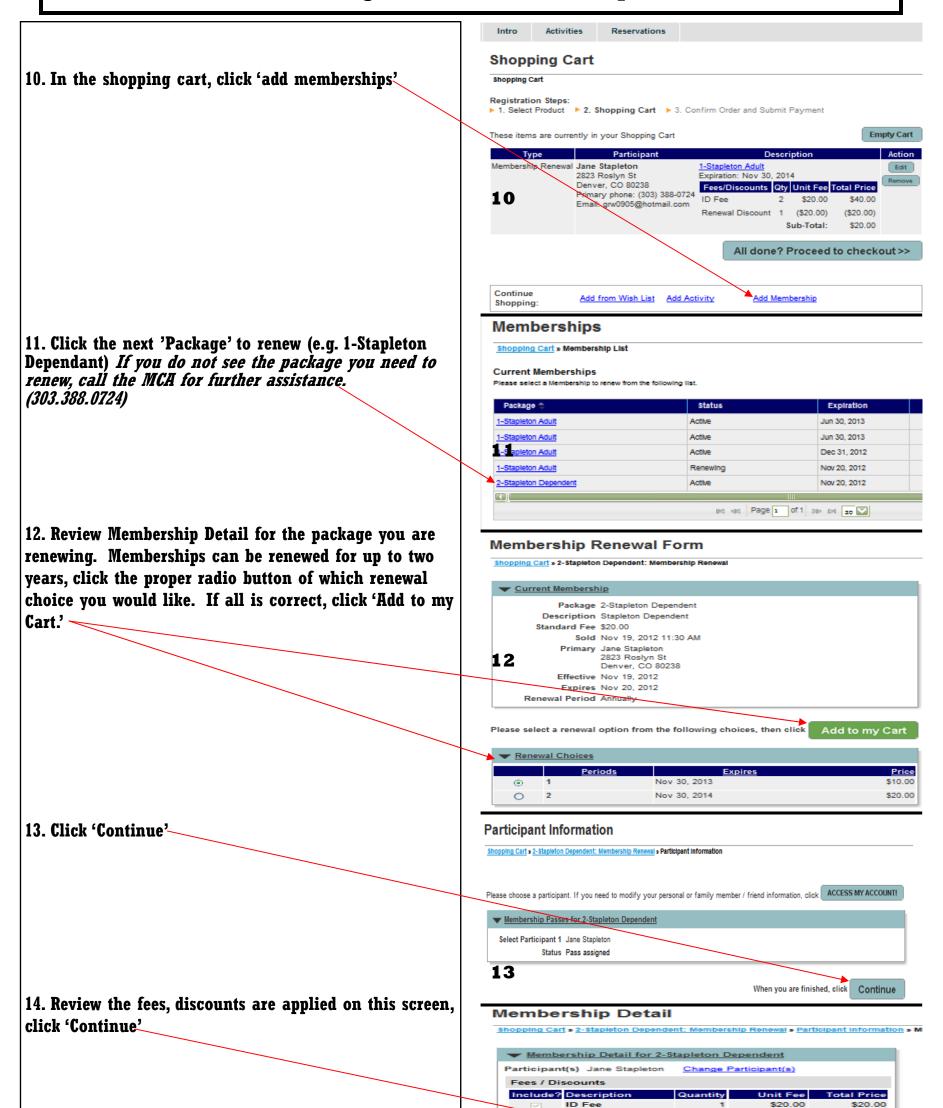
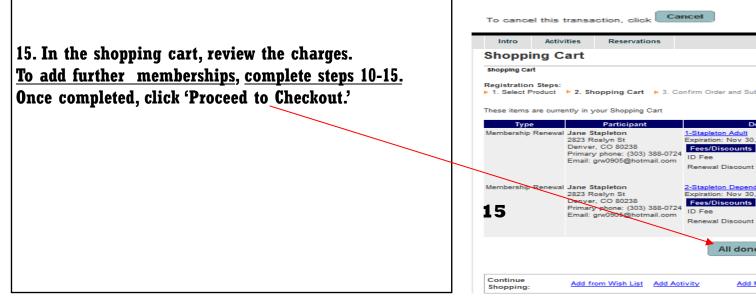
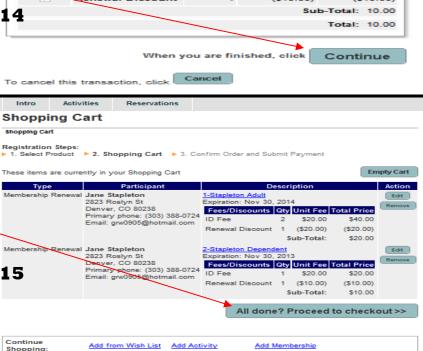
#### **Quick Reference Guide to Renew Your Resident Membership Cards**



#### **Quick Reference Guide to Renew Your Resident Membership Cards Online \*\*Adding Additional Memberships\*\***







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\$10.00

510 OOI

# Quick Reference Guide to Renew Your Resident Membership Cards Online <u>\*\*CHECK OUT\*\*</u>

	Intro Activities Reservations		
	Shopping Cart		
16. In the shopping cart, click 'proceed to checkout.'	Shopping Cart		
	Registration Steps: 1. Select Product 2. Shopping Cart 3. Confirm Order and Submit Payment		
	These items are currently in your Shopping Cart Empty Cart		
	Type Participant Description Action		
	Membership Renewal Jane Stapleton 2828 Roslyn St Denver, CO 80238 Denver, CO 80238 Expiration: Nov 30, 2014 Fees/Discounts Oty Unit Fee Total Price		
	16 Primary phone (303) 388-0724 ID Fee 2 \$20.00 \$40.00		
	Renewal Discount         1         (\$20.00)         (\$20.00)           Sub-Total:         \$20.00		
	All done? Proceed to checkout >>		
	Continue Add from Wish List Add Activity Add Membership		
	Intro Activities Reservations		
	Order Confirmation and Payment Information		
	If the screen times out after you click submit please refrain from submitting again, call the MCA office at 303.388.0724 to		
	reconfirm your payment. Registration Steps:		
	1. Select Product      2. <u>Shopping Cart</u> 3. Confirm Order and Submit Payment  Order Confirmation		
	Type         Participant         Description         Qty         Price           Membership Renewal         Jane Stapleton         1-Stapleton Adult         \$20.00           2823 Rosilyn St         Expiration: Nov 30, 2014         \$20.01		
	Denver, CO 80238         Fees/Discounts         Oly         Unit Fee         Total Price           Primary phone:         (303) 389-0724         ID         Fees         2         \$20.00         \$40.00		
	Membership Renewal         Jane Stapleton         2-Stapleton Dependent         \$10,00		
	2823 Roslyn St         Expiration: Nov 30, 2013           Denver. C 000238         Frees/Discounts         Cdy         Unit Fee         Total Price           Primary phone: (303) 388-0724         Fees/Discounts         Cdy         Unit Fee         Total Price           Email: growpost@hortmail.com         ID Fee         1         \$20.00         \$20.00		
17. Review 'Waiver Information'	Renewal Discount 1 (\$10.00) (\$10.00) Sub-Total: \$10.00		
	Processing Fee \$2.45 Total Charges \$32.45		
	Waiver Information		
a. Check Boxes 'Agree to Waiver'	Agree to Waiver Required Description Attachment		
b. Scroll down Waiver Text until 'Acknowledgement'	17a Yes Stapleton Release Waiver -		
turns red	Waiver: In consideration of my (and/or my childs) participation in this		
c. Check Box 'Acknowledgement'	activity, I hereby release and discharge the, Organization, and its representatives, successors, and assigns, from any and all liability arising from accident, injury, and illness that I (he/she) may suffer as a		
	result of my (our) participation in this activity. I (we) also will follow the rules and regulations set by the Organization and above named parties. Parent or guardian must sign for anyone age 18 and under. I do hereby		
	17c		
	I ACKNOWLEDGE THAT I HAVE CAREFULLY REVIEWED AND CONSENT TO THE WAIVER SET FORTH ABOVE.		
18. Amount of current charges <i>(what you will be</i>			
charged at completion of transaction)	Current Charges		
	Total Current Charges \$32.45		
19. Select 'Form of Payment'	Form of Payment		
a. Input 'Card Number'	19 Credit Card   Credit Card Type Visa		
b. Input 'Expiration Date'	Card Number		
c. Input 'Security Code'	Card Expiration Month Year Security Code?		
	Save this Credit Card for My Future Transactions		
**Review 'Billing Information'	Billing Information		
	Please provide the billing information associated with the form of payment provided above.           Name on Account         Jane Stapleton		
	Street 2823 Roslyn St		
20. Check Box 'Confirming Age over 13'	City, State, Zip Code Denver CO 💟 80238		
	(Federal law prohibits anyone under the age of 13 from submitting payment.)		

#### 21. Click 'Continue'

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The credit card you entered will be charged the above amount, you will receive an email receipt of the transaction to the email that you have on your account.

Membership cards (Adult, Dependant) are valid for either one or two years.

\*\*Expired cards are subject to the \$20 membership card fee, discounted rates ONLY apply to cards that are renewed ONLINE. Offers from The Active Network

. .

Your registration qualifies you to receive FREE magazines. Select up to 3 favorites and try them for 3 months FREEI See details below.

National Geographic Traveler 3 Months Free	10 Issues/\$24.00
Shape 3 Months Free	15 Issues/\$21.00
Women's Health 3 Months Free	13 Issues/\$24.00
Sports Illustrated KIDS 3 Months Free	15 Issues/\$30.00
Fitness 3 Months Free	12 Issues/\$22.00
Health 3 Months Free	13 Issues/\$22.00
Parents 3 Months Free	15 Issues/\$19.00
Entertainment Weekly 3 Months Free	65 Issues/\$49.00
Cooking Light 3 Months Free	15 Issues/\$24.00
Better Homes and Gardens 3 Months Free	15 Issues/\$23.00

Automatic Renewal Authorization (Valid for US addresses only)

#### Please print a copy of this page for your records.

Try 3 months PREE\_After which you agree to continue for 12 more for a total of 15mos of issues at the price shown above. Your subscription will renew automatically each year unless you call to cancel. You authorize us to charge your creditidebit and for the cost of the initial subscription and renewals each year. You will be mostled before billing of the then-current rate. You may cancel any time by calling 1-877-815-8301. You will receive a protrait refund for any unmalled lessible heade on your total months (including any thee trial issues). Optional offer. For individual use only, not for resale. Allow 4 - 10 weeks for delivery. Offer testis. Corders only. Keep this page for your records.

Delivery Details

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Confirm your Payment information, then to complete your order click Continue

#### <u>Frequently Asked Questions</u> Resident Card Online Discount Renewals

#### 1. I do not know if I have a log in and password. What should I do?

If you (or a family member) have a resident membership card (pool card), then you have an Active Net online account. IF you do not have your log in and password information available, contact the MCA via email at signup@stapletoncommunity.com or by phone 303.388.0724. <u>Do not create a new ac-</u> count, it will be denied as a duplicate.

#### 2. What if I forgot my log in and password?

On the 'Log In' page, enter your log in name. Then check the 'Forgot your Password' box and click continue. You will advance to the custom security question you created when establishing your account. If, after reviewing your custom security question you do not recall your password, or if your password is not valid, please contact our office during normal business hours and a member of our staff will assist you. <u>Do not create a new account, it will</u> <u>be denied as a duplicate.</u>

#### 3. I am able to log in, but I do not see my membership under 'renew memberships?'

Typically, if you do not see any 'package' types under renew memberships it is because the card is now expired. Expired cards are a \$20 membership fee per card and can only be purchased over the phone, at the MCA office or at the pools (Memorial Day-Labor Day).

## 4. I filled out the online account request and I received an email that it was denied. I just moved in and need to get an account!

The account was likely denied because you just moved in to the residence. Our records on home purchases are about 6 weeks behind, if you are a renter, we do not have verification. If you just purchased a home in Stapleton, please email or bring your warranty deed and photo ID to the office; if you are a renter, email copy of your lease AND a utility bill to signup@stapletoncommunity.com or bring to the MCA office.

#### 5. I do not have a credit card OR I do not want to use my credit card on the internet.

Resident cards can be reactivated at the MCA office (M-F, 9am-4pm) or the pools (Memorial Day-Labor Day) for a \$20 fee per card. The discounted rate of \$10 is ONLY available if completed ONLINE.

#### 6. Can I view my transaction history and print out past receipts online?

Yes, from the date on which your online account is established. Once you log into your account, in the 'Account Options,' under 'Account Activity,' click the 'List of Prior Transactions.'

#### 7. Can I view a schedule of my family's upcoming scheduled activities/membership expiration?

Yes, log into your account, in the 'Account Options,' under 'Account Activity,' click 'Show your Daily Schedules.' You can select whose schedule you want to view as well as what types of registrations. This calendar can be uploaded to your mobile or computer calendar.

#### 8. Can I renew punch cards and guest passes online?

Guest passes are renewable online, if it does not show up in your account, it is because it is expired. To reactivate your guest pass, call the MCA office OR go to the pool and pay the appropriate fee. Punch cards are not renewable.

#### 9. I have a student/grandparent living in my house, can they get a Resident Card?

Additional adults (18 years and older) living in the household may qualify for a temporary resident pass. Each household is allowed TWO adult passes, anything above this will need to fill out the temporary resident application (available on the website) and turn in with appropriate documentation. This information is only taken at the MCA office and will need Business Manager approval. Appropriate fees will apply for this card.

#### 10. I have a Nanny or AuPair, can they obtain a Resident Card?

If the nanny/au pair DOES NOT live at your residence full time, the best option would be the unlimited guest pass. It allows one guest (per guest pass, limit 4 per household) to enter the facility with a Stapleton membership card holder. (Which can include your dependants) If the nanny/au pair DOES live in your household, fill out the temporary resident pass application and turn into the MCA with proper documentation. Temporary resident applications require Business Manager approval, and appropriate fees will apply.

### 11. I have an online account, but have not received my Resident card yet. Can I purchase it online?

No. Initial resident cards can either be purchased (in person) at the MCA office or at the pools (in person Memorial Day to Labor Day). Initial resident cards are a \$20 fee per person, all members need be present at the time of purchase so photos can be taken and cards can be issued. All family members wishing to use the facilities will need a resident card OR will pay the daily admission rate.

#### 12. At what age will my child need a Resident Card? Children ages 1 and older need a resident card to enter the pool facilities.

#### 13. What if I lose my Stapleton Resident card?

The replacement fee for the membership cards is \$20 per card. Its always a good idea to keep your resident cards in a safe place.

#### 14. Do I pay a convenience fee?

Yes, there is a small convenience fee typical of any internet sales. The fee is a percentage of the total receipt amount.