

Quick Reference Guide to Renew Your Resident Membership Cards

Go to www.stapletoncommunity.com

1. On the home page, hover over 'Act Now,' click 'Access my ActiveNet.'

2. Once redirected to the Active Net site, enter Login ID and Password, if you have forgotten your login or password email signup@stapletoncommunity.com.

3. Click 'Sign-in'

4. Under 'Other Services' click on 'Renew Memberships'

5. Click on "Package" to renew (e.g. 1-Stapleton Adult) *If you do not see the package you need to renew, call the MCA for further assistance. (303.388.0724)*
PLEASE NOTE: You will be able to renew additional packages within the household, but will add them one at a time.

6. Review Membership Detail for the package you are renewing. Memberships can be renewed for up to two years, click the proper radio button of which renewal choice you would like. If all is correct, click 'Add to my Cart.'

7. Click 'Continue'

8. Review the fees, discounts are applied on this screen, click 'Continue'

9. In the shopping cart, review the charges. From this screen you can 'add membership,' if there are additional members in your household to be renewed OR you can proceed to 'Check Out.'

Customer Login
 To access the features of this site, you must have a password-protected customer account. If you have an account and haven't logged in yet, please login now. If you do not have an account, please create a new account.

2 Already have an Account?
 Login With: Login ID/Customer # Email Pass #
 Login ID:
 Password:
 Forgotten? Remember me on this computer?

4 **Account Options for Jane Stapleton**
 Account Options
 - Account Activity
 - Show Your Daily Schedules
 - Show and Manage your Wish List
 - List of Prior Transactions
 - Personal Information includes
 - Change Your Password
 - Change Account Address or Personal Information
 - Change Question Answers
 - Other Services
 - Register for Activities
 - Make Reservations
 - Renew Memberships
 - View Your Shopping Cart
 - Logout
 - Account Payments include
 - Pay on Account
 - List of Account Payments
 - View Account Payment Details
 - Change Auto-Charge Payments

5 **Memberships**
 Shopping Cart » Membership List
 Current Memberships
 Please select a Membership to renew from the following list.

Package	Status	Expiration	Max passes	Max uses
1-Stapleton Adult	Active	Jun 30, 2013	1	0
1-Stapleton Adult	Active	Jun 30, 2013	1	0
1-Stapleton Adult	Active	Dec 31, 2012	1	0
1-Stapleton Adult	Active	Nov 20, 2012	1	0
2-Stapleton Dependent	Active	Nov 20, 2012	1	0

6 **Membership Renewal Form**
 1-Stapleton Adult: Membership Renewal
 Current Membership
 Package 1-Stapleton Adult
 Description Stapleton Adult
 Standard Fee \$20.00
 Sold Nov 19, 2012 10:28 AM
 Primary Jane Stapleton
 2823 Roslyn St
 Denver, CO 80238
 Effective Nov 19, 2012
 Expires Nov 20, 2012
 Renewal Period Annually

Please select a renewal option from the following choices, then click

Renewal Choices	Periods	Expires	Price
<input type="radio"/>	1	Nov 30, 2013	\$10.00
<input checked="" type="radio"/>	2	Nov 30, 2014	\$20.00

7 **Participant Information**
 1-Stapleton Adult: Membership Renewal » Participant Information
 Please choose a participant. If you need to modify your personal or family member / friend information, click

7 **Membership Passes for 1-Stapleton Adult**
 Select Participant 1 Jane Stapleton
 Status Pass assigned
 When you are finished, click

To cancel this transaction, click

8 **Membership Detail**
 1-Stapleton Adult: Membership Renewal » Participant Information » Membership Detail
 Membership Detail for 1-Stapleton Adult
 Participant(s) Jane Stapleton [Change Participant\(s\)](#)

Include?	Description	Quantity	Unit Fee	Total Price
<input checked="" type="checkbox"/>	ID Fee	2	\$20.00	\$40.00
<input checked="" type="checkbox"/>	Renewal Discount	1	(\$20.00)	(\$20.00)
				Sub-Total: 20.00
				Total: 20.00

When you are finished, click

9 **Shopping Cart**
 Shopping Cart
 Registration Steps:
 1. Select Product 2. Shopping Cart 3. Confirm Order and Submit Payment
 These items are currently in your Shopping Cart

Type	Participant	Description	Action
Membership Renewal	Jane Stapleton 2823 Roslyn St Denver, CO 80238 Primary phone: (303) 388-0724 Email: gvw0905@hotmail.com	1-Stapleton Adult Expiration: Nov 30, 2014 Fees/Discounts Qty Unit Fee Total Price ID Fee 2 \$20.00 \$40.00 Renewal Discount 1 (\$20.00) (\$20.00) Sub-Total: \$20.00	<input type="button" value="Edit"/> <input type="button" value="Remove"/>

All done? Proceed to checkout >>

Continue Shopping: [Add from Wish List](#) [Add Activity](#) [Add Membership](#)

Refer to Page 2 to ADD additional memberships (Steps 10-15)
 Refer to Page 3 to CHECKOUT (Steps 16-21)

Quick Reference Guide to Renew Your Resident Membership Cards Online

Adding Additional Memberships

10. In the shopping cart, click 'add memberships'

11. Click the next 'Package' to renew (e.g. 1-Stapleton Dependant) *If you do not see the package you need to renew, call the MCA for further assistance. (303.388.0724)*

12. Review Membership Detail for the package you are renewing. Memberships can be renewed for up to two years, click the proper radio button of which renewal choice you would like. If all is correct, click 'Add to my Cart.'

13. Click 'Continue'

14. Review the fees, discounts are applied on this screen, click 'Continue'

15. In the shopping cart, review the charges. To add further memberships, complete steps 10-15. Once completed, click 'Proceed to Checkout.'

Intro Activities Reservations

Shopping Cart

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 2823 Roslyn St Denver, CO 80238 Primary phone: (303) 388-0724 Email: grw0905@hotmail.com	1-Stapleton Adult Expiration: Nov 30, 2014	Edit Remove

Fees/Discounts	Qty	Unit Fee	Total Price
ID Fee	2	\$20.00	\$40.00
Renewal Discount	1	(\$20.00)	(\$20.00)
Sub-Total:			\$20.00

[All done? Proceed to checkout >>](#)

Continue Shopping: [Add from Wish List](#) [Add Activity](#) [Add Membership](#)

Memberships

[Shopping Cart](#) ▶ Membership List

Current Memberships
Please select a Membership to renew from the following list.

Package	Status	Expiration
1-Stapleton Adult	Active	Jun 30, 2013
1-Stapleton Adult	Active	Jun 30, 2013
1-Stapleton Adult	Active	Dec 31, 2012
1-Stapleton Adult	Renewing	Nov 20, 2012
2-Stapleton Dependent	Active	Nov 20, 2012

Page 1 of 1

Membership Renewal Form

[Shopping Cart](#) ▶ 2-Stapleton Dependent: Membership Renewal

Current Membership

Package 2-Stapleton Dependent
Description Stapleton Dependent
Standard Fee \$20.00
Sold Nov 19, 2012 11:30 AM
Primary Jane Stapleton
2823 Roslyn St
Denver, CO 80238
Effective Nov 19, 2012
Expires Nov 20, 2012
Renewal Period Annually

Please select a renewal option from the following choices, then click [Add to my Cart](#)

Renewal Choices	Periods	Expires	Price
<input checked="" type="radio"/>	1	Nov 30, 2013	\$10.00
<input type="radio"/>	2	Nov 30, 2014	\$20.00

Participant Information

[Shopping Cart](#) ▶ 2-Stapleton Dependent: Membership Renewal ▶ Participant Information

Please choose a participant. If you need to modify your personal or family member / friend information, click [ACCESS MY ACCOUNT!](#)

Membership Passes for 2-Stapleton Dependent

Select Participant 1 Jane Stapleton
Status Pass assigned

When you are finished, click [Continue](#)

Membership Detail

[Shopping Cart](#) ▶ 2-Stapleton Dependent: Membership Renewal ▶ Participant Information ▶ Membership Detail

Membership Detail for 2-Stapleton Dependent

Participant(s) Jane Stapleton [Change Participant\(s\)](#)

Include?	Description	Quantity	Unit Fee	Total Price
<input checked="" type="checkbox"/>	ID Fee	1	\$20.00	\$20.00
<input checked="" type="checkbox"/>	Renewal Discount	1	(\$10.00)	(\$10.00)
Sub-Total:			10.00	10.00
Total:			10.00	10.00

When you are finished, click [Continue](#)

To cancel this transaction, click [Cancel](#)

Intro Activities Reservations

Shopping Cart

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 2823 Roslyn St Denver, CO 80238 Primary phone: (303) 388-0724 Email: grw0905@hotmail.com	1-Stapleton Adult Expiration: Nov 30, 2014	Edit Remove
Membership Renewal	Jane Stapleton 2823 Roslyn St Denver, CO 80238 Primary phone: (303) 388-0724 Email: grw0905@hotmail.com	2-Stapleton Dependent Expiration: Nov 30, 2013	Edit Remove

Fees/Discounts	Qty	Unit Fee	Total Price
ID Fee	2	\$20.00	\$40.00
Renewal Discount	1	(\$20.00)	(\$20.00)
Sub-Total:			\$20.00

Fees/Discounts	Qty	Unit Fee	Total Price
ID Fee	1	\$20.00	\$20.00
Renewal Discount	1	(\$10.00)	(\$10.00)
Sub-Total:			\$10.00

[All done? Proceed to checkout >>](#)

Continue Shopping: [Add from Wish List](#) [Add Activity](#) [Add Membership](#)

Quick Reference Guide to Renew Your Resident Membership Cards Online

****CHECK OUT****

16. In the shopping cart, click 'proceed to checkout.'

Intro Activities Reservations

Shopping Cart

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	Fees/Discounts	Qty	Unit Fee	Total Price	Action
16	Jane Stapleton 2823 Roslyn St Denver, CO 80238 Primary phone: (303) 388-0724 Email: grw0905@hotmail.com	1-Stapleton Adult Expiration: Nov 30, 2014	ID Fee	2	\$20.00	\$40.00	Edit Remove
			Renewal Discount	1	(\$20.00)	(\$20.00)	
			Sub-Total:				\$20.00

All done? Proceed to checkout >>

Continue Shopping: [Add from Wish List](#) [Add Activity](#) [Add Membership](#)

17. Review 'Waiver Information'

- Check Boxes 'Agree to Waiver'
- Scroll down Waiver Text until 'Acknowledgement' turns red
- Check Box 'Acknowledgement'

Intro Activities Reservations

Order Confirmation and Payment Information

Shopping Cart ▶ Confirmation and Payment

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. Shopping Cart ▶ 3. Confirm Order and Submit Payment

Order Confirmation

Type	Participant	Description	Qty	Price		
Membership Renewal	Jane Stapleton 2823 Roslyn St Denver, CO 80238 Primary phone: (303) 388-0724 Email: grw0905@hotmail.com	1-Stapleton Adult Expiration: Nov 30, 2014		\$20.00		
			ID Fee	2	\$20.00	\$40.00
			Renewal Discount	1	(\$20.00)	(\$20.00)
	Sub-Total:			\$20.00		
Membership Renewal	Jane Stapleton 2823 Roslyn St Denver, CO 80238 Primary phone: (303) 388-0724 Email: grw0905@hotmail.com	2-Stapleton Dependent Expiration: Nov 30, 2013		\$10.00		
			ID Fee	1	\$20.00	\$20.00
			Renewal Discount	1	(\$10.00)	(\$10.00)
	Sub-Total:			\$10.00		
Subtotal				\$30.00		
Processing Fee				\$2.45		
Total Charges				\$32.45		

Waiver Information

Agree to Waiver	Required	Description	Attachment
<input type="checkbox"/>	Yes	Stapleton Release Waiver	--
<input type="checkbox"/>	Yes	Stapleton Release Waiver	--

17a

17b

17c

Waiver: In consideration of my (and/or my child's) participation in this 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

I ACKNOWLEDGE THAT I HAVE CAREFULLY REVIEWED AND CONSENT TO THE WAIVER SET FORTH ABOVE.

18. Amount of current charges (what you will be charged at completion of transaction)

19. Select 'Form of Payment'

- Input 'Card Number'
- Input 'Expiration Date'
- Input 'Security Code'

Current Charges

Total Current Charges **\$32.45**

Form of Payment

19

Credit Card Credit Card Type:
 Card Number:
 Card Expiration:
 Security Code: [What is my Security Code?](#)
 Save this Credit Card for My Future Transactions

Billing Information

Please provide the billing information associated with the form of payment provided above.

Name on Account:
 Street:
 City, State, Zip Code:

20 I am 13 years of age or older
 (Federal law prohibits anyone under the age of 13 from submitting payment.)

****Review 'Billing Information'**

20. Check Box 'Confirming Age over 13'

21. Click 'Continue'

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 FREE! 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 FREE. 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 credit/debit card for the cost of the initial subscription and renewals each year. You will be notified before billing of the then-current rate. You may cancel any time by calling 1-877-815-8301. You will receive a prorata refund for any unmailed issues based on your total months (including any free trial issues). Optional offer. For Individual use only, not for resale. Allow 4 - 10 weeks for delivery. Offer valid for U.S. orders only. Keep this page for your records.

[Delivery Details](#)

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

Frequently Asked Questions

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. **Do not create a new account, 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. **Do not create a new account, it will be denied as a duplicate.**

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.