

## FAQ's for the Sandy Parks & Recreation New Customer Login Registration Option

1. Why did we add the customer user account to our online registration system?

**Answer:** Periodically, improvements are made to the software used for online registration. We feel these improvements will help us be more efficient and be more user-friendly for our customers.

2. Benefits of using the online customer user account:

- ✓ You will be able to set up an account for registrations and reservations for you and your family.
- ✓ You will be able to edit your family information, see what you are signed up for, make payments and apply any credits available on your account.
- ✓ You will no longer have to re-enter your personal information each time you register.

3. Do I have to create a new account?

**Answer:** Starting January 1, 2013 you will be required to have an account or to create one. If you have registered online there is a good chance you and your family are already in the system. Simply enter the email address you used for your online registrations and click on "I forgot or don't know my password." A temporary password will be emailed immediately. If you do not get an email immediately please call (801) 568.2900 for assistance to connect you to your account. Office hours are 8 am to 6 pm – Monday through Friday.

4. How do I create a new account?

**Answer:** Click on "Login" in the upper right hand corner, then click on "I would like to create a new account".

5. When creating a new family account, whose information do I enter first?

**Answer:** Please enter the main account holder's information in first followed by additional family members.

6. What happens to all of my online transactions and receipts?

**Answer:** All transactions and receipts used by this email will be attached to your new customer login account.

7. Is there any way to get my receipts from previous passes or events that I have paid for?

**Answer:** Yes, if it is important to you to have your previous transaction information. Please contact us at (801) 568.2900 or email us at [parksandrec@sandy.utah.gov](mailto:parksandrec@sandy.utah.gov) to request your receipt(s).

8. Can I see the sports, programs, or classes that I have registered for?

**Answer:** All registrations used by this email will be attached to your new customer login account.