

Information about the New Piedmont Recreation Department Registration System

NOTE: A New Account (and Stored Credit Card) Will Be Required to Register for All PRD Programs

WOULD YOU PLEASE SIGN-UP AS SOON AS POSSIBLE!
(Good news! It takes less than 10 minutes to complete.)

Create a New Account on Community Pass:

- Go to: <https://register.capturepoint.com/CityofPiedmont>
- From the City of Piedmont Community Pass login homepage click on the "Create an Account" tab.
- On the next page complete the "Account Creation" fields and click on Create at the bottom of the page.
- On the next page you will see the Community Pass Privacy Statement. After reading, click "Accept". Then click "Finish".
- On the Homepage of your account, under "Useful Links":
 - Click on "View and Pay Balances"
 - Select "Payment Methods" from the left side bar
 - Click "Add Credit Card"
 - All users are required to have a method of payment added to their account before making any kind reservation or enrolling in classes.
- Add all family members who participate in PRD activities to your account.
 - Click on **View Account** button
 - Under Individual Information, Click on **Add Adult** or **Add Child** button
 - Follow Steps and click yellow **Add Adult** or **Add Child** button when finished

New! Current Grade Field: For school age children, please select their grade during the 2020/2021 school year (it will automatically roll over each year). For members who are infant/toddler, preschool, or post high school please select the most applicable option and follow prompts.

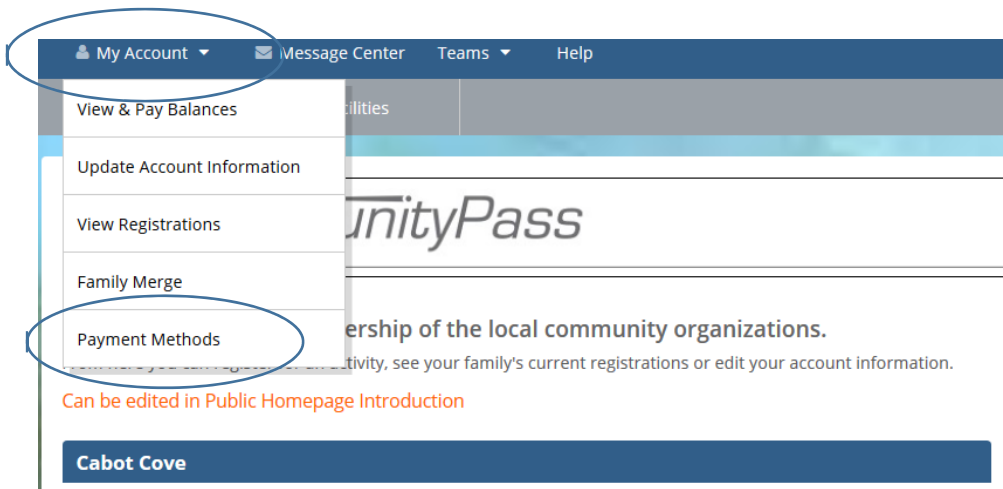
From this page you can update family information at any time.

Please save your login and password for future use. Only one account per family is permitted.

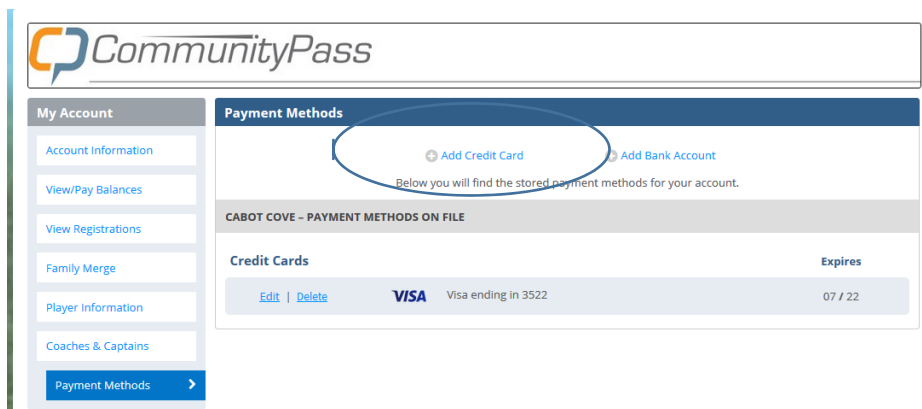
Enter Payment Methods on the Public Site

After you create your new account:

Go to My Account, select Payment Methods.



Select [Add Credit Card](#) or [Add Bank Account](#)



If You Need Receipts From Active Net For Tax Purposes For 2020:

Please allow for time to pull any receipts you may need for tax purposes in both 2020 and/or previous year(s)!

It is each family's responsibility to get whatever receipts they need for tax purposes before November 8th. All access to our current system will end on November 8th.

Here's how to obtain your records from ACTIVE Net:

- Log into your ACTIVE Net account
- Under Account Options, Account Activity click on Historical Transaction List
- Select the date range and Click purple Search Button
- Click on desired Receipt (i.e. xxxxxx.xxx) to print or screenshot receipt for your records

The City of Piedmont's Tax ID is included on each receipt: 94-1583661



Account Options for

- Account Activity
 - View Your Family Schedule
 - View and Manage Your Wish List
 - Account Credits List
 - Historical Transaction List
 - Transactions that Need Attention List
 - View Bank
 - List Saved Credit Cards
 - Pool Passes and Usage
- Other Services
 - Register for Activities
 - Purchase Pool Passes
 - View Your Shopping Cart
 - Logout
- Personal Information
 - Change Your Password
 - Change Account Address or Personal Information
 - Change Custom Question Answers
 - Change Information about Family/Friends
- Account Payments
 - Pay on Account
 - List of Account Payments
 - View Account Payment Details
 - Change Auto-Charge Payments

Prior Transactions

Search Criteria

Family as of Oct 1, 2020 4:50 PM

Schoolmates Reservations Pool Pass
 Point Of Sale Registrations Payments
 Scholarship

Begin Date:
 End Date:

Transaction	Description	Receipt	Date	Time	Customer	Actions
Product Sale	Lime Bar	1171601.002	Sep 25, 2019	3:37 PM		
Withdraw	Recreational Basketball 3rd Grade GIRLS #154437	3035662.002	Aug 2, 2019	11:12 AM		
Enroll (Amended to: Delete for Refund)	Recreational Basketball 3rd Grade GIRLS #154437	3035676.002	Aug 1, 2019	4:11 PM		
Pool Pass Sale	City of Piedmont Employee Pass	3033958.002	Jan 31, 2019	4:52 PM		

Receipt Detail

Print Friendly Version

Piedmont Recreation Department Site
 355 Hilda Avenue
 Tall, OH 44124-8811
 Piedmont, OH 44131
 Phone (313) 423-3270
 Fax (313) 423-3227
 Email: prd@piedmont.oh.gov

Receipt Number: 1171601.002
 Prepared By:

Customer	Description	Charge Item	Unit	Qty	Unit Price	Charge
	Lime Bar	Lime Bar	Each	1.00	\$2.00	\$2.00
	Product Sale					

Payment	Payment Type	Amount
VISA	4012420000000000	\$2.00
Total Charges		\$2.00
Total Payments		\$2.00
Balance		\$0

Frequently Asked Questions:

Why is the Piedmont Recreation Department switching to a new registration system?

In a nutshell, we want to provide an:

- Updated and more user-friendly system
- A more cost effective system
- More online functionality for community members reserving facilities (including tennis courts)

What will happen to the credits I have in our current system?

All credits that remain on your account as of October 30th will be transferred to your new Community Pass account and will be available for you to apply to new classes and reservations.

Will we continue to pay the 6% convenience fee that has been added to transactions in our current system?

Good news - the answer is no! We have worked hard to find a new registration system that is more cost effective than our current system. The new convenience fee will be 3% per transaction.

Which credit cards can I use in the new system? Can I use my AMEX card?

Our new system accepts Visa, MasterCard and Discover only. Since we are working to keep the costs down for our community, and the credit card processing fees charged for Amex are substantially higher than those charged for Visa, MasterCard and Discover, we can no longer accept Amex.

When will we start using the new system to register for classes and make tennis reservations?

- Online tennis reservations begin on October 19th.
- Registration for classes, etc. will take place after November 10th. Stay tuned for future announcements!

I need help setting my new account up. Who do I call?

You can reach us Monday - Friday, from 8:30 am - 5:00 pm. at (510) 420-3070. We are here to help!

Thank you for your help in setting up your new account as soon as possible!