

**Chandler Residents Only:** Processing of forms and online transactions starts at 10 a.m., Saturday, February 7, 2015.

**Non-Chandler Residents:** Processing of forms and online transactions starts at 10 a.m., Friday, February 13, 2015.

## ONLINE REGISTRATION



1. Go to [www.chandleraz.gov/registration](http://www.chandleraz.gov/registration) which takes you to the registration home page. If you have an approved account proceed to step 2. If you do not have an approved account, please click on the "Create an Account" and complete the application details.
2. Click on "My Account" and enter your login name and password. You are now ready to shop for your classes! **Helpful hint:** Your login name is always your email address.

3. Complete your transactions and pay "Class fees" with a Visa, American Express or MasterCard.

**You must have a customer login and password to use the online registration system! Please see page 15 for information on how to obtain one before registration opens.**



## MAIL-IN REGISTRATION



1. Fill out the Recreation Class registration form on page 16 or the Aquatic Class registration form on page 17.
2. Identify the method of "Class fees" payment by either check, credit on account, or money order. Make checks payable to "City of Chandler." **Do not mail cash!**

3. Mail your form(s) and payment(s) to:  
**Registration Mail Stop 501  
P.O. Box 4008  
Chandler, AZ 85244-4008**

Please write "Attention to" one of the following:

- Recreation Class Registration
- Aquatic Registration\*
- Preschool Programs
- Teen Programs
- Tennis Center

\*Mail Aquatics registration forms to mail stop 906

**In order to be PCI-DSS Compliant we no longer can accept credit cards for mail-in registration.**

## DROP-OFF REGISTRATION



1. Place your completed registration form, along with payment, in one of the drop boxes located in the lobby of these facilities:

- **Community Center**  
125 E. Commonwealth Ave.
- **Environmental Education Center**  
4050 E. Chandler Heights Rd.
- **Snedigar Recreation Center**  
4500 S. Basha Rd.
- **Tumbleweed Recreation Center**  
745 E. Germann Rd.
- **Aquatic Administration (Aquatic Programs Only)**  
650 E. Ryan Rd.

2. Payment of "Class fees" can be made by either check, credit on account, or money order. Make checks payable to "City of Chandler." Do not mail cash.

**In order to be PCI-DSS Compliant we no longer can accept credit cards for mail-in registration.**

*Credit cards may be accepted for over-the-counter transactions that allow a customer service representative to swipe or enter your credit card info.*



## REGISTRATION PROCESSING FOR CHANDLER RESIDENTS

- Mail-In and Drop-Off registration forms are currently being accepted and will be combined and processed randomly, starting at 10 a.m. on Saturday, February 7, 2015.
- Registration, including online registration, begins at 10 a.m. on Saturday, February 7, 2015.
- Online registrations are processed in real-time, as you use the system.
- Registration forms will NOT be processed prior to 10 a.m. February 7. Registration forms received after noon on February 7 will be processed by date received, in random order, starting the Monday after registration begins.
- Registrations dropped off at 8 a.m. have no priority over those received later in the day, or those received in the mail that same day.
- The City of Chandler is not responsible for lost or misdirected mail.

## NEW!

**Please Note:** Our new registration system now verifies residency by a flat file associated with a GIS (Geographical Information System). **Check your residency status by visiting [www.chandleraz.gov/infomap](http://www.chandleraz.gov/infomap).** Unfortunately, customers living in County Islands are no longer eligible to receive resident registration privileges or rates. If you are charged a non-resident fee while completing your registration, we will be happy to re-verify your address. However, if we are unable to verify through our resources you will be asked to provide one, or more, of the following documents to verify residency: picture ID with local address, current (within last month) water or utility bill, property tax bill and/or business license.

# CLASS REGISTRATION PROCEDURES

*Chandler Residents Only: Processing of forms and online transactions starts at 10 a.m., Saturday, February 7, 2015.*

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## Mail-In & Drop-Off Registration Completing the Registration Form

- Please submit a separate registration form for recreation classes and aquatics classes. Processing can be delayed if the same form is used for recreation and aquatics registration.
- List a **1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> class choice**. If only one choice is listed and that class is full, the participant is placed on a waiting list.
- The registration form is an application. It does not ensure placement in a class. You will receive a confirmation receipt to verify enrollment in a class. If your class choices are full, the participant will be placed on a waiting list.
- If you are placed on a waiting list, you will be notified if an opening becomes available. Notification may come as late as the start day of a class.
- Fees must be paid at the time of registration. If paying by check, write a separate check for each class. If only one check is submitted and only a portion of payment is used on the customer's account, the remaining balance will be issued as a credit.
- **Fill out the registration form completely.** Enter the full name of participant, address, home and emergency phone numbers and age. Sign the form. If possible, submit only one registration form per family.

**Please Note:** Our new registration system verifies residency by a flat file associated with a GIS system. Check your residency status by visiting [www.chandleraz.gov/infomap](http://www.chandleraz.gov/infomap). Unfortunately, customers living in County Islands are no longer eligible to receive resident registration privileges or rates. If you are charged a non-resident fee while completing your registration, we will be happy to re-verify your address. However, if we are unable to verify through our resources you will be asked to provide one or more of the following documents to verify residency: picture ID with local address, current (within last month) water or utility bill, property tax bill or business license.



**In order to be PCI-DSS Compliant we no longer can accept credit cards for mail-in or drop-off registration.**

*Credit cards may be accepted for over-the-counter transactions that allow a customer service representative to swipe or enter your credit card info.*

**NEW!**

**IMPORTANT**

## NEW ONLINE REGISTRATION & RESERVATION SYSTEM IMPLEMENTED!

The Community and Neighborhood Services Department's new registration and reservation system was implemented on November 1, 2014.

**If you haven't already, you will need to create an ACTIVE Net® account in order to complete activity registration or reservations online.**

## Break Time SUBSCRIPTION

While creating your new account please make sure to renew your subscription to Break Time. Unfortunately, due to our new registration system it will be necessary for **all current Break Time subscription holders to "renew" their subscription in our new software system.** For more information on Break Time subscription please see page 4.

### Emails and Subscription Lists

Yes! Please mail me the latest news and information about Organization Name.

#### Subscriptions Lists:

Break Time

Break Time is mailed to subscribers two weeks before registration begins for each season (winter, spring, summer, fall). It is also available online at [www.chandleraz.gov/breaktime](http://www.chandleraz.gov/breaktime).

## REGISTRATION OPTIONS TO REMEMBER ONLINE REGISTRATION

[www.chandleraz.gov/registration](http://www.chandleraz.gov/registration)

### MAIL-IN REGISTRATION

Mail Stop 501, P.O. Box 4008  
Chandler, AZ 85244-4008

**Note:** Aquatic registration is Mail Stop 906

### DROP-OFF REGISTRATION

#### Community Center

125 E. Commonwealth Ave.

#### Chandler Tennis Center

2250 S. McQueen Rd.

#### Environmental Education Center

4050 E. Chandler Heights Rd.

#### Snedigar Recreation Center

4500 S. Basha Rd.

#### Tumbleweed Recreation Center

745 E. Germann Rd.

#### Aquatic Administration (Aquatic Programs Only)

650 E. Ryan Rd.

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## ▼ ONLINE REGISTRATION/RESERVATION SOFTWARE FAQs ▼

### What is an online registration and reservation system?

Our online registration and reservation system allows customers to register via the Internet for most of our classes and programs and now allows customers to make ball field and pavilion rentals! The system is available to residents 24-hours a day, seven days a week, except during times the system will be taken down for maintenance. The exception is online ball field reservations, which will be accepted from 8 a.m.-11:59 p.m.

### Why did Chandler's Community and Neighborhood Services Department switch to a new registration and reservation system?

The old system had reached its end of life and was no longer being supported. This new system provides new technology and benefits including:

- The ability to make reservations for pavilions and ball fields on-line.
- Multiple ways to search for programs and activities.
- Allows customers to create "Wish Lists" which will help streamline your registration process.
- Sign-up for text message or email notifications for timely activity-related messages and information.
- The ability for customers to manage their account with access to schedules, payment/transaction history, recover password electronically, etc.

### Why do I need to set up a new account?

We have implemented a new hosted software program called ACTIVE Net®, which requires all customers to create a new account in order to use the system. Our old software program will no longer be available and all history associated with the program will no longer be available.

### How do I create a new account and add a child or other family members to my account?

Go to [www.chandleraz.gov/registration](http://www.chandleraz.gov/registration) and click on "Create Account" tab and complete the "application" with head of household or adult information. Complete all fields with an asterisk (\*) which are required fields. Once the required information is complete click "submit". If you need to add additional family members, click "Submit and add Family Members".

### What if I already have a City of Chandler ACTIVE Net® account?

Go to [www.chandleraz.gov/registration](http://www.chandleraz.gov/registration) and click on "My Account". Enter your Login Name (your email) and enter your password. Click "Sign-in". You are now ready to register for an activity, reserve a pavilion or ball field, or change/search or account information.

### What if I forgot my login name?

ACTIVE Net® uses your email address as your login name. It will always be the email you registered with.

### What if I forgot my password?

You may now recover your password electronically. From the home page click on "My Account". Under "Already have an Account" search for "Password" and click "Forgotten". You will receive an email message and directions on how to set-up a new password.

### What if I do not have an email address or home computer?

You may visit any of the four Chandler Public Libraries to set up your free personal email account. A reference librarian can assist you. We also have scheduled our registration to start at 10 a.m., which allows individuals without computers to go to a public library or other agency and use their computers. For more information on how to establish a free email address, call 480-782-2803.

### Do I need a credit or debit card to use online registration/reservation?

Yes. In order to complete your online transaction(s) and confirm your enrollment, you must pay by credit card or debit card. The City of Chandler currently accepts Visa, Master Card and American Express.

### Why doesn't my registration work online?

There could be a number of reasons:

- The class is not open for registration at the time you are trying to register.
- Some classes require special registration data and, therefore, are not available for online registration. Classes that are not available for online registration will have a symbol of a crossed-out computer by the class description.
- You have not properly logged into your account.
- The system is temporarily unavailable due to a large number of users at the same time or system maintenance.

### How do I enter "Date of Birth"?

For adults you may either enter your birthdate or select "Age Category". For all customers under the age of 18 a birthdate MUST be entered.

### Some customers may already have an account with

**ACTIVE Net®** due to Membership and Permit transfers. Should you already have an account, your login will be the email account you used to purchase a membership or punch pass from the Tumbleweed Recreation Center, Chandler Aquatics and/or purchase a permit (ball field, beer, etc.) from Chandler Parks, Recreation and Aquatics.

To obtain your password you will need to either call or come into one of our recreation centers to speak with a staff person or recover your password electronically. See details above.



Stay Connected with Us!

Join our monthly e-newsletter. Text CHANDLERREC to 22828 to get started.

Message and data rates may apply.



Follow us on Instagram and Twitter @ChandlerRec  
and find Chandler Recreation on Facebook and YouTube

# RECREATION CLASS REGISTRATION APPLICATION FORM: *Please fill out completely.*

*One form per family. Please read the registration procedures before registering.*

**PARENT / PAYEE INFORMATION**

**EMAIL ADDRESS:** \_\_\_\_\_

<i>FIRST NAME</i>		<i>LAST NAME</i>		
<i>ADDRESS</i>		<i>CITY</i>	<i>ZIP CODE</i>	
<i>HOME PHONE #</i>	<i>CELL PHONE #</i>	<i>EMERGENCY CONTACT NAME &amp; PHONE #</i>		

Check here if new address.

PARTICIPANT'S NAME	ACTIVITY NAME	LOCATION	CLASS START DATE	TIME	DAYS OF THE WEEK	CLASS FEE
FIRST                      LAST	1st CHOICE					
AGE                      BIRTHDATE /     /	2nd CHOICE					
GENDER <i>(Circle One)</i> FEMALE      MALE	3rd CHOICE					
FIRST                      LAST	1st CHOICE					
AGE                      BIRTHDATE /     /	2nd CHOICE					
GENDER <i>(Circle One)</i> FEMALE      MALE	3rd CHOICE					
FIRST                      LAST	1st CHOICE					
AGE                      BIRTHDATE /     /	2nd CHOICE					
GENDER <i>(Circle One)</i> FEMALE      MALE	3rd CHOICE					
FIRST                      LAST	1st CHOICE					
AGE                      BIRTHDATE /     /	2nd CHOICE					
GENDER <i>(Circle One)</i> FEMALE      MALE	3rd CHOICE					

**DEBIT, VISA, MASTERCARD AND AMERICAN EXPRESS CARDS  
are accepted for all over-the-counter and online transactions.**

***Due to PCI-DSS Compliance we only accept check, money order or cashier's check for all drop-off and mail-in registrations.***

The City of Chandler intends to comply with the Americans with Disabilities Act (ADA).  
To request a reasonable accommodation, please contact Collette Prather at (480) 782-2709 at least two weeks in advance.

I understand that the City of Chandler does not carry accident insurance for these programs.  
I agree to indemnify and hold harmless the City of Chandler from all losses or injuries sustained during my participation.  
I also give my permission for any photos/videos taken of participants to be used by the City of Chandler.

Signature of Parent/Payee: \_\_\_\_\_

Need additional forms? Simply make a copy of this one or print one from the online *Break Time* at [www.chandleraz.gov/breaktime](http://www.chandleraz.gov/breaktime).

<i>OFFICIAL USE ONLY</i> Date Received:	<i>OFFICIAL USE ONLY</i> Check #:	<i>OFFICIAL USE ONLY</i> Receipt #:
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**Mail form to: City of Chandler \* Recreation Class Registration \* Mail Stop 501 \* P.O. Box 4008 \* Chandler, AZ 85244-4008**

# AQUATICS CLASS REGISTRATION APPLICATION FORM: *Please fill out completely.*

*One form per family. Please read the registration procedures before registering.*

**PARENT / PAYEE INFORMATION      EMAIL ADDRESS:** \_\_\_\_\_

FIRST NAME	LAST NAME		
ADDRESS	CITY	ZIP CODE	
HOME PHONE #	CELL PHONE #	EMERGENCY CONTACT NAME & PHONE #	

Check here if new address.

*For Aquatics registration, please submit one registration form per session.*

PARTICIPANT'S NAME	ACTIVITY NAME	LOCATION	CLASS START DATE	TIME	DAYS OF THE WEEK	CLASS FEE
FIRST                      LAST	1st CHOICE					
AGE                              BIRTHDATE /     /	2nd CHOICE					
GENDER <i>(Circle One)</i> FEMALE      MALE	3rd CHOICE					
FIRST                      LAST	1st CHOICE					
AGE                              BIRTHDATE /     /	2nd CHOICE					
GENDER <i>(Circle One)</i> FEMALE      MALE	3rd CHOICE					
FIRST                      LAST	1st CHOICE					
AGE                              BIRTHDATE /     /	2nd CHOICE					
GENDER <i>(Circle One)</i> FEMALE      MALE	3rd CHOICE					
FIRST                      LAST	1st CHOICE					
AGE                              BIRTHDATE /     /	2nd CHOICE					
GENDER <i>(Circle One)</i> FEMALE      MALE	3rd CHOICE					

**DEBIT, VISA, MASTERCARD AND AMERICAN EXPRESS CARDS**

**are accepted for all over-the-counter and online transactions.**

***We only accept cash\*, check, money order or cashier's check for all drop-off and mail-in registrations.***

***\*No cash accepted for mail-in registration.***

The City of Chandler intends to comply with the Americans with Disabilities Act (ADA).  
To request a reasonable accommodation, please contact Collette Prather at (480) 782-2709 at least two weeks in advance.

I understand that the City of Chandler does not carry accident insurance for these programs.  
I agree to indemnify and hold harmless the City of Chandler from all losses or injuries sustained during my participation.  
I also give my permission for any photos/videos taken of participants to be used by the City of Chandler.

Signature of Parent/Payee: \_\_\_\_\_

Need additional forms? Simply make a copy of this one or print one from the online *Break Time* at [www.chandleraz.gov/breaktime](http://www.chandleraz.gov/breaktime).

OFFICIAL USE ONLY Date Received:	OFFICIAL USE ONLY Check #:	OFFICIAL USE ONLY Cash Received:	OFFICIAL USE ONLY Receipt #:
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**Mail form to: City of Chandler \* Aquatics Class Registration \* Mail Stop 906 \* P.O. Box 4008 \* Chandler, AZ 85244-4008**