

Registration Software Upgrade FAQ



What's happening?

We're upgrading our **registration software** to a newer, cloud-based system. This update will improve security, performance and reliability for online registration, payments and account management.

When will registration be unavailable?

Wednesday, March 4

Online registration, reservations and payments will be unavailable for **approximately 24 hours**, starting at midnight on March 3, while we complete the upgrade.

What services will be affected during the outage?

During the upgrade, you will not be able to:

- Register for programs or activities online
- Make payments online
- Purchase memberships or passes online
- Reserve facilities online

Any online action that relies on the registration software **will NOT** be unavailable during this time.

Why is this upgrade important?

This upgrade helps us provide a better experience for everyone by offering:

- **More secure transactions** to better protect your personal and payment information.
 - **Enhanced features and benefits** designed to improve how you use the system.
 - **Higher performance and reliability**, especially during high-demand registration periods.
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Will my account information still be there?

Yes. Your household account, registrations, memberships and history will remain in the system. You will not need to create a new account.

Will the registration system look different?

Yes. After the upgrade, you may notice:

- A more modern, mobile-friendly design
- Updated navigation and page layouts
- Improved search and browsing tools

Even if things look different, the services and functions will remain the same.

Will I need to do anything after the upgrade?

You may be asked to complete a few quick steps the next time you log in:

- **Verify or update your email address**
- **Enter an email verification code** sent to you
- **Reset your password**, if prompted

These steps help keep accounts secure and prevent fraud.

What if I don't receive the verification email or code?

If you don't see the email:

- Check your spam or junk folder
- Confirm your email address is correct
- Request a new code if prompted (codes may expire)

If you're still having trouble, contact us for help. Call us at 847-724-5670.

Should I try to register during the outage?

No. During the March 4 upgrade window:

- Online registration and payments will not work.
- Payments should not be considered complete without a confirmation or receipt.
- Please do not create duplicate accounts if you can't log in.

Trying to register during the outage may result in errors or delays.

Will the registration website address change?

In most cases, the website address will stay the same. However, because the system will look different, we recommend:

- Using the **Registration** button on our website
 - Updating your bookmark if needed
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What browser should I use?

For the best experience, use an up-to-date version of:

- Chrome
- Edge
- Firefox
- Safari

Internet Explorer is not supported.

Will there ever be a waiting line to register?

During very high-demand registrations, you may see a **virtual waiting room**. This helps manage traffic and keeps the system running smoothly by saving your place in line.

Who can I contact if I need help?

If you have questions or run into issues before or after the upgrade, our staff is here to help. Call us at 847-724-5670. Support options will remain the same.