

## West Orange Recreation Department Community Pass FAQs

### **What is Community Pass?**

- Community Pass is an online system that will allow you to register for a variety of programs and activities within the Recreation Department. Community Pass is a well-established tool utilized and fully endorsed by many of our neighboring communities.

### **Is there a fee to use Community Pass?**

- There is no fee to create an account. Standard participation fees will be charged for each program.

### **How do I create an account?**

- You can create your account by visiting <https://register.communitypass.net/westorangetownship>. Upon your first visit, click on the **create account** button. From there, complete all of the required information and click **create** to establish your account. After creating your account, you will need to add any immediate family members residing in your household in order to register them for programs.

### **How do I add immediate (spouse, children) family members to my account?**

- After logging into your account, click on **view account** in the bottom right corner. On the next page, at the top in the heading **Individual Information** there will be a button that says **Add Child**. Complete the required information and click **add child** to finalize the process. Please ensure all information, especially date of birth, is correct before finishing. Repeat the process for any additional children. If you wish to add another adult. After logging into your account, click on **view account** in the bottom right corner. On the next page, at the top in the heading **Individual Information** there will be a button that says **Add Adult**. Complete the required information and click **add adult** to finalize the process.

### **How do I register for programs?**

- After logging in, click the **register** button. Verify the necessary information and then select the individuals you wish to register for programs. Select the program(s) that you wish to register, complete the required information and submit your payment. A copy of the receipt will be automatically e-mailed to you.

### **How does the Recreation Department verify residency?**

- There are internal controls that assist in verifying residency. Additionally, the Recreation Department randomly selects program registrants to submit a copy of their parent's valid driver's license, child's report card and child's birth certificate. For the pool, all pool members will be required to submit all necessary documentation prior to receiving their membership badges.

### **What types of payment are accepted?**

- The Recreation Department will now be able to accept online credit card payments. Checks can also be mailed to 66 Main Street, West Orange, NJ 07052. Please note that for check payments, registration is not considered complete until payment is received.

### **What if I am having issues registering or creating my account?**

- Please contact the Recreation Department by phone at 973-325-4150 or visit the Recreation Department offices during normal business hours (Mon-Fri 8:30 am – 4:30 pm) and we will gladly be able to assist you.

### **What are some of the other features of Community Pass?**

- The Recreation Department will be able to instantly notify program participants via e-mail and/or text message of late breaking cancellations, program registration deadlines, location changes, etc. Additionally, a family may opt in to receiving program announcements from the Recreation Department. To ensure you receive these message, please make sure to include all e-mail addresses and cell phone numbers in your profile. All information will remain confidential and will not be used by any outside vendor to solicit business.