

Frequently Asked Questions

How To Get Started With City of Mentor Parks & Recreation Department's Online Registration

1. I am a new customer. What do I need to do?

Phone Mentor Parks, Recreation & Public Lands at (440) 974-5720 Monday – Friday, 8:30 a.m. – 4:30 p.m. to establish your account. An email address along with your name, address and phone number is needed along with the birth dates of all members of your family.

If you have already provided us with your email address, simply visit www.cityofmentor.com, click on My Account, then Retrieve Login Information. Enter your email address and your Login ID and Account PIN will be immediately emailed to you.

2. What browser do I need to use the system?

Microsoft Internet Explorer or Netscape browsers running Version 4 or above. We highly recommend a 128-bit encryption based browser.

3. Is this site secure?

We have taken many steps to ensure the security of your transactions in this registration system. In addition to internal security features created by the City of Mentor, we use VeriSign technology to provide 128-bit encryption (the highest level available to private industry) to ensure information security. You will see the familiar "padlock" symbol at the bottom of the "My Basket" and "My Account" pages indicating your data is secure. For more information, please visit Verisign.

4. How do I pay for my registrations online?

Online registration requires a credit card – Visa, Mastercard, American Express or Discover - to process your registration.

5. What if I can't login?

Please contact the Mentor Parks & Recreation Department at (440) 974-5720 to unlock your account. For security purposes, if you've tried to log-in five (5) times unsuccessfully, your account will be locked and you'll need to call our office to unlock it.

6. What if I forget my User ID and Password?

Click on the "Retrieve Login Information" link under the "My Account" tab. Only the Main Contact's Login ID and Account PIN will be emailed to you as this is all that is required to access your family account. You can then select any family member and register from the drop-down list under the "My Basket" tab.

If your email address is not recognized, you will receive a message that the address you entered cannot be found in our database. You should then call the Mentor Parks, Recreation & Public Lands Department at (440) 974-5720 during business hours or email us at recreation@cityofmentor.com. Be sure to include your name, home phone number, and address.

7. How can I add family members to my account?

To add one or more family members to your account, please call the Mentor Parks, Recreation & Public Lands Department at (440) 974-5720. *Please be aware that only immediate family members (parents and children under 18 years of age) residing at your address may be listed as part of your account.*

8. How can I change my mailing or email address?

In order to change your mailing or email address in the system, you will need to call the Mentor Parks, Recreation & Public Lands Department at (440) 974-5720. Address verification may be necessary.

9. What email address should my family provide for Online Registration?

Only the email address of the Main Contact is logged into the system. This enables the account holder to control who has access to the Login ID and Account PIN.

10. Privacy

The protection of individual privacy is a concern to the City of Mentor. By visiting the City's Online Registration, visitors are accepting the practices described in this policy and agree, without limitation or qualification, to be bound by this Privacy Policy.

- **Personal Information:** No personally identifiable information is collected when simply browsing the City of Mentor's web site or downloading information from it. Personal information is gathered only when a visitor knowingly provides such specific information on a voluntary basis, such as through online registration. Personal information will not be disclosed to outside parties unless visitors were advised otherwise at the point and time of collection.

- **Logging Practices:** The City of Mentor's web server logs visitor activity to help manage the web site. Information stored in logs does not identify visitors personally. The logs store the domain name and IP address from which the City of Mentor's web site was accessed; the type of browser and operating system used; the date and time the site was accessed; the pages visited; and the country or region of the world from which the site was accessed. The City of Mentor uses this information to learn how many visitors the web site has, where they are coming from, which parts of the City of Mentor's web site are of most interest to visitors, and other facts that help the City of Mentor improve the web site and the services offered.

- **External Links:** The City of Mentor site has links to other sites that may collect personally identifiable information about visitors. This privacy policy does not cover third party data collection practices and the City of Mentor does not assume any responsibility for the actions of third parties.

11. Refunds

A full refund will be issued for all courses cancelled by the Parks & Recreation Department. A \$10 administrative fee will be charged if a participant withdraws from a course and requests a refund. Refunds will not be granted after a course has started.

12. Why am I being charged a convenience fees?

A convenience fee is charged for registrations completed online. These fees are paid directly to the company hosting our Online Registration – The Active Network – and are therefore unrefundable. There is a minimum convenience fee of \$2. See the chart and examples below to figure out how much it will cost you to register online.

Total Transaction Purchases	% charged	+ flat fee
\$.01 - \$149.99	6.5%	\$.50
\$150.00 - \$499.99	3.5%	\$5.00
\$500 and up	2.5%	\$10.00

Example: So, for example, Mrs. Smith registers three of her children for day camp at a cost of \$95/child. Her total transaction amount would be \$285.00. She would then pay 3.5% of \$285, or \$9.97 plus the \$5.00 flat charge. Her total purchase amount should total \$299.97

In a different example, Mr. Jones registers for the Ten Minute Wellness class at Wildwood. The cost of the class is \$15. Mr. Jones would pay \$15, plus 6.5% or .97, which would convert to the \$2 minimum charge, plus \$.50. So, Mr. Jones total would be \$17.50