



City of Savannah Community Pass User Guide

**Recreation and Leisure
Services Department**

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Getting Started

The City of Savannah Recreation and Leisure Services department utilizes the Community Pass software to manage registration for the variety of classes and offerings within the department. This document was created to help guide you through the process of using the Community Pass software and taking advantage of the department's services.

Community Pass provides users with registration, payment, waitlist management, and registration management all from an easy-to-use online software.

The City of Savannah's Community Pass registration page can be accessed [here](#).

If you are accessing the registration page from the [Community Pass main website](#), you will need to select, "LOG IN" from the main menu, "LOGIN FOR ACTIVITY MEMBERSHIP & FACILITY RESERVATIONS", then input, "City of Savannah" in the search field. Click, "Continue..." and this will lead you to the City of Savannah's registration page.

You can now proceed with logging in or creating an account.

If you are already registered for Community Pass having used it for a different City of Savannah department, you do not need to create a new account. Classes and Lessons will be found in the Catalog and can be registered for within your existing account.

This document may be updated periodically to reflect new information and system updates.

It is the goal of the Recreation and Leisure Services Department to make your experience using this system and registering for our services as seamless and user friendly as possible. If you encounter any problems, please contact us at the information below:

912-351-841

iking@savannahga.gov

Creating an Account

1. From the City of Savannah Community Pass registration page, select, **“Create an Account”**
2. Fill out the required information on the Create an Account page and click **“Create”**. Fields in red and marked with * are required.

Please read all information on this page thoroughly, including field notes. Your password must be 7 characters in length and contain at least one number and one letter. You can also set your email preferences on this page.

3. You will now need to read and accept the Privacy Policy before you can proceed. Click **“Accept”** and then, **“Finish”**.
4. After accepting the Privacy Policy, you will be directed back to the log in page. Here, you will need to enter the username and password you have just created in the **“Existing Users”** field in order to access your account.
5. You will now be logged in to your account and ready to move forward.

Account Verification

1. Once you begin using your Community Pass account, you will be asked to verify your account and account information. Ensure all information is accurate and up to date, then click, **“Continue”**.

After completing this step, you will be directed back to the home page where you can register for classes, manage your account, and more.

Managing Family Members

If someone in your household other than yourself will also be registering for classes, you will need to add them as a family member on your Community Pass account. To do this, follow these steps:

1. From the homepage, select, **“View Account”**
2. On the View Account page, you can select **“Add Adult”** or **“Add Child”** under the **“Individual Information”** section. You can also add an Authorized Adult underneath this section.
3. Once you have selected to either add an adult or add a child, you will be prompted to complete a form with the individual’s information. The field names that are in red indicate a required field. You can also set the email preferences for the individual on this page. Once you have completed the form, click, **“Add Adult”** or **“Add Child”** at the

bottom of the page. The new family member will now be shown on the View Account page and can be selected when registering for classes.

4. To manage family members in the account, navigate to the family member in View Account and click, "**Edit**". From here, you can edit their information and click, "**Save Changes**" at the bottom of the page.
5. To de-activate family members, click on the individual's name on the View Account page.
6. On the next page, click, "**Disable**" in the top right corner between "**Edit**" and "**Close**"

The individual will now be disabled from the account. They will not appear on the View Account page and cannot be registered in the future. To add them back, you will need to repeat the steps for adding a new family member.

Finding Recreation and Leisure Services

To find available classes to register for, follow these steps:

1. From the account homepage, select, "**Browse and Register**".
2. You will be directed to the City of Savannah's department-wide catalog. To view the department catalog, you will need to use the filters on the left side of the page. The easiest way to find what you are looking for is to click on the filter entitled, "**Program Groups**"
3. Select "**Aquatics**" and use the filters from the dropdown menu to view and register for available services.

*Please note that if there are no services currently posted, this page will display the message, "We're sorry but we could not find any programs to match your criteria." Please check back at a later date for new listings.

Checking Out

1. Once you have located the class you would like to register for, you can click on the class sessions or, "**Show Sessions**" to view sessions and add them to your cart.
2. Once you select "**Add to Cart**", you will be asked to select the participant you want to register. Check the box next to the name(s) and then click, "**Save**".
3. The class will now be added to your cart. Click on the cart in the upper right corner to expand the cart view and click, "**Checkout**" to proceed with registration. You may also complete other actions here such as viewing the cart and emptying the cart.
4. To register for multiple classes, find the desired classes in the catalog and add them to your cart. You will then be able to checkout for all the classes you wish to register for.
5. Once you are in the cart, follow the prompts for completing the transaction.

Please note that navigating to the "Home" page from the cart page will result in the cart emptying and registration progress will be lost. Please stay on the page to continue registering.

6. Once you are directed to the Registration Receipt page, you are successfully registered for the desired class.

Viewing and Managing Registrations

1. From the account homepage, click, “**View Registrations**”, in the Useful Links section of the page.
2. On this page, you will be able to view your active registrations, view the receipt, and edit your registration to withdraw from the class or update information.

Adding and Updating Payment Information

Adding your payment information to your account can help make the checkout process easier and faster. To add, view, and edit your payment information, follow these steps:

1. From the account homepage, select, “**View Account**”.
2. Select, “**Payment Methods**”, from the menu on the left side of the page.
3. Here you can view, add, or change your payment information.