

# Creating Your ActiveNet Account

To register for activities, sign up for memberships and request facility reservations, you will need to create an ActiveRH account.

## Step One:

1. Start by accessing our new registration site <https://www.richmondhill.ca/ActiveRH>.

## Step Two:

1. Click **“Create an Account.”**

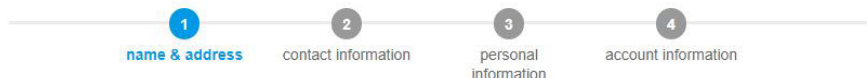


## Step Three:

1. Fill in your name and address. Required fields are denoted by a red asterisk (\*).
2. Click **“Next.”**

### Create Account

> [Home Page](#) > [Create Account](#)



#### Name & Address

Please note that in order to create an account for a child you must create an account for an adult first. Additional family members can be added to your account during registration.

**Note to Richmond Hill Residents:** When entering your Street Address, please include the Street Number and Street Name in full words (no abbreviations or punctuation). If your Street Address also includes a Suite or Unit Number, include that information in the second Street Address text box. If ActiveRH does not accept your address, email [recreation@richmondhill.ca](mailto:recreation@richmondhill.ca) for troubleshooting assistance after you have created your account.

\* Denotes a required field.

\* First Name

\* Last Name

\* Street Address

\* City, Province, Postal Code  
 ON

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## Step Four:

1. Fill in your Contact Information. Required fields are denoted by a red asterisk (\*).

Note: To receive text message alerts, including cancellation notifications, please indicate your cell phone carrier.

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### Contact Information

Please enter your contact information.

**Note:** Cell phone carrier information will be used for the purpose of sending broadcast text messages in the event of a service disruption or activity cancellation. Standard text messaging rates may apply.

\* Denotes a required field.

\* Primary Phone  Extension

Cell Phone

Cell Carrier

Yes, I agree to receive text messages  
 Yes, I am the main contact for my family

\* Email address

Yes! Please email me the latest news and information.

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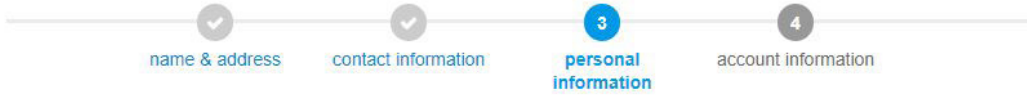
2. Click “**Next**” when complete.

## Step Five:

1. Enter your personal information. Required fields are denoted by a red asterisk (\*).

### Create Account

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### Personal Information

Please enter your personal information.  
\* Denotes a required field.

Gender

Please select your gender... ▾

Users must be 13 years of age or older.

\* Date of Birth

mm/dd/yyyy

\* Customer Type

General Public ▾

Subscription Lists

Aquatics

#### Questions

\* Do you have any allergies we need to know about?

Yes

No

\* Do you have any medical conditions we need to know about?

Yes

No

\* Do you have any disabilities or special needs?

Yes

No

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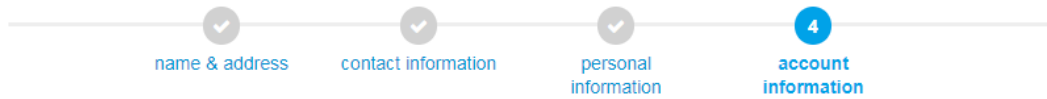
2. Click “**Next**” when complete.

## Step Six:

1. Provide your Account Information. All required fills are denoted by a red asterisk (\*). Create a secure password you will be able to remember, but others will not be able to guess.

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### Account Information

The personal information on this form is collected under the authority of the *Municipal Act, 2001*, S.O. 2001, C.25, and will be used for the purposes of program registration and administration. Questions regarding the collection and use of the personal information can be directed to the Manager, Information Governance, 225 East Beaver Creek Road, Richmond Hill, Ontario, 905-771-8800.

\* Denotes a required field.

\* Email address

test@hotmail.com

\* Password

Contain at least eight characters in length

Contain at least one letter and one number

\* Confirm Password

By creating an account, you are agreeing to [terms of use](#) and [privacy rights](#).

Town of Richmond Hill:

[Terms of Use](#) | [Your Privacy Rights](#)

Active Network, LLC:

[Terms of Use](#) | [Copyright Policy](#) | [Your Privacy Rights](#)

Create Account

Create Account and Add Family Member

2. Once you complete all required fields, click “**Create Account**” or “**Create Account and Add Family Members**” to add family members to your account. Family members can include your spouse/partner, children or other family members who live at your home address.

**Congratulations, you have created your ActiveRH account.**  
**You are now ready to register for activities, sign up for memberships and request facility reservations.**