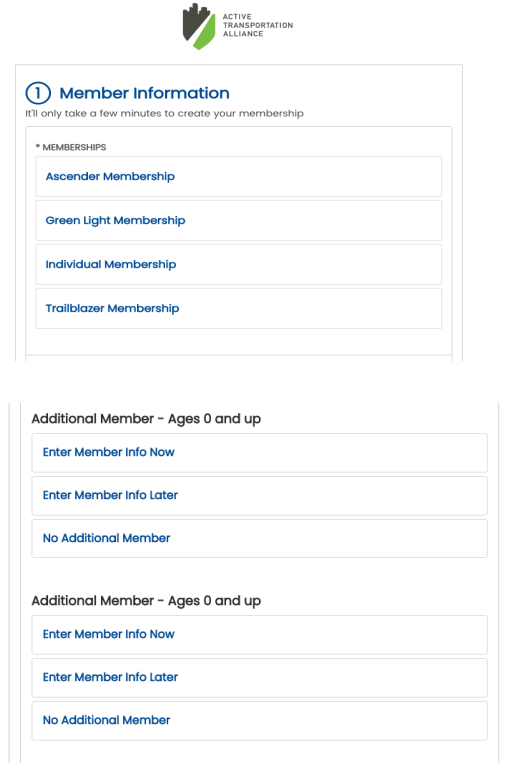


REGISTERING FOR A NEW MEMBERSHIP

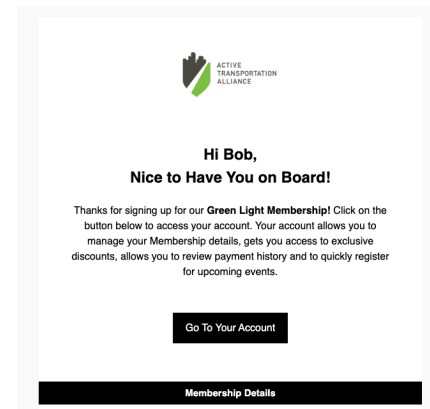
1. Select your membership option from the registration form - **Individual, Family, Ascender, Green light, and Trailblazer**
2. Enter your demographic information and any other form questions
3. If you are registering for a **Family Membership** or **higher level**, you will have the option to add your secondary member's information and family information.
 - You do not have to enter their information at the time of registration. You may go back into your membership account at a later date to fill out this information. If you enter secondary membership information with a unique email address, they will be sent an invitation to create their own account if they are 18 years of age or older.
4. By registering for **any membership** you will automatically be signing up to be billed once each membership period through your **Membership Account**.

ACCOUNTS

1. You can login to your account from the **Go To Your Account** button on the Memberships Thank You page, your Confirmation Email, or by going to <https://manage.hakuapp.com/login/ata>
2. In your account, you will see a dashboard that displays your upcoming events, events that are open for registration, products, notifications, and more.
3. There is a tab for **Your Registrations** where you can view and manage your details for any event you are currently registered for.
4. **Your Memberships** tab will allow you to manage your Membership by adding members, editing payment information, and registering for events. When you are logged in, your information will pre-populate on any registration form and automatically include any applicable member discount.



The screenshot shows the 'Member Information' registration form. At the top, it says '1 Member Information' and 'It'll only take a few minutes to create your membership'. Below this is a section titled '* MEMBERSHIPS' with four radio button options: 'Ascender Membership', 'Green Light Membership', 'Individual Membership', and 'Trailblazer Membership'. The 'Green Light Membership' option is selected. Below the membership options are two sections for 'Additional Member - Ages 0 and up'. Each section has three buttons: 'Enter Member Info Now', 'Enter Member Info Later', and 'No Additional Member'. The 'No Additional Member' button is selected in both sections.



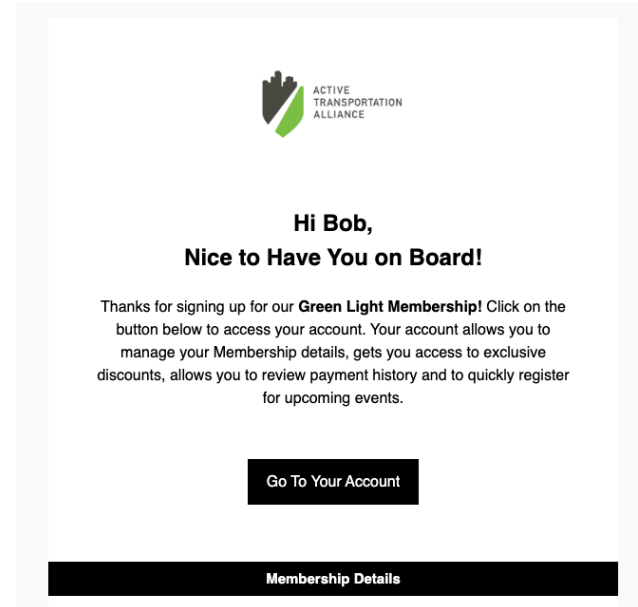
How To Guide

ACCESSING YOUR NEW MEMBERSHIP & ADDING ADDITIONAL MEMBERS TO YOUR FAMILY MEMBERSHIP



ACCESSING YOUR NEW MEMBERSHIP

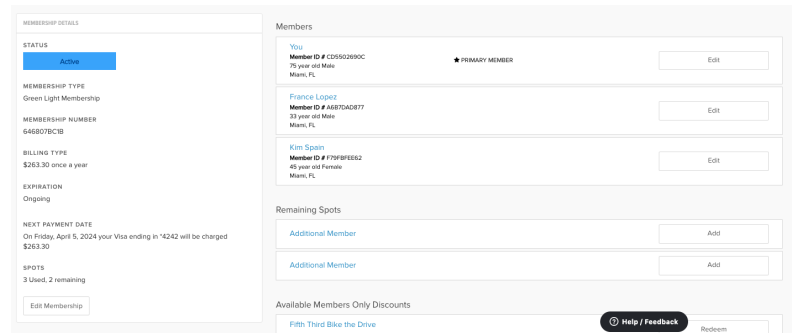
1. You will receive a welcome email and invitation to sign into your **Membership Account**.
2. Click on **Go To Your Account** in the email.
3. Use the temporary password provided in the email to login.
4. Once in your membership account, you will be prompted to change your password. You can also go to the **Settings** tab and select **Change Password**.
5. After you have changed your password, you will be able to view your membership, upcoming events, register for events, and update information such as email, address, and phone number.



ADDING ADDITIONAL MEMBERS TO YOUR FAMILY MEMBERSHIP

1. Login to your **Membership Account**.
2. On the Membership tab click add **Additional Members**.
3. Enter the demographic information for your secondary member(s).
4. The additional members with a unique email address will receive an invitation with their temporary password so they will be able to login and view their membership.

- As a secondary member you will be able to login and view your membership, upcoming events, register for events, and update information such as email, address, and phone number.
- Additional members under the age of 18 will not have access to their own account but all of their information will still be able to be viewed and updated within the primary account holder's Membership Account.



FREQUENTLY ASKED QUESTIONS

1. How do I create an account?

Your account will be created during the Membership Registration process. If you have a Family Membership, your secondary members will receive an email upon registration to create their own account.

2. How do I add a member to a family account?

Login to your account and go to the Memberships tab at the top. You will see the option to add other members to your account.

3. How do I apply my member discount for events and programs when registering?

If you are logged into your account, your member discounts will already be applied on the registration forms if you select the event from your account. If you go to the registration link via the Active Transportation Alliance website, there will be a banner at the top of the registration form asking you if you are logged in or not.

4. What is auto renewal?

When registering for a membership, your membership option will be set to auto renew at the end of the membership period. If you would like to cancel at any time, you can log in to your account and go to the Memberships tab. You will see the option on the left to Edit Membership.

5. How do I add additional members to my Family Membership?

You may add additional members during the registration process on the form or you may add them at a later date. To add them later, login to your Membership Account and click on the Membership tab at the top and click Add Additional Members.

6. Do all members on a family account need to have the same email address?

All members on a family account do not need to have the same email address. If you do, the login information would be the same for all members to view the account.