

Customer How to Guide

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When can I submit an application online?

The general application period is as follows

Location Type	Dates during or between:	Apply as of:
School Indoor facilities	School year	August 1
School Indoor facilities	Summer break	May 1
School and Local Park Fields	Fall Season Spring-Summer Season	July 1 February 16
Regional Park Fields	Fall Season Spring-summer season	visit montgomerycountymd.gov/cupf
Public Library:		
• Government agencies	January 1-June 30 July 1 – December 31	September 15 March 15
• Montgomery based nonprofit organization	January 1-June 30 July 1 – December 31	October 15 April 15
• For profit organization and all non-County based organizations	January 1-June 30 July 1 – December 31	November 1 May 1
Government Buildings (Regional Centers, EOB, COB, Clarksburg Cottage, District 3 Station)		
• Government agencies	January 1-June 30 July 1 – December 31	October 15 April 15
• Montgomery based nonprofit organization	January 1-June 30 July 1 – December 31	November 15 May 15
• For profit organization and all non-County based organizations	January 1-June 30 July 1 – December 31	December 1 June 1
Silver Spring Civic Building	Contact staff at 240.777.5350 Or visit montgomerycountymd.gov/cupf	

Bookings may not be made with less than 7 days' notice in advance

For additional information visit montgomerycountymd.gov/cupf

How do I see availability?

SEARCH FROM VIEW FACILITY DETAILS (Recommended)

Steps after log in- or from Facility link at bottom of Home Page

Reservations

View Facility Details (home page search lands here)

- Click on Location (left side navigation column under Filter Search by)*
- Scroll and find Center (specific location)
- Check and scroll back to the top of the page
- Click on the View Availability button for the desired room
- Scroll through the months (Dates within 7 days will be shown as Not Available)
- Take note of available times-only available times are shown. Times not shown are not available
- After researching the dates return to the Request Reservation Tab (log in if prompted)

Book button WILL NOT auto fill dates or locations- it takes you to the Request Reservation Page.

*Locations = Location name-ex. Rockville Library or Regional Services Center, B-CC
Facility Type = type of room-ex. Room – meeting (size) for Libraries or conference room in other government buildings *

You may also filter to see available location by Facility Type. Do not use Amenities.

Facility Search

> [Home Page](#) > [Facility Search](#)

Search for Facilities by Keywords View As:

Filter Search By: Location: Facility Type: Amenity:

Displaying: 1-20 of 2427

Facility	Facility Type	Location	View A
Aberdeen LP Field #1 FS	Field - Local Park	Aberdeen Local Park	view z
Ag History Farm Park Activity Center	Event Center	Agricultural History Farm Park	

See How do I submit a Reservation Request

SCHOOLS

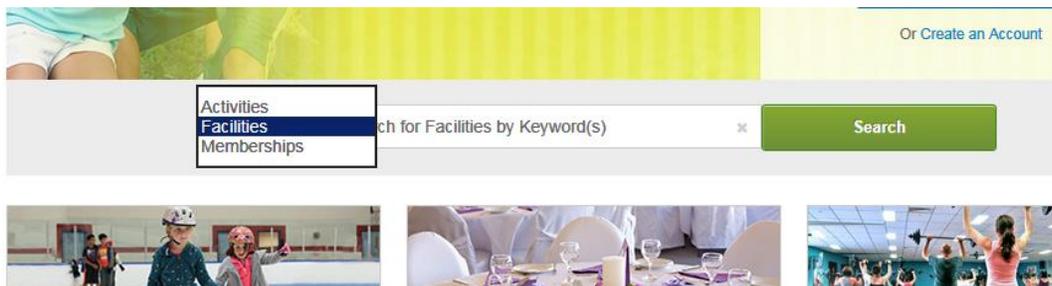
View Available Times will display for the academic school day to accommodate school reservations and non-school days. Reservation requests for the academic time will be denied. For available times, please see the School Hours of Availability on the CUPF Resource Page

<http://www.montgomerycountymd.gov/CUPF/Resources/Files/School%20Hours%20of%20Availability.pdf>

SEARCH FROM THE HOME PAGE

(Can be viewed without logging in – but limited)

Use drop down in the middle of the page to change from Activities to Facilities
Type in key word (ex. library, cafeteria, meeting, RSC, COB or EOB, conference, meeting, field).



Search by Key Word links to the Facility Search Page- see instructions above

How do I submit a reservation request?

Select Reservations

- Enter type of event (ex. meeting)
- Make note of purpose of reservation (ex. HOA Elections)
- Estimate group size

- At Reservation: Select Facility/Equipment Page⁽¹⁾
- Select the LOCATION **AND/OR** TYPE (do not select Amenities)
- **Do not make other selections-leave as “any”**
 - If you used LOCATION Select specific room(s)
 - If you used Facility Type Select specific location, followed by rooms

- Check box under Request Column for desired room(s)
- At Reservation Event Dates
 - Select one or more date(s) ⁽²⁾
 - Enter start time and total hours of the reservation
 - Review calendar (selected dates will be in yellow)
 - Review fees (which may be modified when reviewed by CUPF staff based on organization type)
 - Review Selected times
 - Date(s) may be deleted or times modified (click on date link) ⁽³⁾
 - Agree to checklist items and answer questions
 - Continue to payment screens

- CUPF staff will review permit

- When notified, make payment

(1) If no results are returned there are no facilities matching the search-verity date availability under Facility Details and/or limiting filters.

Or broaden the date or time range to view availability

(2) To select range of dates, enter first and last date of event. We recommend creating a separate request for each unique pattern of use (e.g. every Tues.)

When a chart with the day of the week appears select the specific pattern (ex. 1st Tues. of the month).

(3) Conflict = date is not available or time outside permitted use times selected

If no results are found even though the room seemed available, review the Quick View link under the Facility (room) name to see the capacity. Also note that some rooms restrict what type of activities (event types) are allowed.

Facility F

Gaithersburg Library -
Large Room 1

[Q Quick View](#)

Reservation: Facility / Equipment Search

Please use the fields below to find facilities/equipment for your event.

▼ Choose the location or area for your event

[Use SHIFT or CTRL to select multiple locations or areas]

Locations -OR- Areas

Any Locations
Aberdeen Local Park
Agricultural History Farm Park
Arcola Elementary School
Arcola Local Park

Any Area

▼ Choose the type of facility for your event

[Use SHIFT or CTRL to select multiple types]

Any Facility Type
Field - Local Park
Field - Recreation
Field - School

▼ Choose the facility for your event

[Use SHIFT or CTRL to select multiple facilities]

Any Facility
Aberdeen LP Field #1 FS
Arcola LP Field #1 BB/SB (S/S)
Arcola LP Field #2 BB/SB (S/S)
Argyle LP Field #1 BB/SB

▼ Specify facility amenities or special features your event requires

[Use SHIFT or CTRL to select multiple requirements]

Facility must meet of the requirements

Unspecified

If you select only the location all the facilities/rooms will display on next page,

Caution-Be sure to submit ONLY what you want -otherwise a cancellation adjustment fee of \$25 applies.

What if the check list items (which should appear when requesting a reservation) do not display?

Please check your browser setting and allow pop-ups.

How do I see (and print) my permit?

The confirmation email will include a link directly to the permit, but you can also:

- Log into your account
- Select My Account (top right corner of page)

Personal accounts:

- Under **Account Activity** (first section)
- Click on List of Prior Transactions*
- Click on the Permit link
- Click on the Permit Number and a copy of the Permit will disp

Transaction Detail

▼ Permit Transaction

Description Created Permits #9000378

Customer Liz Habermann
12013 Distant Thunder Trail
Clarksville, MD 21029

Activity --

Permit Number **9000378**

Receipt Number 3000269.013

Membership --

Transaction Date Aug 14, 2015 6:07 PM

Organizational Accounts (Organizational requests submitted by requester (if you did not submit the request, see next section))

Open List of Prior Transactions

Home Activities Reservations

Account Options for C

- Account Activity
 - Show Your Daily Schedules
 - Show and Manage your Wi
 - List Account Credits
 - **List of Prior Transactions**
 - List Scholarships
 - List Saved Credit Cards

At next screen:

- Check Reservation
- Enter date range
- Click on TYPE on blue header to sort to see only permits
- Click on permit link

Reservations Payments Scholar

Begin Date End Date

n Detail

Type	Description	Link	Date	Time	Customer Name
Permit	Created Permits #9005899	3014116.001	Apr 9, 2016	2:21 PM	Garon
Permit	Created Permits #14456	3000909.013	Nov 30, 2015	4:03 PM	Garon

Permit Contract

Community Use of Public Facilities
255 Rockville Pike
Suite 201
Rockville, MD 20850
Phone: (240) 777-2725
FAX: --
Email: cupf@montgomerycountymd.gov

Print

Permit #14458, Approved
Feb 23, 2016 11:19 AM



Customer Type: Non Profit
Prepared By: Joyce Sherrad

Activity --

Permit Number **14458**

Receipt Number 3006896.013

Membership --

Transaction Date Jan 19, 2016 11:55 AM

Shared Organizational accounts:

These steps are needed if the permit was submitted by another representative and are not available under Account Activity

- Find Organization permits under Organizational Services and
- List Organization Prior Transactions

Set date range based on when permit was likely created

Clicking Transaction date will give you oldest to newest instead of newest to oldest



List Organization Prior Transaction

My Account > List Organization Prior Transaction

Filter Search By:

Displaying: 41-60 of 1414 transactions, total amount is \$135,406.50.

Receipt Information	Transaction	Types	Transaction Date	Amount
Capital View-Homewood LP3 #9002724 3007023.013	Reservation	Reservations	Jan 20, 2016 02:44 PM	-
Capital View-Homewood LP3 #9002724 3007023.013	Reservation	Reservations	Jan 20, 2016 02:50 PM	-
Created Permits #9002728 3007032.013	Permit	Reservations	Jan 20, 2016 02:58 PM	-
Centerway LP2 #9002728 3007031.013	Reservation	Reservations	Jan 20, 2016 02:58 PM	-

At bottom of page use the arrow to navigate forward or backward

Created Permits #10009 3007074.013	Permit	Reservations	Jan 20, 2016 04:30 PM	-
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20 results per page

Scroll until you find the permit you are looking for

Click on receipt number to the left of the permit transaction description

Click on the permit number on the Receipt Detail report

View/print permit

Receipt Detail

Community Use of Public Facilities
255 Rockville Pike
Suite 201
Rockville, MD 20850
Phone: (240) 777-2725
Fax: --
Email: cupf@montgomerycountymd.gov

Non-Monetary Receipt Number: 3007032.013
Prepared By: Trina Green
Jan 20, 2016 2:58 PM

Customer	Description	Charge Item	Unit	Qty
[Redacted]	Created Permits	#9002728		
[Redacted]	Permit	Permit #		
[Redacted]		9002728		

[Printer Friendly Version](#)



Permit Contract

Community Use of Public Facilities
255 Rockville Pike
Suite 201
Rockville, MD 20850
Phone: (240) 777-2725
FAX: --
Email: cupf@montgomerycountymd.gov

[Print](#)

Permit #15189, Approved
Feb 25, 2016 12:53 PM



Customer Type: Non Profit
Prepared By: Elizabeth Habermann

How do I modify or cancel my permit?

Use the **Reservation Amendment Form** on the CUPF website

Resource page

<http://www.montgomerycountymd.gov/cupf/info-cupf/resources.html>

Form

<http://www.montgomerycountymd.gov/CUPF/Resources/Files/Reservation%20Amendment%20Form.pdf>

Please note that the permit number is needed to expedite the request. This form may not be used to initiate a new request.

Cancellation and adjustment fees apply

How do I see what I owe and pay for my permit?

- Log into your account
- Select My Account (top right of web page)

Personal account:

- Payment Details and Pay Account Balance

Organization account:

- Under Organization Services select List Organization Account Balance
- Review list which includes a link to another link where you can get permit and list of balances due.
- Payment is initiated from this page-just follow the prompts.

List Organization Account Balance

[My Account > List Organization Account Balance](#)

<input type="text"/>	Total credit on account: --	Current balance: \$665.00	Amount due now: \$305.00	Pay Balance
Outstanding Balance	Credit			
Receipt Information	Date Issued	Next Payment Date	Original Balance	Current Balance
Ritchie Park ES Field 1 #14855 3007583.013 LINK	Feb 1, 2016	Feb 29, 2016	\$280.00	\$280.00

To see/print actual permit -Click on the permit number on Receipt Detail report

<input type="text"/>	#14855 Reservation Location: Ritchie Park ES - Field 1 BB/SB at Ritchie Park Elementary School Permit # 14855 LINK
Question	Answer
Sport	Baseball
Players' Age Group	Youth
Purpose of Use	Practice/Game

Total Charges \$280.00
Total Payments \$0

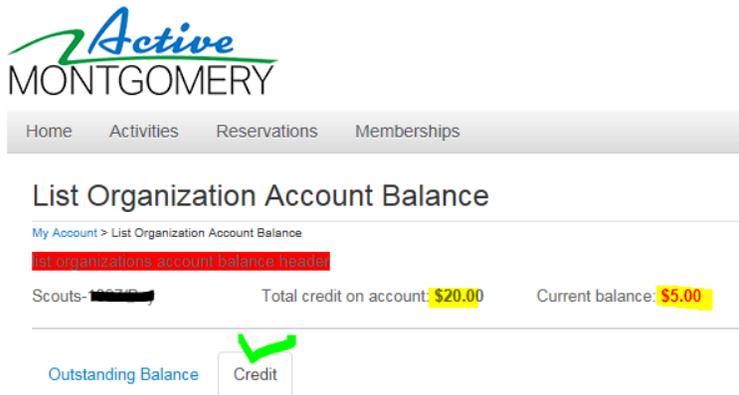
How do I apply credit on my account to a new permit?

Personal Account

A balance due and credit must be displayed on the account in order to apply a credit.

Organization Account

Organizations are not able to apply credit online. To determine if there is a credit: Open "list Organization Account Balance under Organization Services link



Send an email to cupf@montgomerycountymd.gov to request that credit will be applied

How do I request a payment plan?

Payment is generally required at the time of notification. Payment plans may be applicable under the following conditions:

- Account is in good standing with no prior history of payment problems (ex. late payments, "bad check", refused credit cards)
- Permit charges are more than \$500
- Permit covers 6 to 12 months' duration and permit costs average more than \$500 per month
- Multiple permits (5 or more), with each less than \$500 and are distributed throughout the school year may be considered for payment due dates 90 days prior to the event date

Payment plans must be established by staff and requested by sending an email to cupf@montgomerycountymd.gov. Payment due dates cannot be set to allow payment after the event or specific dates of use.

How do I request a refund?

Many times the credit is returned at the time of a cancellation or modification. Credits less than \$25 will remain on the account (individual or organization) for future use such as paying for a new permit.

To request a refund email info@activemontgomery.org. Whenever possible credits from payments via a credit card will be returned to the original credit card, otherwise payment will be by check.

What is included in the fees?

CUPF is a non-tax supported agency and receives no funding from MCPS or Montgomery County. Most of the CUPF budget represents reimbursements to MCPS and the County for the cost impacts of community use.

CUPF made changes in the fee schedule to support online reservation requests using ActiveMONTGOMERY.

Monday through Friday fees – Facility fees cover a share of utilities (water, sewage, heat, electric, etc.), custodial supplies, administrative overhead and MCPS maintenance. Additional charges may be added for other services which may be unique to your event will still be added. This may include equipment fees, set-up fees, extra clean-up time, additional support staff.). Fees for auditoriums and kitchens also include required staff (ex. Media Specialists, Cafeteria workers, Security, etc.).

Weekend and holiday fees. In addition to the reimbursements to MCPS noted above, the “FLAT” rate includes many of the weekend extras that CUPF staff routinely added to the hourly fee.

Weekend startup + Facility Fee + average post event clean-up =NEW FLAT fee.

Auditoriums and kitchens also include minimum staffing requirements. Other services which may be unique to your event will still be added. This may include equipment fees, set-up fees, extra clean-up time, and additional support staff.)

As part of the ActiveMontgomery.org reservation request you will see an estimated cost. This is an **estimate only** and may be changed based on the support needs for your activity once your permit is reviewed.

How do I create an ActiveMONTGOMERY account?

- Allow POP-UPs
- Click-Create a new account and follow prompts

Date of birth required for activity registrations and recreation and park discounts. You need to be at least 18 years old to reserve a facility

The Login Name = email address (Please check to ensure it is correct)-your previous CUPF CID may not be used. Password is created by user

- **Respond to the confirmation email sent by ActiveMontgomery.** If you do not see this email, please check your “spam” or “clutter” folder.

If you represent an organization, let us know and we will link you to that organization. Send the organization information to info@activemontgomery.org

What if I get a message that an account already exists?

An account may have already been created on your behalf as part of the switch to a new system.

If you receive a message that indicated that the login name (your email) is being used by another account, please do not create a duplicate account with another password.

Use the “forgot Your Password” link.

What if I am not able to log in?

Most login problems occur when:

- The bounce back email immediately sent to activate an account was not replied to or your individual email account sent it to the SPAM box.
- An error was made in entering either the login email or password
- The maximum number of wrong password attempts was reached
- The system generated email expired and/or user did not immediately change it
- The browser history has not been cleared
- Duplicate accounts were established

If clearing the browser history, verifying the accuracy of the email and requesting a new password still does work, please email info@activemontgomery.org and we will get back with you as soon as possible.

Can I see the permits issued to the organization even if I am not the original requester?

Individuals linked to an organization can see the permits requested and issued to another organization representative. Although you will not be able to see the overall schedule, you may access the permits under the Organizational Service Section provided your account is linked to the account. Select List Organization Prior Transactions.

Click on the Receipt link in the first column opposite the message “permit” in the second column labeled Transaction.

Receipt Information	Transaction
Created Permits #9003091 3007603.013	Permit ----- Permit # 9003091

Click on the permit number in the next window.

Tentative Permits will begin with 900. The permit number will be shorter when firmed.

Permit Contract

Community Use of Public Facilities
255 Rockville Pike
Suite 201

Print

Permit #14855, Approved
Feb 24, 2016 12:55 PM

Can others be added to my organization’s account?

Additional representatives can be added to an organization’s account. New representatives should create their own ActiveMONTGOMERY.org accounts and send us an email with the organization’s information. A follow-up by the main representative authorizing the addition of the new member will expedite processing. Send email to cupf@montgomerycountymd.gov

Organizational representatives cannot be added to an individual account. If multiple people need access to the same permits, email CUPF to set up an organizational account.

7/26/16