



How to Login to Your Account with Education

Before you continue, we need to know who you are so that we can give you information about your reservation, purchases and account. The easiest way to proceed is to use the **personalized link we included in your confirmation email**. It will give you instant access to your account. If you've recently registered for a program, you will receive a confirmation email within 15 minutes of purchase. If you don't see the email in your inbox, please check your junk/spam or promotions folder.

You also have the option to set-up a password for your account. If you've set up an account password (or would like to) or need to reset your password, please [click here to be taken to the login page](#) that you see below.

****This document will also discuss how to complete your registration forms and sign waivers.**

Login

Book Program My Activities Photos Buy Gift Certificate Login

Before you continue, we need to know who you are so that we can give you information about your reservation, purchases and account. The easiest way to proceed is to use the personalized link we included in your confirmation email. It will give you instant access to your account.

[I have a reservation, and picked a password...](#)

Note: Since you have setup a password to secure your account, you must log in before you continue.

Welcome back! Enter your email address and password to access your reservation. If you do not remember your password, we can [help you reset it](#).

Email Address Please complete this mandatory field.

Password

[I have a reservation, but no password...](#)

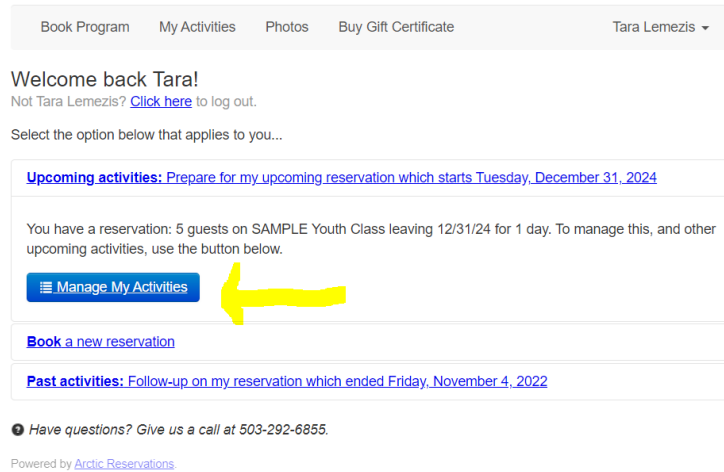
[I don't have a reservation yet...](#)

Steps to Completing Your Registration Forms and Waivers for In-Person Programs

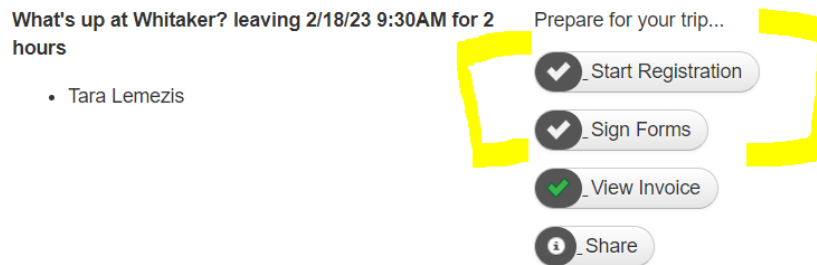
If you have set-up a password:

- [Login to your account.](#)
- Enter your email address and password.
- You will then be directed to this screen:

Portland Audubon



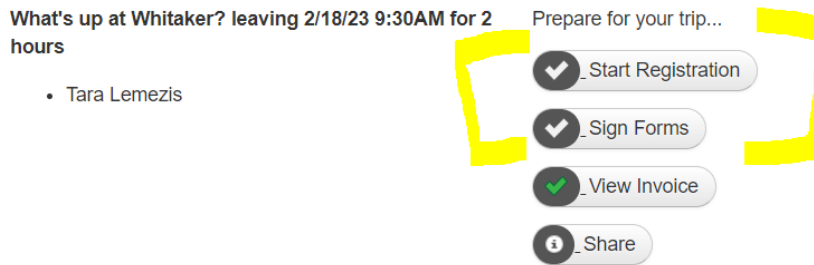
- Click the blue “**Manage My Activities**” button.
- You will then be taken to the **My Reservations** screen:



- From here, you will click “Start Registration”. Once you’ve completed the registration form, it will pop you over to the “Sign Form” section to complete your waiver. Once all of those check marks are green, you’ve completed your registration for your event.

If you have not set-up a password:

- Once your purchase is complete, you will receive an email with your order confirmation.
- Click the link within that email to be taken directly to the **My Reservations** screen:



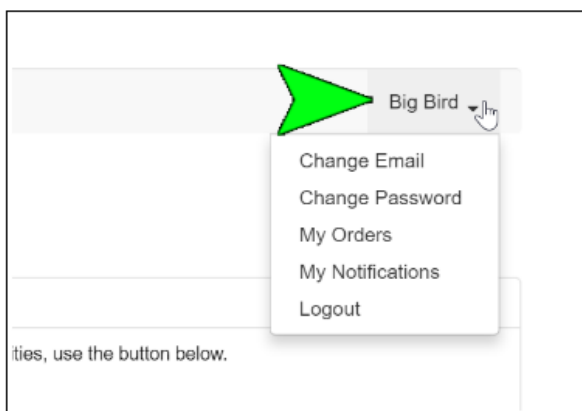
- From here, you will click “Start Registration”. Once you’ve completed the registration form, it will pop you over to the “Sign Form” section to complete your waiver. Once all of those check marks are green, you’ve completed your registration for your event.

Guest Facing Tools For Managing Your Account

In this section, we will describe the tools that guests have to be able to manage their accounts through the Guest Facing Site. **Note:** this only applies to guests who have opted to create a password.

Email Address and Password Changes

First, if you want to change the email address or password associated with your User Account, you can change the email and password by [logging into your account](#) using their existing email and password. Once you're logged into the account, you will see your name at the right of the screen with a down arrow next to it. When you click your name, you will be shown the following menu:



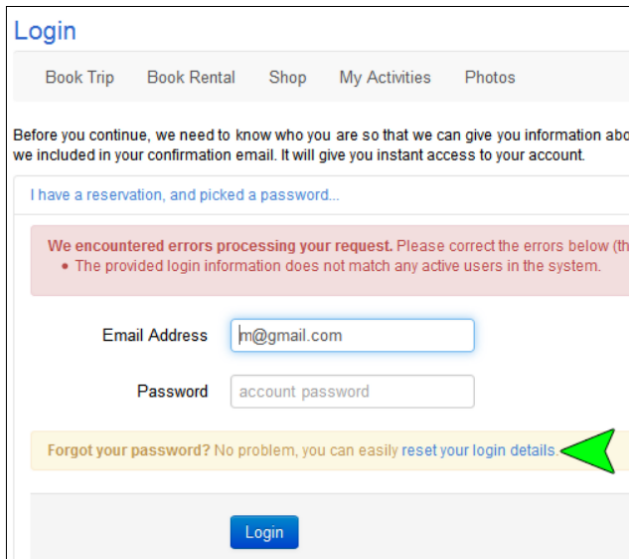
From this menu you can change your email address or password.

Email changes made by the guest must be confirmed before they go live. You will receive an email at the new address asking you to confirm ownership, to ensure that you do not get locked out of the account. Once you’ve confirmed ownership of the email address, the new email will become your primary login.

Password changes made by the guest to your email address and password are immediate.

If you cannot remember your password, but the email address has not changed you can get Arctic Reservation Software to send a password reset email. To do this, you must enter their email address and an incorrect password into the login form. Once they enter the incorrect login information, Arctic will display a link for them to be able to reset their login information as shown

here:



The screenshot shows a web page titled "Login" with navigation links: "Book Trip", "Book Rental", "Shop", "My Activities", and "Photos". Below the navigation is a message: "Before you continue, we need to know who you are so that we can give you information about we included in your confirmation email. It will give you instant access to your account." There is a link: "I have a reservation, and picked a password...". A red error message box contains the text: "We encountered errors processing your request. Please correct the errors below (the)" and a bullet point: "• The provided login information does not match any active users in the system." Below the error message are two input fields: "Email Address" with the value "m@gmail.com" and "Password" with the value "account password". A yellow banner at the bottom of the form contains the text: "Forgot your password? No problem, you can easily [reset your login details](#)." A green arrow points to the "reset your login details" link. At the bottom of the form is a blue "Login" button.

When you click the **"reset your login details"** link you will be taken to the following page where they must enter the email address associated with their guest account. If you try to enter a new email address, Arctic will give you an error. Once you enter the email associated with your guest account click the "Reset Password" button and Arctic will send them an email with a link that will allow you to reset the password associated with your account.

Again these tools only work for guests who know their existing login information.