


GETTING STARTED WITH EPACT

- You will receive an email invitation for each child participating in a program.
- Click the orange **Complete Request** button to add your emergency information.
 - If you have multiple children in our programs using ePACT, you will need to do this for each child. Your household information will be shared between participants if all invitations were sent to the same email.
- It will then take you to the ePACT login screen.
- If you have an ePACT log-in, click **Let's Start**.
- If you are new to ePact, click **Create an Account**.
 - Enter your name, email, and create a password.
 - Accept the Terms of Use & Privacy Policy.
 - Click **Sign Up**.
 - A confirmation email will be sent with the subject: Verify Your Email Address. In the email, click the **Verify Email button**.
 - It will take you to a screen that says: You have outstanding invites! Click on **View outstanding invites**.
 - On the Invitations for <your name>, click **Accept**.
 - Then click **Let's Start**.
- Complete all requested information. Click **Continue** at the bottom of each page.
 - If you are missing any information on the page it will not allow you to go to the next page until everything is complete.
- There are several screens that need to be completed.
- On the last screen, it will say: Last Step. It will ask you to confirm items with your initials and to enter your name.
- Click **Share with Carol Stream Park District**.
- Upon completion, the screen will say: Success! You have shared your emergency info.

TROUBLESHOOTING

- If you previously used ePACT, the email invitation from the Carol Stream Park District must be accepted in order to link your information to our program.
 - If the invitation was sent to a different email than you previously used to log in to ePACT, contact us with your preferred email. We will update our records and send an invitation to the updated email, allowing you to link to your existing household information.
- If you accepted the invitation but didn't submit your record at that time, when you resume your progress, enter through the webpage itself: <https://epactnetwork.com/en/login>, not your original invitation link (it will be expired).
 - Go to My Requests, select Complete Request for the upcoming program, and finish adding your information. It will show an alert  on the page(s) to be completed. When all information has been added, you will be asked to SUBMIT your record.
- Verify you are logging into the ePACT webpage with the same email address as where you received the current season's invitation.
- If you did not receive an email invitation from the Carol Stream Park District, contact us to confirm your preferred email.
- If you have multiple children in programs using ePACT, but they are not linked within your ePACT account, they are not in our registration system with the same email. Contact us with the preferred email so we can update our records and send a new invitation.