

Customer Service Communication Guide

Memberships Customer Service

Communication to Active Members

Why are things changing?

We're upgrading to a more modern system to give you an improved experience—easier access to your membership details, faster updates, and a smoother registration process.

How do I access my new membership account? (for active members)

To access your new membership account with our new technology platform, [create your account here](#), then access the **Membership** tab.

General Membership Communication

How do I login into my account?

If you haven't created your account yet, go [here](#) and activate it:

https://manage.dinosaurpark.org/new_account?source=ogden-s-dinosaur-park

If you already have an account, you can log in [here](#):

<https://manage.dinosaurpark.org/login/ogden-s-dinosaur-park>

How do I reset my password?

1. Go [here](#):
https://manage.dinosaurpark.org/forgot_password/ogden-s-dinosaur-park?auto_login=true
2. Enter the email address associated with your account and click Send Instructions.

If you don't receive the forgot password email, please check your spam folder and confirm that the email address you're entering is associated with your account.

How do I add additional members to my membership?

You can add additional members in your account. Below are the steps:

1. Log into your [membership account](#)
2. Click on the **Membership** tab
3. Once in your **Membership** tab, you can **add additional members**

How do I enroll in auto-renew?

You can enroll in auto-renewal in your account. Below are the steps:

1. Log into your [membership account](#)
2. Click on the **Membership** tab
3. Once in your **Membership** tab select **Re-Activate Membership**

How do I cancel my auto-renew?

You can cancel your auto-renewal in your account. Below are the steps:

1. Log into your [membership account](#)
2. Click on the **Membership** tab
3. Once in your **Membership** tab, you will see the **Membership Details** display on the left
4. Click **Edit Membership**, then select **Cancel Autorenew**

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How do I change my membership type?

You can update your membership option in your account. Below are the steps:

1. Log into your [membership account](#)
2. Click on the **Membership** tab
3. Once in your **Membership** tab, you will see the **Membership Details** display on the left
4. Click **Edit Membership**, then select **Change Membership**

How do I apply my membership discounts for events and programs when registering?

To redeem your member discount, you must be logged in to your account. Your member discounts will automatically be applied at the payment section on the registration form.

You will see the option to log in at the top of the registration form.

How do I update my credit card information?

You can update your payment method in your membership account. Below are the steps to add or update your card.

1. Log into your [membership account](#)
2. Click on the **Membership** tab
3. Once in your **Membership** tab, you will see the **Membership Details** display on the left
4. Click **Edit Membership**, then select **Add New Card** and add or update the payment method you would like use for your membership renewal

You will receive a confirmation email once your card is charged and your membership is renewed.

How do I sign up for a membership?

You can sign up for a membership [here](https://haku.ly/3636ab745e): <https://haku.ly/3636ab745e>

If you are already an active member, [create your account here](#):

https://manage.dinosaurpark.org/new_account?source=ogden-s-dinosaur-park

General FAQs

How do I login into my account?

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