

1. Go to https://ops1.operations.daxko.com/online/2039/Security/login.mvc/find_account
2. Click Login
3. Enter email or phone number
4. Enter password
5. Forgot password? Click Forgot Password. Select one of the three options: Send SMS to your cell phone (message/data rates will apply), Voice call to your phone or Send Email to your email address on file. A 6-digit code will be given to you. Enter a new password, which must be 7 characters long, include both upper and lowercase letters and one number. Enter the 6-digit code. Click Submit. If you are still having trouble logging in, please call Member Services at 585-461-2000.
6. Click Renew Membership

Your Membership Has Expired

Your normal membership has **expired** and your account has been transferred to **inactive** status. As an inactive member, you may or may not be able to register for programs, and if so you will not benefit from the discounted member rates. The good news is you can renew your membership online today. It's fast and simple!

<p>Renew Now!</p> <p>I want to renew my membership before continuing to program registration.</p> <p>Renew Membership</p>	<p>Remind Me Later</p> <p>Please remind me to renew my membership the next time I log in to online registration.</p> <p>Remind Me Later</p>	<p>Remain Inactive</p> <p>I would like for my account status to remain inactive and continue on to program registration if registration is allowed for inactive members.</p> <p>Remain Inactive</p>
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7. Choose your membership type
8. Scroll to the bottom of the page and click the Start button
9. If applicable, add additional family members. Based on the age of the family member/s, choose between the following three options:

Youth (12 and under)
 Teen (13-18)
 Adult (19+)

If you see the following message when attempting to add additional family members, the Membership Type selected is for an individual account only:

Additional member will be added as inactive. [Continue](#)

Please return to the previous page by selecting the Back button and select the correct membership type. The description for the Membership Type is written below each selection. Once the membership type has been updated, add the Personal Information for each family member. When done, click the Next button at the bottom right hand side of the screen. Repeat this step until all family members have been added.

10. Once they are all added, click the Next button.
11. Read and sign the agreements by clicking the Accept & Sign button, sign your name using your mouse or touchscreen, and then click the I Agree button.
12. On the Make Payment screen, please review that membership type is correct. This information is listed underneath Make Payment.
13. Click on Add Promo Code and enter the promo code. Click Apply. This removes all charges

Add Promo Code

Promo Code ×

Enter promo code [Apply](#)

[Cancel](#) [Continue](#)

14. Select payment method and enter in your credit/debit/bank account information. Our membership system requires a credit card or checking account information to process a membership. If you want to cancel, just email us at BetterTogether@jccrochester.org one month prior to the recurring monthly charge on the first of the month. Cancellation requests received less than 30 days before the first of the month will not take effect the following month, and will begin the month after. There are no refunds for non-usage. For questions regarding our cancellation policy simply call Member Services at 585-461-2000.
15. Click the box stating 'I'm not a robot'
16. Click the blue Pay button
17. If you would like to use your phone to check in for your visits at the JCC, choose the option to Send Barcode Link. If you would prefer to use a key tag, one will be provided to you upon your first visit to the JCC.

Your JCC membership is now active! Please come into the J to get a tour of our beautiful facility, your key tag and your photo taken at Member Services. We are so glad you've joined us!