



## DGSRC Self-Service Portal FAQs

(February 4, 2021)

### **What is the DGSRC self-service portal?**

To streamline the registration process for various activities, in 2019 the DGSRC incorporated a self-service portal for all members. Within this portal, the PRIMARY contact is given a new user name and password that can be used for the whole family to register for swim and tennis lessons, swim team, and tennis team. The primary contact will also be able to update their profile picture, edit contact information, lookup and pay their open invoice, review past invoices, purchase “e-guest passes” and more. Please note that membership dues for NEW members cannot be paid through the self-service portal.

### **Why launch this portal?**

The portal launched in 2019 allowing members to use our new shopping cart feature to add multiple lessons for multiple children (as an example). The self-service portal provides registration processing for all family members linked to the primary holder’s account.

### **Sounds great. How do I access the self-service portal?**

Each primary contact received an email in 2019 to set up their new user id and password. We will not be sending out self-service portal invites to existing members, but an invitation will be sent to NEW members in 2020. It is important to note that each account/membership has only **ONE** primary contact. This primary contact is the person that typically receives email communication from DGSRC. Unfortunately, due to the history of the system, we cannot change the primary contact at this time, but feel free to share your family username & password with your family members.

### **My husband is the primary contact, but I would like access to register through the portal. Can multiple people within a membership have portal access?**

Yes, but you would need to use your husband’s user name and password. Password reset notifications will be sent to the Primary members email address. If the primary contact **forwards** the registration email to another family member, that family member can register the family for a user name and password.

### **I never received an email to subscribe to the portal...or at least I don't think I did. Who do I contact?**

This Self-Service Invitation email will be coming from [services@mail.ezfacility.com](mailto:services@mail.ezfacility.com). If you or another member of your household did not receive the email, please contact [membership@dgsrc.net](mailto:membership@dgsrc.net).



**What is the link to the DGSRC self-service portal?**

The login page for the self-service portal is at: <https://6165.ezfacility.com/>

**What happens if I forget my user name?**

The Front desk can look up user names or you can request your username from [membership@dgsrc.net](mailto:membership@dgsrc.net) .