



kcskiclub.org - Website FAQs

The Website Committee has designed the kcskiclub.org home page to make it easy to use. Click on any of the upcoming meetings, events, and trips listed on the right side of the home page for more information. We want you to continue to receive the annual Slushboomer Trip issue and email updates from KCSC. Please help us by making sure we have your correct contact information – just login to your website profile and update your address, phone numbers, and email address.

1. How do I get on the website? Anyone can view the public side of the kcskiclub.org website, just enter kcskiclub.org into your Internet browser.
2. How do I login to my account / see the member side of the website? Go to kcskiclub.org. Click on "Member Login" in the upper right corner. The Login screen will appear, enter your User Name and Password to get to the member part of the website.
3. How do I update my profile on the website with my new address, phone #s, or email address? Login to your account on the website. Click on your name in the upper right corner, then click on "Profile" in the drop down box. The "Member Profile" screen appears, find the "Personal Info" box. Click on "Contact Info." Enter any changes to your address, home phone #, cell phone #, and email address, and click the "Save" blue button at the bottom.
4. How do I add my picture to the membership directory? Follow #2 and #3 above to login and go to the "Member Profile" screen. Click on "KC Ski Club Member Directory" in the "Personal Info" box. Scroll to the bottom of the page and look for a ? inside a box or your previous photo. Click on "Choose File" next to the box and select a picture from your hard drive. Click on the "Save" blue button.
5. What if I forgot my User Name or my Password? Go to kcskiclub.org. Click on "Member Login" in the upper right corner. The Login screen will appear, click on the "Forgot my UserName/Password" link just below the login box. Enter your email address and first name. Your User Name and Password will be emailed to you. If the website can't find you in the member list, you will see a box "Could not match your email address and first name..." Then send an email to membership@kcskiclub.org with your name, current email address, and

phone number. They will update your email address on your profile, reset your password, and email you your user name and temporary password.

6. How do I find out more details about a KCSC event or trip? Login to your account on the website. There are two easy ways to get to a trip / event webpage with all the details: 1) Click on the event or trip in the list on the right side of the home page or "Trip Info" page. 2) Click on "Event Calendar" in the website menu on left side of the page. Click on the month in the upper corner to advance to the month until you get to the date for the event or trip. Click on the event/trip name.
7. This trip sounds like fun, how do I sign up for it online? Login to your account on the website and go to the detailed webpage for the trip. Click on the blue "Sign Up Now" button on the right side of the detailed trip webpage. Then follow the prompts to select your trip options, complete your registration, and pay your deposit. Note: Winter Trips don't open for online registration until after the September First Tuesday Sign Up event.
8. How do I make a payment for a trip online? Login to your account on the website. Click on your name in the upper right corner. Click on "\$ Payment Due" in the drop down box to get to your "Make Payment For" page. Follow the directions on the page to either pay by credit card or send in a check.
9. When I go to kcskiclub.org to sign in, it automatically signs on to my spouse's account instead. How can I sign on as me? This happens when members share a computer and someone used the "Remember me on this computer" box when they signed in. It puts a cookie on the computer so that it always logs on to their account. Here are a couple of ways to get around this:
 - a. For Google Chrome users: Click on the 3 black lines icon in the upper right corner of the screen. Click on "New Incognito Window". This opens up a new window in incognito mode – it doesn't use or create cookies! In the new window, enter kcskiclub.org, and follow the instructions above to login to the website.
 - b. For Internet Explorer users: Click on the gear icon in the upper right corner of the screen. Click on "Safety" in the drop down menu. Click on "In Private Browsing" in the next drop down menu. This opens up a new window that doesn't use or create cookies! In the new window, enter kcskiclub.org, and follow the instructions above to login to the website.
10. How can I sign up and pay for a trip for my spouse and children on the website? Our website software vendor handles multi person memberships with one person set up as the Primary Member, additional adults set up as Secondary Members, and children are Junior Members. Membership dues for everyone on a membership are charged to the Primary Member. The Primary Member is financially responsible for everyone on their membership. The Primary Member can make trip payments for everyone on their membership. The Primary Member and Secondary Members can log in to the website and sign up anyone on their membership on a trip, order lift tickets, etc. If you would like to change the Primary Member on your membership to you, email your request to membership@kcskiclub.org, and please copy the current Primary Member on your membership.

11. Why am I'm not getting emails from KCSC? Check your profile to make sure we have your correct email address and make sure the box right below your email address is checked. If that checks out, your email provider may be sending KCSC emails to Spam. Check your Spam box for KCSC emails, move them to your Inbox, and add the sender email address to your contacts. Also, try adding the following domains to your list of approved domains: kcskiclub.org, clubexpress.com, and mail2.clubexpress.com
12. Can I put some of the pictures from our ski trip on the website? Email your pictures to photeditor@kcskiclub.org
13. We had so much fun on our trip. Can I share some of the stories from the trip on the website? Sure, write an article and email it to slushboomer@kcskiclub.org
14. How do I volunteer to work on the website? We are always looking for volunteers to help with the website, just send an email to websitechair@kcskiclub.org to volunteer.