

Frequently Asked Questions

Mt. Laurel has a new website and with that comes questions. Below lists some of the more frequently asked. Feel free to contact one of your Mt. Laurel Volunteers or send an email to webmaster@mtlski.com for questions on items not listed below.

Table of Contents

- Update Primary Member Profile2***
- Update Secondary Member Profile (by Primary member)2***
- Change Username / Password3***
- Sign Up for Alpine Ski/Snowboard Racing Interest.....3***
- Review Transaction History.....4***
- Desktop versus Mobile.....4***
- Privacy Settings4***
- Accessing Current Newsletter.....6***
- Accessing Archived Newsletters6***
- Two Members Logging In on Same Computer.....7***
- Club Express Support7***
- Reservation Login Info7***
- Membership Directory7***
- Notifications via Email.....7***

This document was last updated: 7/8/2018

Update Primary Member Profile

1. Log into CE
2. Click on your name in upper right corner, and select Profile
3. Click on Contact Info under Personal Info section
4. Enter your birthday (which is now a required field)
5. Review information for accuracy, assuring all red dotted fields are filled in
6. Check there is a valid email listed
7. Click on the Save button at bottom

Update Secondary Member Profile (by Primary member)

1. The Primary member logs into CE
2. Click on your name in upper right corner, and select Profile
3. Click on **Additional Members in Your Account** under Personal Info section

Home > Member Profile

Member Profile

Membership Summary

Type: Household Member Number: [REDACTED]
Status: Active Join Date: [REDACTED]
Exp. Date: 8/31/2019 Last Renewal: [REDACTED]

Personal Info

- Contact Info
- Additional Member Data
- Standard Member Directory
- Privacy/Cancel/Remove
- Additional Members in Your Account**
- Achievements

Website

- User Name / Password
- Interests
- Download Bank

User Manual

[Download](#) version 8.0 (19.2 MB - Updated 6/11/2018)
(PDF format - requires [Acrobat viewer](#)).
Video: Updating your Member Profile
[.MP4 Format](#) [.MOV Format](#)

Financial/Historical Data

- Transaction History
- Payment/Credit History
- Credit Card
- Event History
- Optional Additional Charges
- Volunteering

Forums

- Forum General Preferences
- Forum Memberships
- Thread Subscriptions

4. Click Edit link next to your secondary members name

Home > Member Profile > Additional Members in Your Account

Additional Members in Your Account

This page allows you to add spouse/partner & child members (if enabled) to your account, and/or to add clubs (if enabled).

Name / Club	Tools
Janet Knopf (Primary Member)	
<i>Spouses/Partners</i>	
Ken Knopf	Edit Remove
<i>Children</i>	
No children defined.	

Help

This page allows you to add spouse/partner & child members to your account. The features on this page may vary based on your membership type and previous selections. Links may appear or disappear depending on the number of selections allowed or required. For additional information, move your mouse over the different items on this page.

5. Review your secondary members information for accuracy
6. Enter secondary members birthday (which is now a required field)
7. Check for a valid email listed
8. Review to assure ALL RED DOTTED noted fields have been filled in
9. Click on the Save button at bottom

Change Username / Password

1. Log into CE
2. Click on your name in upper right corner, and select Profile
3. Click on User Name / Password in Website section
4. Enter User Name of your choice
5. Enter password
6. Enter password a second time to confirm
7. Click on Save button at bottom

Sign Up for Alpine Ski/Snowboard Racing Interest

The Club Express system offers “Interests” which are a group of people, listed under a category, with similar experiences and desires to meet up with each other and share experiences through emails and forums.

1. Log into CE
2. Click on your name in upper right corner, and select Profile
3. Click on Interests under Website section
4. Check off the Monday Night Racing/Skiing box
5. Click Save button at bottom

Review Transaction History

Details on date, transaction type, amount and status can be seen through the Transaction History option.

1. Log into CE
2. Click on your name in upper right corner, and select Profile
3. Click on Transaction History under Financial/Historical Data
4. Click on the icon under Action column and select Print Transaction Receipt if you desire a paper copy or wish to view even more transaction details like how payment was made (credit card or check)

Desktop versus Mobile

Club Express offers Desktop and Mobile application versions. To toggle between the two, click on the appropriate buttons at the bottom of your screen.

To switch to Desktop, click on the Desktop button:



To switch to Mobile, click on the Mobile button:

Privacy Settings

To set your privacy settings:

1. Log into CE
2. Click on your name in upper right corner, and select Profile
3. Click on **Standard Member Directory** in the Personal Info section

Member Profile

Membership Summary

Type: Household
Status: Active
Exp. Date: 8/31/2019

Member Number: [REDACTED]
Join Date: [REDACTED]
Last Renewal: [REDACTED]

Personal Info

Contact Info
Additional Member Data
Standard Member Directory
Privacy/Cancel/Remove
Additional Members in Your Account
Achievements

Website

User Name / Password
Interests
Download Bank

User Manual

[Download](#) version 8.0 (19.2 MB - Updated 6/11/2018)

(PDF format - requires [Acrobat viewer](#)).

Video: Updating your Member Profile
[.MP4 Format](#) [.MOV Format](#)

Financial/Historical Data

Transaction History
Payment/Credit History
Credit Card
Event History
Optional Additional Charges
Volunteering

Forums

Forum General Preferences
Forum Memberships
Thread Subscriptions

4. In the Visibility drop-down box, select your privacy option

General Info

Visibility

- Show all information
- Show all information, except email
- Show name, city, state, bio, email, phone and work info; no address
- Show name, city, state, bio, email and phone; no address or work info
- Show name, city, state, bio and email; no address, work info or phone
- Show name, city, state and bio only; no contact information
- Show name, city and state only; no bio or contact information
- Do not list me in the directory

Member Birthda

Social Netwo

Copy and paste the
<https://www.facebook.com/your site/>

5. Click on Save at the bottom

Accessing Current Newsletter

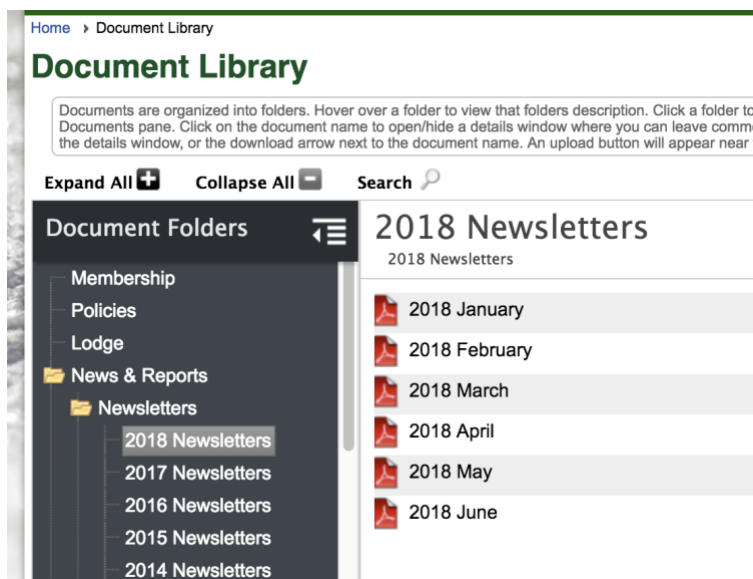
To access the current monthly newsletter, click on the link in the Squall email or click on the link in the Recent News article. Members need to log into Club Express in order to view the newsletter.

Accessing Archived Newsletters

The Newsletters are member view only. In order to see a Newsletter, the member must be logged into Club Express.

1. Click on Documents menu in green horizontal bar located towards the top of the page.
2. Under Document Folders on left-hand side, click on folder of interest. If there are sub-folders, click on the “yellow folder” icon to expand the main folder which will display the sub-folders.
3. View the listing of files on the right-hand side, clicking to select the file interested in viewing.

Screen shot showing the Document Library page:



Two Members Logging In on Same Computer

If there is more than one member using the same computer to log into Club Express, make sure to uncheck “Remember me on this computer”. If that is checked and the computer saves your username/password, when going to log into Club Express, the system will automatically log you in and won’t give the option to select another person.

In that case, either log in, click on upper-right name and select “Login as a different user” option or clear cache / history (remember to check off Clear Passwords).

Club Express Support

Click on the Contact Us button in the upper right hand corner of the page. Under Club Contacts section will be a list of Mt. Laurel contacts. Club Express support can be contacted by calling 1-866-HLP-CLUB (457-2582).

Reservation Login Info

Hang onto your current Reservation Login Info (username and password) while Mt. Laurel continues to finalize the two systems connecting seamlessly.

Membership Directory

Once logged in, members can view all Active members through the Membership Directory.

- 1 – Log into CE
- 2 – Click on menu Membership > Membership Directory
- 3 – Enter part of full members name in the Search Text box
- 4 – Click on the Search button
- 5 – Scroll down (past the map) to see list of Active members
- 6 – Find the member of interest
- 7 – Click on their name or the members photo (a window will popup displaying basic information for that member, including their address)

Notifications via Email

Any member wishing to receive notification communications via email need to enter a valid email address in their profile (this includes secondary members).