

## Civil Servant Fitness Membership FAQs & Registration Job Aid

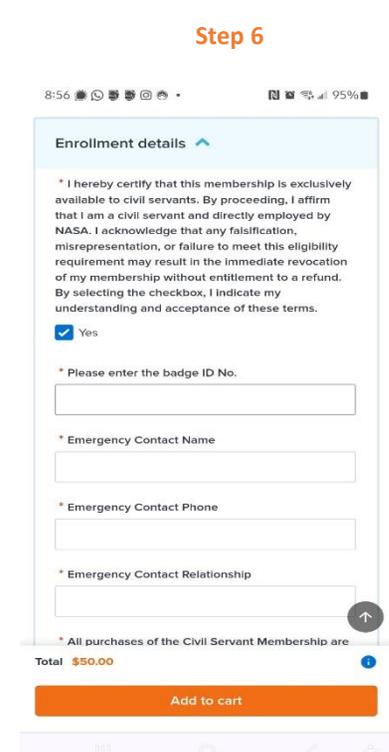
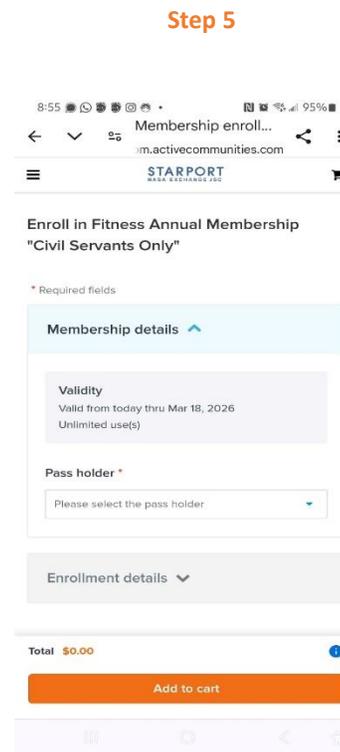
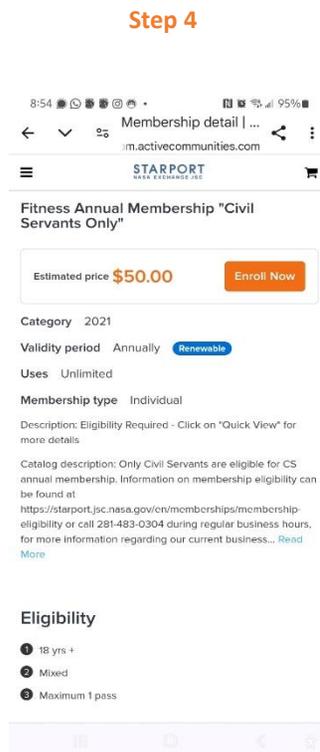
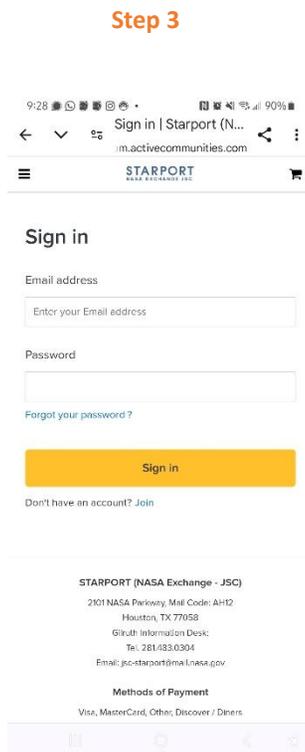
### FAQs

1. Who qualifies for the civil servant special rate?
  - Current JSC civil servants, including Pathways Interns, DRP employees while on administrative leave, and previous remote workers assigned seats at JSC.
2. I am a current civil servant annual or monthly fitness member. What happens with my membership?
  - Please reference the email sent on 3/21/25 that explained the following: Both civil servant annual and monthly members interested in the new rate will need to re-register to receive the new rate. Annual members will receive a prorated refund with the end date of March 24. Monthly member cancellations must be in writing. Email [jsc-starport@mail.nasa.gov](mailto:jsc-starport@mail.nasa.gov) to express your interest in cancelling.
3. What do I need to register?
  - Your current NASA badge, a mobile phone, an email address you can access during the signup process, and a valid credit card.
4. How long does it take to sign up?
  - Approximately 10 – 15 minutes. There are two steps, outlined on pages 2 – 4 below. All, except the verification and picture process can be completed online on your own time.
5. I don't know my username or password. I do not remember creating an account. Where do I find this information?
  - If you've ever registered for a class, sports league, gym membership, or reserved a meeting space, you have an account already.
  - You will likely need to use the *Forgot Password* link to change your username or password. For your username, we prefer your personal email address because you will need verify your email while registering to complete registration process.
6. Why aren't memberships free? What is the \$50 administrative facility fee going to be used for?
  - Starport is a financially self-sustaining operation. Appropriated funds are not provided to cover the cost of business operations. All revenue received is used to cover operational costs such as staff wages, equipment, software systems, cleaning, etc.
7. Are refunds allowed after I pay the \$50 administrative and facility fee?
  - No refunds allowed for any reason. The fee helps cover the software systems and staff time needed to track and maintain membership data for the fitness operation.

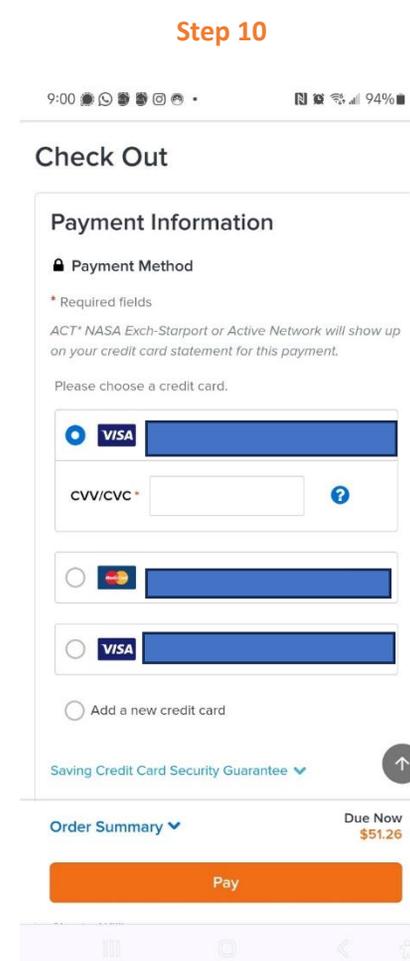
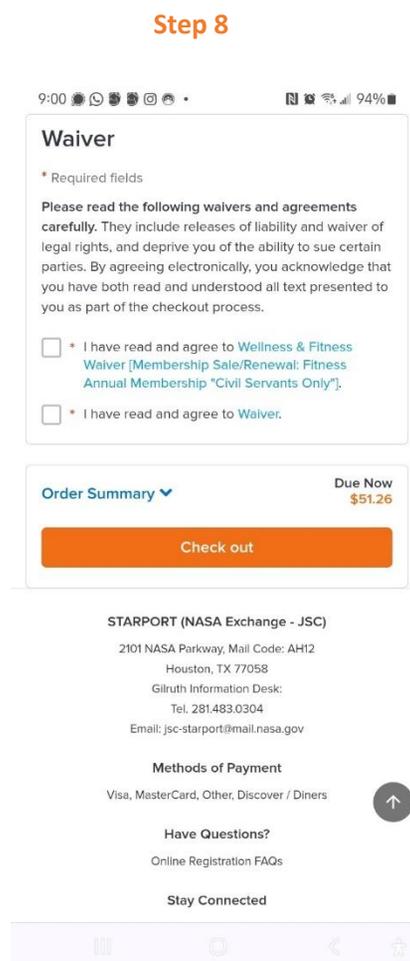
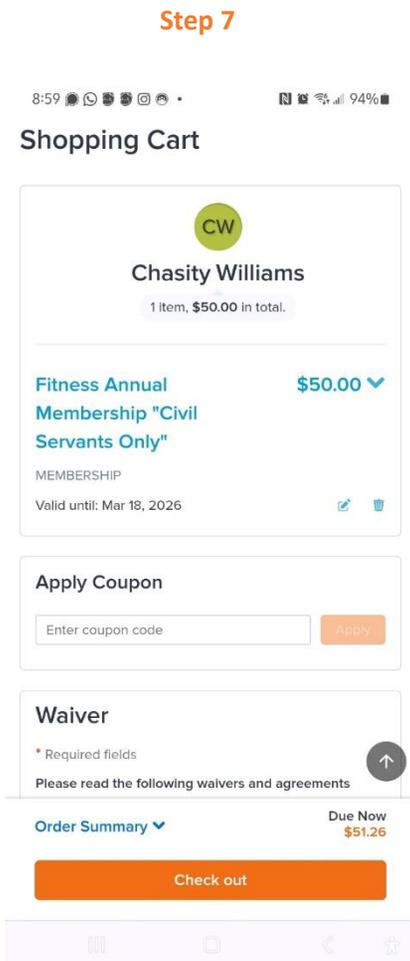
**Steps to Register** – there are two parts to the registration process. The membership registration process and the NASA Starport App download, verification, and picture process. All, except the verification and picture process, can be completed online on your own time.

**Part One: The Membership Registration Online Process**

1. Have your NASA badge, a mobile phone, a valid credit card, and an email address you can access during the signup process.
2. Go to: [Membership detail | Starport \(NASA Exchange-JSC\) - Interactive Site](#) on or after **March 24, 2025**.
3. Sign into your Activenet Account – You may need to use the *Forgot your password* or *Join* links. **Important:** If you've ever registered for class, membership, or meeting space, try the *Forgot your password* link before the *Join* link. For your username, please use an email address that you can access during the signup process.
4. Click the *Enroll Now* button.
5. Under *Membership Details*, click the down arrow under *Pass holder* to select your name. Scroll to Enrollment Details.
6. Under *Enrollment Details*, read and acknowledge the text where required, and complete the other enrollment detail questions.



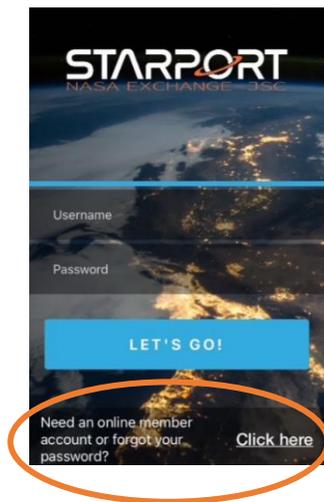
7. Disregard the *Apply Coupon* section. Scroll to the waiver information.
8. Read and acknowledge both waivers.
9. Click *Checkout*.
10. Enter the payment and billing information. You may need to select *Add a New Card* if you do not have a card on file.
11. Click *Pay*.
12. You will receive a confirmation # and email to confirm you've completed this step.
13. You may complete the NASA Starport App download on your own as well. Steps detailed on page 4.



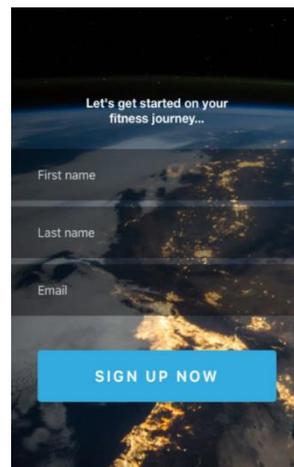
**Part Two: The NASA Starport App download, verification, and picture process.**

1. Download the *NASA Starport App* to your mobile phone.
2. Once downloaded, look for the white text at the bottom that says *Click here*. **IMPORTANT:** The app is separate from Activenet therefore the username and password did not transfer. You will need to create a new logon by clicking *Click here*.
3. Complete enter your name and email address, then click *Sign Up Now*.
4. Set and confirm a password then click *Next*.
5. You have completed the NASA Starport App download process. The next time you are at the Gilruth, you will be asked to show your NASA badge and take a picture.

**Step 2**



**Step 3**



**Step 4**

