

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 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.

Step 3	Step 4	Step 5	Step 6	
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Sign in	Fitness Annual Membership "Civil Servants Only"	Enroll in Fitness Annual Membership "Civil Servants Only"	available to civil servants. By proceeding, I affirm that I am a civil servant and directly employed by NASA. I acknowledge that any faisification, misrepresentation, or failure to meet this eligibility	
Email address	Estimated price \$50.00 Enroll Now	* Required fields	of my membership without entitlement to a refund. By selecting the checkbox, I indicate my	
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	Membership type Individual	Validity Valid from today thru Mar 18, 2026		
Forgot your password ?	Description: Eligibility Required - Click on "Quick View" for more details	Unlimited use(s)	* Emergency Contact Name	
Sign in	Catalog description: Only Civil Servants are eligible for CS annual membership, Information on membership eligibility can	Pass holder *		
Don't have an account? Join	be found at https://atapoti/sc.nasa.gov/en/memberships/membership- eligibility or call 281-483-0304 during regular business hours, for more information regarding our current business Read More	Please select the pass holder	* Emergency Contact Phone	
STARPORT (NASA Exchange - JSC)		Enrollment details 🐱	* Emergency Contact Relationship	
2101 NASA Parloway, Mail Code: AH12				
Houston, TX 77058 Gilruth Information Desk:	Eligibility		\uparrow	
Tel. 281.483.0304	18 yrs +	Total \$0.00	* All purchases of the Civil Servant Membership are	
Email: jsc-starport@mail.nasa.gov	Mixed		Total \$50.00	
Methods of Payment Visa, MasterCard, Other, Discover / Diners	Maximum 1 pass	Add to cart	Add to cart	



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- 7. Disregard the *Apply Coupon* section. Scroll to the waiver information.
- 8. Read and acknowledge both waivers.

Step 7

- 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.

Step 8

- 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.

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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 3

Step 4





