

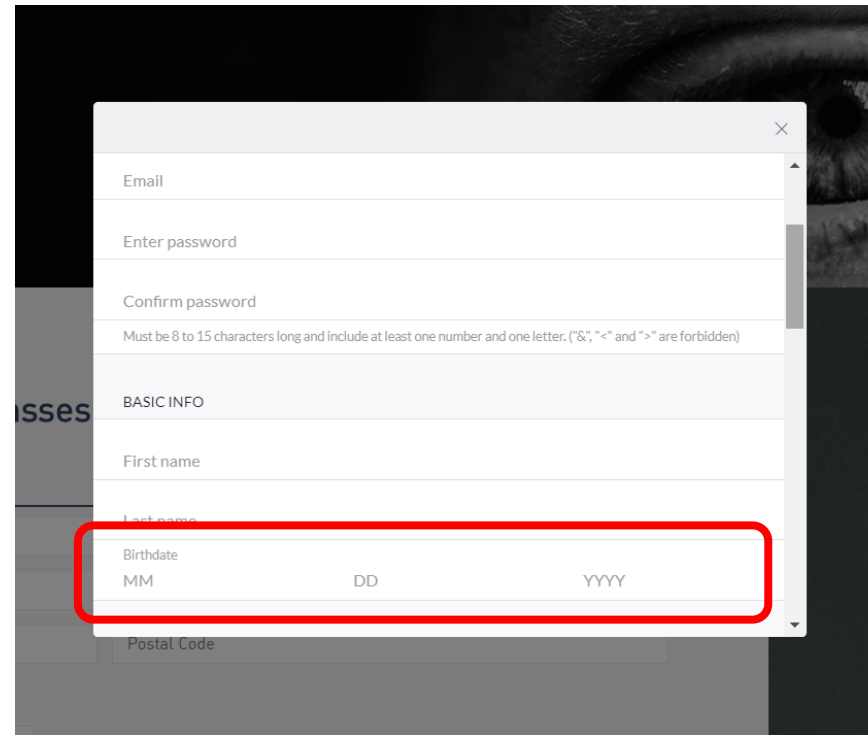
# Account Creation Troubleshooting Guide

Having troubles creating your account?

Two of the most frequent issues are related to the dates. We use a booking software that is originally from the US and uses the Month-Day-Year date format. Unfortunately, we cannot change that, but if you know about it, it is an easy fix! 😊

For all questions, please write to us at [hello@rort.dk](mailto:hello@rort.dk)

# Account Creation Guide

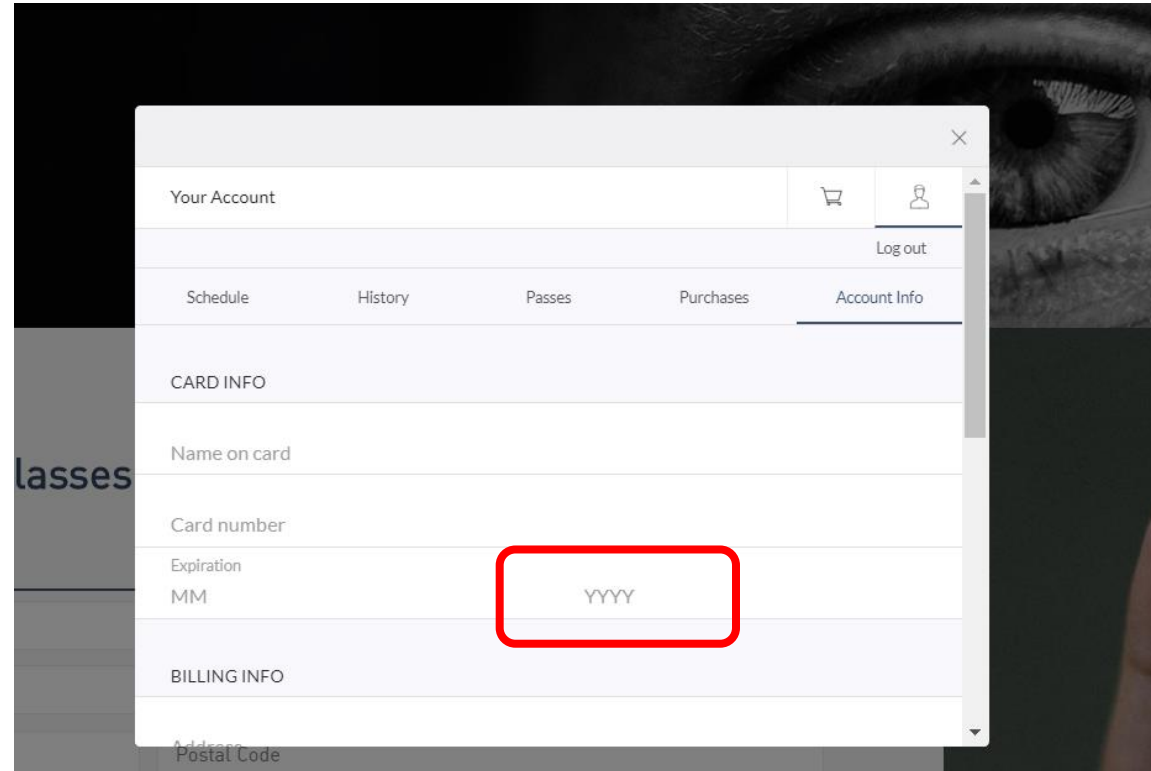


The image shows a screenshot of a web form for account creation. The form is displayed in a modal window with a close button (X) in the top right corner. The fields are as follows:

- Email
- Enter password
- Confirm password
- Must be 8 to 15 characters long and include at least one number and one letter. ("&", "<" and ">" are forbidden)
- BASIC INFO**
- First name
- Last name
- Birthdate** (highlighted with a red box): MM DD YYYY
- Postal Code

1) When you enter your birthdate, please write Month (MM), Day (DD), Year (YYYY), e.g. 20th of January 1992 is „01-20-1992“.

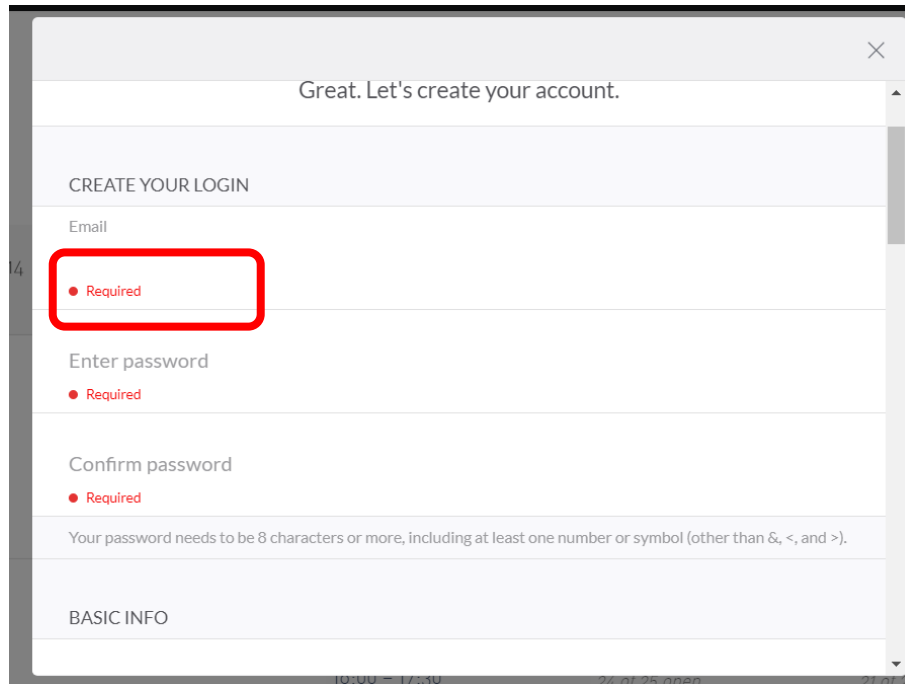
# Account Creation Guide



The screenshot shows a mobile application interface for 'Your Account'. At the top, there are icons for a shopping cart and a user profile, and a 'Log out' button. Below this is a navigation bar with tabs for 'Schedule', 'History', 'Passes', 'Purchases', and 'Account Info'. The 'Account Info' section is expanded, showing 'CARD INFO' and 'BILLING INFO'. Under 'CARD INFO', there are fields for 'Name on card', 'Card number', and 'Expiration'. The 'Expiration' field is labeled 'MM' and contains the placeholder text 'YYYY', which is highlighted with a red rounded rectangle. Below 'BILLING INFO', there are fields for 'Address' and 'Postal Code'.

2) When you enter your credit card info, please enter the year with four digits, so write „2021“ and not just „21“.

# Account Creation Guide



Great. Let's create your account.

CREATE YOUR LOGIN

Email  
● Required

Enter password  
● Required

Confirm password  
● Required

Your password needs to be 8 characters or more, including at least one number or symbol (other than &, <, and >).

BASIC INFO

10:00 - 17:30 2/1 of 25 open 21 of 2

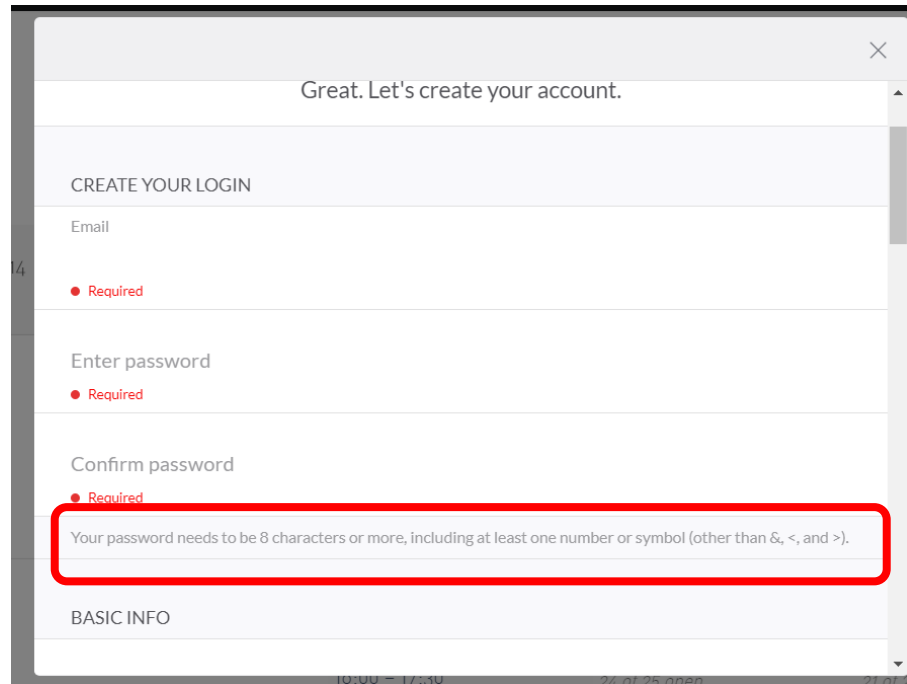
3) Please make sure you complete all the required fields and agree to the liability waiver. The fields will be indicated by a red „Required“ notice when they are not filled out.

# Account Creation Guide

A screenshot of a contact information form titled "CONTACT INFO". The form contains several fields, each with a "Required" indicator (a red dot). The fields are: Address, City, Country, Postal code, and Mobile phone. The "City" field is highlighted with a red box, and a red box also highlights the dropdown menus for "Region" (Sjælland) and "Country" (Denmark). The "City" field contains the text "Sjælland". The "Country" field contains the text "Denmark".

4) When you entered your city, you also need to select the matching region and country from the lists.

# Account Creation Guide



Great. Let's create your account.

CREATE YOUR LOGIN

Email

• Required

Enter password

• Required

Confirm password

• Required

Your password needs to be 8 characters or more, including at least one number or symbol (other than &, <, and >).

BASIC INFO

5) To make sure your account is secure, you cannot use passwords like „123“. Your password needs to be 8 characters or more, including at least one number or symbol (other than &, <, and >).