

Recreation Centers of Sun City Web Portal FAQs

First Time Users: How do I access the web portal?

Web portal access is available for all RCSC Cardholders. You can find it on the RCSC Website, suncityaz.org, in the top righthand corner. Or, visit directly at <https://login.suncityaz.org/Account-Login> and click the “Activate your account here” yellow button. You will need to have a unique email on file, and you will be asked to set a new password. Please note that the system will not allow duplicate passwords. [Click here](#) or on “Help” for step by step set up directions for setting up your account.

Returning Users:

Once you have activated your account on the new portal (see above), you can log in regularly at “Returning Users Log In Here.” Your username is your Member number, and you will use the unique password you created.

Lost My Password:

Click on the “Forgot Password” button and you will taken to a page that asks you to click on the orange “Send password reset” button. You will also need to click on the box that says “I am not a robot” as a security test. Then, log in to the email associated with this account to retrieve a link with instructions to create a new password.

What is my username?

Your username will be your RCSC number that is printed on your annual billing notice or your RCSC card.

Why can't I change my username?

Username in the system must be unique for all web portal users. By using the RCSC number we assure this uniqueness and create a standard that is easier to support web portal users.

What if I don't have an email address on file?

You will need to contact Cardholder Services and add a unique email to your account. Afterward, follow the step by [step set up instructions for new accounts here](#).

Can I share an email account with another cardholder?

No. The same email address can NOT be used by multiple Cardholders on the web portal. The portal will not allow members to enter a duplicate email. If you need help to enter a new email, please contact [Cardholder Services](#).

What do I do if the New User Password Retrieval process says I already have a web portal account created?

Receiving this message indicates that at one point in time the RCSC Cardholder has logged into the web portal. When this occurs the New User Password Retrieval process will fail. If the Cardholder does not know the password then a password reset link must be requested in order to change the password. Follow the [Forgot your password?](#) link on the main Login page to go to the page to request a password reset (see section above). Enter your RCSC number in the Username field and click the Send Reset Link button to have password reset email sent to your email address. Entering any information in the username field other than the RCSC number, such as email address, will not generate the password reset email. If you need additional assistance, please contact [Cardholder Services](#).

I have forgotten my password. How do I get a new one?

Follow the [Forgot your password?](#) link on the main Login page to go to the page to request a password reset. Enter your RCSC number in the Username field and click the Send Reset Link button to have a password reset email sent to your email address. Entering any information in the username field other than the RCSC number, such as email address, will not generate the password reset email.

I have requested a password reset. Why haven't I received the email?

Most commonly not receiving the password reset link email is caused by entering information other than the RCSC number into the Username field. Entering any information in the username field other than the RCSC number, such as email address, will not generate the password reset email. Additionally, if the user's email address has changed the web portal may be sending the password reset link email to an old email address. [Contact Cardholder Services](#) to confirm the email you have on file and ensure it is not a duplicate email also used on another RCSC account.

Why can't I have a single login for all of the properties that I own?

The RCSC number is unique to each property. This uniqueness prevents a single view of multiple properties. The option of viewing multiple properties at once is not available through the web portal.

Can I use the same password for the logins for all of my properties?

Yes. You must have a unique email and unique Member number on each account, but the passwords can be the same. Follow the My Profile – My Account – Manage Password links to reset the web portal password.

How can I find information regarding movie listings?

The current movie listings are available through the Movies link on the web portal. Movie flyers can also be found in recreation centers as well as the Sun City Welcome Center, or call (623) 977-5000 with questions.

Why do I have to login to the web portal or show my RCSC card to see the movie listings?

Due to licensing restrictions, RCSC cannot publically publish the movie details on the Internet, in the Sun City Update newspaper, or at any place where the general public may have access. By providing this information only to RCSC Cardholders through a secured web portal login, RCSC does not violate licensing restrictions.

How do I make a payment through the web portal?

When logged into the portal, click on “My Account” and select “Statements.” Your current statement will confirm balance due and due date. Just select the orange “Make a Payment” button to pay. Contact Cardholder Services if you run into any issues. To change your Payment Method, click on “Payment Methods.”

I received an error making a payment. What do I do?

As an additional security measure, payments through the web portal require Address and CVV verification. If either of these are incorrect the payment will fail with a message to the Cardholder. Depending upon the issuing bank of the credit card used for the payment, it is possible an authorization was provided along with match failure codes for the address or CVV fields. RCSC will not complete transactions where these fields are not matched. Please check your credit card account before making the payment again as multiple authorization holds may occur due to making a second payment attempt. *Use the Contact Us link to report problems in making payments through the web portal.*

Why doesn't the web portal allow me to make a payment?

There are several common conditions that prevent the web portal from completing a payment:

1. No balances are currently due on the property. The web portal will not accept payments when there is not a balance due on the property.
2. No balances have been selected for payment. At least one Cardholder balance must be selected, using the selection box next to the balance amount, in order for the Apply Payment button to be active and accept the payment.
3. The online payment process must be able to capture information regarding the session in order to make the payment. Most notably this is the IP Address of the system the payment is coming from. Should the credit card process not be able to identify the IP Address the payment will not be accepted. Using an anonymizer or incognito mode to restrict information during a browser session can cause this. If problems persist, try making the payment from a different system.
4. Severely past due property owners who have a lien recorded against their property or have been referred to an outside collections firm are prevented from making a payment through the web portal. Contact [Cardholder Services](#) to seek a resolution.

What information can I change through the web portal?

Through the web portal, Cardholders can make the following changes to their information on file with RCSC: Telephone Number, Cell Phone Number and Email Address. Use the My Profile (Edit Profile – My Account) links to make changes to these fields.

How can I update my mailing address for RCSC notices?

Changes to your mailing address cannot be made through the web portal at this time. Use the Contact Us link on the Web portal to send any mailing address changes to us.

My name on my RCSC card is different than what my friends/family call me. How can I get the name on my RCSC card changed?

RCSC records match the names on recorded deeds of ownership. As a result, we cannot change names to reflect nicknames or alternate names that do not match the recorded deed.

How do I use a guest pass after purchasing it here on the portal?

1. You may print the confirmation details of your guest pass (name of guest, date of visit). Please keep in mind that once you hit “print,” you may not be able to go back and reprint the day pass.
2. When you arrive to a Center, please provide the online day pass along with a photo ID at the time of check-in, to our Facilities Assistant. It is OK if your confirmation does not include a bar code, as the information can still be confirmed on the member’s account at the time of check in.