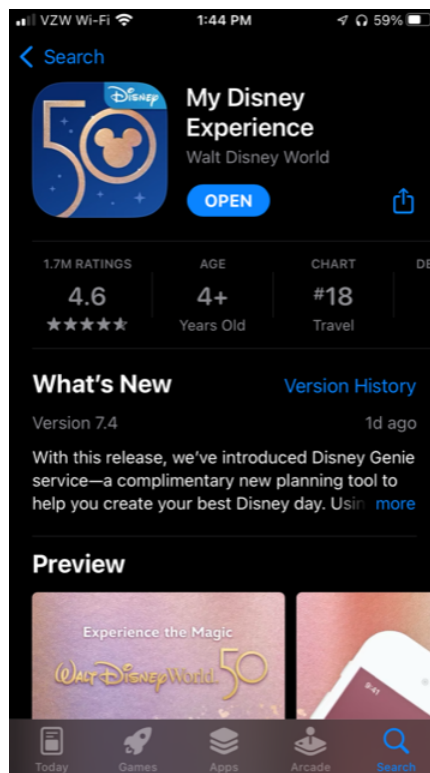


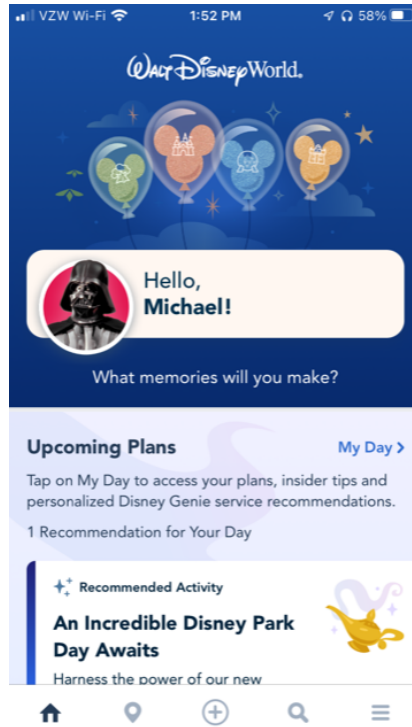
## How to Install My Disney Experience and setup an account.

To utilize some of the features at Disney World, you will need to create a Disney Account and sign into the My Disney Experience App. This will allow each student/ticketholder to see their park reservations, any Disney dining reservations they make, wait times for rides, show schedules, place a mobile order for food pickup and most importantly make Genie + reservations for the lightning lanes(Fast Pass).

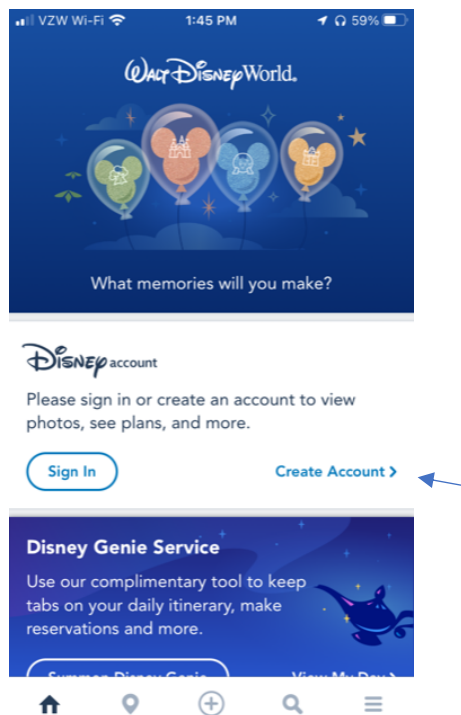
1. First Step is to install the My Disney Experience App on your smartphone. This app can be found in either the Apple App Store or the Google Play Store. Search for “My Disney Experience” and follow the steps to load the app on your phone. The App logo should be a 50 with mouse ears. If you already have the My Disney Experience app on your phone, you can skip this step.



2. Next, Open the app and it should bring you to the home screen. If you already have a Disney login that you have used before for My Disney Experience and the password is stored on your phone. It will automatically log you in and your name will be on the screen as shown below. If this is the case, please send your login for the app(should be an email) to Rochelle Koerbel ([rkoerbel@mcneeslaw.com](mailto:rkoerbel@mcneeslaw.com)) along with your name. This will allow me to send you a link to your ticket.



3. If this is not the case and your screen is as below with the “Sign In” button and the link for Create Account(this should be most people) then click the “Create Account Link.”



4. You should see this screen come up next. Proceed with filling in all the information requested.

Disney account X

Create Your Account

Prefix (optional) ▼

First Name

Middle Name (optional)

Last Name

Suffix (optional) ▼

Email Address

Password

Show password

Touch ID

- a. Please use your school email address (for example, [24KoerbelA@ptsdwebapps.com](mailto:24KoerbelA@ptsdwebapps.com)). Once you fill in your email address and go to the next field, if the following error message pops up. It means that your email has already been used to create a Disney, ESPN, Disney +, ABC or another affiliated website login. Please proceed to STEP 8.

Last Name

Suffix (optional) ▼

24koerbela@ptsdwebapps.com !

It looks like that email has already been used to create an account at Disney, ESPN, Marvel, or ABC. If this is your email address, just [sign in](#) to your account.

Password

- Enter at least 6 characters.
- Don't use the password from another account.

^ v Done

Show password

Touch ID

Birth Date mm/dd/yyyy

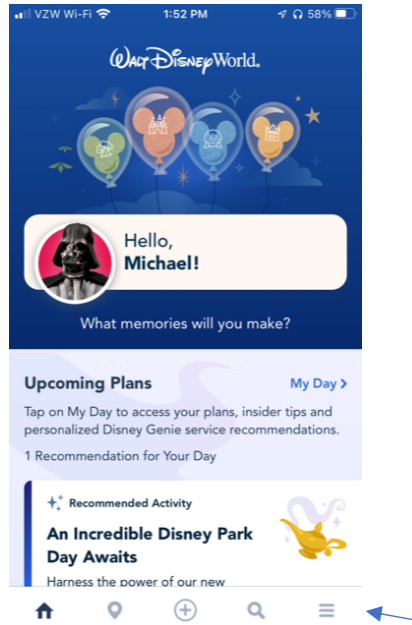
Billing Address

- b. **IMPORTANT, if you want to use the MyDisneyExperienceApp and Genie+ for the trip when you enter YOUR Birthdate, You will need to enter a date that will make you at least 16 years old now. We have been told there are some limitations on the app for people under 16.**
- c. Once done entering all the fields. Click the Create Account button on the bottom of the page. It will direct you to clean up any errors. Once successful you will be brought back to home page and should see your name as below.

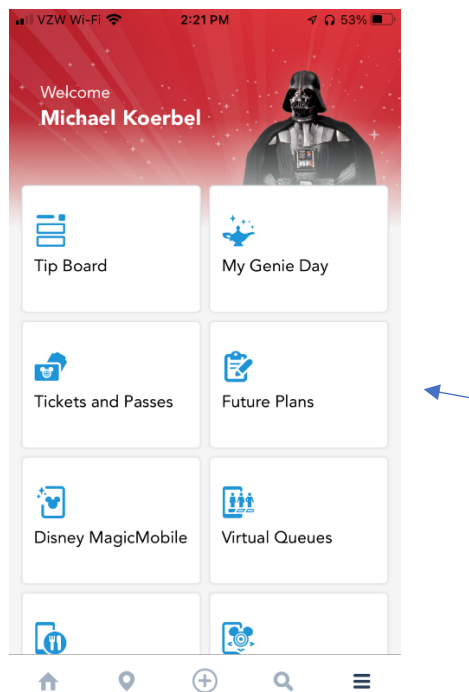
The screenshot shows a registration form with the following elements:

- A text input field containing "Line 2 (optional)".
- A text input field containing "Venetia".
- A dropdown menu showing "Pennsylvania".
- A text input field containing "15367".
- A checkbox with the text: "Yes! I would like to receive updates, special offers, and other information from Disney Parks & Resorts businesses and The Walt Disney Family of Companies." This checkbox is currently unchecked.
- A checked checkbox with the text: "I have read and agree to the [My Disney Experience Terms and Conditions](#)." The checkbox is checked with a blue checkmark.
- A paragraph of text: "By creating an account, I agree to the [Terms of Use](#) and acknowledge that I have read the [Privacy Policy](#) and [California Privacy Notice](#)." The links are underlined and blue.
- A line of text: "My home country/region: United States. [Change](#)." The link is underlined and blue.
- A large blue button with the text "Create Account".
- Below the button, the text "Already have an account? [Sign In](#)" with the link underlined and blue.

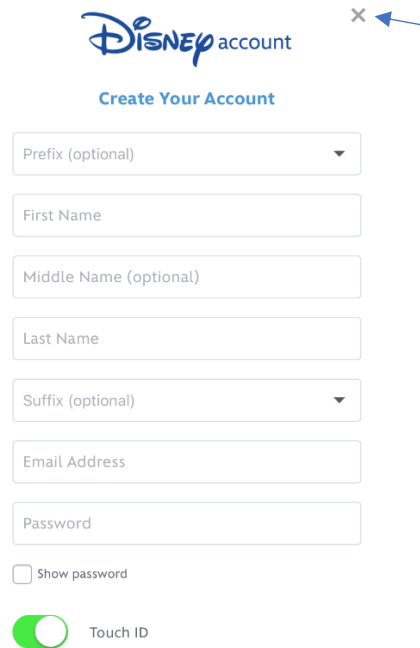
5. You have now successfully set up your account and the next step will be to link your tickets and reservations. You will see a Post come out on the Trip Band App to tell you when to look for an email sent to your login email. Mrs. Koerbel will be sending the email to everyone's school email address (unless you emailed Mrs. Koerbel with an email for a preexisting MYDISNEYEXPERIENCEACCOUNT. I am using the school email accounts because they are uniform. If your school email account is anything different than your graduation year, last name, first initial, please email Mrs. Koerbel asap with the correct email address. Once you get that email, please follow the directions and then click the "ACCEPT" button in the email. This will link everything to your My Disney Experience.
6. Once this is done, Navigate back to the My Disney Experience app, you should be greeted by the Home page with your name. Click the Menu icon at the bottom of the page and it will send you to this screen with your name at the top.



7. Click on the button called Future Plans. Here you will be able to see your Park Passes for the two days at Disney. You should see a Park Pass for Friday, March 25<sup>th</sup> for Hollywood Studios and a Park Pass for Saturday, March 26<sup>th</sup> for the park you picked for that day. If you see them then you are good to go. You can then take some time to familiarize your self with app. I suggest checking out the Menu entries, My Genie Day and Tip Board.



8. The following steps are only for the people that ran into problems with their email address on step 4A. That error message means that you have used this email in the past to setup an account. You are going to want to click the X on the top right hand corner of the page you are currently on.



Disney account X

Create Your Account

Prefix (optional)

First Name

Middle Name (optional)

Last Name

Suffix (optional)

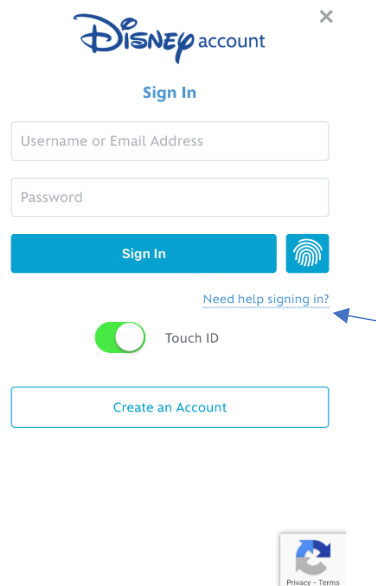
Email Address

Password

Show password

Touch ID

9. This should bring you back to the Home screen. This time click the Sign In button and you should go to this screen. Press the “Need Help Signing in” link.



Disney account X

Sign In

Username or Email Address

Password

Sign In

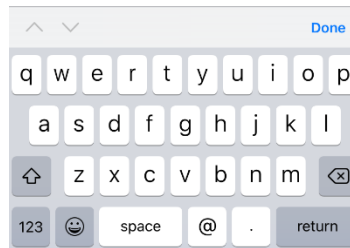
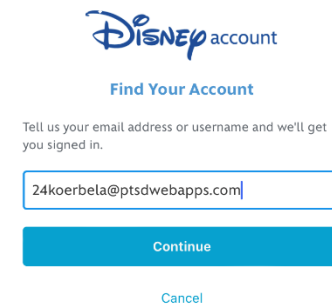
Need help signing in?

Touch ID

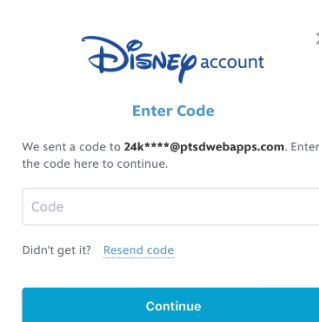
Create an Account

Privacy - Terms

10. This will take you to the Find Your Account screen. Please enter the email address you used on Step 4 when you got the error message and click continue.



11. Next you will go to the Enter Code Screen, please check your email and retrieve the code that has been sent you in the email. Enter the Code and click Continue.



12. This will send you to the Reset Your password screen. Please choose a Reset password and enter your new password click Continue. This should send you back to the home page where you will see your name. Now you can go back to step 5.

**13. AS AN FYI, IT APPEARS THAT NOONE UNDER THE AGE OF 18 CAN STORE A CREDIT CARD ON THE MYDISNEYEXPERIENCEAPP. HOWEVER, WE RAN A FEW TEST RUNS AND IT APPEARS THAT ONCE A USER ENTERS A MOBILE FOOD ORDER ETC YOU CAN ENTER A REDEMPTION CARD, GIFT CARD OR CREDIT CARD. YOU JUST CAN'T SEEM TO STORE IT IN THERE.**

Thanks!!!