



Share the Experience

Owner's Club Login Instructions and Troubleshooting Tips

1. Collect your Membership Number and Homeowner's Association Fee Account Number (Concord Maintenance account number). You will use these to register your account for the first time only. Membership numbers can be found on your membership card (fig. A). Concord Account numbers can be found on your maintenance dues mailing (fig. B) or at <http://www.myaccountinfo.com>
2. At first, you will register as a "new user". Simply enter the above account information and you will be prompted to provide an email address where you will receive an activation message and auto-generated password (this password can later be changed to whatever you wish). When your account has been registered, the screen will tell you to check your email for further instructions and to activate your account.
3. Check your email to retrieve your password. Next, follow the email instructions and web link to activate your account.
4. Once you have activated your account, you will be able to update your contact and login information (including email address, login password, phone, address, etc.), view your past usage, search Passport Weeks, and submit special requests directly to Owner Services. To download more information about our resorts and Premiere Vacation Club ownership benefits, please click [HERE](#).
5. After your account is active, for future visits to the Owner's Club you will simply go to <http://www.ilxresorts.com/owners> and login as a "returning user".
6. If you are still having problems logging in or are receiving error messages when inputting your information, you may have an issue regarding 'cookies' or temporary Internet files.
 - a. Clean out your cookies and temporary Internet files. For Internet Explorer Users, simply click on the 'tools' button in your browser's toolbar and delete all your cookies and temporary Internet files.
 - b. Ensure that your Internet browser is configured to accept cookies. Again, from the 'tools' button, select Internet options, click the privacy tab, and then make sure that your security level is set to medium.
7. Should you require any further assistance, please contact Owner Services toll-free at 1-800-418-6499.

*Owners will only be allowed to create one account per membership number. So, if there are multiple owners on your deed of ownership, please make sure you provide the username and password to others on the account.

**Please see page two for examples on where to find your Membership Number and Concord Account Number.



Share the Experience

FIGURE A – Membership Card



FIGURE B – Account Statement / Concord Maintenance Dues Mailing

Account Number Fields are Marked in RED

ACCOUNT STATEMENT			
<i>Address for Inquiries</i>		<i>Please Verify</i>	
PREMIERE VACATION CLUB PO BOX 29352 PHOENIX, AZ 85038-9352		Account Number	14010064490
		Home Phone	602-977-6999
		Work Phone	**Missing**
Please verify the information above. Make the necessary corrections on this portion of the statement and mail to the address above.			
Account Information			
Account Number	14010064450	Past Due Amount	0.00
Statement Printed On	12/2 /07	Outstanding Late Charges	0.00
Last Payment Received	11/07/07	2008 Fees	320.00
Last Payment Amount	305.00		
Maintenance Statement			
		Total Amount Due	320.00
		Due on or Before	01/01/08
<i>For Important Information, See Back of Page.</i>			