ActiveNet
Account Verification

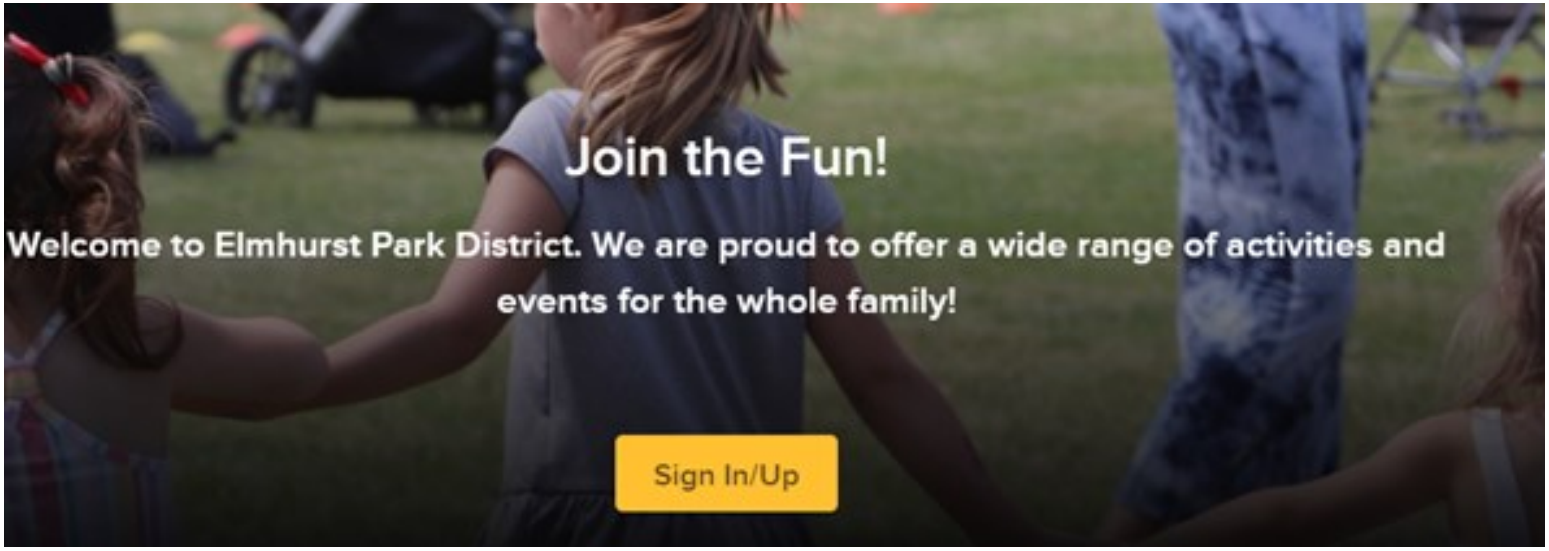
Beginning November 1,2023, you can enter ActiveNet and verify your account.

- If you have registered for a program or have had a membership in the past two years: Account information will be automatically transferred into the new system.

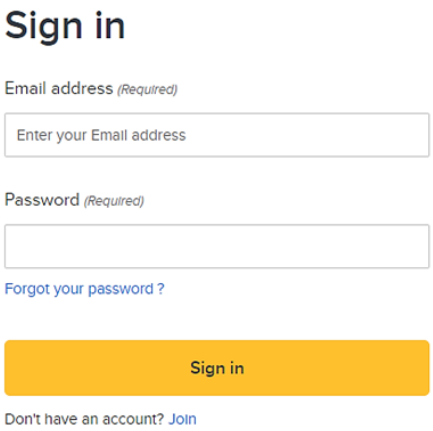
Simply login to change your password and verify your account information is accurate (name, phone, address, emails, family members, emergency contacts). Use the login email and password you used for the previous registration system.
If you have not registered for a program or have had a membership since October 2021: You will need to create a new account.
To ensure a smooth registration process, make sure to verify your account prior to Winter Registration on Saturday, December 9.

Verifying your account

1. Visit https://anc.apm.activecommunities.com/elmhurstparks. (save this link for quicker access in future.)
2. Click the SignIn/Up button

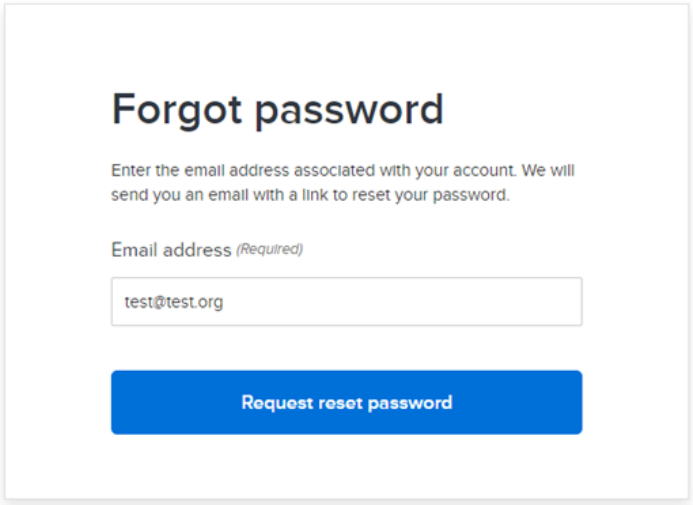


3. Make sure to click the **Forgot your Password?** Link under the password text box.



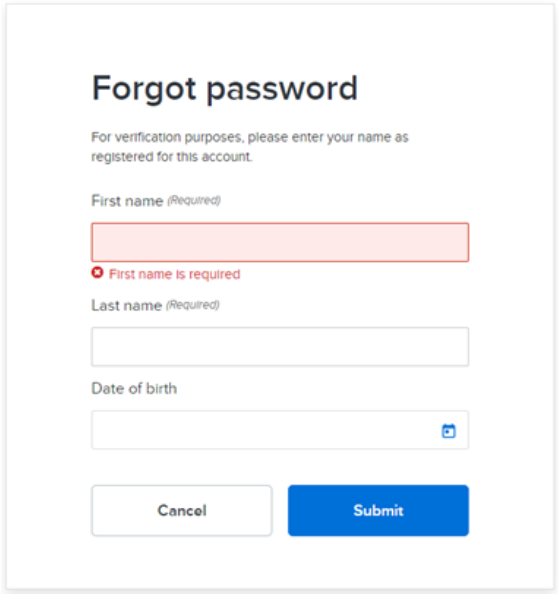
1.

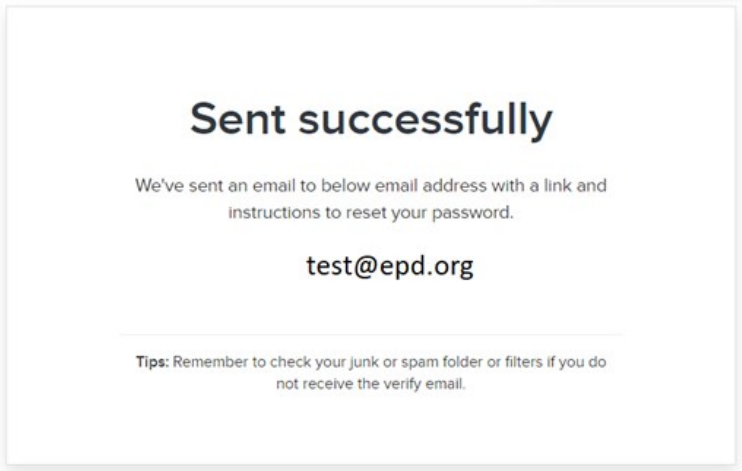
4. Enter in your e-mail address that is associated with your current registration account.



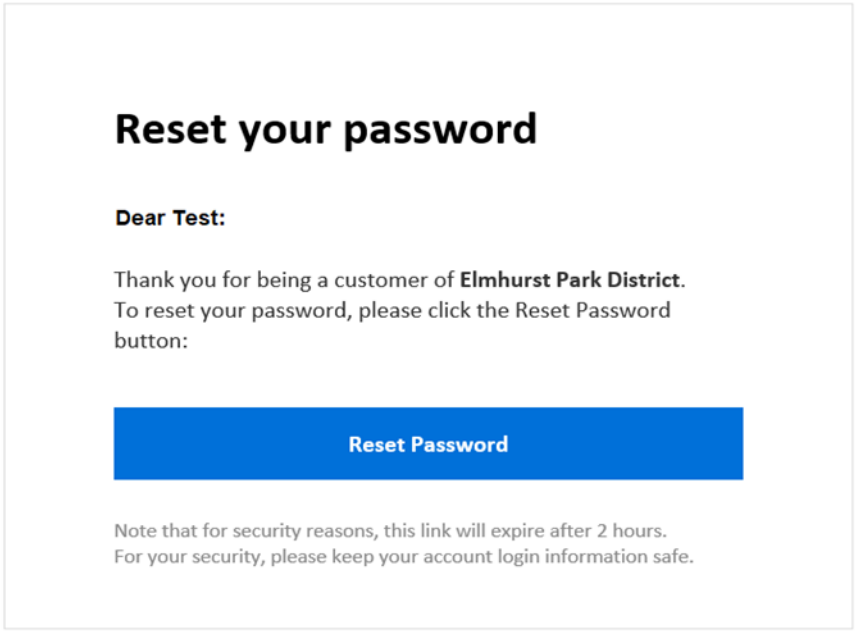
You may be prompted to enter your name and birthdate and click **Submit**.

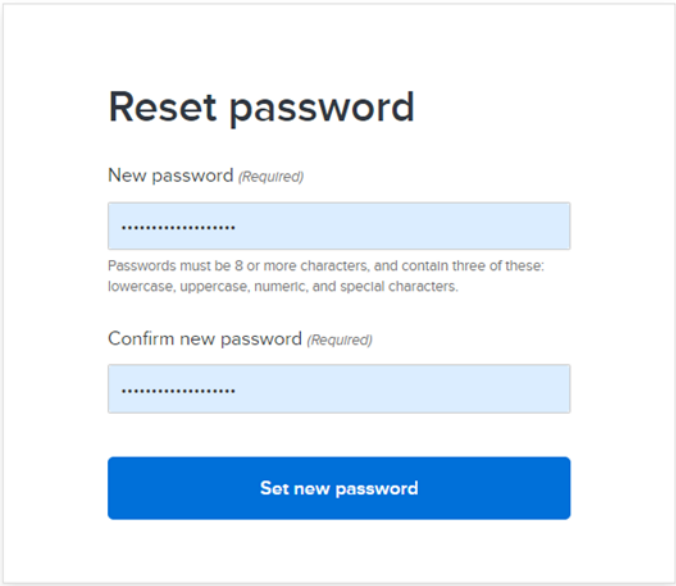
NOTE: *Please use your name as listed on your current account, i.e. If your account is Daniel, but you go by Dan, you will need to enter Daniel for the system to recognize you.*





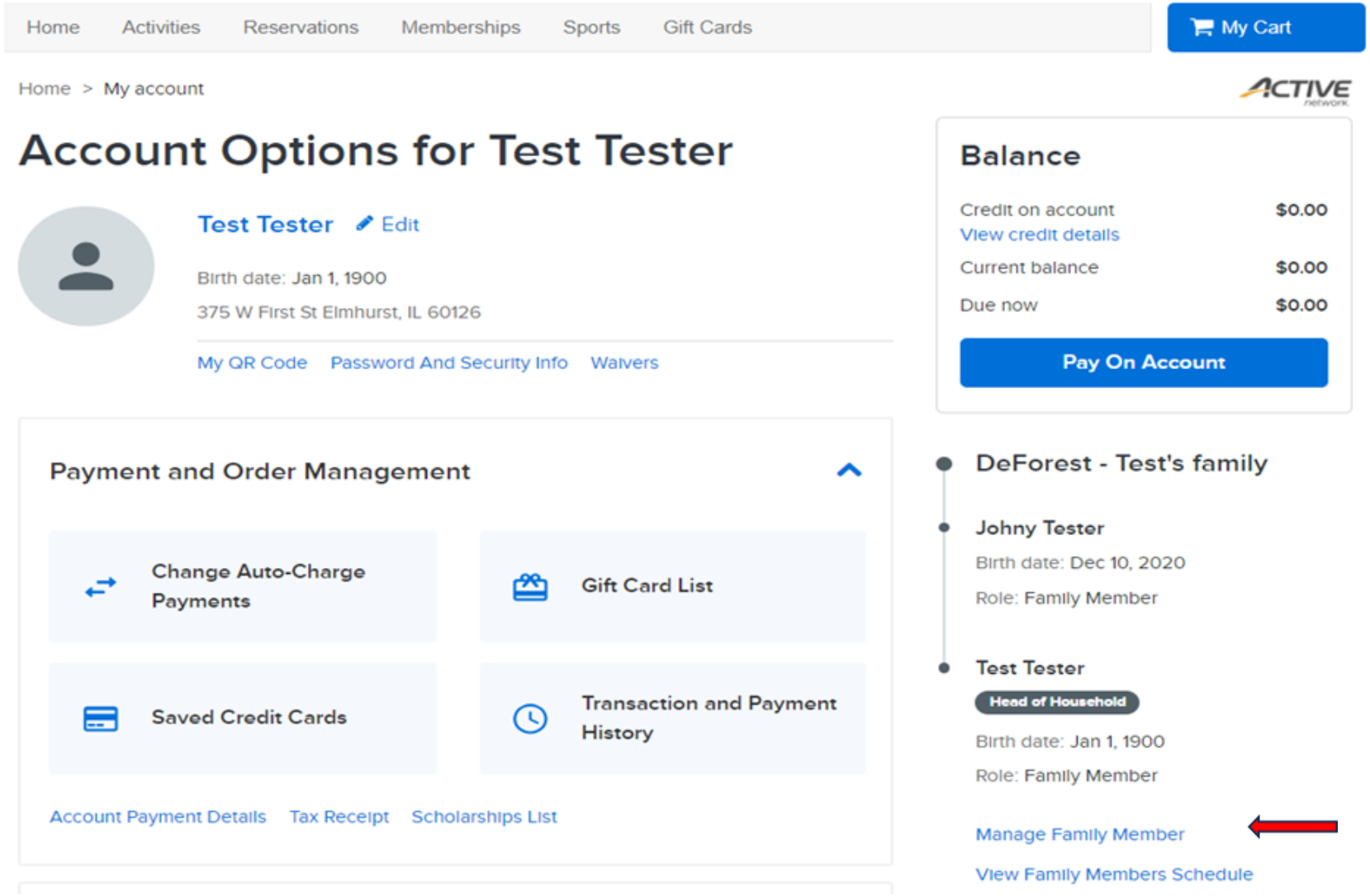
5. Check your e-mail for the *Reset your Password* message and click the blue **Reset Password** link to create a password for your new ActiveNet account.





6. Login with your e-mail and newly created password.

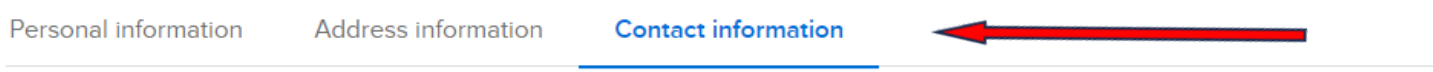
7. To verify your Address and Contact information, select Edit next to your name. This can be change for each family member under Manage Family.

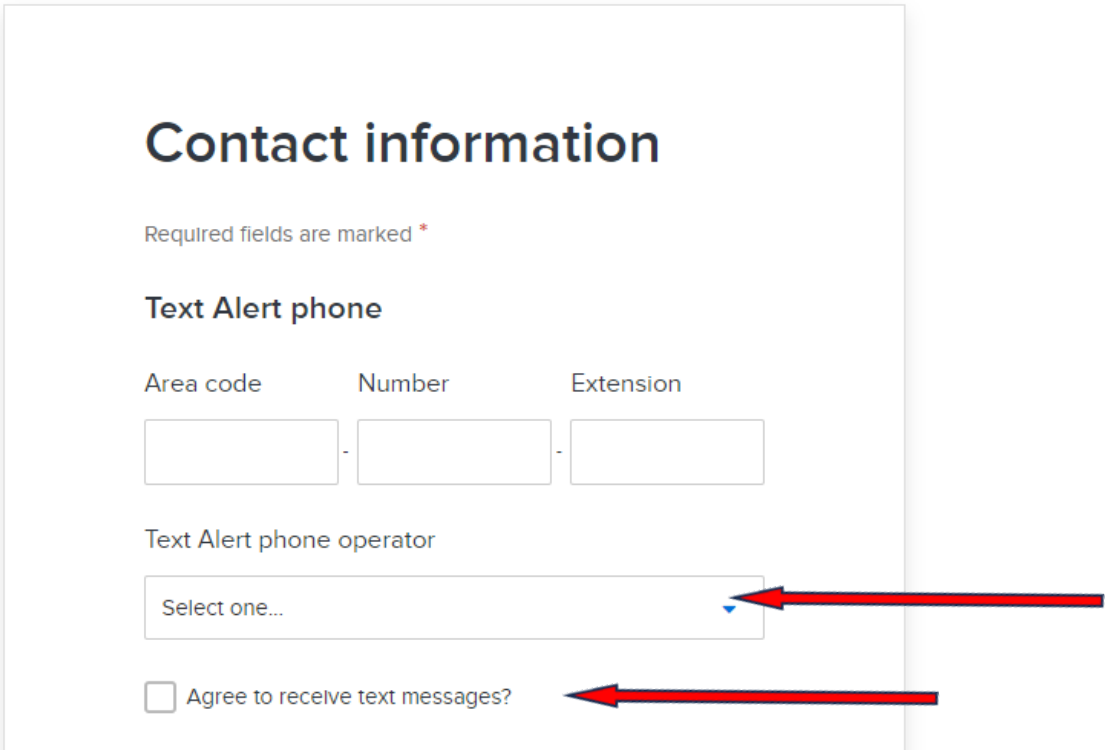


8. Personal, Address and Contact information can be changed for each family member under Manage Family.

(Birthdates can not be changed. If incorrect birthdates – please contact Activeinfo@epd.org)

9. Under Contact Information you can add a Text Alert Phone number to get important updates about your registrations and memberships. Please make sure to add your Text Alert Phone Operator / Carrier and check the box to agree to receive text messages so that alerts will go through.

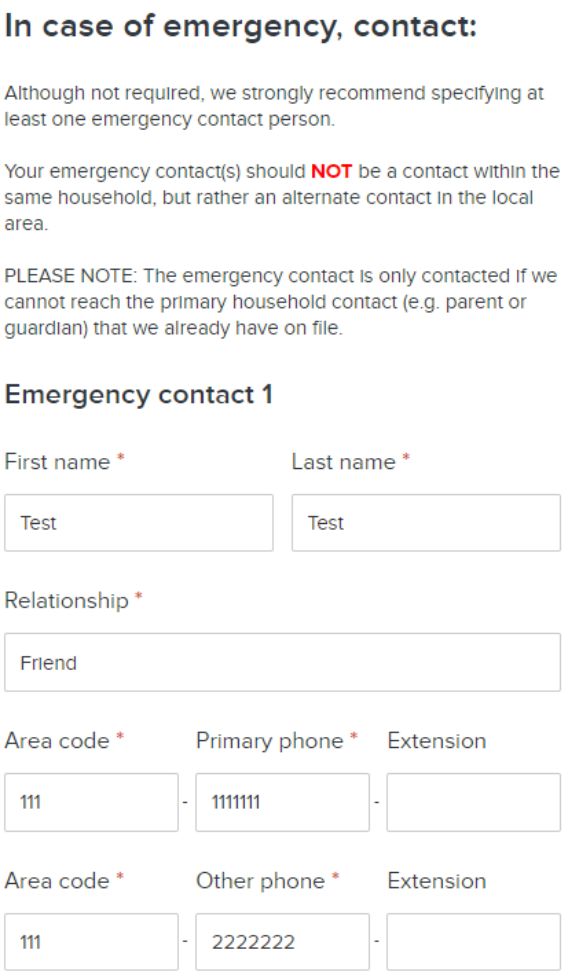




You will also need to add an Emergency Contact. Scroll down on the Contact Information tab to enter.

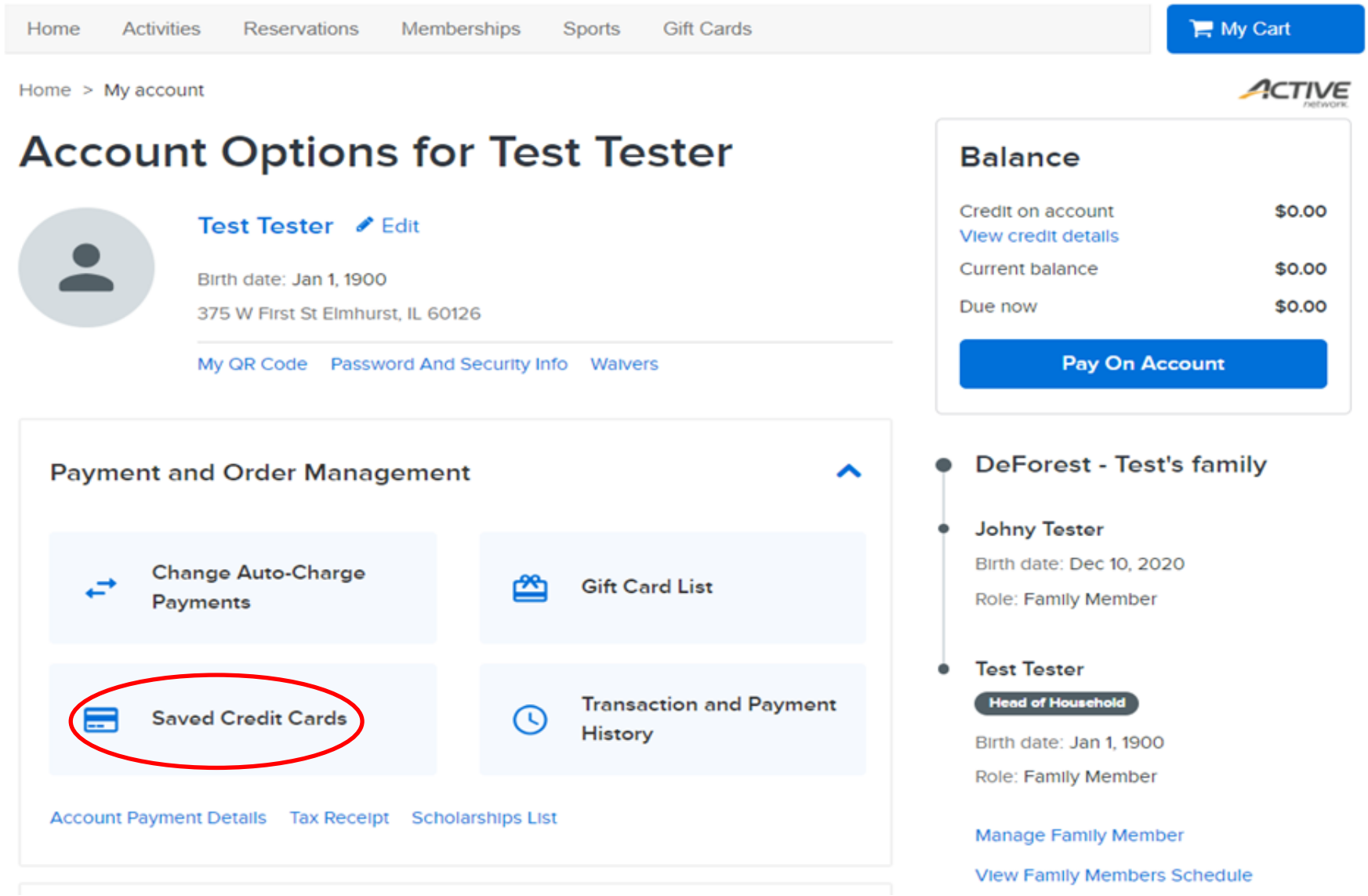
All accounts must have at least 1 Emergency contact to register for programs.

Save yourself some time on registration day and input your Emergency Contacts now!



9. You can also enter your Credit Card for future transactions to make registration day checkout more convenient.

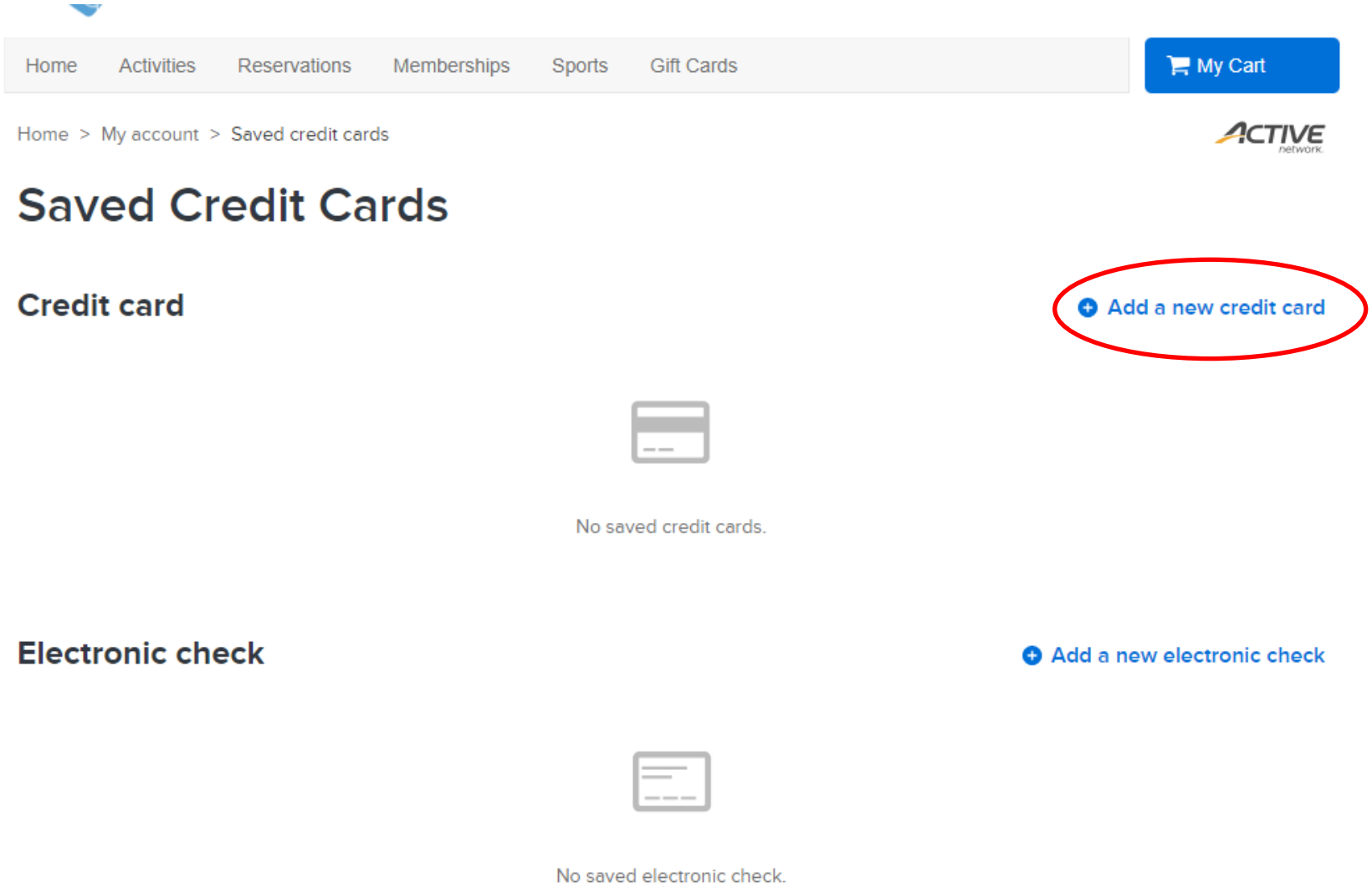
Add a Credit Card to Account



On the Ac-count

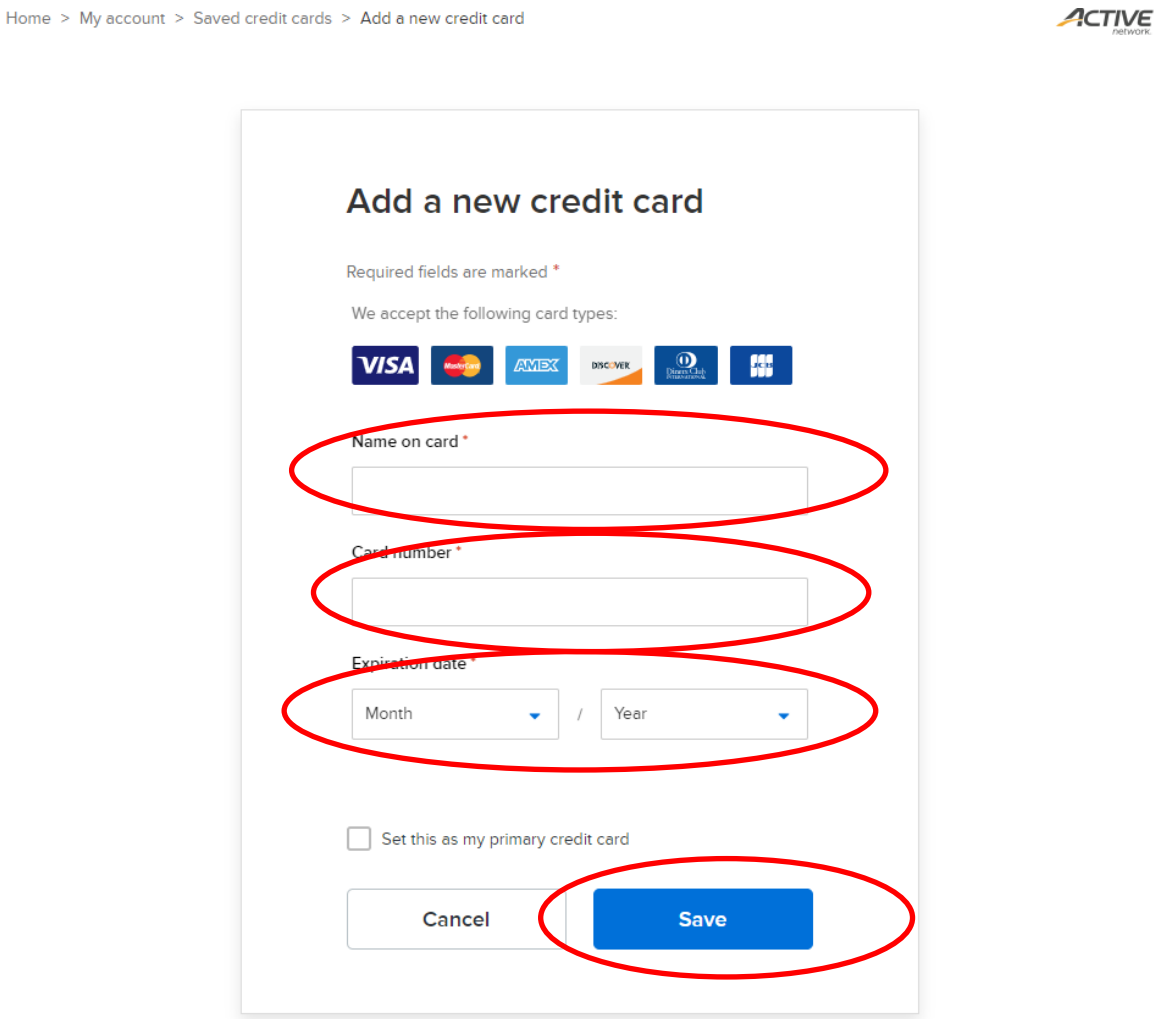
Add a Credit Card to Account

On the next page, click on **Add a new credit card**.



Add a Credit Card to Account

The next page will ask for the credit card information. With Active we now accept Visa, Mastercard, American Express, Discover, Diner's Club. Click Save at the bottom once you are done entering all of the required information.

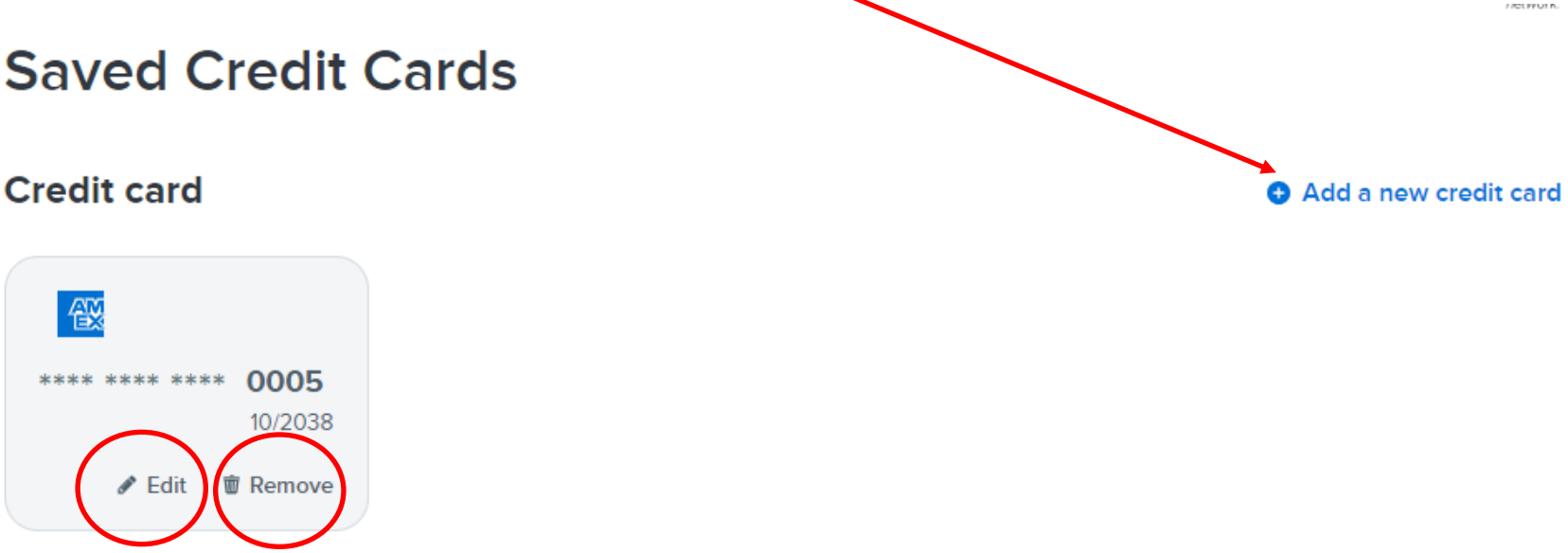


Add a Credit Card to Account

The next page will show the saved credit card(s) on your account. You can add more credit cards to your account if you wish to do so.

If you need to edit the information on your credit card, then you can click on Saved Credit Cards in My Account and click Edit.

If you need to remove a credit card from your account, then click Remove on that credit card in your Saved Credit Cards.



If you need assistance, please contact activeinfo@epd.org or 630-993-8900.