



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.

Sign in

Email address *(Required)*

Password *(Required)*

[Forgot your password ?](#)

Don't have an account? [Join](#)

1.

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

Forgot password

Enter the email address associated with your account. We will send you an email with a link to reset your password.

Email address *(Required)*

Request reset password

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.*

Forgot password

For verification purposes, please enter your name as registered for this account.

First name *(Required)*

First name is required

Last name *(Required)*

Date of birth

Cancel **Submit**

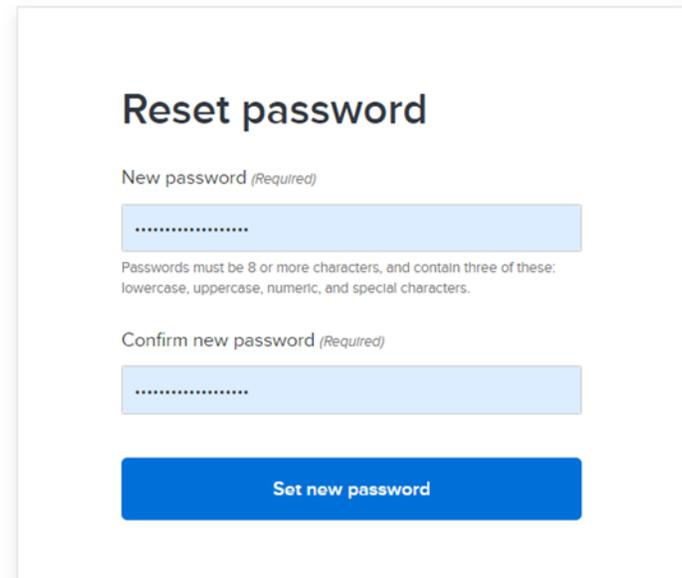
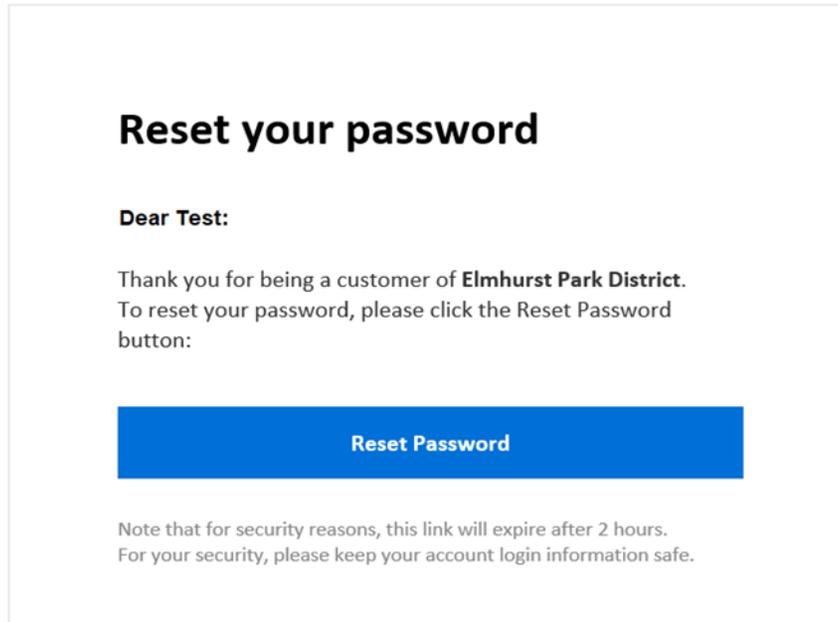
Sent successfully

We've sent an email to below email address with a link and instructions to reset your password.

test@epd.org

Tips: Remember to check your junk or spam folder or filters if you do not receive the verify email.

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.

Home Activities Reservations Memberships Sports Gift Cards My Cart

Home > My account ACTIVE network

Account Options for Test Tester

Test Tester [Edit](#)

Birth date: Jan 1, 1900
375 W First St Elmhurst, IL 60126

[My QR Code](#) [Password And Security Info](#) [Waivers](#)

Payment and Order Management

- [Change Auto-Charge Payments](#)
- [Gift Card List](#)
- [Saved Credit Cards](#)
- [Transaction and Payment History](#)

[Account Payment Details](#) [Tax Receipt](#) [Scholarships List](#)

Balance

Credit on account	\$0.00
View credit details	
Current balance	\$0.00
Due now	\$0.00

[Pay On Account](#)

- DeForest - Test's family
 - Johny Tester**
Birth date: Dec 10, 2020
Role: Family Member
 - Test Tester**
Head of Household
Birth date: Jan 1, 1900
Role: Family Member
[Manage Family Member](#) 
[View Family Members Schedule](#)

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.

Personal information

Address information

Contact information



Contact information

Required fields are marked *

Text Alert phone

Area code

Number

Extension

 - -

Text Alert phone operator



Agree to receive text messages?



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!

In case of emergency, contact:

Although not required, we strongly recommend specifying at least one emergency contact person.

Your emergency contact(s) should **NOT** be a contact within the same household, but rather an alternate contact in the local area.

PLEASE NOTE: The emergency contact is only contacted if we cannot reach the primary household contact (e.g. parent or guardian) that we already have on file.

Emergency contact 1

First name *

Last name *

Relationship *

Area code *

Primary phone *

Extension

Area code *

Other phone *

Extension

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

Add a Credit Card to Account

Home Activities Reservations Memberships Sports Gift Cards [My Cart](#)

Home > My account



Account Options for Test Tester



Test Tester [Edit](#)

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DeForest - Test's family

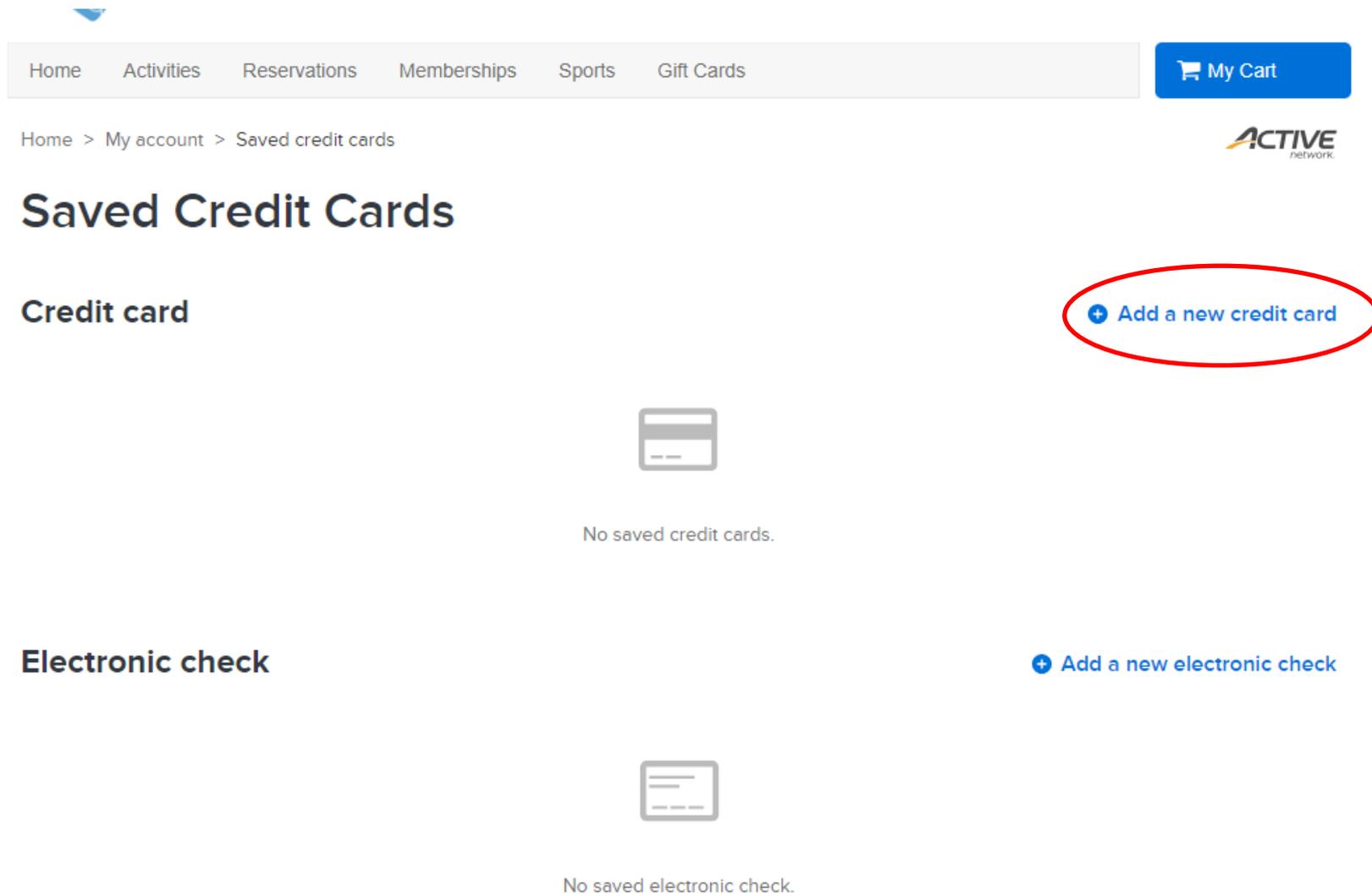
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Birth date: Jan 1, 1900
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[Manage Family Member](#)
[View Family Members Schedule](#)

On the Account

Add a Credit Card to Account

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



The screenshot shows the 'Saved Credit Cards' page. At the top, there is a navigation bar with links for Home, Activities, Reservations, Memberships, Sports, and Gift Cards, along with a 'My Cart' button. Below the navigation bar, the breadcrumb trail reads 'Home > My account > Saved credit cards'. The 'ACTIVE network' logo is in the top right corner. The main heading is 'Saved Credit Cards'. Under the 'Credit card' section, there is a red circle around the '+ Add a new credit card' link. Below this link is a credit card icon and the text 'No saved credit cards.' Under the 'Electronic check' section, there is a '+ Add a new electronic check' link, followed by an electronic check icon and the text 'No saved electronic check.'

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.

Home > My account > Saved credit cards > Add a new credit card



Add a new credit card

Required fields are marked *

We accept the following card types:



Name on card *

Card number *

Expiration date *

Month / Year

Set this as my primary credit card

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.

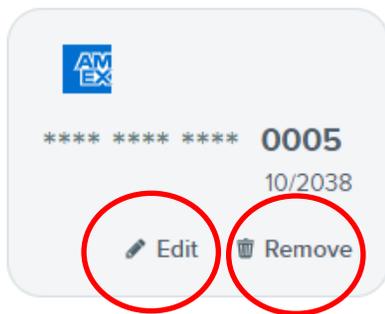
If you need to edit the information on your credit card, then you can click on Saved Credit Cards in My Account and click Edit.

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

Saved Credit Cards

Credit card

[+ Add a new credit card](#)



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