ActiveNet Information for Customers

Table of Contents

Account Page

Definitions

- **My account**- will always return you to your personal account.
- **Manage Wish List**- shows list of items you clicked the " heart" icon for.
- **Sign out**- signs you out of your account.
- **Home**- will direct you to the "homepage" of active community- here you can find the link to "activities" & "memberships".
- **Activities**- find all seasonal classes & events.
- **Memberships**- Park District memberships that can be purchased online.
- **My cart**- can view all the activities you have added to your cart.
- Once the activity is in your cart, it will hold that spot for about 60 minutes.

- "Edit" Account Info- individual members account information.
- Balance- will display any outstanding credits or balances on your account.
- Manage Family Member- You can add a family member to the account and edit their information.
- View Family Members Schedule-You can view each family member's schedule of what activities/events they are registered for.

Payment and Order Management

- Change Auto-Charge Payments- Add or change credit card info. of anything you are registered for that is on a payment plan or billed monthly.
- Saved Credit Cards- You can save credit cards to your account to make registration that much easier!
- Gift Card List-Any gift cards that have been sold or applied to your account.

- Transaction and Payment History- List of all transactions and payments made in the registration software that are linked to your account.

Saving Credit Cards to Account

Once the customer logs into their account, they will see their Account Options. In the middle of the page, click **Saved Credit Cards.**

Account Options for Test Tester

Test Tester ✏ Edit

Birth date: Dec 6, 1983
615 N. West Ave Elmhurt, 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
View credit details
Current balance
Due now

Pay O

Tester's fam

Test Tester
Head of Household
Birth date: Dec 6,
Role: Family Mem

Manage Family M
View Family Mem

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

Saved Credit Cards

Credit card   ⊕ Add a new credit card

No saved credit cards.

Electronic check   ⊕ Add a new electronic check

No saved electronic check.

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 the required information.

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

Add a new credit card

Required fields are marked *

We accept the following card types:

VISA   MasterCard   AMEX   DISCOVER   Diners Club   JCB

Name on card *

Card number *

Expiration date *

Month ▾   /   Year ▾

☐ Set this as my primary credit card

Cancel   **Save**

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
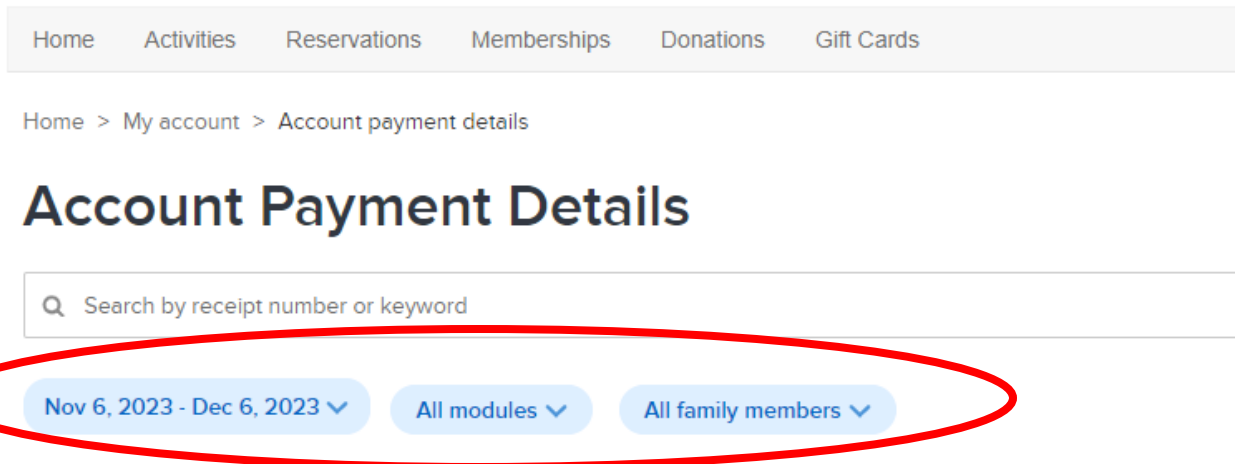card in your Saved Credit Cards

Saved Credit Cards

Credit card   ⊕ Add a new credit card

AMEX

**** **** **** **0005**
10/2038

✎ Edit   🗑 Remove
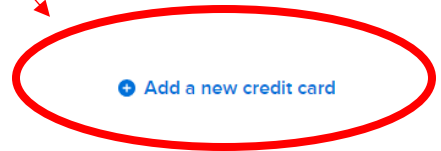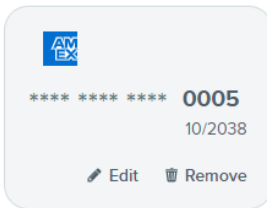
Account Payment Details

This screen allows you to search for past payment information. You will be able to view the
date, the amount paid, and the title of each transaction in one screen. Or you can filter
the transaction by modules: Activities, Memberships, Reservations, etc.

| Home | Activities | Reservations | Memberships | Donations | Gift Cards |

Home > My account > Account payment details

Account Payment Details

Q Search by receipt number or keyword

Nov 6, 2023 - Dec 6, 2023 ⌄   All modules ⌄   All family members ⌄

Select the beginning and end dates for any transaction group you would like to view. You can
also continue filtering by modules and family members.

Transaction and Payment History

On this page you will see a record of previous transactions, such as, activity enrollments, cancellations & refunds, membership registrations, and reservation permits.

Clicking on the **Number (No.)** you can view the original receipt for that transaction.

Then select **My Account** in the top right corner to return to your Home Page.

Scholarships List

To see the list of scholarships that have been awarded to your account, select on **My Account** in the upper right corner.

Select **Scholarship List** under Payment and Order Management
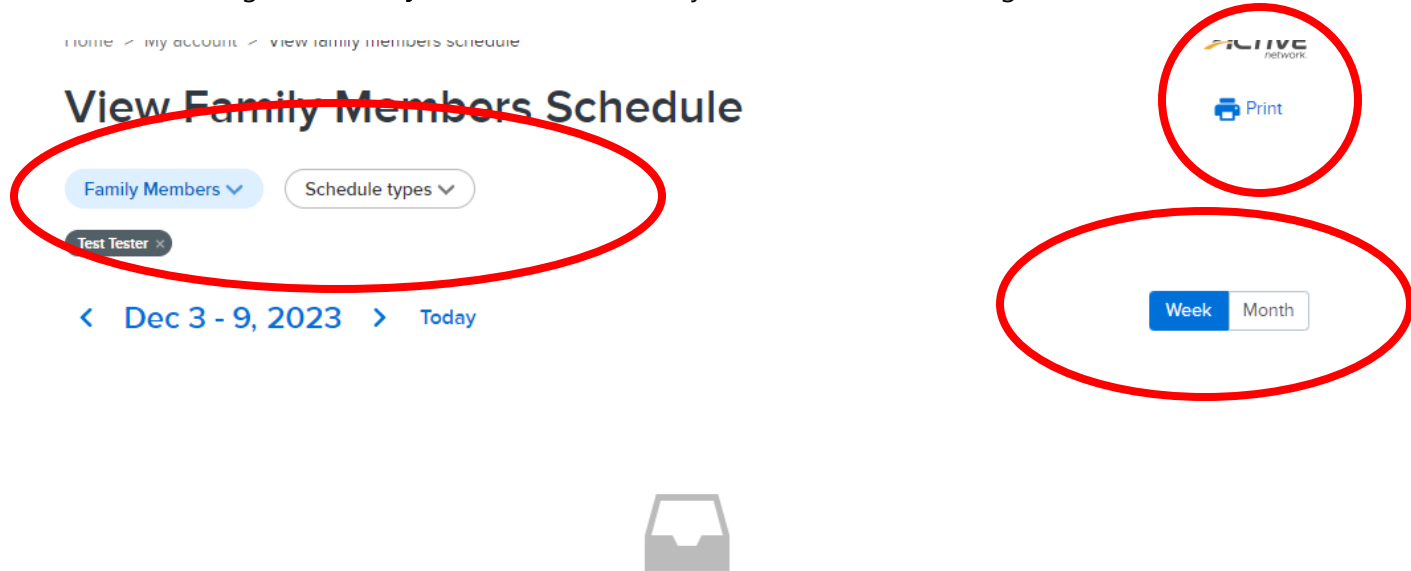
Viewing Family Member Schedules

This option allows you to see the activity schedule for yourself and your family members. You will also be able to print the schedule for your reference.

On the right side of the My Account home page, your family members will be listed, you will see Head of Household below the main contacts name, as well as View Family Members Schedule.
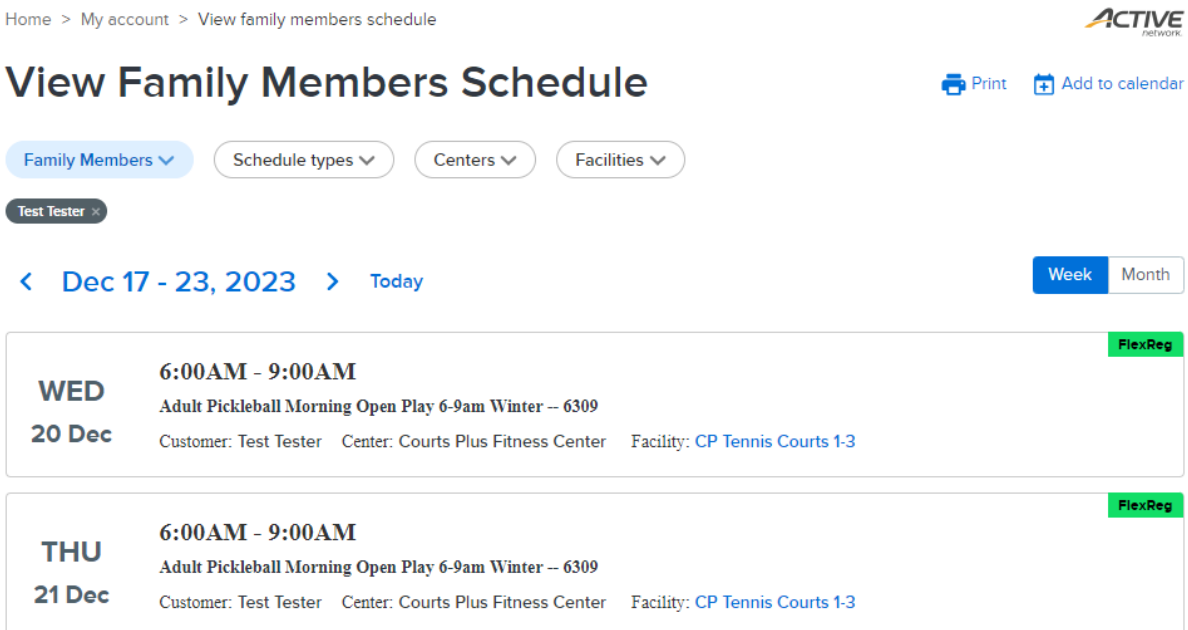
After selecting **View Family Members Schedule**, you will see the following screen:

You can filter the schedule to include just one week, or an entire month. Select the dates/months you want to look at.

You can also filter by Family Members and Schedule Types (Activities, Flex Reg, Leagues, etc.).
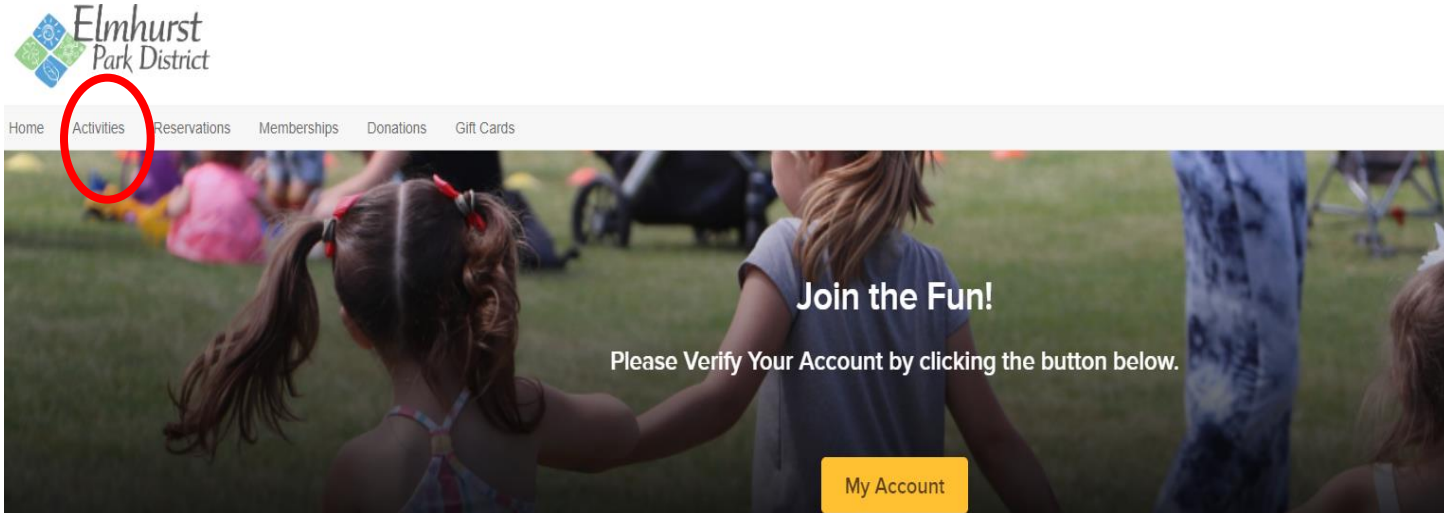
If you want to print the calendar, select **Print** in the upper right corner.

list of activities that the individual is registered for will generate for the dates that were selected.

Activities

You can view and enroll in classes and performances by clicking **on the middle tab located at the top of the page, or from the Activities button located on the homepage.**

The Activities page gives you an alphabetical list of any open activity (see below).

Under "Activity Search" you can filter your search by different categories. **If you know what class or event you are looking for, the key word search may be your fastest route!**
- When
- Where
- Who
- Activities
- Open spots
- Search by (specific) key words or designated class number (CR#)- same as Activity number.

When If you select **When** as your filter, you are able to search for classes based on the following criteria: **Date, Time, Day of the Week, and Status.**

Where This filter allows you to search for classes that take place at a specific location. Click View More to view all the centers (location of program). Click the checkbox to select a one or more centers. Click Apply to reveal the events that are scheduled at the location(s) you selected.

Who This filter allows you to search for classes for a specific age or age range.

Activities This filter allows you to search for an activity by its category. (e.g. Interested in viewing only fitness classes, click inside the box next to the fitness category).

Open Spots This filter allows you to search for classes with open spots.

Key Word Search Entering key words into the search box will bring up any results that match.

Activity Enrollment
- **Clicking on the Title of an activity** you will be able to see the details and enroll in the class. (as shown above)
- **Selecting View Fee Details** allows you to see the price for the activity. (as shown above).
- If the class has spots open, the button to the right will say "**Enroll Now**"

Adult Ballet ⓘ   View fee details

#5537 / 18 yrs +   Enroll Now

📍 Wagner Cmty Ctr

📅 January 16, 2024 to May 7, 2024 ⓘ   🕐 Tue 7:10 PM - 8:00 PM   ♡

If a class is full, you have the option of joining the Wait List by clicking on the title of the activity and selecting the + Waiting List button. It will say Full above the title of the class.

If you want to register for the Waiting List, click on the title of the class. On the next screen, under fee details, select the + Waiting List button.

Activity Detail

Once you select a class from the list, the **"Activity Detail"** will open. Here you will be able to **see the location of the class, the description, the activity meeting dates, how many spaces are available, the instructor (if listed), and any applicable notes**.

Zumba® Gold with Toning

Activity Summer 2021 | #5043

📅 May 12, 2021 - May 26, 2021   📍 Agave (LC)
👤 All Ages Coed   🏷 Health, Sports & Fitness Zumba

1.

View fee detail

24 openings remaining

Enroll Now

Share

Description

The Zumba® Gold-Toning program combines the enticing world rhythms of the Zumba® Gold program with strength-training techniques, creating an easy-to-follow, health-boosting dance-fitness program for the young at heart, including beginners. Using weights, you will build strength and tone all the target zones. Join the party, ditch the workout! BRING: 1 to 3 lb. weights and water.

Activity meeting dates

| 1 | 📅 May 12, 2021 - May 26, 2021 | 🕐 Wed 9:00 AM - 10:00 AM |

Notes

NOTE: BRING 1-3 lb weights & water

Please Note: *You must scroll down to the bottom of the page to see class notes, which may include required supplies or important details.*

To enroll in the activity and continue to the cart
1. Click the ***Enroll Now*** button. (shown above)
2. Select the person you are enrolling

Who are you enrolling? ⌃

Participant   Select Participant ⌄

2.

Enrollment Details ⌄

Waivers ⌄

3. Click the **Add to Cart** button.

4. Click on **Check Out** to continue to the payment page and review your **Order Summary**.

5. Click on the **Pay** button to complete the transaction and to view your receipt.

Managing Wish List

Managing your wish list allows you to see the list of activities you are interested in but have not yet enrolled into.

Access your Wish List by selecting "My Wish List" in the top right corner.

If you are interested in a class, click the heart in the activity details box to add the class to your Wish List.

When you are ready to enroll, click on the activity title and then the blue Enroll Now button.