



# ActiveNet Information for Customers

## Table of Contents

Account Page .....	3
Definitions.....	3
• My account .....	3
• Manage Wish List .....	3
• Sign out- .....	3
• Home- .....	3
• Activities.....	3
• Memberships .....	3
• My cart.....	3
• Balance-.....	4
• Manage Family Member.....	4
• View Family Members Schedule .....	4
Payment and Order Management .....	4
• Change Auto-Charge Payments .....	4
• Saved Credit Cards- .....	4
• Gift Card List.....	4
• Transaction and Payment History .....	4
Saving Credit Cards to Account .....	4
Account Payment Details.....	7
Transaction and Payment History .....	8
Scholarships List.....	9
Viewing Family Member Schedules.....	10
Activities .....	12
When.....	13
Where .....	13
Who.....	13
Activities .....	13
Open Spots.....	13
Key Word Search.....	13
Activity Enrollment.....	13
Activity Detail .....	15
Managing Wish List .....	17

# Account Page

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

Home > My account ACTIVE network

## Account Options for Test Tester

**Test Tester** [Edit](#)

Birth date: Dec 6, 1983  
615 N. West Ave 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](#)

### Other Service

- [Manage Wish List](#)

### Balance

Credit on account	\$0.00
<a href="#">View credit details</a>	
Current balance	\$0.00
Due now	\$0.00

[Pay On Account](#)

### Tester's family

- Test Tester**
  - Head of Household**
  - Birth date: Dec 6, 1983
  - Role: Family Member
  - [Manage Family Member](#)
  - [View Family Members Schedule](#)

## 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.

## Account Options for Test Tester

The screenshot displays a user profile for 'Test Tester' with the following details:

- Profile:** Birth date: Dec 6, 1983; Address: 615 N. West Ave Elmhurst, IL 60126.
- Account Options:** 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 Details:** Account Payment Details, Tax Receipt, Scholarships List.
- Balance Section:** Credit on account, View credit details, Current balance, Due now, and a Pay O button.
- Family Management:** Tester's fam, Test Tester (Head of Household), Birth date: Dec 6, Role: Family Mem, Manage Family M, View Family Mem.

- [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](#)

#### Balance

Credit on account  
[View credit details](#)

Current balance

Due now



#### 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](#)

#### 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**.

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

Home > My account > Saved credit cards

## 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



### Add a new credit card

Required fields are marked \*

We accept the following card types:

VISA   Mastercard   AMEX   DISCOVER   Diner's Club   PER DIEM

Name on card \*

Card number \*

Expiration date \*

Month / Year

Set this as my primary credit card

Cancel   Save

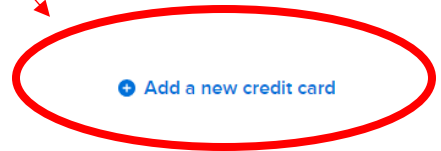
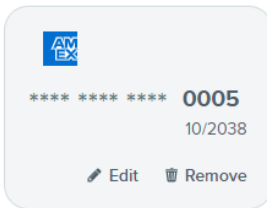
The next page will show the saved credit card(s) on your account. You can add more credit cards to your account if you wish to do so.

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

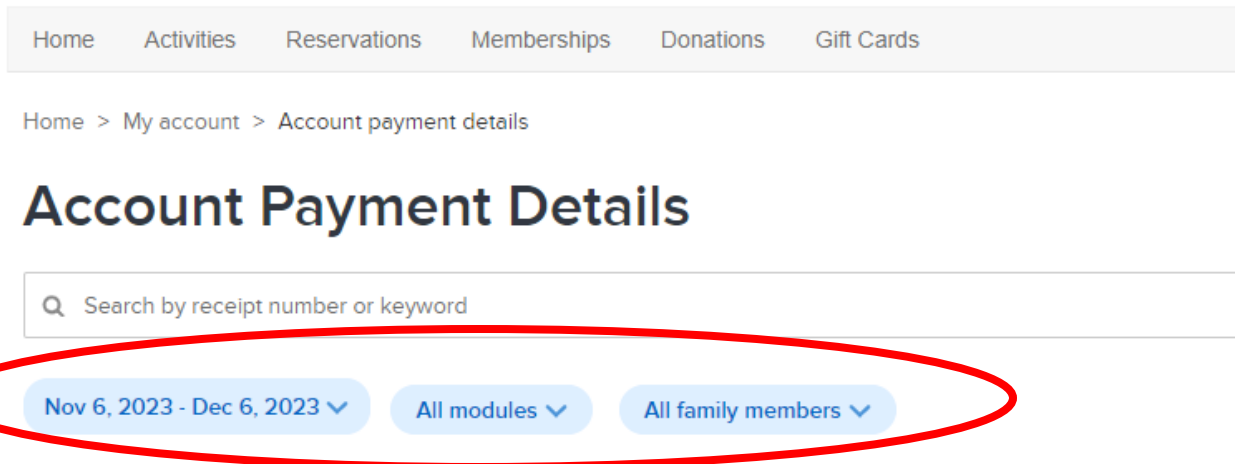
## Saved Credit Cards

### Credit card



## 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.



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.

---

Reservations × Scholarship × Others ×

---

Found 2 matching result(s)

**Registrations**

<b>Enroll</b>	<b>\$54.00</b>
No. 1000112.001	<a href="#">View checklist item(s)</a>
Activity: <a href="#">Billy Elliot The Musical at Paramount Theatre</a>	<input type="button" value="Withdraw"/>
Billy Elliot The Musical at Paramount Theatre #5554	
Dec 6, 2023 1:28 PM  Test Tester	

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

## Account Options for Test Tester



**Test Tester** [Edit](#)

Birth date: Dec 6, 1983  
615 N. West Ave Elmhurst, IL 60126

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

### Balance

Credit on account  
[View credit details](#)

Current balance

Due now

[Pay O](#)

### 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](#)

### Tester's fam

#### Test Tester

**Head of Household**

Birth date: Dec 6,

Role: Family Mem

[Manage Family M](#)

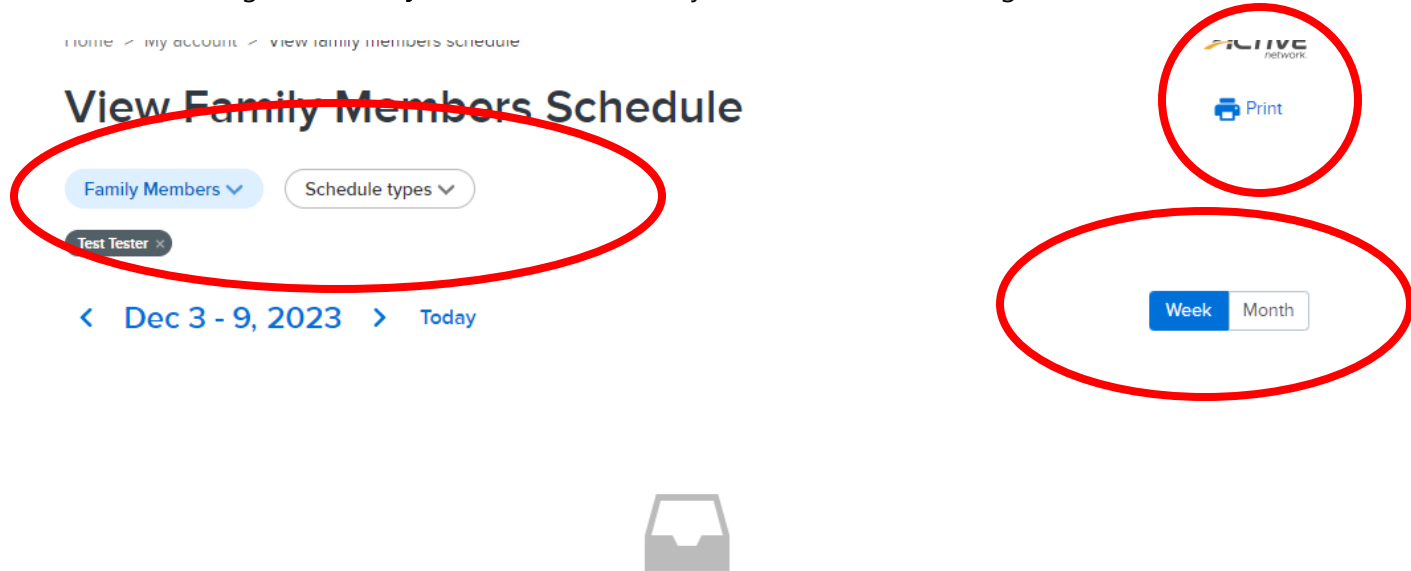
[View Family Mem](#)

## 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.

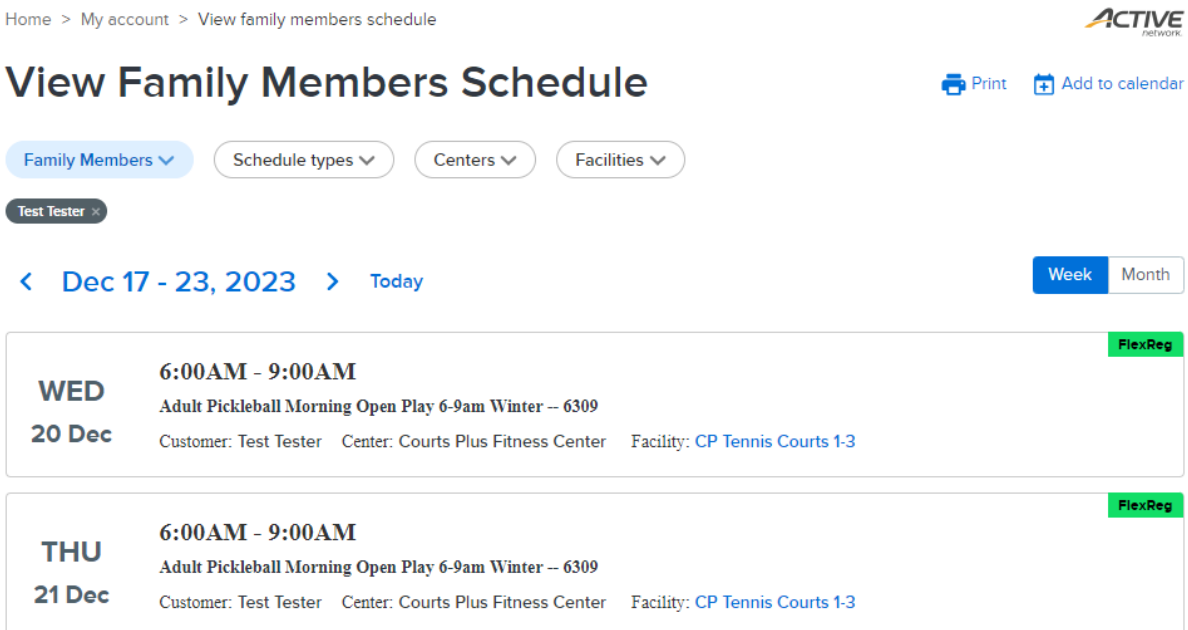
After selecting **View Family Members Schedule**, you will see the following screen:



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.).

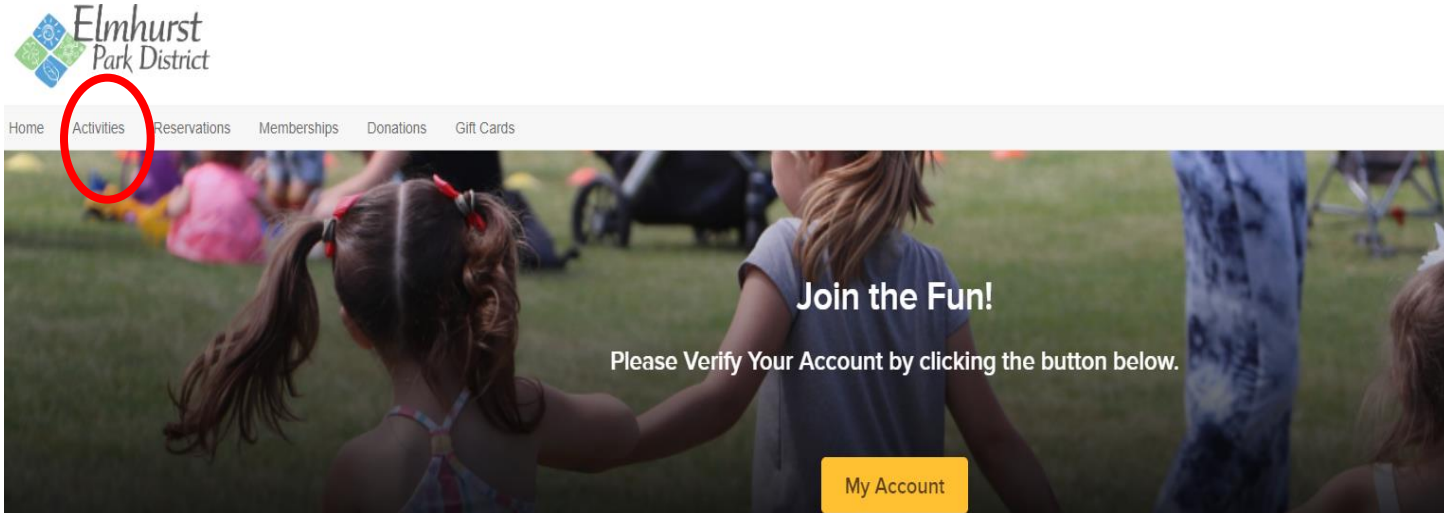
If you want to print the calendar, select **Print** in the upper right corner.



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).

Home > Activity search



## Activity search

Search by keyword OR by number Search

When ▾ Where ▾ Who ▾ Activities ▾ Open spots ▾

In progress / Future

Found 202 matching result(s) Sort by: Name ▾ Map view

- AARP Smart Driver Course** ⓘ Free  
#5135 / 55 yrs + Enroll Now  
Kies Rec Ctr  
March 27, 2024 to March 28, 2024 ⓘ ⌚ Wed,Thu 9:00 AM - 1:00 PM
- Acrylic Painting Classes - Painters Choice** ⓘ View sub-activities (6) ▾  
New  
⌚ Mon
- 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
- Adult Daytime Tap** ⓘ View fee details

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.

A screenshot of a class listing for "Adult Ballet". The word "Full" is written in red above the class title "Adult Ballet", which is circled in red. To the right of the title is a "View fee details" link. Below the title, the class number "#5537 / 18 yrs +" is shown, followed by the location "Wagner Cmty Ctr", and the dates "January 16, 2024 to May 7, 2024" and time "Tue 7:10 PM - 8:00 PM". A heart icon is in the bottom right corner.

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.

A screenshot of the "Adult Ballet" class details page. The title "Adult Ballet" is at the top left with a heart icon to its right. Below the title, there are details: "Activity - Non-Contractual", "Winter 2024 - Rec | #5537", "Jan 16, 2024 - May 7, 2024", "WCC Studio - North", "18 yrs +, Mixed", and "Dance - Adults". A "Description" section follows with text about the class. On the right side, there is a "View fee details" box. Inside this box, the word "Full" is written in red, and below it, the text "Waiting List registration is open. One person on waiting list." is displayed. At the bottom of this box, a "+ Waiting List" button is circled in red. Below the "View fee details" box are "Share" icons for Facebook and Twitter.

## 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

**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

Enrollment Details v

Waivers v

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

Enroll in Zumba® Gold with Toning

Who are you enrolling? ^

Participant John Doe

Fee Summary	
<a href="#">View Details</a>	
Subtotal	\$32.00
Taxes	\$0.00
<b>Total</b>	<b>\$32.00</b>

Add to cart

3.

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

Shopping Cart

John Doe JD 1 item, \$32.00 in total.

Zumba® Gold with Toning - 5043 \$32.00

ACTIVITY

Order Summary	
Subtotal	\$32.00
Processing Fee	\$0.80
<b>Due Now</b>	<b>\$32.80</b>

Enter coupon code Apply

Check Out

4.

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

Pay

5.



## 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.

Elmhurst Park District

Welcome, Test | My Account | My Wish List | Sign Out

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

Home > My account

### Account Options for Test Tester

**Test Tester** [Edit](#)

Birth date: Dec 5, 1983  
615 N. West Ave 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](#)

#### Tester's family

- Test Tester  
**Head of Household**  
Birth date: Dec 5, 1983  
Role: Family Member  
[Manage Family Member](#)  
[View Family Members Schedule](#)

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

**Adult Daytime Tap** ⓘ

#5539 / 18 yrs +

📍 Wagner Cmty Ctr

📅 January 17, 2024 to May 22, 2024 ⓘ ⌚ Wed 1:00 PM - 2:00 PM

[View fee details](#)

**Enroll Now**

❤️

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