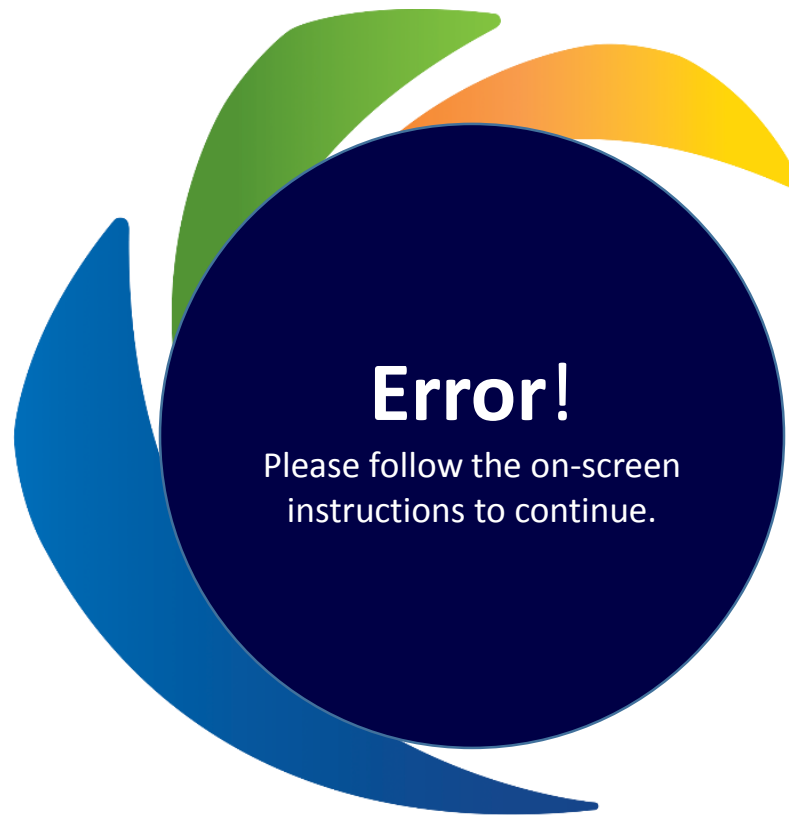




[Click to Begin](#)



Error!

Please follow the on-screen
instructions to continue.

Go Back



[Restart Course](#)

The logo graphic consists of a central dark blue circle. Surrounding this circle are three curved, leaf-like shapes: a green one at the top left, a yellow one at the top right, and a blue one at the bottom left.

Welcome to **ActiveNet**

ActiveNet

ActiveNet is full of features to help us accomplish everyday tasks. From Course Registrations, Facility Reservations and Customer Organization to Lagoon Permits, Point of Sale Procedures and Sports Leagues, we use this imperative system in a meaningful manner.

Purpose of Trainer

This training system will guide you through common procedures when modifying accounts, taking registrations, processing POS transactions and reserving facilities. Upon successful completion of this course, you will gain access to our system and work with other staff to complete these tasks.

Next



Course Instructions

“Before We Continue”

Each module within this course contains “Before We Continue” notes. These notes include the City of Carlsbad’s policies and procedures that relate directly on the module following.

Read to Understand

Be sure to read and understand the policies and procedures so you may answer the related questions on the module exam.

Discuss

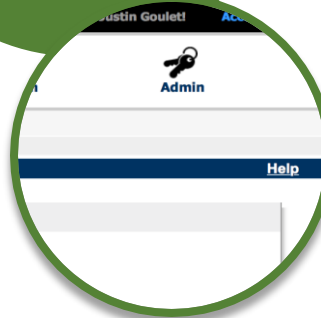
Each module is named according to the material it covers. Please feel free to use the discussion board for help from your peers. Do not be afraid to ask your peers for assistance on topics you do not understand.

[Back](#)

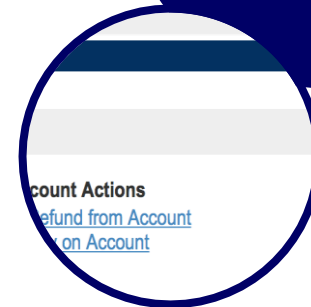
[Next](#)

ActiveNet Tips

A “Help” menu
appears on any page
to provide you with
instant help for the
page you currently
have open.



On ActiveNet,
Blue means *Live*
while
Yellow means *Trainer*



Back

Next

A graphic featuring a dark blue circle with the text "ActiveNet Trainer Tips" inside. The circle is surrounded by three curved, leaf-like shapes in green, orange, and blue.

ActiveNet Trainer Tips

No Typing Needed!

- For the sake of this course, you do not need to type any data into the text fields. Simply click the correct field and follow the on-screen instructions!

Bugs

- If you come across a bug in the trainer, click the arrow on the webpage to advance to the next screen to send us related feedback.
- Please note that you will still be tested on the related material!

Feedback Wanted!

- We want to know your feedback! Whether there is a bug, an error in context or another topic you want us to cover, Let Us Know!

Back

Next



Almost
Ready!

Before you continue..

- Before you continue with the course material, you must know that you need a 90% or better on most exams to gain access on our system. You only have 2 attempts to pass before your access is restricted.

Exam Contents

- Each exam is solely based on the content provided in the module. With a heavy emphasis on policy, you must be able to answer the questions correctly to proceed.

Feedback

- If you have any questions, comments, or additional feedback, please contact the ActiveNet Administrative staff by using the 'Feedback' option within the related course.
- Good Luck!

Back

Get Familiar



Time to Get **Familiar**

Interactive!

- This trainer is meant to be as interactive as possible with no typing required. We want to focus on the process to ensure you are prepared to use the system.

Banner Icons:

- Before we begin the modular courses, let's get familiar with how these tutorials work. Select an item from the below banner to get started.



Front Desk



Customers



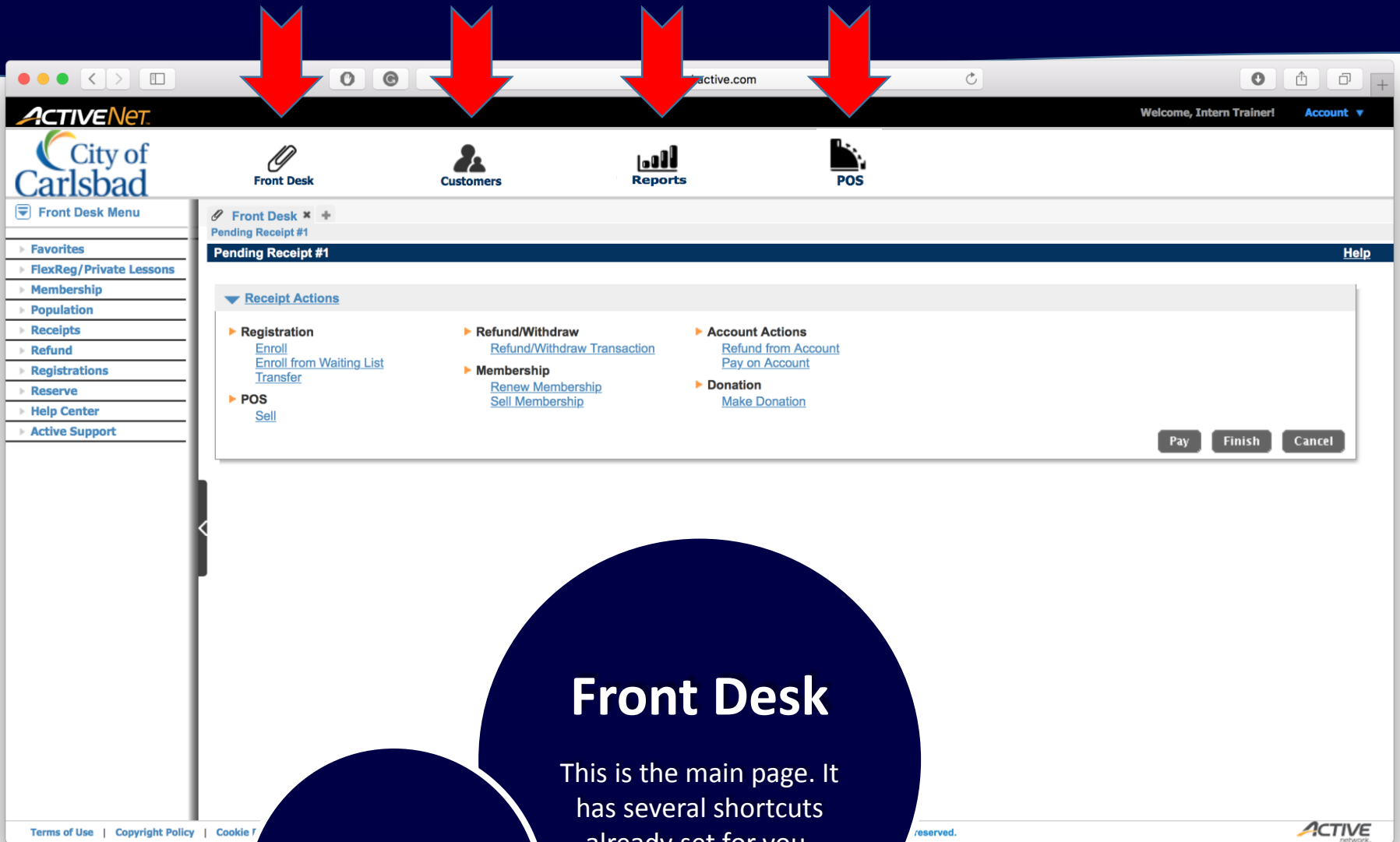
Reports



POS

[Back](#)

[Next](#)



Front Desk

This is the main page. It has several shortcuts already set for you.

Tap Another
Banner Icon
to Continue

Back

Finish

Next

The screenshot shows the ACTIVENet City of Carlsbad web application. The top navigation bar includes icons for Front Desk, Customers, Reports, and POS. The main content area is titled 'Reports Home' and displays a grid of report categories: Favorites, Registration Reports, FlexReg/Private Lessons Reports, Daily Close Reports, Reservation Reports, Membership Reports, and Financial Reports. A left sidebar contains a 'Reports Menu' with links to various report types. At the bottom of the page, there are links for 'Terms of Use', 'Copyright Policy', and 'Cookie Policy'.

ACTIVENet

City of Carlsbad

Front Desk Customers Reports POS

Reports Menu

- › Favorites
- › Campaign Reports
- › Daily Close Reports
- › Financial Reports
- › FlexReg/Private Lessons Reports
- › General Reports
- › Inventory Reports
- › Membership Reports
- › Population Reports
- › Registration Reports
- › Reservation Reports
- › Help Center
- › Active Support

Reports Home

Favorites

- Activity Totals
- Enroll
- Enroll In Class
- Instructor Payment Due
- Roster - with Payments

Registration Reports

- Activity Attendance Sheet
- Activity Attendance Sheet - Daily
- Activity Overview
- Activity Totals
- Roster - Brief
- Roster - with Payments
- Roster - Expanded
- Facility Usage

FlexReg/Private Lessons Reports

- Attendance Sheet
- Attendance Sheet - Daily
- Programs
- Roster

Daily Close Reports

- Account Distribution
- Cash Distribution by Account
- Cash Receipts
- Refunds

Reservation Reports

- Calendar - Daily
- Calendar - Weekly
- Calendar - Monthly
- Permit Master
- Reservation Master

Membership Reports

- Membership Usage
- Membership Autorenewal
- Membership by Customer
- Membership by Package

Financial Reports

- A/R Aging
- A/R Statements
- A/R Summary
- A/R Transactions
- Payment Plan
- Receipt Audit

Instructor Reports

- Instructors
- Instructor Schedule
- Instructor Weekly
- Instructor Attendance

Terms of Use | Copyright Policy | Cookie Policy

ACTIVE network

Customers

You can search for customers based on several criterion.

Tap Another
Banner Icon
to Continue

To broaden the results,
NOTE: less is more.

Back

Finish

Next

ACTIVENet
City of Carlsbad

Welcome, Intern Trainer! Account ▾

Front Desk Customers Reports POS

Reports Menu

- › Favorites
- › Campaign Reports
- › Daily Close Reports
- › Financial Reports
- › FlexReg/Private Lessons Reports
- › General Reports
- › Inventory Reports
- › Membership Reports
- › Population Reports
- › Registration Reports
- › Reservation Reports
- › Help Center
- › Active Support

Reports Home

Reports Home Help

- Favorites**
 - Activity Totals
 - Enroll
 - Enroll In Class
 - Instructor Payment Due
 - Roster - with Payments
- Registration Reports**
 - Activity Attendance Sheet
 - Activity Attendance Sheet - Daily
 - Activity Overview
 - Activity Totals
 - Roster - Brief
 - Roster - with Payments
 - Roster - Expanded
 - Facility Usage
- FlexReg/Private Lessons Reports**
 - Attendance Sheet
 - Attendance Sheet - Daily
 - Programs
 - Roster
- Daily Close Reports**
 - Account Distribution
 - Cash Distribution by Account
 - Cash Receipts
 - Refunds
- Membership Reports**
 - Membership Usage
 - Membership Autorenewal
 - Membership by Customer
 - Membership by Package
- Financial Reports**
 - A/R Aging
 - A/R Statements
 - A/R Summary
 - A/R Transactions
 - Payment Plan
 - Receipt Audit
- Reservation Reports**
 - Calendar - Daily
 - Calendar - Weekly
 - Calendar - Monthly
 - Permit Master
 - Reservation Master
- Instructor Reports**
 - Instructors
 - Instructor Schedule
 - Instructor Weekly
 - Instructor Attendance

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ACTIVE network

Reports

You have access to many reports. Common ones you may encounter include:

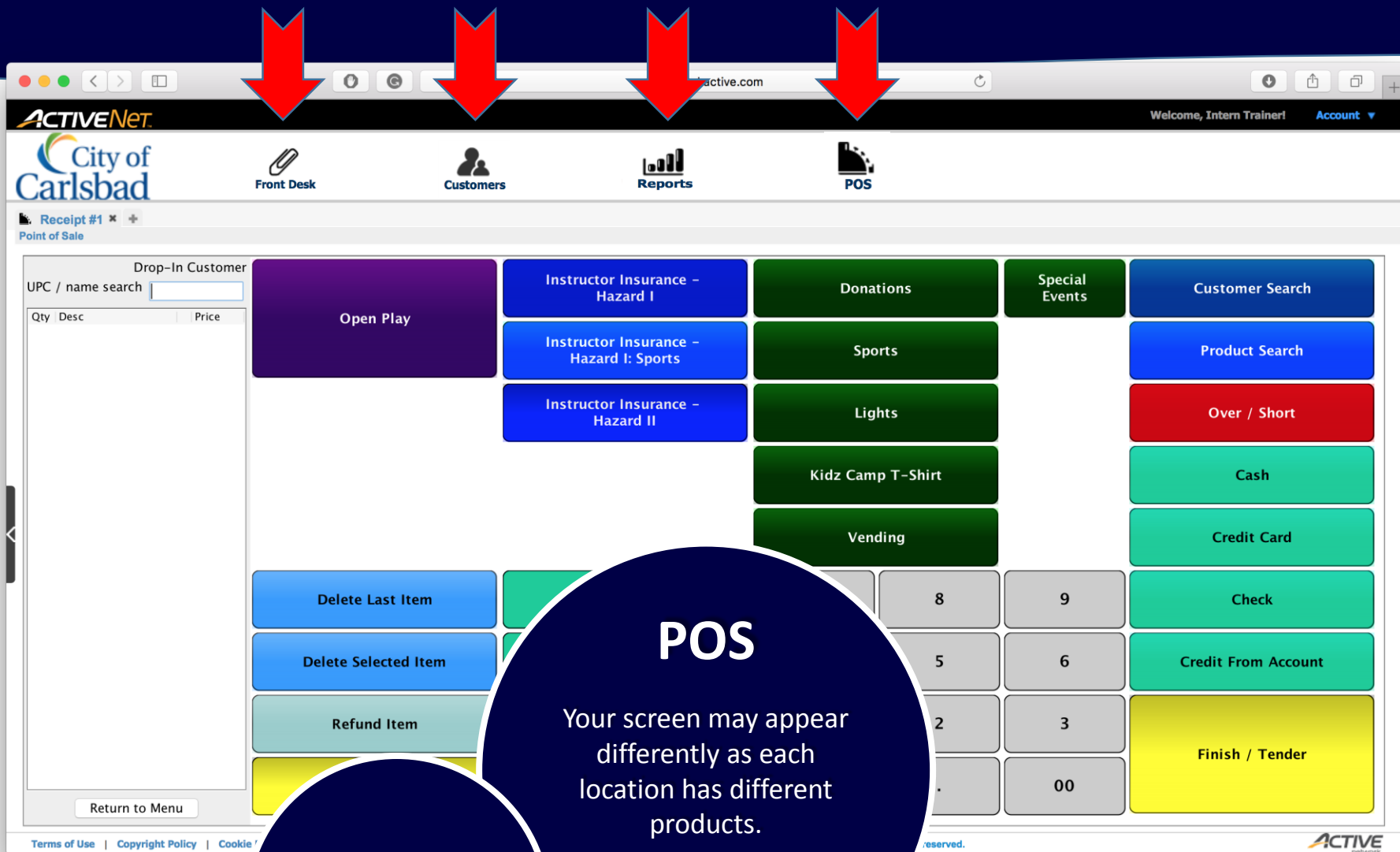
A/R Aging & Cash Receipts

Tap Another
Banner Icon
to Continue

Back

Finish

Next



POS

Your screen may appear differently as each location has different products.

Ensure your workstation is correct at each login!

Tap Another
Banner Icon
to Continue

Back

Finish