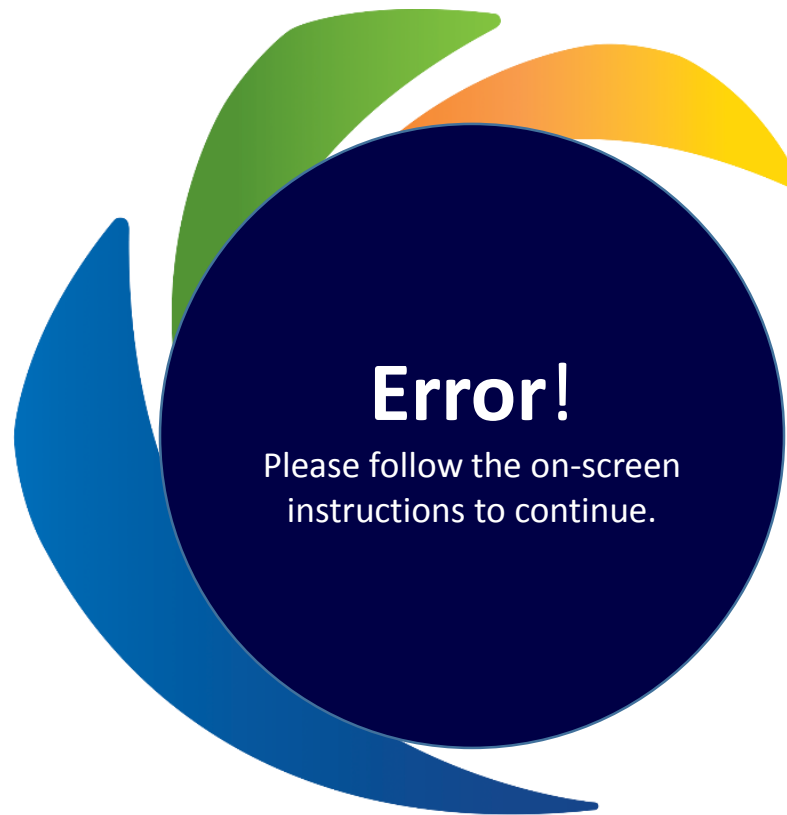




[Click to Begin](#)



# Error!

Please follow the on-screen  
instructions to continue.

Go Back



[Restart Course](#)

ACTIVENet. City of Carlsbad

Welcome, Intern Trainer! Account

Front Desk Customers Organizations POS Reports Admin

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Front Desk Pending Receipt #1

Pending Receipt #1 Help

Receipt Actions

- ▶ Registration
  - [Enroll](#)
  - [Enroll from Waiting List](#)
  - [Transfer](#)
- ▶ POS
  - [Sell](#)
- ▶ Refund/Withdraw
  - [Refund/Withdraw Transaction](#)
- ▶ Membership
  - [Renew Membership](#)
  - [Sell Membership](#)
- ▶ Account Actions
  - [Refund from Account](#)
  - [Pay on Account](#)
- ▶ Donation
  - [Make Donation](#)

Trainer Site Pay Finish Cancel

**Tip:**

Open the *Customers* module

ACTIVE*Net.* Welcome, Intern Trainer! [Account](#) ▾

City of Carlsbad

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Front Desk × Front Desk Home » Customers

Customer Search... Help

▼ Customer Search Criteria

First Name	<input type="text"/>	Address	<input type="text"/>
Middle Name	<input type="text"/>	City	<input type="text"/>
Last Name	<input type="text"/>	State	<input type="text"/>
Sounds Like?	<input type="checkbox"/>	Exact Match?	<input type="checkbox"/>
Family Name	<input type="text"/>	Zip Code	<input type="text"/>
Entered Since	<input type="text"/>	Phone	<input type="text"/>
Include Retired?	<input type="checkbox"/>	Cell Phone	<input type="text"/>
		Email	<input type="text"/>

Search Now Clear Add New Customer

**Tip:**

*Enter the **First Name** of the client*

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Front Desk × Front Desk Home » Customers Help

Customer Search...

Customer Search Criteria

First Name	Justin	Address	
Middle Name		City	
Last Name		State	
Sounds Like?	<input type="checkbox"/>	Exact Match?	<input type="checkbox"/>
Family Name		Zip Code	
Entered Since		Phone	( ) - -
Include Retired?	<input type="checkbox"/>	Cell Phone	( ) - -
		Email	

Search Now Clear Add New Customer

**Tip:**

*Enter the **Last Name** of the client*

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Welcome, Intern Trainer! [Account](#)

**ACTIVE**Net.

City of Carlsbad

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Front Desk \* Front Desk Home » Customers

Customer Search... Help

Customer Search Criteria

First Name	Justin	Address	
Middle Name		City	
Last Name	Goulet	State	
Sounds Like?	<input type="checkbox"/>	Exact Match?	<input type="checkbox"/>
Family Name		Zip Code	
Entered Since		Phone	( ) - -
Include Retired?	<input type="checkbox"/>	Cell Phone	( ) - -
		Email	

[Search Now](#) [Clear](#) [Add New Customer](#)

**Tip:**

*Search for all matching results*

[illegible]

**Tip:**

*Select the correct client from the list*



ACTIVENet. City of Carlsbad

Welcome, Intern Trainer! Account ▾

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- ▶ Active Support

Front Desk \* Justin Goulet

Justin Goulet Customer Search...

**Justin A. Goulet** Edit

Address:

Email: [carlsbadconnect@carlsbadca.gov](mailto:carlsbadconnect@carlsbadca.gov)

Family Role: Adult / Guardian

Gender: Male

Instructor?: No

(C): (760) 221-2699

(H): --

(W): (760) 602-4680

Memberships

<a href="#">Lagoon Permit - 1 Power Vessel</a>	Since 09/07/2016
--	------------------

Detail Family History Account Balance Actions

**Customer Notes/Alerts** Add

No records found

**Upcoming Activities/FlexReg/Private Lessons** New Activity Enrollment

No records found

No records found

**Interests** Add

No records found

**Tip:**

*Click **Edit** to edit the client's info*

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Welcome, Intern Trainer! Account

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Front Desk \* Front Desk Home » Customer: Justin A. Goulet (#2902)

Customer Account Functions - Justin A. Goulet (#2902) Help

Customer List: [Back to List](#)

General Information

Customer Name Justin A. Goulet  
Address [Add / change image](#)  
Phone Home: --  
Work: (760) 602-4680  
Cell Phone  
Email [carlsbadconnect@carlsbadca.gov](mailto:carlsbadconnect@carlsbadca.gov)  
Login Name [carlsbadconnect@carlsbadca.gov](mailto:carlsbadconnect@carlsbadca.gov)  
Customer Since Dec 26, 2013  
Member Since Sep 7, 2016  
Family Goulet (#1324)  
Online Account Lockout No

Name and other Details

- [Change Details](#)
- [Change Address](#)
- [Change Family Details](#)
- [Change Extra Details](#)
- [Change Note / Alert](#)

Customer Lists

- [Change Demographics](#)
- [Change Interest List](#)
- [List Awards](#)
- [List Custom Questions](#)
- [List Uploaded Files](#)

Financial Information

- [Account Balance](#)
- [Pay on Account](#)
- [Saved Credit Cards](#)
- [List Payment Setup](#)

Transactions and Schedules

- [List Activity Grades](#)
- [List Checklist Transactions](#)
- [List Family Schedule](#)
- [List Program Grades](#)
- [List Scheduled Refunds](#)

Actions

- [Access My Account](#)
- [Start New Receipt](#)
- [Verify Identity](#)
- [Set Default Membership for Check-in](#)

Customer History

- [View Customer Ledger](#)
- [View Payment History](#)
- [View Transaction History](#)
- [View Communication History](#)
- [View Account Change History](#)
- [View All History](#)

**Tip:**

Click to change the details of the client

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Welcome, Intern Trainer! [Account](#)

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Front Desk ×

Front Desk Home » Customer: Justin A. Goulet (#2902) » Customer Details

Change Customer Details - Justin A. Goulet (#2902) [Help](#)

[Cancel and go back to Customer Account Functions](#)

\* - required field

▼ Name

First\* Justin Middle A. Last\* Goulet

Address 1462 Countryview Lane  
Vista, CA 92081

▼ Personal Information

Gender\* Male

Date of Birth\* Jun 20, 1994

Customer Type\* Individual

Grade Override as of Dec 1, 2016

External ID --

External Description

☐ Retire Customer Record? ☐ Special Handling?

☐ Head of Household? ☐ Membership Overusage?

▼ Security Information

The login name will not be saved when the setting "Force login name to be the email address?" is ON in System Setting - Online.

**Note: Login can only be created for customers 13 years of age or older**

Login Name carlsbadconnect@carlsbac

Password (min 8 characters) .....

Re-enter Password .....

Question What street did you live on as a child? [Change question](#)

Answer .....

**Tip:**

Click the calendar to modify the client's birthday.

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Welcome, Intern Trainer! [Account](#)

**ACTIVENet.** City of Carlsbad

Front Desk Customers Organizations POS Reports Admin

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Front Desk \* Front Desk Home » Customer: Justin A. Goulet (#2902) » Customer Details

Change Customer Details - Justin A. Goulet (#2902) [Help](#)

[Cancel and go back to Customer Account Functions](#)

\* - required field

▶ Name

▼ Personal Information

Gender\* Male

Date of Birth\* Jun 20, 1994

Customer Type\*

Grade Override

External ID

External Description

June 1994

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

▶ Security Information

▶ Notes

▼ Linked Organizations

City Of Carlsbad: Calavera Hills [Attach a organization](#)

City Of Carlsbad: Stagecoach [Detach selected organization\(s\)](#)

[and Attach New Organization](#) [Save and Add a New Family Member](#) [Save](#) [Delete](#)

**Tip:**

*Change the birthday to June 1, 1994*

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Welcome, Intern Trainer! Account

City of Carlsbad

Front Desk Customers Organizations POS Reports Admin

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Front Desk \* Front Desk Home » Customer: Justin A. Goulet (#2902) » Customer Details

Change Customer Details - Justin A. Goulet (#2902) Help

[Cancel and go back to Customer Account Functions](#)

\* - required field

Name

Personal Information

Gender\* Male

Date of Birth\* Jun 1, 1994

Customer Type\* Individual

Grade Override as of Dec 1, 2016

External ID --

External Description

☐ Retire Customer Record? ☐ Special Handling?

☐ Head of Household? ☐ Membership Overusage?

Security Information

Notes

Linked Organizations

City Of Carlsbad: Calavera Hills [Attach a organization](#)

City Of Carlsbad: Stagecoach [Detach selected organization\(s\)](#)

and Attach New Organization Save and Add a New Family Member Save Delete

**Tip:**

*Expand the Notes section*

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Welcome, Intern Trainer! Account ▾

ACTIVENet.

City of Carlsbad

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- ▶ Active Support

Front Desk ×

Front Desk Home » Customer: Justin A. Goulet (#2902) » Customer Details

Change Customer Details - Justin A. Goulet (#2902) Help


[Cancel and go back to Customer Account Functions](#)

\* - required field

▶ Name

▼ Personal Information

Gender\* Male ▾

Date of Birth\* Jun 1, 1994 

Customer Type\* Individual ▾

Grade Override ▾ as of Dec 1, 2016

External ID --

External Description

☐ Retire Customer Record? ☐ Special Handling?

☐ Head of Household? ☐ Membership Overusage?

▶ Security Information

▼ Notes

Notes

General Alert(Staff Use Only)

Linked Organizations

**Tip:**

*Enter the notes for the change:*

*Notes should include your username, date of change, and what item was changed*

- ▶ Favorites
- ▶ FlexReg/Private Lessons
- ▶ Membership
- ▶ Population
- ▶ Receipts
- ▶ Refund
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- ▶ Help Center
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Front Desk ✕ +

Front Desk Home » Customer: Justin A. Goulet (#2902) » Customer Details

## Change Customer Details - Justin A. Goulet (#2902)

[Help](#)[Cancel and go back to Customer Account Functions](#)

\* - required field

## ▶ Name

## ▼ Personal Information

Gender\* Male ▾

Date of Birth\* Jun 1, 1994



Customer Type\* Individual ▾

Grade Override as of Dec 1, 2016

External ID --

External Description

- ☐ Retire Customer Record? ☐ Special Handling?
- ☐ Head of Household? ☐ Membership Overusage?

## ▶ Security Information

## ▼ Notes

Notes  
Birthday changed to June 1, 1994 from  
June 20, 1994 on September 1, 2014 by  
JGOUL

General Alert(Staff  
Use Only)

## ▶ Linked Organizations

[and Attach New Organization](#)[Save and Add a New Family Member](#)[Save](#)[Delete](#)**Tip:**

Click to *Save* the change and notes

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Welcome, Intern Trainer! Account ▾

**ACTIVE**Net.

City of Carlsbad

Front Desk Customers Organizations POS Reports Admin

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- ▶ Help Center
- ▶ Active Support

Front Desk ×

Front Desk Home » Customer: Justin A. Goulet (#2902) » Justin Goulet

Justin Goulet Customer Search...

**Justin A. Goulet** Edit

**Address:** 1462 Countryview Lane  
Vista, CA 92081

**Email:** [carlsbadconnect@carlsbadca.gov](mailto:carlsbadconnect@carlsbadca.gov)

**Family Role:** Adult / Guardian

**Gender:** Male

**Instructor?:** No

**(C):** (760) 221-2699

**(H):** --

**(W):** (760) 602-4680

**Memberships**

<a href="#">Lagoon Permit - 1 Power Vessel</a>	Since 09/07/2016
--	------------------

**Detail** Family History Account Balance Actions

**Customer Notes/Alerts** Add

No records found

**Upcoming Activities/FlexReg/Private Lessons** New Activity Enrollment

No records found

No records found

**Interests** Add

No records found

**Tip:**

*To finish, return to the Front Desk module*