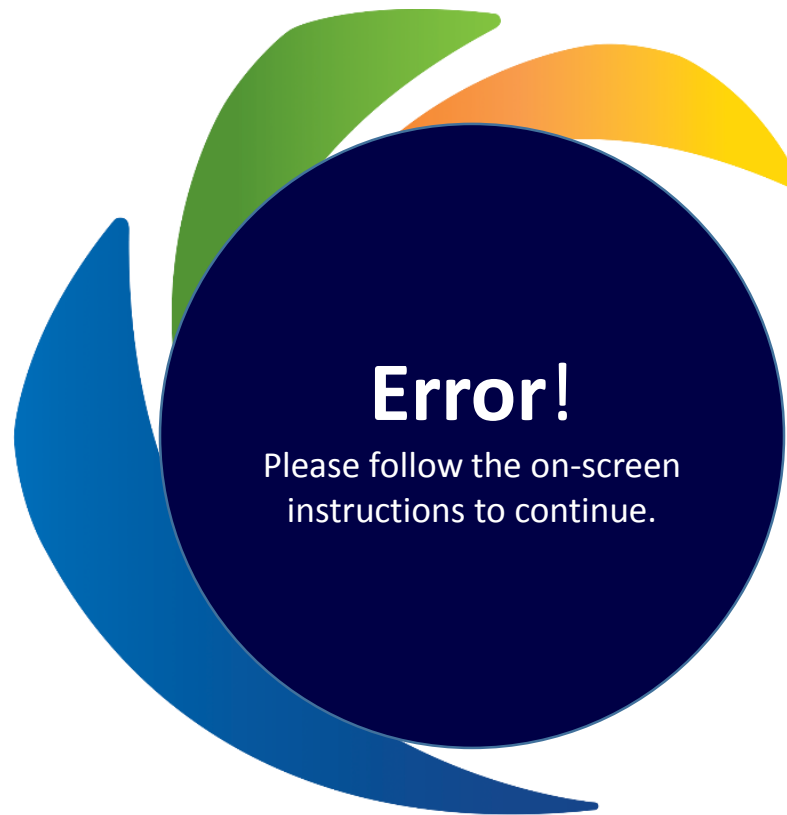




[Click to Begin](#)



# 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 important 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

A graphic featuring a large dark blue circle with the text "Course Instructions" inside. Surrounding the circle are three curved, leaf-like shapes in blue, green, and yellow.

# 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

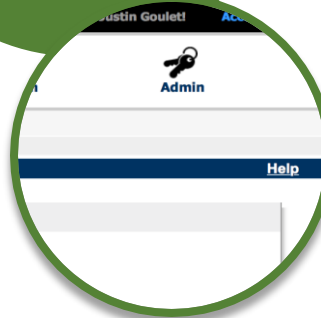
Each module is named according to the material it covers. Please feel free to use the discussion board for help from your peers. Do not be afraid to ask your peers for assistance on topics you do not understand.

[Back](#)

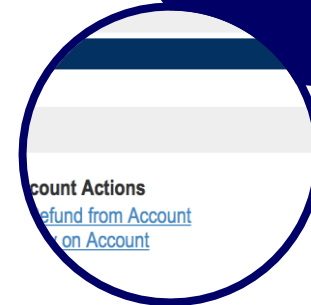
[Next](#)

# 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.
- To navigate each screen, it is highly recommended that you select the button on the slide, not the arrows on the side, to progress. The tutorials are made to jump from page whereas the side buttons are not.
- 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, note that each exam's pass-rate. This is the grade you must get on the exam in order to continue. 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**



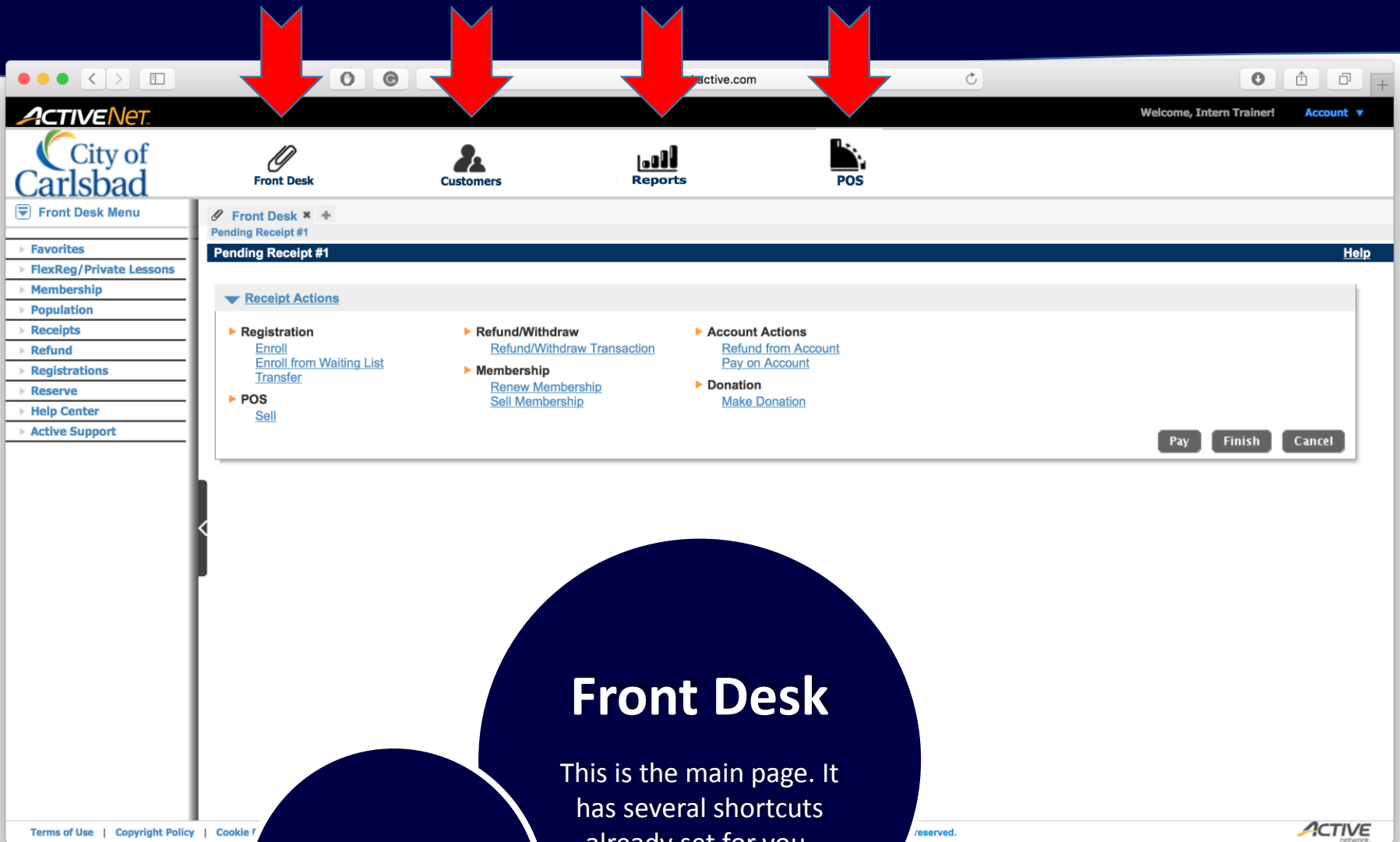
**Reports**



**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 interface. The top navigation bar includes icons for Front Desk, Customers, Reports, and POS. The main content area is titled 'Reports Home' and contains several report categories:

- 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

Four red arrows point to the 'Front Desk', 'Customers', 'Reports', and 'POS' icons in the top navigation bar.

## 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

ACTIVE Net. 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

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:

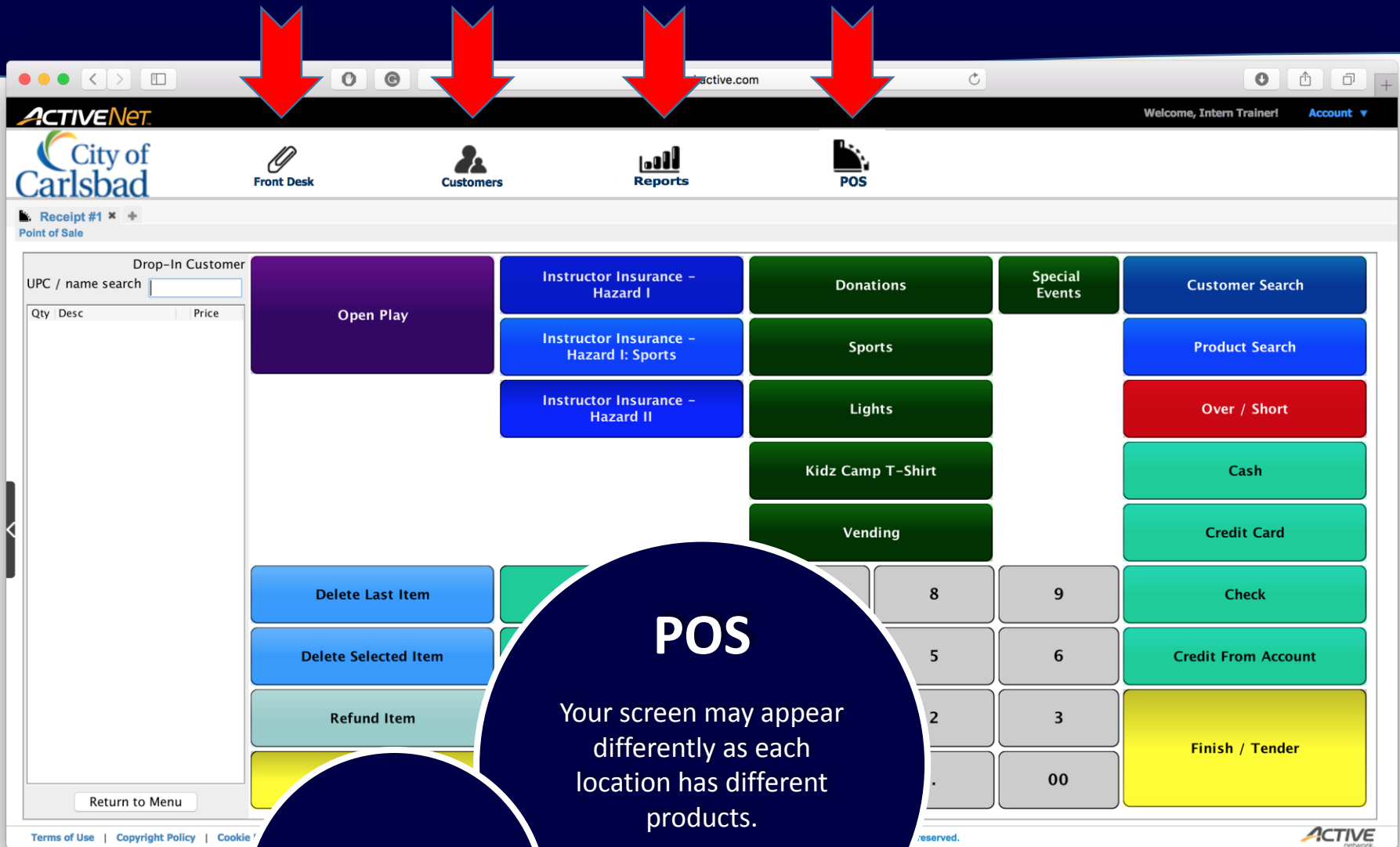
A/R Aging & Cash Receipts

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