

Welcome To 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 systems and Sports Leagues, we use this imperative system in a meaningful manner.

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.

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Error!

Please Follow the On-Screen
Instructions to Continue

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Course Instructions

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.

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

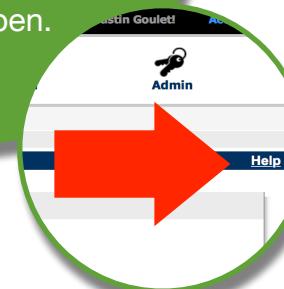
Each module is named according to the material it covers. Please feel free to use the discussion board for help from your peers. Do not be afraid to ask your peers for assistance on topics you do not understand.

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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**

Any changes done to
the trainer will not
save



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ActiveNet Trainer Tips

No typing needed!
For the sake of this course, you do not need to type any data in. Simply click the correct field and follow the on-screen instructions!

If you come across a bug in the trainer, click the arrow on the web page to advance to the next screen.

You will still be tested on the material!

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

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Almost Ready!

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

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

If you have any questions, comments or additional feedback, please contact ActiveNet Administrative Staff.

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Time to Get Familiar

This trainer is designed 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.

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



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Skip

The screenshot shows the ActiveNet Trainer - Asana software interface. At the top, there are navigation icons and a search bar. The main header includes the ACTIVENet logo, the City of Carlsbad logo, and the text "ActiveNet Trainer - Asana". On the right, it says "ActiveNet - City of Carlsbad", "Welcome, Justin Goulet!", and "Account". Below the header, there are four main menu icons: "Front Desk" (clip icon), "Customers" (people icon), "Organizations" (people icon), and "POS" (receipt icon). The left sidebar contains a "Front Desk Menu" with various links such as Favorites, Campaign, Equipment Loans, Financial, FlexReg/Private Lessons, League, Membership, Population, Receipts, Refund, Registrations, Reserve, Resource Scheduler, Help Center, and Active Support. The main content area is titled "Front Desk" and "Pending Receipt #1". It lists several actions under "Receipt Actions": Registration (Enroll, Enroll from Waiting List, Modify Enrollment, Transfer), POS (Sell), Equipment Loans (Loan / Return), Reserve (Quick Reserve, Reserve Facility, Reserve Equipment, Reserve Instructor, Schedule Reservations, Reserve Locker, Refund Payments), Donation (Make Donation), Gift Cards (Sell Gift Card, Inquire about Gift Cards), Refund/Withdraw (Refund/Withdraw Transaction), Membership (Renew Membership, Sell Membership, Transfer), and Account Actions (Refund from Account, Pay on Account, Adjust Balance, Transfer Balance). At the bottom right of the content area are buttons for "Trainer Site", "Pay", "Finish", and "Cancel". A large blue circle with a white border is overlaid on the bottom left, containing the text "Front Desk" and "This is the main page. It has several shortcuts already set for you.". The bottom of the screen shows a footer with "Terms of Use | Copy Network | © 2016 Active Network, LLC and/or its affiliates and licensors. All rights reserved." and the ACTIVE network logo.

Front Desk

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

Tap on another banner icon to continue.
When done, click **here**.



The screenshot shows the ActiveNet City of Carlsbad software interface. At the top, there are tabs for Front Desk, Customers, Organizations, and POS. The Customers tab is active. On the left, a sidebar menu lists various options like Favorites, Campaign, Equipment Loans, Financial, etc. A large circular callout is overlaid on the screen, containing the following text:

Customers

You can search for customers based on several criteria.

To broaden the results,
note: less is better.

At the bottom of the callout, there are links for Terms of Use and Copyright. The main search interface shows fields for First Name, Middle Name, Last Name, Sounds Like? (with Exact Match? checkbox), Family Name, Entered Since, Address, City, State (dropdown), Zip Code, Phone, Cell Phone, and Email. There are also Search Now, Clear, and Add New Customer buttons.

Tap on another banner icon to continue.
When done, click **here**.



The screenshot shows the ActiveNet Trainer - Asana application interface. At the top, there are menu items: G, W, L, T, F, L, a search bar with 'anprod.active.com', and a user sign-in area for 'ActiveNet - City of Carlsbad' with 'Welcome, Justin Goulet!' and 'Account'. Below the header, the ACTIVENet logo and the 'City of Carlsbad' logo are displayed. A navigation bar includes icons for 'Front Desk', 'Customers', 'Organizations', and 'POS'. On the left, a sidebar menu lists various options like Favorites, Campaign, Equipment Loans, Financial, FlexReg/Private Lessons, League, Membership, Population, Receipts, Refund, Registrations, Reserve, Resource Scheduler, Help Center, and Active Support. A modal window titled 'Organization Search' is open in the center, containing fields for 'Organization Name', 'Organization ID', 'Address', 'City, State, Zip Code', 'Phone', and 'Include Prevent Further Use?' with a checkbox. Buttons for 'Search' and 'Cancel' are at the bottom of the modal. The background shows a yellow header bar with 'Front Desk' and a 'Help' link.

Organizations

You can search for organizations based on several criteria.

To broaden the results,
note: less is better.

Tap on another banner icon to continue.
When done, click **here**.

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ACTIVENet Trainer - Asana

ActiveNet - City of Carlsbad

Welcome, Justin Goulet! Account ▾

ACTIVENet.

City of Carlsbad

Front Desk Customers Organizations POS

Receipt #1 ×

Point of Sale

Drop-In Customer

UPC / name search

Qty Desc Price

Open Play

Instructor Insurance – Hazard I

Instructor Insurance – Hazard I: Sports

Instructor Insurance – Hazard II

Donations

Sports

Lights

Kidz Camp T-Shirt

Vending

\$20

\$10

\$5

7 8 9

4 5 6

1 2 3

0 . 00

Open Drawer

Customer Search

Product Search

Over / Short

Cash

Credit Card

Check

Credit From Account

Finish / Tender

Return to POS

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ACTIVE network.

Tap on another banner icon to continue.
When done, click **here**.

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Complete!

You are now ready to continue with
the course. Please open the first
module, Customers, to continue .

[Start Over](#)