

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

[Go Back](#)

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.

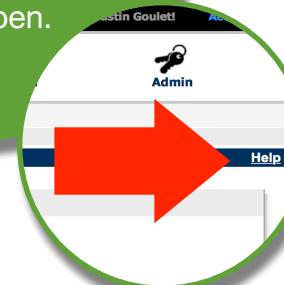
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ActiveNet Tips

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

Any changes done to
the trainer will not
save



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

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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

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ActiveNet - City of Carlsbad

Welcome, Justin Goulet! Account ▾

City of Carlsbad

Front Desk Customers Organizations POS

Front Desk Menu

Favorites Campaign Equipment Loans Financial FlexReg/Private Lessons League Membership Population Receipts Refund Registrations Reserve Resource Scheduler Help Center Active Support

Front Desk x Pending Receipt #1 Pending Receipt #1 Help

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
- Account Actions
 - Refund from Account
 - Pay on Account
 - Adjust Balance
 - Transfer Balance
- FlexReg/Private Lessons
 - Enroll/Modify enrollment
 - Enroll from Waiting List

Trainer Site Pay Finish Cancel

Front Desk

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

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ACTIVE network.

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

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Front Desk Customers Organizations POS

Front Desk Menu

- > Favorites
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- > Receipts
- > Refund
- > Registrations
- > Reserve
- > Resource Scheduler
- > Help Center
- > Active Support

Front Desk x Front Desk Home > Customers

Customer Search...

Customer Search Criteria

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

Search Now Clear Add New Customer

Customers

You can search for customers 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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Front Desk Customers Organizations POS

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Front Desk x [+]

Front Desk Home > Organization Search

Organization Search

Add New

Search Criteria

Organization Name

Organization ID

Address

City, State, Zip Code

Phone ()

Include Prevent Further Use?

Search Cancel

TRAINER

Organizations

You can search for organizations based on several criteria.

To broaden the results, note: less is better.

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City of Carlsbad

Front Desk Customers Organizations POS

Receipt #1 x

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

Customer Search

Product Search

Over / Short

Cash

Credit Card

Check

Credit From Account

7 8 9

4 5 6

1 2 3

0 . 00

Finish / Tender

Open Drawer

Return to

POS

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

Ensure your workstation is correct at each login!

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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](#)