



## Activities/Classes in ACTIVE Net: Searching, Booking, Checking Tips and Tricks

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### Getting Started

1. Make sure you have already set up access to your online account (you have a password). If you have not yet done this, [follow these instructions on how to set up/access your online account](#).
2. Sign in to your online ACTIVE Net account through the [ACTIVE Net Member Portal](#). **You must have an *active* membership in order to book activities and classes.**
3. **Tip:** Get comfortable scrolling through pages. Quite often the information you may be looking for will be further down the page than what appears immediately on

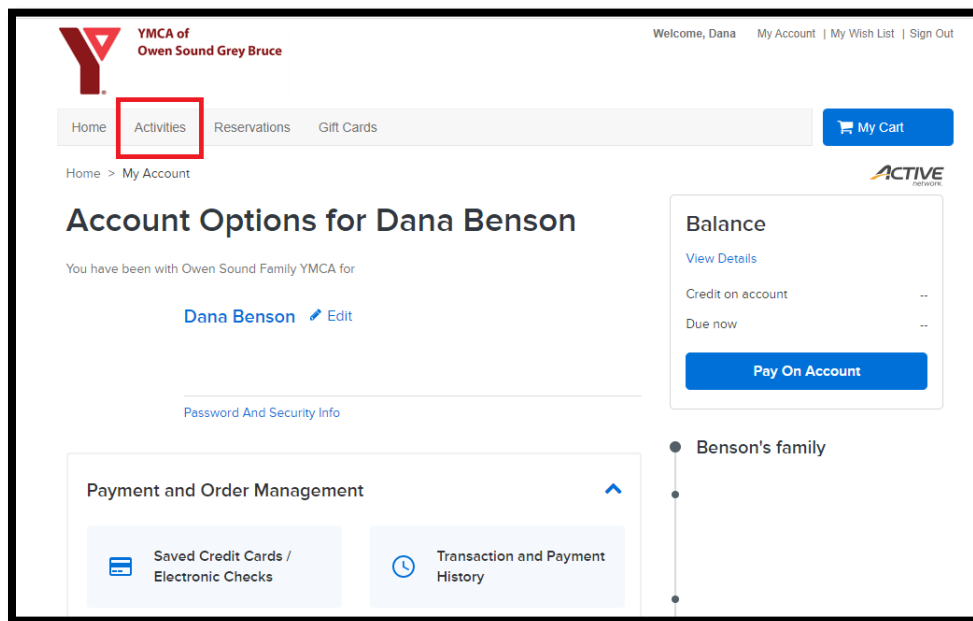


your screen. In other cases, you may need to scroll back up to the top of the page to access account options.

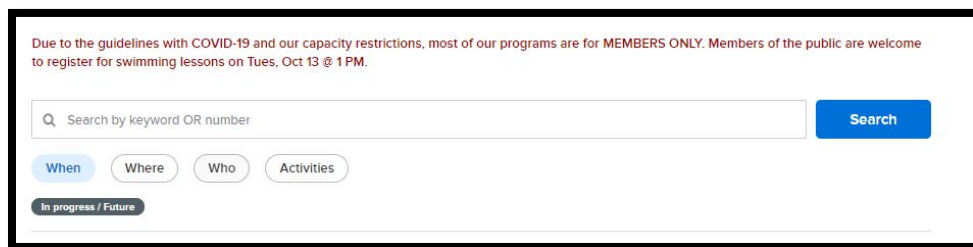
4. The instructions in this document are based on the desktop/laptop version of the program. The mobile/tablet version does not always have the same options listed here.

## Searching for an Activity/Class

1. Click on the word 'Activities'. When you put your mouse over the word 'Activities', several options appear. Don't click those options. Just click the word 'Activities'.



2. Scroll down the page until you see the search bar.



## Searching Tips & Tricks

**Searching for an Activity:** For best results, type in only part of the official name of the activity you are looking for. The official name of an activity is the one found in our program schedule. For example:

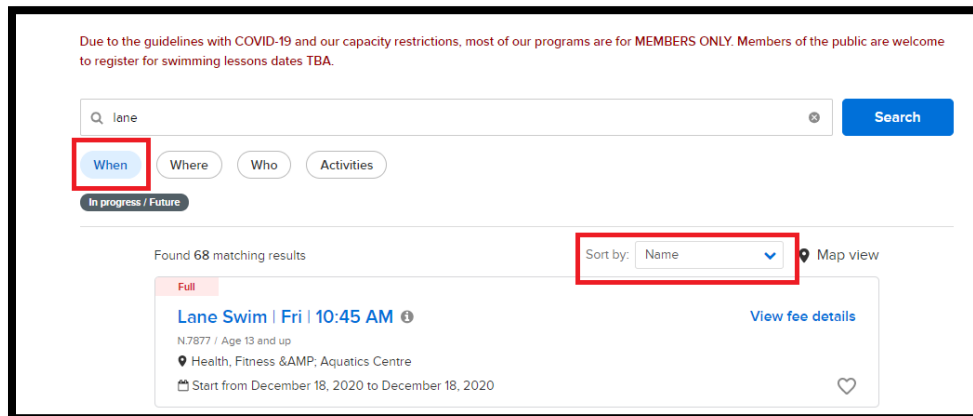
- Any Aquafit class = aqua
- Lane Swims = lane



- Open Swims: Check the schedule to see what that particular swim is called:
  - Swim: Open = open
  - Swim: Adult = adult
  - Swim: Therapy/Adult = therapy
- Swim Lessons: Type the main word of the Lesson Name:
  - Lil Dippers = Dippers
  - Learn to Swim = Learn
  - Star Levels = Star
  - Private Lessons = Private
  - Lifesaving Fundamentals = Lifesaving
- Fitness Classes or Sports = WOW, Tabata, Cycle, Pickleball, Hoops, etc...

Click **Search**. **Note:** You will need to scroll down your screen to see the results of your search.

**Narrowing down your results:** The system is set up to display the results alphabetically rather than chronologically from the current date. It may be easier to find what you are looking for if you sort the results by **date range**. Click the drop-down menu next to 'sort by' and choose 'date range'.



You can also narrow down your results by choosing the **'when'** filter below the search bar.

- Click 'When'
- Choose a day of the week
- Click 'Apply'



lane Search

**When** Where Who Activities

**Date Range**  
Please select to Please select

**Time Range**  
Please select to Please select

**Days of the Week**  
 Sun  Mon  Tue  Wed  Thu  Fri  Sat

**Status**  
 Future  In progress now  
 In progress / Future  Since Sep,2020  
 Since Jun,2020

Sort by: Name Map view

[View fee details](#)

[View fee details](#)

[View fee details](#)

Cancel Apply



## Registering for an Activity/Class

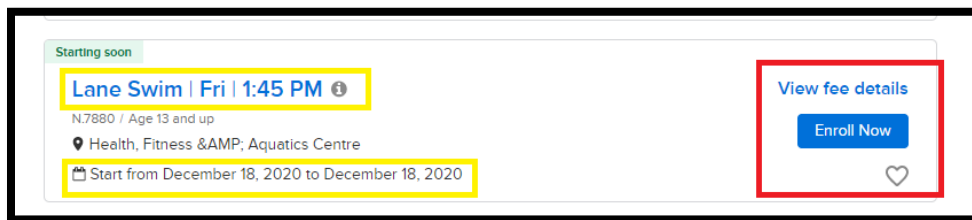
Activities/Classes that are available for registration will appear with an **'Enroll Now'** button on the right.

Activities/Classes that are **not yet available** for registration will have no **'Enroll Now'** button. Reasons why a class may not be available to register for include:

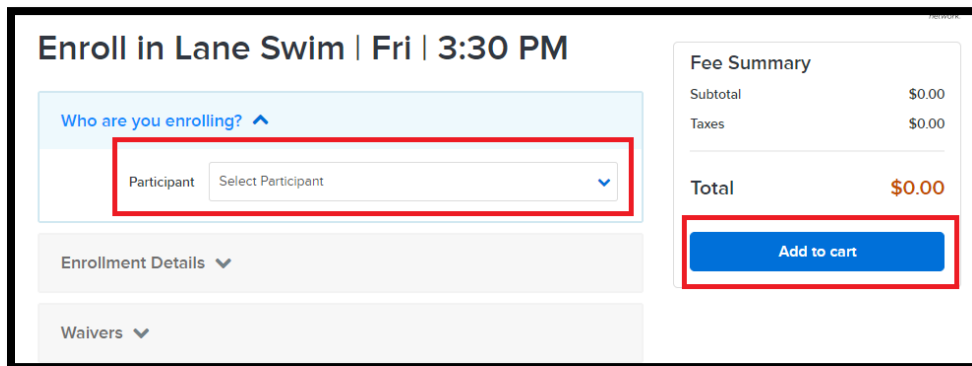
- The class is full – this will be indicated by a small red note in the upper left-hand corner of the activity/class. **Note** – you can still put yourself on the waiting list for a full activity/class. See below for more details.
- The date is more than a week away. You can only register up to 1 week in advance, beginning at 7:00am on the same day the previous week. For example, you can begin to register for a class on Monday December 14<sup>th</sup> at 7:00am on Monday December 7<sup>th</sup>.
- The class hasn't yet been opened to the public/members.

## Registering for an Activity/Class

1. Double check the details of the activity to be sure this is the one you want. Click **'Enroll'**.



2. Select the Participant who will be taking the activity/class. Click **'Add to Cart'**.



3. If you wish to register for more than one activity, proceed immediately to Step 4 (do not click finish yet). If this is the only activity/class you wish to register for, initial the waiver at the bottom of the page and click **'Finish'**, then go to step 7 to learn about the confirmation of your registration.



Dana Benson DB 1 item, \$0.00 in total.

Lane Swim | Fri | 3:30 PM - 7881 \$0.00  
ACTIVITY

**Waiver**

Please read the following waivers and agreements carefully. They include releases of liability and waiver of legal rights, and deprive you of the ability to sue certain parties. By agreeing electronically, you acknowledge that you have both read and understood all text presented to you as part of the checkout process.

Initials \* I have read and agree to Waiver. Required

**Order Summary**

Subtotal \$0.00

Due Now \$0.00

Enter coupon code Apply

Finish

4. If you wish to register for another class or if there are other members in your family you wish to register, **do not click 'finish'**. Instead, return to the top of your page and click 'activities' again.

YMCA of Owen Sound Grey Bruce

Welcome, Dana My Account | My Wish List | Sign Out

Home **Activities** Reservations Gift Cards My Cart

Home > My Account ACTIVE

5. Repeat the search and registration processes for the next activity you wish to sign up for. Add it to your cart.
6. When you have finished adding items to your cart, sign/initial the waiver at the bottom of the page and click 'finish'.

Dana Benson DB 1 item, \$0.00 in total.

Lane Swim | Fri | 3:30 PM - 7881 \$0.00  
ACTIVITY

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Initials \* I have read and agree to Waiver. Required

**Order Summary**

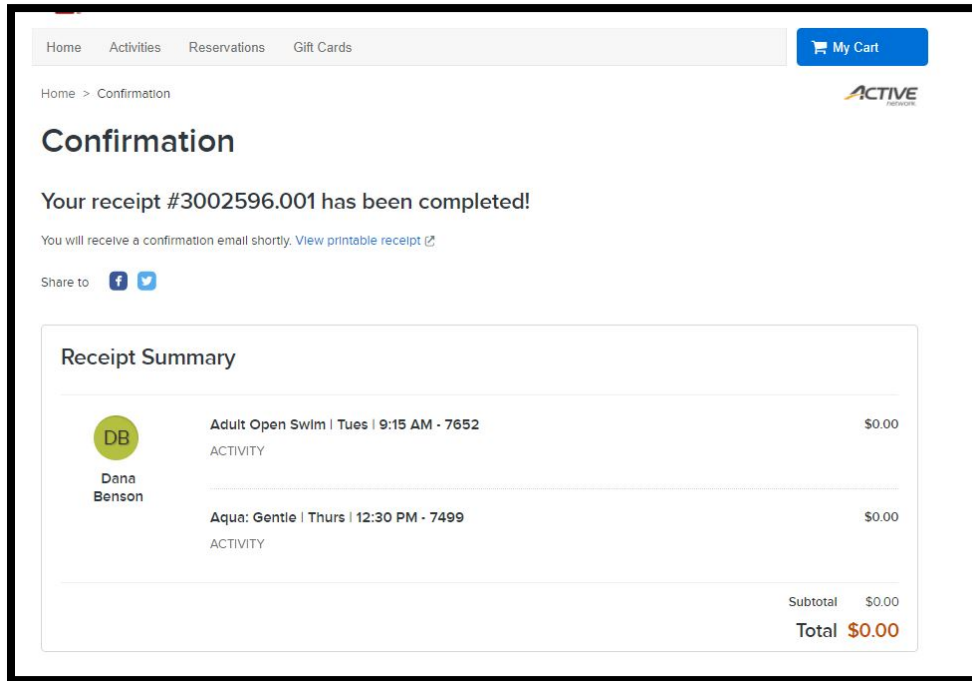
Subtotal \$0.00

Due Now \$0.00

Enter coupon code Apply

Finish

7. You will receive a notification stating that you have successfully registered for that/those activity(s). Please be sure to note whether your confirmation says you are **registered** in the program or whether you are on the **waiting list** (see the waiting list section below).



**NOTE: If you do not receive this confirmation, you have not completed the registration process and/or there is an error in your cart. See the Trouble Shooting section.**

### Adding yourself to a Waiting List

If the activity/class you wish to register for is full, please add yourself to the waiting list. To add yourself to the waiting list:

1. You will **not** see the 'enroll now' button on the right. Instead, click the name of the activity. Remember to check the details to be sure you are choosing the correct activity.
2. There will be a message reminding you that the activity is full but that you can add yourself to the waiting list. Click '+Waiting List'.





The screenshot shows a web page for an activity titled "Lane Swim | Fri | 10:45 AM". At the top, a yellow banner with a warning icon states: "We are sorry but this activity is full. Please feel free to go on the waiting list or choose another activity." Below the title, there is a heart icon and a "View fee detail" link. A red box highlights a "+ Waiting List" button. The page also displays the activity date (Dec 18, 2020 - Dec 18, 2020), location (OS | Lane Pool), and a description of the lane swim activity.

3. Continue to register for more activities or check out as for Enrolling for an Activity/Class (see page 4).

### Managing Your Wish List

If there is a class you would like to register for, but it is not yet open for registration, you can add the item to your wish list for easy finding and quicker registration later. This will save you searching for it when you wish to register.

- Search for the activity and click the heart in the right-hand corner.

The screenshot shows a card for the "Lane Swim | Fri | 10:45 AM" activity. The card includes the activity title, a "View fee details" link, and a heart icon in the bottom right corner, which is highlighted with a red box. The card also displays the activity ID (N7877), age requirement (Age 13 and up), location (Health, Fitness & Aquatics Centre), and start date (December 18, 2020).

- To view the items on your wish list, scroll to the top of your page and choose 'my wish list'.

The screenshot shows the top navigation bar of the website. The "My Wish List" link is highlighted with a red box. The navigation bar also includes the YMCA logo, the user's name (Welcome, Dana), and links for "My Account" and "Sign Out". Below the navigation bar, there are links for "Home", "Activities", "Reservations", and "Gift Cards", along with a "My Cart" button and the "ACTIVE network" logo.

- When you are ready to register for the items on your wish list, simply click 'enroll now' and proceed as normal. If you would like to delete an item on your wish list, just click the red heart to deselect the item.

### Cancelling out of an activity





- It is not possible to cancel out of an activity/class from the online portal. Please contact Customer Service ASAP so that we can open that spot up for others.
- If you registered for the wrong activity, please contact Customer Service ASAP so that we can open that spot up for others.

**Note: There are often people on the waiting list for an activity. As a courtesy to other members, please contact Customer Service ASAP by phone or email to let us know if you are unable to attend an activity/class you have registered for.**



## [How to Check Your Registrations \(and other account details\)](#)

There are 2 ways to check what you have signed up for.

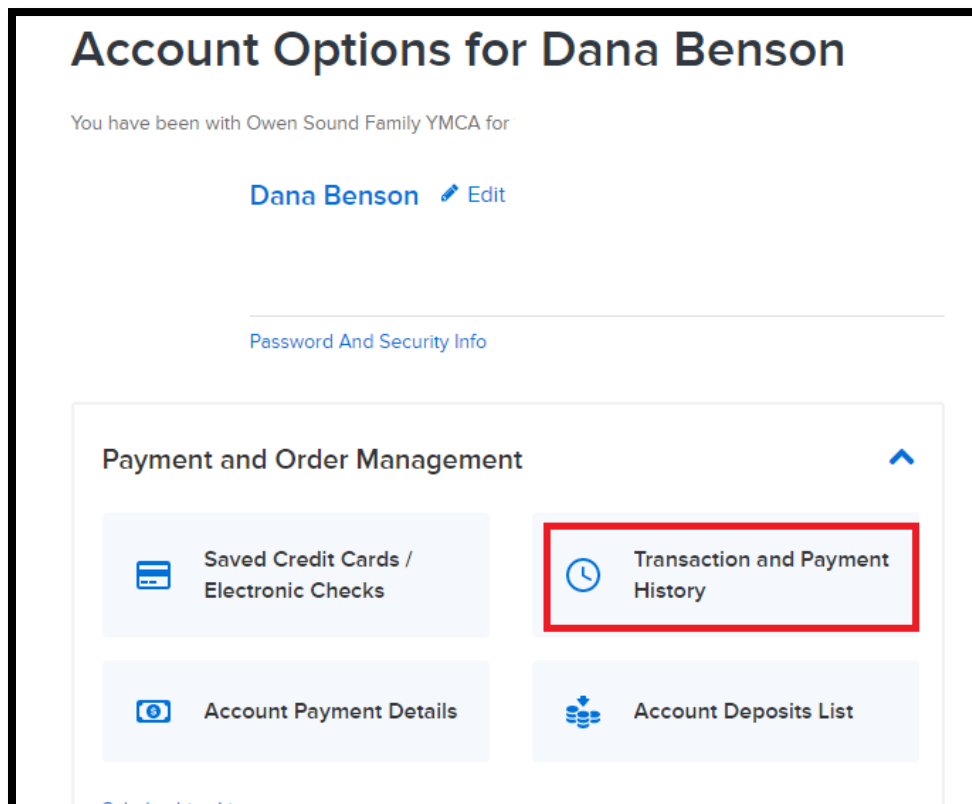
- **Transaction/Payment History:** view every transaction associated with your account, including past payments, registrations, and account changes.
- **View Family Members' Schedule:** view activity/class registrations for one or more family members.

### Transaction/Payment History

- To view your past transactions, including program enrollments, go to your 'my account' page.




- Click Transaction and Payment History



- You will see a list of your transaction history. If you wish more details on a particular item, click the title of the item (I.e. Enroll, Membership Renewal, etc.)



## Transaction and Payment History

 You have transactions that need attention. [View transactions that need attention](#)

Search criteria

[Donations](#) [Gift Cards](#) [Membership](#) [Point Of Sale](#) [Registrations](#) [Reservations](#) [Scholarship](#)

Found 100 results

<b>Enroll</b> No. 3003433.001 Pickleball   Wed   1:30 PM #7933 📅 Dec 14, 2020 10:32 AM 👤 Dana Benson	\$0.00
<b>Membership Renewal</b> No. 3008954.003 Employee   Dep   Youth 📅 Dec 10, 2020 12:43 AM 👤 Alice Benson	\$0.00



## View Family Members' Schedule

### Notes:

- Only the person who is designated “head of household” in our database can view or register for the whole family. This designation can be changed by Customer Service if necessary.
- This option is not available in the mobile version of the program. (There is an update coming in the New Year that will allow this option)

1. Click on ‘View Family Members Schedule’ on your main account page.

The screenshot displays the 'Account Options for Dana Benson' page. At the top, it shows the account name 'Dana Benson' with an 'Edit' link. Below this is a 'Payment and Order Management' section with four sub-sections: 'Saved Credit Cards / Electronic Checks', 'Transaction and Payment History', 'Account Payment Details', and 'Account Deposits List'. To the right, there is a 'Balance' section with 'View Details', 'Credit on account', and 'Due now' options, along with a 'Pay On Account' button. A vertical list of family members is shown on the right side, including 'Alice Benson', 'Dana Benson' (marked as 'Head of Household'), 'Randy Benson', and 'William Benson'. At the bottom right, there are two links: 'Manage Family Member' and 'View Family Members Schedule'. A red arrow points to the 'View Family Members Schedule' link, which is also highlighted with a red box.

2. In the ‘Available Family Members’ box, highlight/click on the person for whom you wish to see a schedule and move them to the box on the right using the >> buttons. In the ‘Available Schedule Details’ box, highlight/click ‘Activities’ and move it to the box on the right using the >> buttons. Click ‘View Schedule’.



## Family Member Schedule

### Family Member Schedule Criteria

Select one or more Customers and click search

Date From

Date To

Weekly Layout

Monthly Layout

#### Available Family Members

Alice Benson  
Randy Benson  
William Benson

#### Selected Family Members

Dana Benson

>>

<<

#### Available Schedule Details

FlexReg  
Leagues  
Membership expirations  
Private Lessons  
Rentals

#### Selected Schedule Details

Activities

>>

<<

[View Schedule](#)

Access My Account [My Account](#)



## Troubleshooting

### 1. *I can't sign into my online account.*

- Check to be sure you are using the correct email address.
- Click 'forgot password' to have a new one sent to you.
- Please **DO NOT** create a new account! If you are asked for your address or birthdate, you are creating a new account. **STOP!** Return to the basic login page and click 'forgot password'.
- If you don't receive an email to reset your password, or you can't login for some other reason, contact Customer Service.

### 2. *I am using a mobile device and it's not working!*

- The mobile (phone/tablet) version of the online application does not provide all the options that are available on the full site version (desktop/laptop). There is an update expected in the New Year. If you are having trouble on a mobile device, contact Customer Service and we will help you out.
- You may find it easier to navigate through the site if you use a desktop or laptop.

### 3. *I didn't see the Confirmation screen or receive a Confirmation email.* If you did not receive confirmation of your registration, you are not registered in the program.

#### **Possible Reasons your Registration is Incomplete:**

- **Forgot to Sign the Waiver:** If this is the case, the page with the waiver and the 'finish' button will reload with the relevant sections highlighted in red. You may need to scroll down further to see where the error occurred. Sign the waiver and click 'finish'.
- **The item is still in your cart:** If you haven't completed your check out process, the item may still be in your cart. Check "My Cart" at the top of the page to see if there is something in it. If so, click the Cart and continue to check out as in step 6 above.
- **If you change your mind before you 'finish',** you can delete the items in your cart by opening your cart (if it isn't already) and clicking the trash can next to the item.



Dana Benson DB 1 item, \$0.00 in total.

Pickleball (13+ years) | Wed | 5:15 PM - 7:934 \$0.00

ACTIVITY

Order Summary

Subtotal \$0.00

Due Now \$0.00

Enter coupon code Apply

Finish

Waiver

Please read the following waivers and agreements carefully. They include releases of liability and waiver of legal rights, and deprive you of the ability to sue certain parties. By agreeing electronically, you acknowledge that you have both read and understood all text presented to you as part of the checkout process.

cb I have read and agree to Waiver. Required

#### 4. *I'm lost and confused!*

- Don't panic! Return to your main account page and look around.

YMCA of Owen Sound Grey Bruce

Welcome, Dana My Account My Wish List | Sign Out

Home Activities Reservations Gift Cards My Cart

Home > Activity Search

ACTIVE network

- Is there an item in your cart? Click your cart and see what it is and whether you need to delete it or complete the checkout process.
- Aren't sure if you got registered? Did you receive a confirmation? Did you check your transaction history? See # 4 in Troubleshooting above.
- The process is too complicated! Don't worry – we are here to help you 😊! It gets easier as you become more familiar with the process! We are happy to do a private tutorial with you in person or over the phone. We are also happy to continue to register you by phone or email.

### Get in touch with Customer Service

Customer Service Phone: (519) 376-0484 ext.0  
osgb.member@osgb.ymca.ca

email: