Camp & Class Manager

Online Account User Guide

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SUMMARY

In a world where we can order pizza from a text message and use an app to get a ride downtown, your customers will appreciate being able to see and manage their information whenever they want.

Encouraging your customers to use their online account to find answers to questions about registrations and updating their information will free up more of your time for running your camp.

This user guide contains the basics about your customer's online account. The online account is where users manage different elements associated with their account, like viewing past registrations, editing answers to questions, submitting follow up forms and paying outstanding balances.

You'll find information addressing the most common questions about the online account as well as some best practices and troubleshooting tips.

You can find more user guides and help articles about online accounts and many, many other topics in our Camps & Class Manager Help Center:
http://support.activenetwork.com/camps

ONLINE ACCOUNT BASICS

It is important to note that the online account and online registration are not the same. A good way to think about the difference is that the online account contains the past online registrations and is specific to a family or account holder.

Create an Online Account

Online accounts are initially created during online registration. When the parent or registrant enters their email address, the system verifies if the email address exists in Camps & Class Manager.

If an account associated with this email address is new, the user will be asked to create a password at the end of registration.

Sign into Online Account

When your customer wants to access their account, the will sign in using that email address and password they created during registration.

In order to sign in, customers have to access the site via your organization's online account link. This link is automatically sent to your customer in the registration confirmation email.

Online Account Link

Though customers are sent a link to their online account in the registration confirmation email, we suggest posting it as a link on your website as well.

You can find that link at the bottom right corner of the Home tab in the system.

The format of this link is as follows: https://campself.active.com/{organizationname}
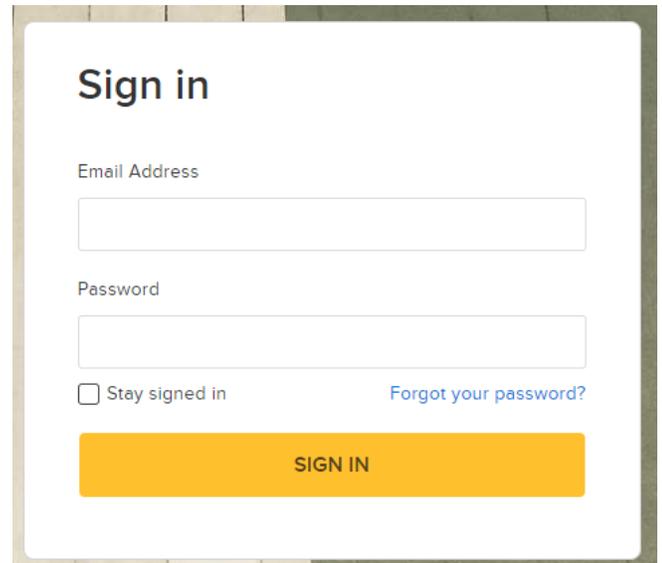
Reset Password

It's okay if your user forgets their password! On the login screen, there is a Forgot Password link, connecting them to their Active Passport login account (see image to the right).

Online accounts and manual registrations

If your customer is registered by an administrator, they are not given the opportunity to create a new account or password as part of registration.

The system will automatically send the customer an email invitation to create an account and establish a password.

Sign in

Email Address

Password

☐ Stay signed in   Forgot your password?

SIGN IN

ADDITIONAL INFORMATION

In addition, the online account now hosts some additional information which can be useful for your customers and includes the following:

Contact Information

Your organizations contact information will be listed on the right-hand side of the online account site. This information can be edited on the admin site of Camps and Class manager under Account Settings (the 'gear' icon) -> Organization Settings, and includes a contact email, a phone number and a link to your main website.

Social Media

Social media links for Facebook, Twitter, Instagram and Youtube can be included on the online account site, underneath the contact information. These links can be setup or edited under Account Settings -> Social Media

Online Registration Site

The online account site now also includes a link to your online registration site. In case a customer decides to register for additional programs from your organization, they can now click the 'REGISTER FOR MORE PROGRAMS' button and be directed to your online registration site.

Family Members

Your customers can now view individual family members listed under their online account under the Family Members section. When clicking on a member's name, the customer can now view basic information about that family member as well as any registrations, outstanding follow-up/supplemental forms and owing balances.

COMMON ACTIONS IN ONLINE ACCOUNT

Use the sets of steps below to help customers' complete different actions in online account.

Fill out Follow Up Forms

1. Find appropriate form
2. Click FILL OUT FORM

Upload Supplemental Forms

1. Find appropriate form
2. Click UPLOAD FORM

Make Payment Online

Click either PAY BILL NOW at top of page or PAY NOW on right of page in sidebar

Sign Waivers

1. View any prior registrations
2. Find Pending Waiver prompt
3. Click Sign Now to open waiver details
4. Check off any boxes and sign digital signature

TROUBLESHOOTING

Occasionally, users may encounter problems logging in to their account. Use these steps below to resolve the most common issues.
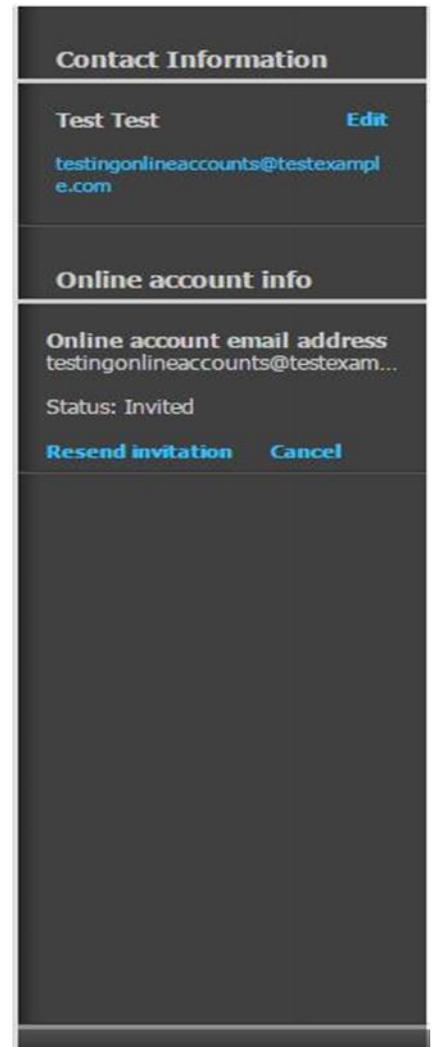
If your customers have a question or obstacle not listed here, contact customer support here: http://activesupport.force.com/usersupport

Customers Cannot Login to Online Account

If a user reports they cannot login, try these steps:

1. Resend online account link from Camp & Class Manager to ensure customer is using correct link (and not a registration link)

2. Confirm username for account holder matches email address for customer in system

   a. Go to People tab

   b. Search and select appropriate user

   c. Under Online Account Info section, verify email address

3. Confirm Online Account Info Status is Active

   a. Click People tab and select appropriate customer; On left side under heading Online account info, view Status

   b. If status is This person is not associated with an online account, send email invitation

   c. If status is Invited, the invitation was sent but not accepted or opened. Cancel and re-send to customer

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ACTIVE Network, LLC is a technology and media company that helps millions of people find and register for things to do and helps organizations increase participation in their activities and events.

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