

RELEASE NOTES 10.4.2

Wednesday, April 15, 2020



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Online Session Support

To allow agencies to provide online sessions to consumers during the COVID-19 outbreak, a new **Online session** feature is now available in this hotfix release.

Admin Site: Setting Up an Online Session

Agency users can now create an online session or change an existing, regular session into an online session by selecting the Admin Site > **Home** > a season > **Setup** > **Sessions** > a session > **Session mode** dropdown (defaults to **Offline session**) > **Online session** option, and then entering the following optional information:

- A **URL** where participants can join the online session (for example, a link to an online classroom, an online meeting, a virtual event, a video recording or the agency website)
- **Join by phone** (telephone conferencing number)
- **Online session ID** (for telephone conferencing access)
- **Password** (for telephone conferencing access)
- **Custom instructions** (agency users can enter custom description or instructions for this online session)

Step 2: Sessions

Set up your session
Provide the details for your session, including location and tuition options.

Basic settings
Define the basics of your session, including dates, location and for what participants may register.

* Session name:

* Dates: to

* Session mode:

Participants can join the online session at this URL:

Join by phone: Online session ID: Password:

Custom Instructions:

* Overnight?: ☐ Overnight ☒ Day ☐ Both

Days of the week: ☐ M ☐ T ☐ W ☐ Th ☐ F ☐ Sa ☐ Su

Time: to

Status: Active
[See a preview](#)

Settings

- [Season](#)
- [Sessions](#)
- [Deposits and payment plans](#)
- [Discounts](#)
- [Look and feel](#)
- [Registration forms](#)
- [Confirmation email](#)
- [Activation](#)

Frequently asked questions

- [What is a session?](#)
- [Where do I enter start and end times?](#)
- [How do multiple tuition rates work?](#)
- [How do I add an early bird price?](#)
- [How do I sell additional items \(t-shirts, after-care, etc.\)?](#)
- [How do age/grade and gender restrictions work?](#)
- [How do I enable waitlist registrations?](#)

Note:

- ACTIVE will use the agency's payment/remittance address or organization address for their online sessions. As a result, the agency must have a payment/remittance address (Icon > **Financial settings** > **How ACTIVE.com sends you payments**) or organization address (Icon) > **Organization settings** > **Public facing contact information**) configured before they can create any online sessions.
- All existing sessions are defaulted to **Offline sessions**. If the agency wishes to change an existing session to an online session, then they must open the session setup page and select **Session mode** dropdown > **Online session**.

- When **Online session** is selected, the **Location** and **Classroom** fields are hidden so that agency users do not need to provide a physical address for the session.
- If the session is changed from **Online session** to **Offline session**, then any previously entered online session details are removed.
- Copying a season/session also copies the session mode, but does not copy any online session details.
- Currently, agency users cannot import an online session.
- Currently, when exporting an online session, the session mode and online session details are not exported.

In the season setup > **Sessions** page > **Location** column, online sessions are marked as **Online Session**:

Step 2: Sessions

<input type="checkbox"/>	Name	Start date	End date	Location	Session type	Created on
<input type="checkbox"/>	Online session	04/18/2020	05/31/2020	Online Session		04/13/2020
<input type="checkbox"/>	Week 1	06/01/2020	06/07/2020	Innovation Tower	Athletics	10/15/2019
<input type="checkbox"/>	Week 2	06/08/2020	06/14/2020	Innovation Tower	Athletics	02/12/2020
<input type="checkbox"/>	Week 3	06/15/2020	06/21/2020	Innovation Tower	Athletics	02/12/2020
<input type="checkbox"/>	Week 4	06/22/2020	06/28/2020	Innovation Tower	Athletics	02/12/2020

Status: Active

See a preview

Settings

- Season
- Sessions
- Deposits and payment plans
- Discounts
- Look and feel
- Registration forms
- Confirmation email
- Activation

When using the session quick editor (by double-clicking the **Sessions** page > required session), if agency users change the **Location** of an offline session to **Online Session**, then the session's **Session mode** (on the session setup page) is automatically changed from offline to online, for example:

Step 2: Sessions

<input type="checkbox"/>	Name	Start date	End date	Location	Session type	Created on
<input type="checkbox"/>	Online session	04/18/2020	05/31/2020	Online Session		04/13/2020
<input type="checkbox"/>	Week 1	06/01/2020	06/07/2020	Online Ses	Athletics	
<input type="checkbox"/>	Week 2	06/08/2020				
<input type="checkbox"/>	Week 3	06/15/2020	06/21/2020			
<input type="checkbox"/>	Week 4	06/22/2020	06/28/2020			

Status: Active

See a preview

Settings

- Season
- Sessions
- Deposits and payment plans
- Discounts
- Look and feel
- Registration forms
- Confirmation email
- Activation

Frequently asked questions

- Can I copy a session?
- Can I cancel a session or close registration?
- How do I edit a session?
- What does "inactive" mean?

Step 2: Sessions

Set up your session

Provide the details for your session, including location and tuition options.

Basic settings

Define the basics of your session, including dates, location and for what participants may register.

* Session name

* Dates to

* Session mode Online session ▼

Participants can join the online session at this URL:

Join by phone:

Online session ID:

Password:

Custom Instructions:

* Overnight? ☒ Overnight ☐ Day ☐ Both

Contact [Assign contact person](#)

* Close registration on
Registration will close at 11:59 PM on this day.

Status: Active

[See a preview](#)

Settings

- [Season](#)
- [Sessions](#)
- [Deposits and payment plans](#)
- [Discounts](#)
- [Look and feel](#)
- [Registration forms](#)
- [Confirmation email](#)
- [Activation](#)

Frequently asked questions

- [What is a session?](#)
- [Where do I enter start and end times?](#)
- [How do multiple tuition rates work?](#)
- [How do I add an early bird price?](#)
- [How do I sell additional items \(t-shirts, after-care, etc.\)?](#)
- [How do age/grade and gender restrictions work?](#)
- [How do I enable waitlist registrations?](#)

Similarly, if agency users change an online session's **Location** to an offline address in the quick editor, then its session mode is also automatically changed from online to offline.

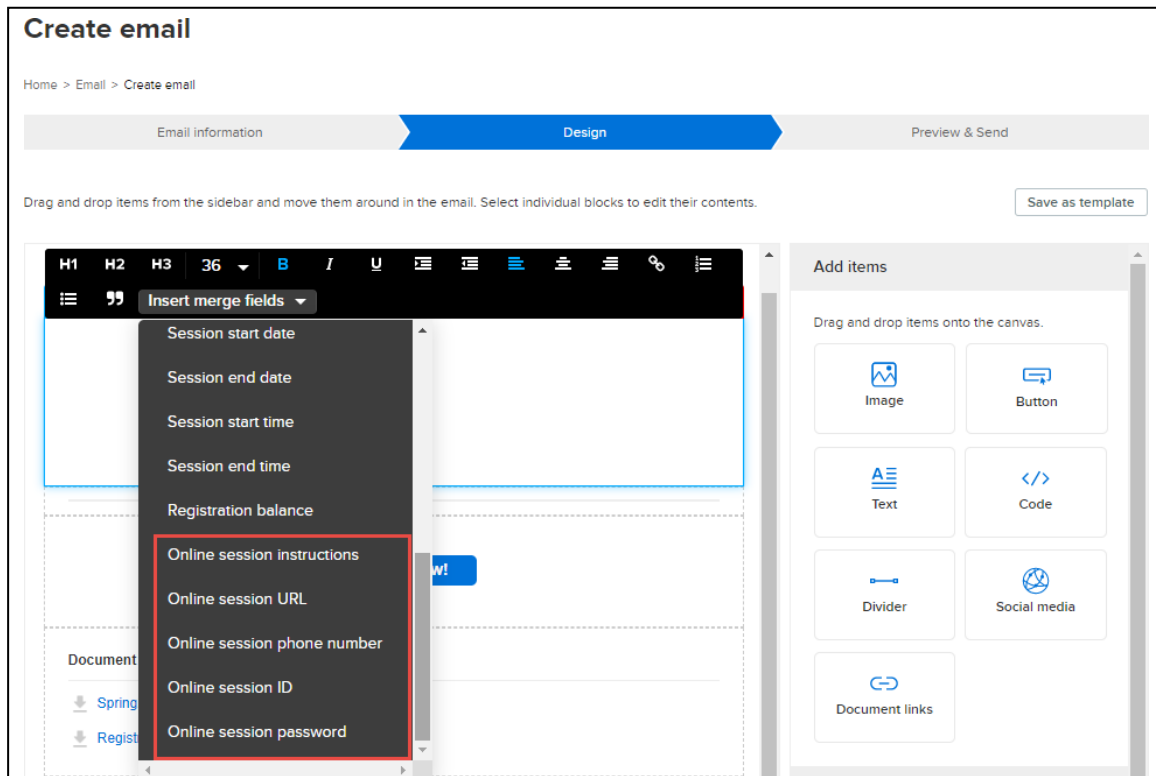
Admin Site: Including Online Session Information in Emails

Broadcast emails:

After agency users have set up an online session, they can include online session information in broadcast emails by clicking **Design > Text editor > Insert merge fields** and then selecting the following merge fields:

- **{Online session instructions}**
- **{Online session URL}**
- **{Online session phone number}**
- **{Online session ID}**
- **{Online session password}**

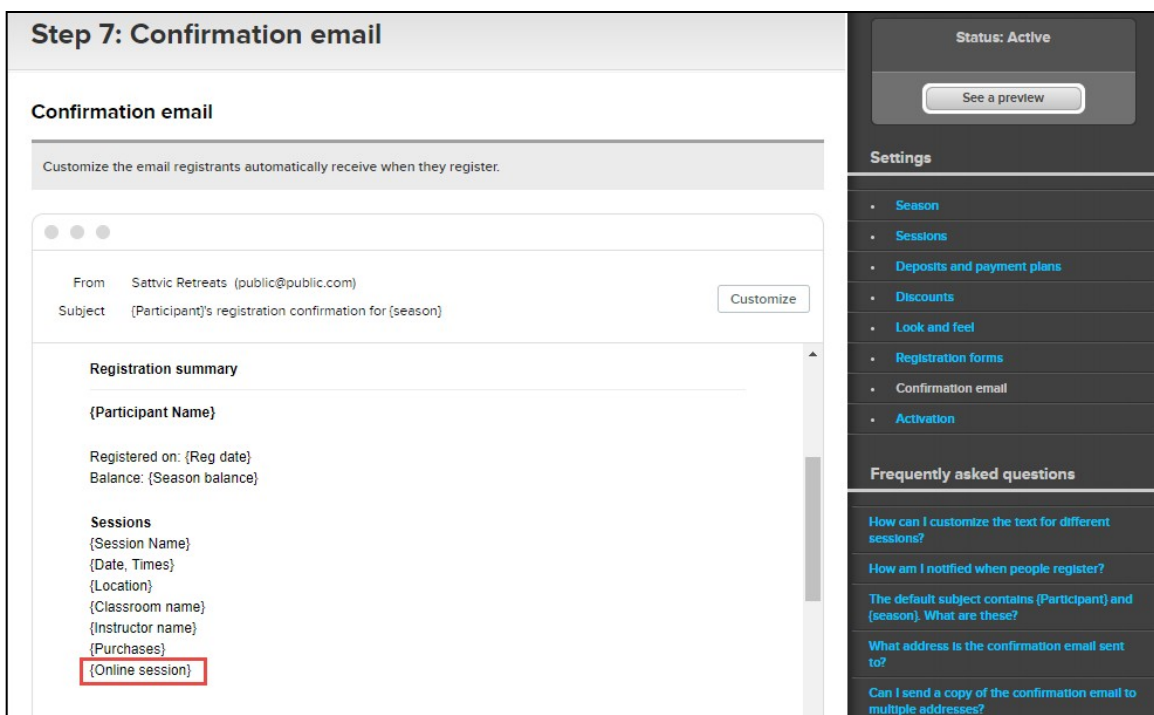
Note: if a participant has registered for multiple online sessions, then separate emails are sent with details of each online session.



Confirmation emails:

For online sessions, the **Confirmation email > Registration summary** section now includes a default **{Online session}** merge field. After participants register for an online session, the online session information is included in the confirmation email that they receive.

Note: this merge field is NOT included in confirmation emails for waitlist registrations.



Online Registration Site: Displaying Online Sessions

In the Online Registration Site, if a season includes online sessions, then in the **Session Selection** page > **FILTER BY** section, a new

SESSION MODE filter is available (by default this filter includes both online and offline sessions in this season). Consumers can filter for eligible online or offline sessions by checking the corresponding checkbox:

Session Selection

SELECT ONE OR MORE SESSIONS BELOW. YOU CAN REGISTER MULTIPLE PEOPLE AT THE SAME TIME.

FILTER BY

TEST
Athletics

SESSION MODE

☐ Online
☐ Offline

LOCATION

DATES

SESSION LISTCALENDAR

Online session

View more details

04/18/2020 - 05/31/2020 TU, SA, 10:00 AM - 11:00 AM

Online Session

Discounts available >

Price

\$15.00

Deposit required at checkout

ADD TO CART

Week 1

View more details

06/01/2020 - 06/07/2020

Online Session

Discounts available >

YOUR SHOPPING CART

You have no sessions selected.
Get started by adding a session on the left.

CONTINUE

SECURE ONLINE REGISTRATION

HAVE QUESTIONS?

Agency primary contact

1-800-123-1234

public@public.com

All online sessions are tagged with an unclickable **Online session** location (offline sessions are tagged with a location map link):



Session Selection

SELECT ONE OR MORE SESSIONS BELOW. YOU CAN REGISTER MULTIPLE PEOPLE AT THE SAME TIME.

FILTER BY

TEST ^
Athletics

SESSION MODE v
Online Session

LOCATION v

DATES v

SESSION LISTCALENDAR

Online session

View more details

04/18/2020 - 05/31/2020 TU, SA, 10:00 AM - 11:00 AM

Online Session

Discounts available >

Price \$15.00

Deposit required at checkout

ADD TO CART

YOUR SHOPPING CART

You have no sessions selected. Get started by adding a session on the left.

CONTINUE

SECURE ONLINE REGISTRATION

Week 2

View more details

06/08/2020 - 06/14/2020

Innovation Tower

Discounts available >

On Active.com and ActiveKids.com, when consumers search for virtual events, eligible CCM online sessions are also included in the search results (virtual events will be listed at the top of the search results when consumers use the “Include Virtual Events” filter on ActiveKids.com).



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