



ACTIVE Captivate for Camps and Class Manager (CCM) Release Notes

Release Date

November 24th, 2021

ACTIVE Captivate for Camps and Class Manager (CCM) Release Notes

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ACTIVE Captivate for Camps and Class Manager (CCM) Release Notes

Introduction

ACTIVE Captivate for Camps and Class Manager (CCM) allows CCM agencies to offer their existing consumers a dedicated, agency-branded mobile experience from the top 2 mobile app stores (iOS and Android) which:

- Presents the agency's available sessions and allows consumers to register for the sessions.
- Displays a schedule of the consumer's registrations and details of each session and its location.
- Allows consumers to self-check into a session when check-in is open and the app is within range of the session location.
- Receives and displays notifications sent by the agency.

System users can use the ACTIVE Captivate portal site to:

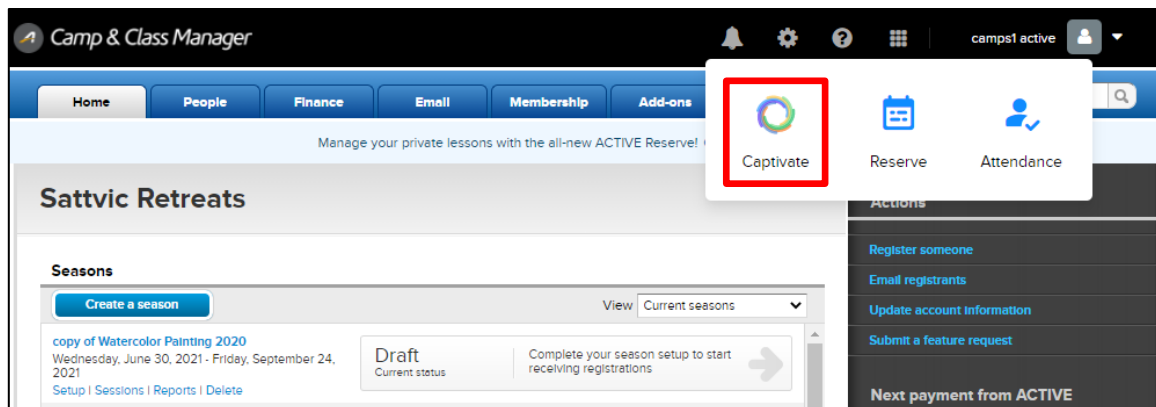
- View which CCM consumers are using the ACTIVE Captivate app.
- View which of their CCM sessions are available to ACTIVE Captivate app users.
- Send notifications to their ACTIVE Captivate app users and measure the success of notifications:
 - overall, as the proportion of recipients who opened a notification.
 - right down to which individual recipients opened a notification.

CCM agencies can contact their account manager to enable ACTIVE Captivate for their agency.

ACTIVE Captivate portal

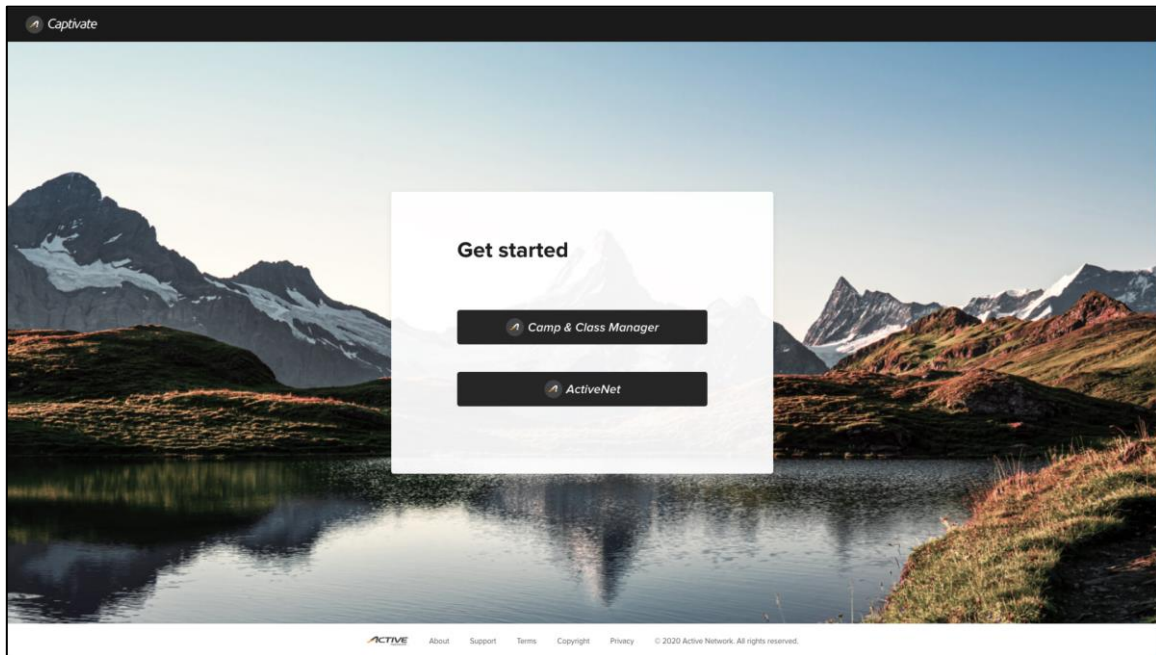
Signing in

System users can open the ACTIVE Captivate portal by clicking the CCM AUI > ☰ > **Captivate** icon:

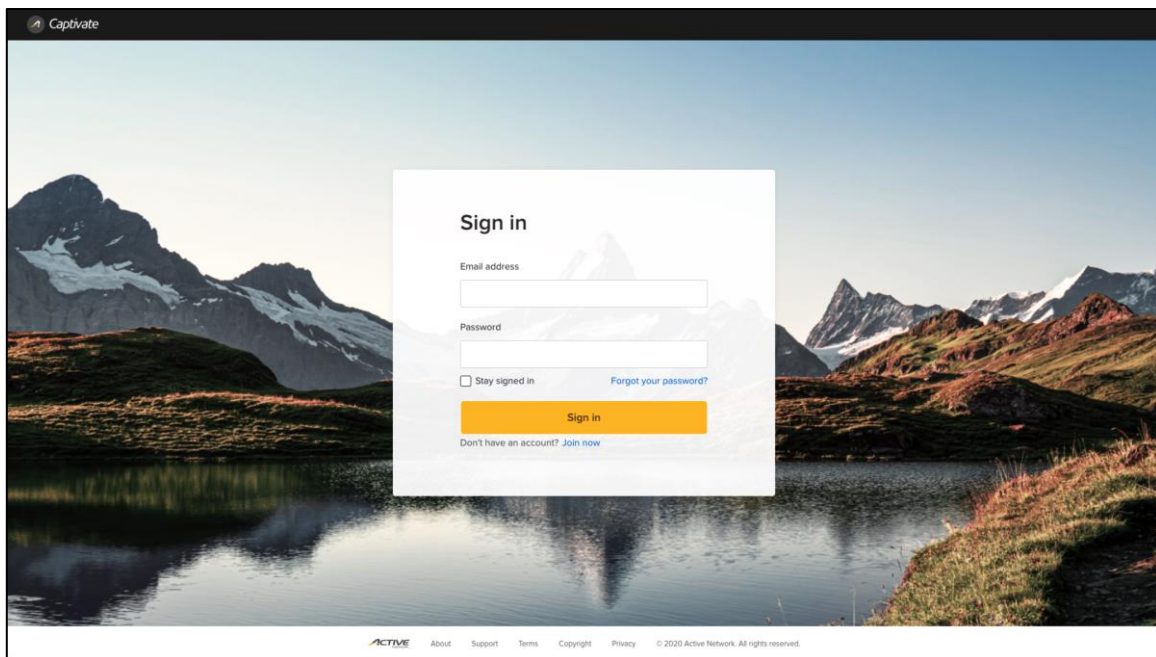


On the **Get started** page, CCM system users must click the **Camps & Class Manager** button:

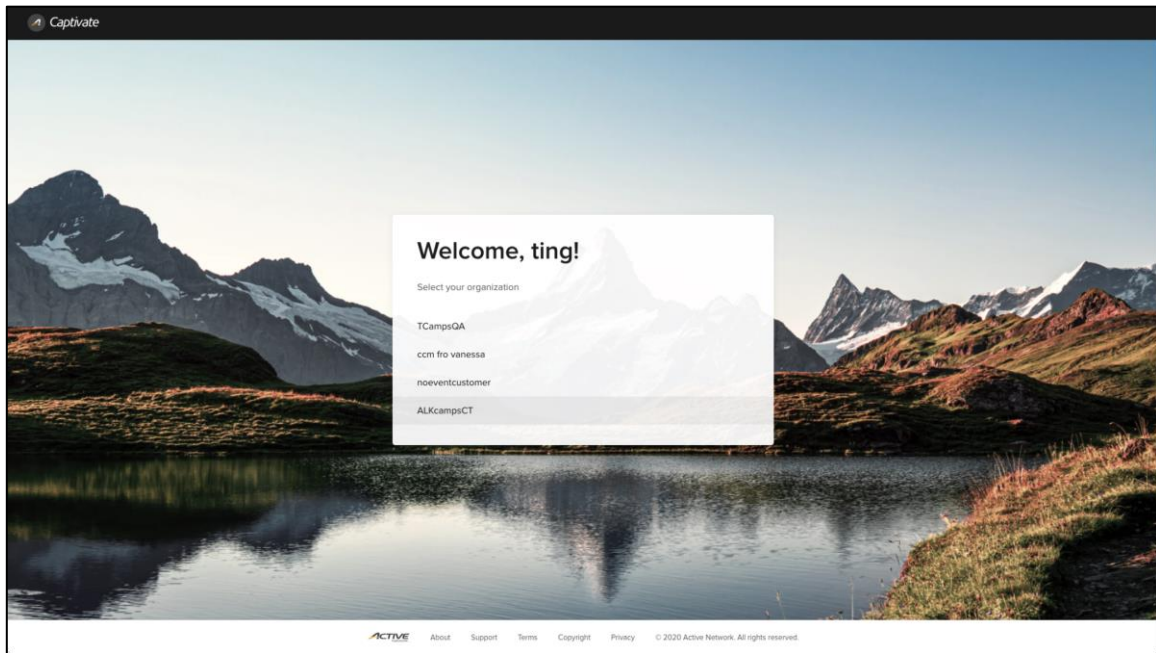
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System users must sign in using their ACTIVE Passport credentials, and if they belong to multiple CCM organizations, then select the required organization:

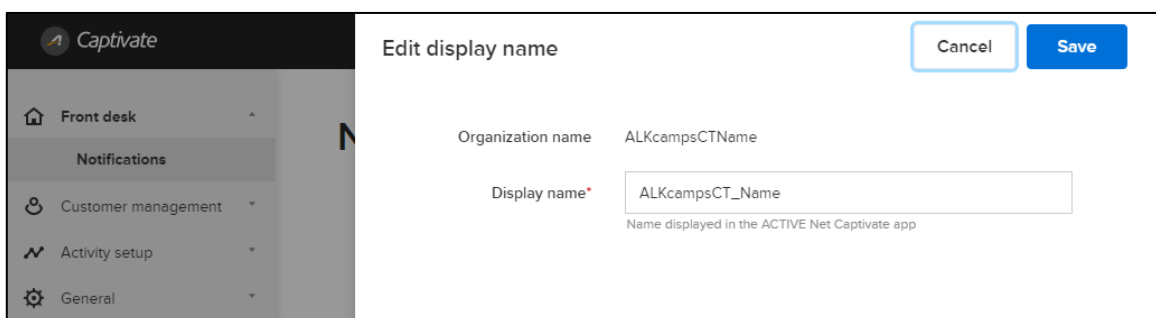
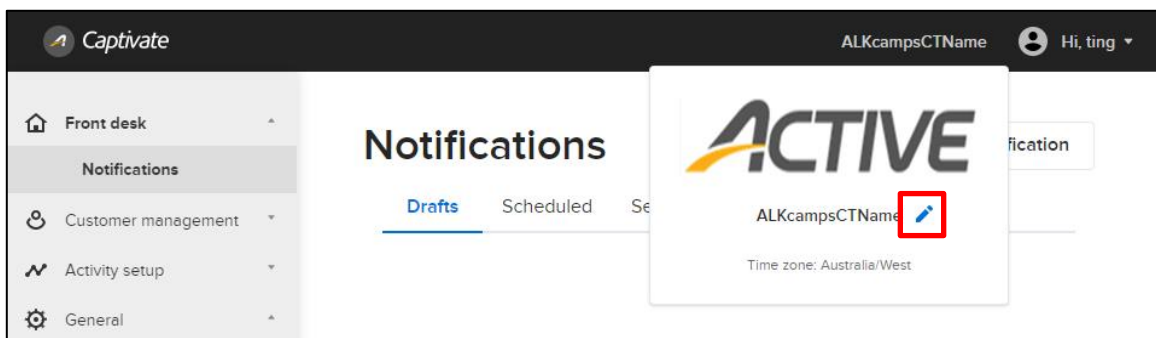


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Customizing the ACTIVE Captivate app

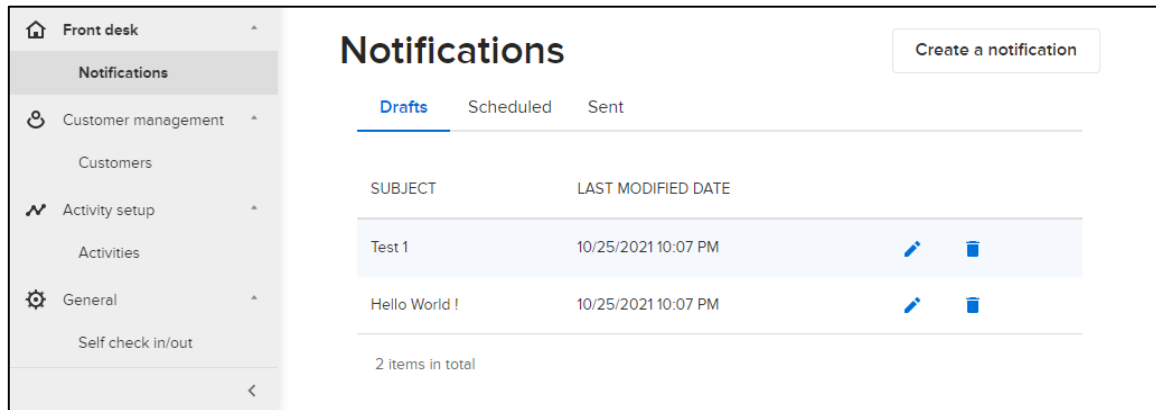
To edit the organization name displayed in the ACTIVE Captivate app, click the organization name >  icon and then edit the **Display name** as required:



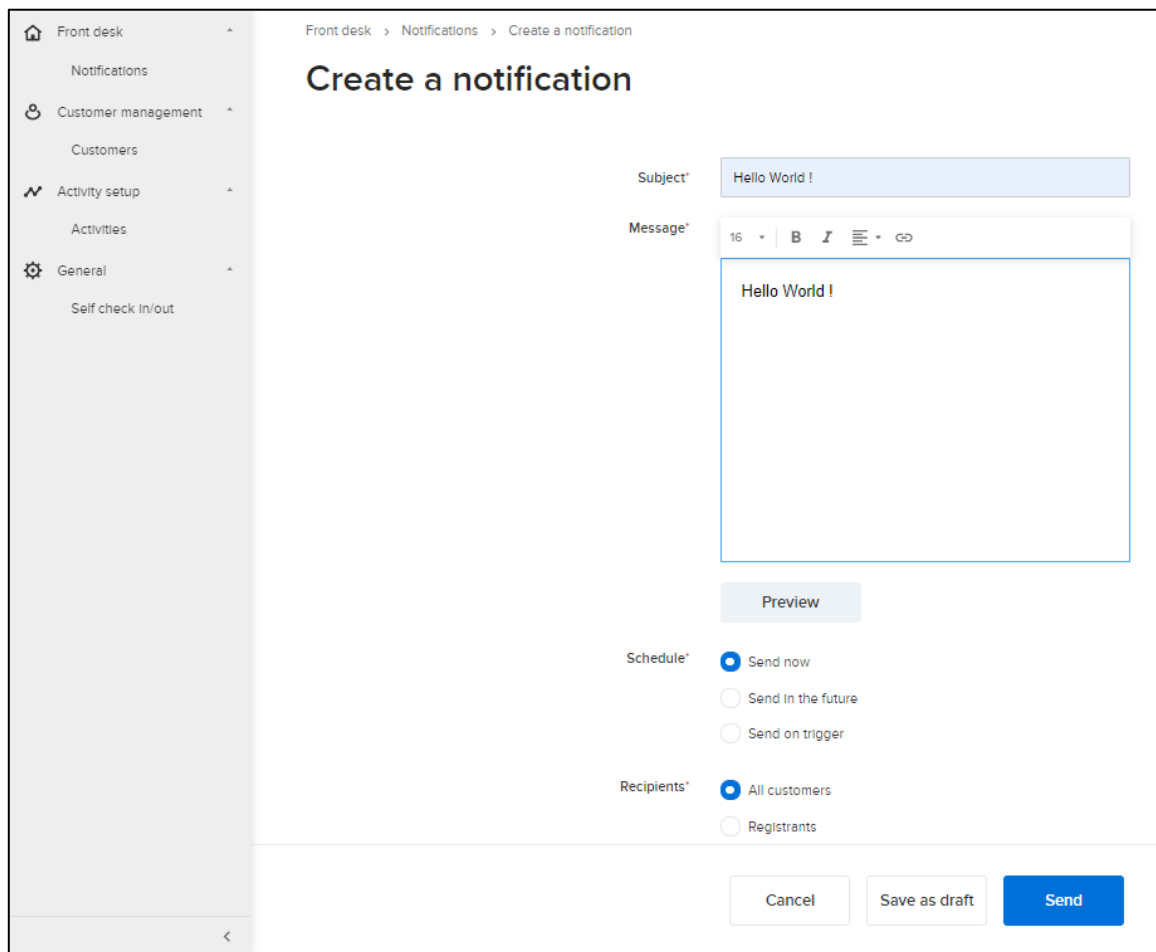
Managing notifications

System users can manage ACTIVE Captivate app notifications in **Front desk > Notifications**:

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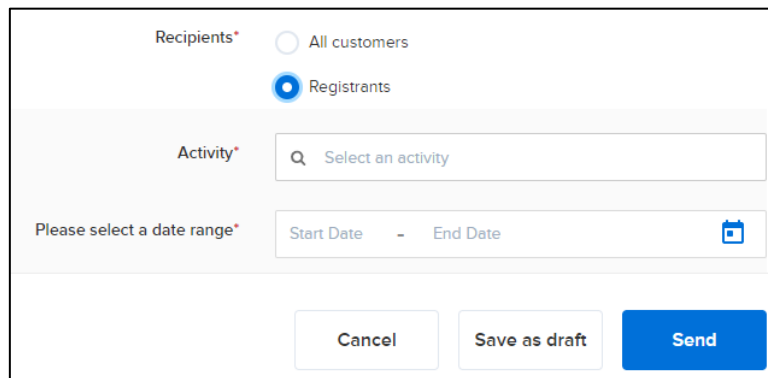


To create a new notification, click the **Create a notification** button, then:




1. Enter the notification's **Subject** and **Message**.
2. **Schedule** when to send the notification.
3. Select the notification's **Recipients**.
 - a. You can select to send the notification to **All customers** or only to **Registrants** in specific sessions in a date range:

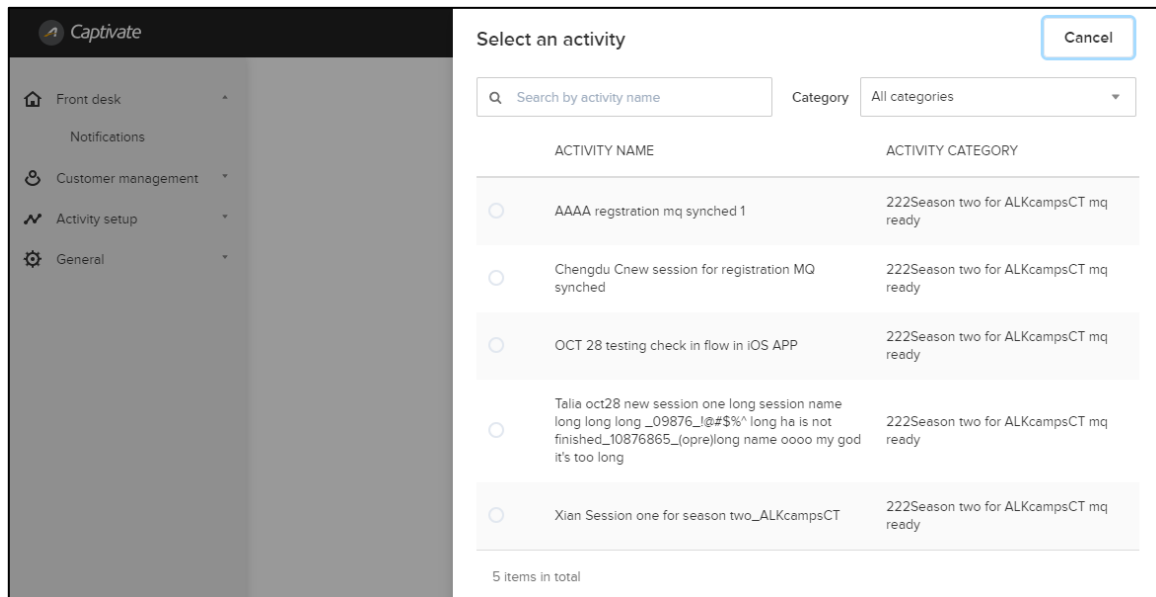
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Recipients* ☐ All customers ☒ Registrants

Activity*

Please select a date range* - 



Select an activity

Category

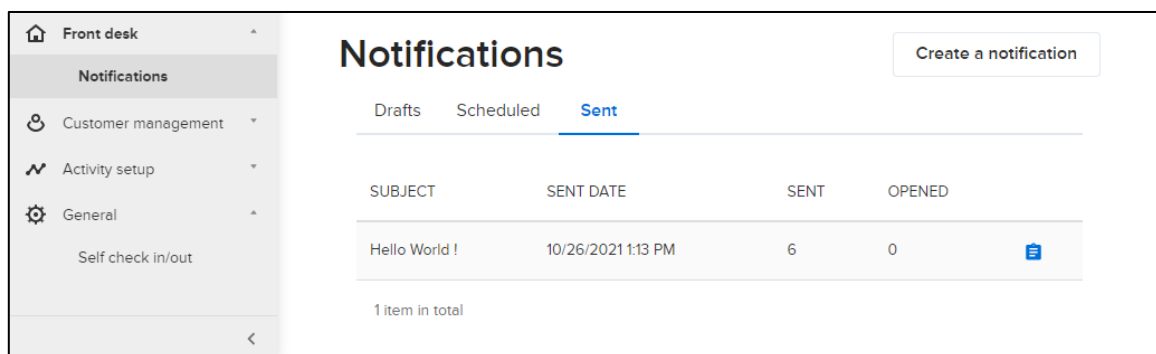
ACTIVITY NAME	ACTIVITY CATEGORY
<input type="radio"/> AAAA registration mq synched 1	222Season two for ALKcampsCT mq ready
<input type="radio"/> Chengdu Cnew session for registration MQ synched	222Season two for ALKcampsCT mq ready
<input type="radio"/> OCT 28 testing check in flow in iOS APP	222Season two for ALKcampsCT mq ready
<input type="radio"/> Talia oct28 new session one long session name long long long _09876_1@#\$\$%* long ha is not finished_10876865_(opre)long name oooo my god it's too long	222Season two for ALKcampsCT mq ready
<input type="radio"/> Xian Session one for season two_ALKcampsCT	222Season two for ALKcampsCT mq ready

5 items in total

4. To:

- Save the draft notification to work on later, click the **Save as draft** button (draft notifications can be viewed in the **Front desk > Notifications > Drafts** tab).
- Send the notification according to the selected **Schedule**, click the **Send** button (scheduled notifications can be viewed in the **Front desk > Notifications > Scheduled** tab).


Sent notifications are listed in the **Front desk > Notifications > Sent** tab with the recipient (**SENT**) count and the number of recipients who **OPENED** the notification:




Front desk **Notifications**

Drafts Scheduled Sent

SUBJECT	SENT DATE	SENT	OPENED
Hello World !	10/26/2021 1:13 PM	6	0

1 item in total 

To view a detailed, downloadable report of recipients for a specific notification, click the corresponding  icon:

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View report

View notification Download report

Summary

Subject Hi nice to see you

Sent date 12/14/2020 6:02 PM

Recipients All customers

Opened / Sent
2/18

Open rate
11%

Recipients (18)

Search by customer name

CUSTOMER NAME	CUSTOMER NUMBER	OPEN
Alkfamilyone Cui	705490	Yes
Dr. cheng O wentao	705472	Yes
Cusone Cui	14348	No

Viewing ACTIVE Captivate mobile app users

To view a list of consumers who have signed into the ACTIVE Captivate mobile app, click **Customer management > Customers**:

Customers

Search by customer name

CUSTOMER NAME	CUSTOMER NUMBER
01 T	D499E3CC-4C55-4C16-90DE-79DFA8515408
Alkfamilyfive Cui	24FEC345-B9AA-43DC-A9B7-BDC95B6066A8
Alkfamilyone Cui	67A4B0EF-11B9-4B74-9E38-A48F2AB293E0
Alkfamilyseven2 Cui	BA4AD5B3-53D3-4A42-AD94-216D9DDE5BD6
Alkfamilytwo Cui	44DAB31C-F98C-4FBD-9FF3-5B417296F6AA
Dr. Alksynone Midsyn Cui	732A147B-86B1-40FE-B9A1-A43C8629696F

6 items in total

Viewing available sessions

To view a list of CCM sessions which are available to consumers in the ACTIVE Captivate mobile app, click **Activity setup > Activities**:

Activities

Search by activity name Category All categories

ACTIVITY NAME	ACTIVITY NUMBER	ACTIVITY CATEGORY	ACTIVITY STATUS
Oil painting		Art classes	Open
Beginners yoga		Health and fitness	Open

2 items in total

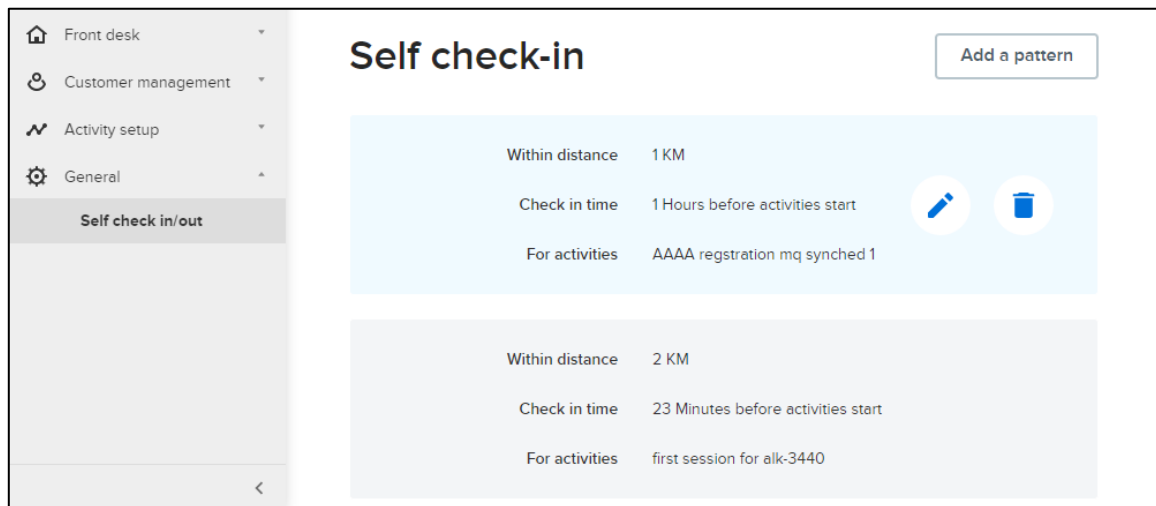
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Configuring geolocation self-check-in

System users can enable consumers using the ACTIVE Captivate mobile app to self-check into specified upcoming sessions if:


- the current time is within a specified time prior to the start of the session, and
- the app is within a specified distance of the session's location (this feature requires the ACTIVE Captivate app to be granted permission to retrieve location information from the mobile device).

System users can configure geolocation self-check-in on the **General > Self check in/out** page:



System users can add/edit self-check-in patterns corresponding to self-check-in rules by distance to the session location, time before the start of the session and the applicable sessions.

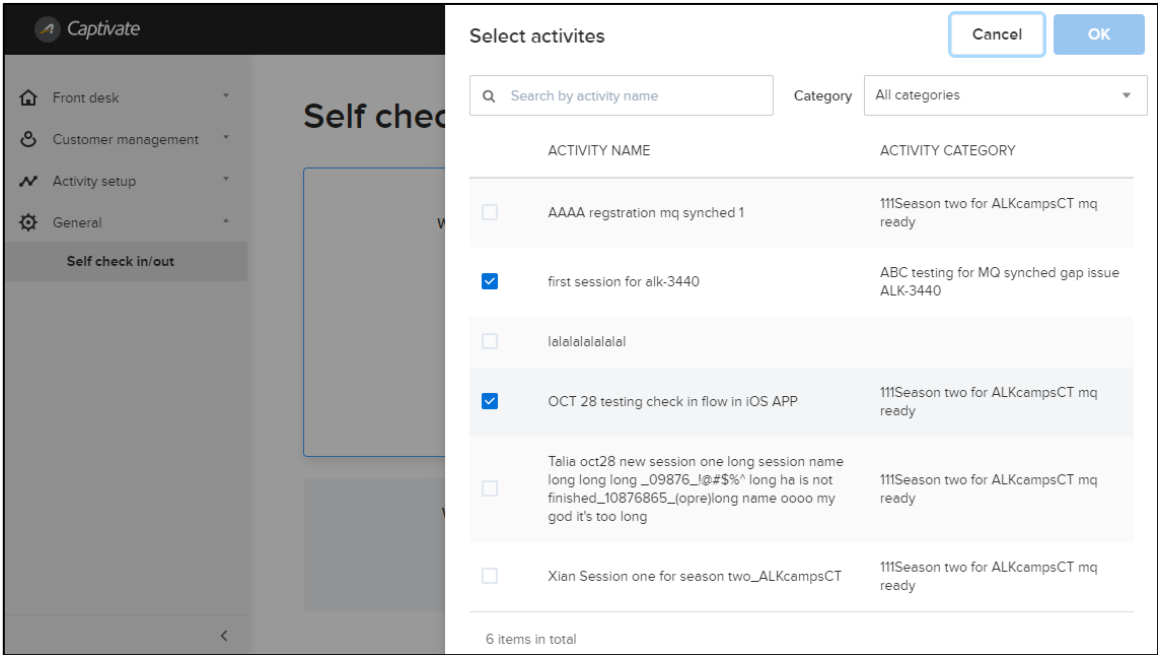
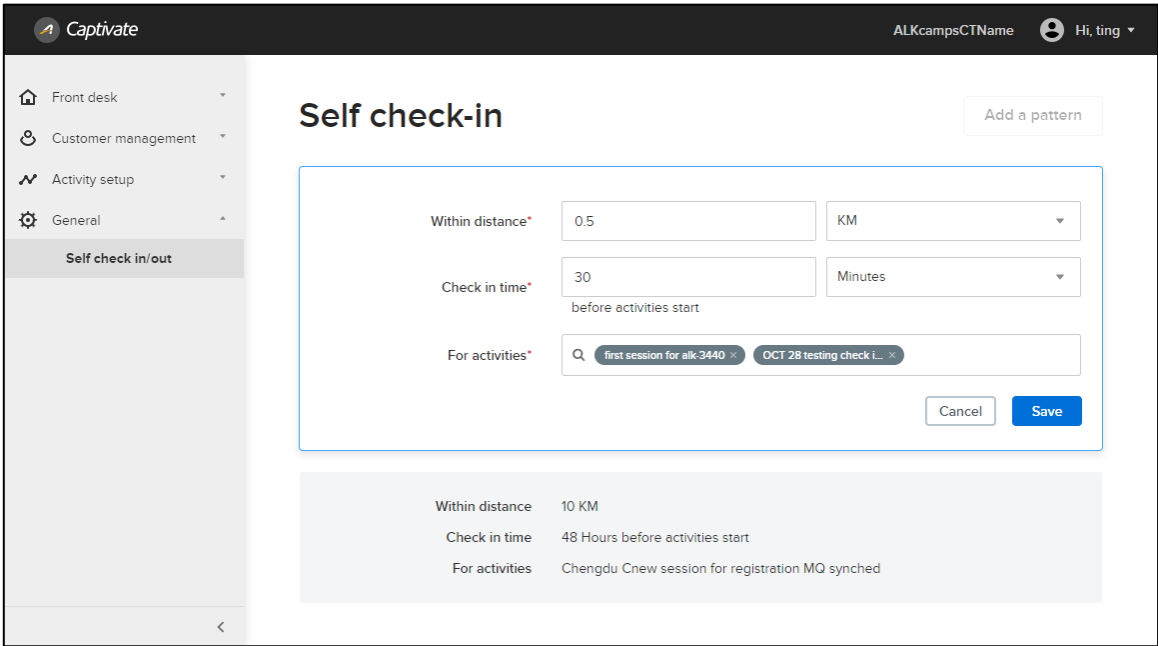
To:


- Add a new self-check-in pattern, click the **Add a pattern** button
- Edit an existing self-check-in pattern, click the corresponding  icon

and then configure the:

- **Within distance** (in **KM** or **Miles**) to the session location in which self-check-in is allowed.
- **Check in time** (in **Minutes** or **Hours**) prior to the session start time when self-check-in opens.
- **For activities** of sessions to include in the self-check-in pattern.

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To delete a self-check-in pattern, click the corresponding  icon

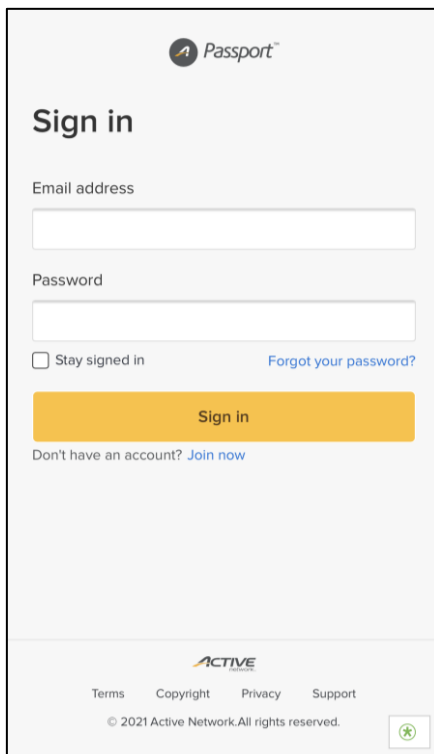
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ACTIVE Captivate mobile app

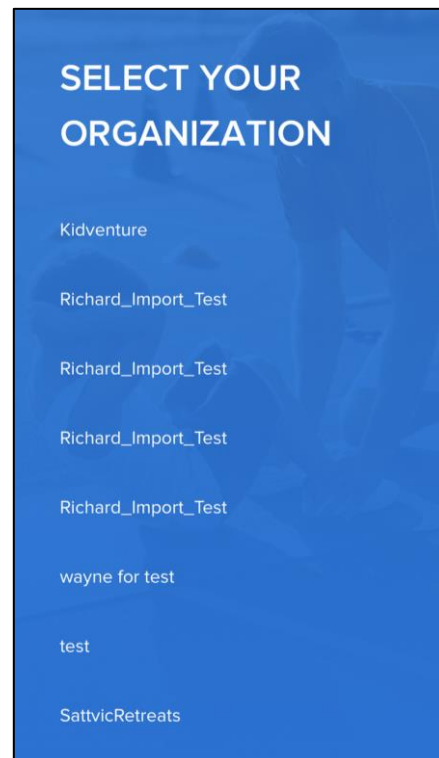
The ACTIVE Captivate mobile app supports both tablets and mobile phones and is available in iOS and Android versions for consumers to download from the respective app stores. The app name in the app stores is customized for each agency.

Signing in/out

- Consumers can sign into the ACTIVE Captivate app using their ACTIVE Passport credentials (if their ACTIVE Passport account is associated with multiple CCM organizations, then they can also select the required organization):



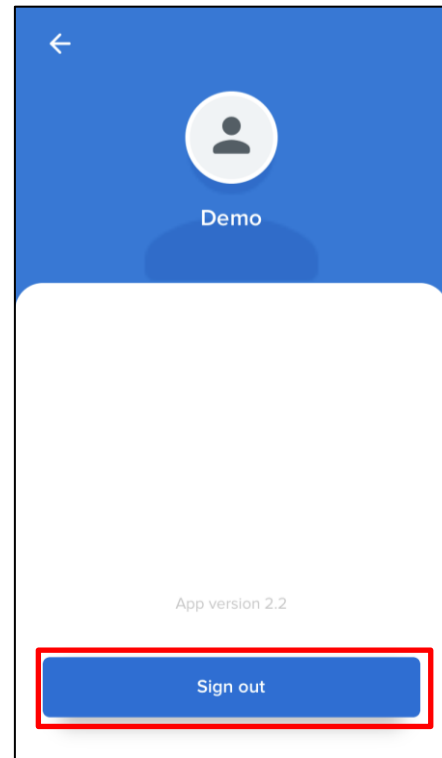
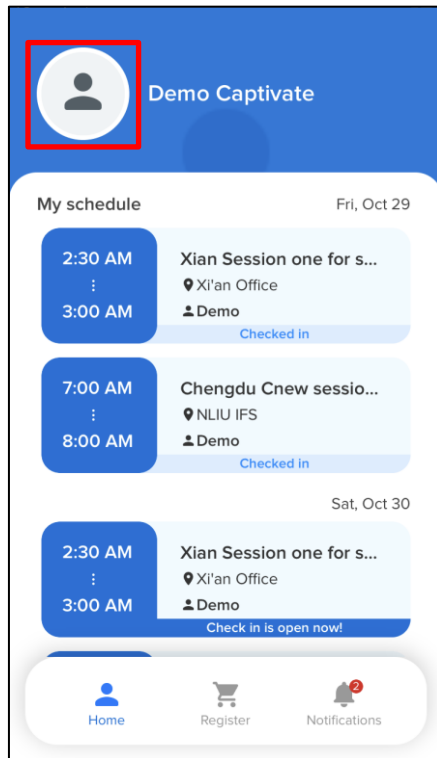
The screenshot shows the 'Sign in' screen of the ACTIVE Passport app. At the top is the 'ACTIVE Passport' logo. Below it is the title 'Sign in'. There are two input fields: 'Email address' and 'Password'. Below the password field is a checkbox labeled 'Stay signed in' and a link 'Forgot your password?'. A large orange 'Sign in' button is centered below these fields. At the bottom, there is a link 'Don't have an account? Join now'. The footer contains the 'ACTIVE' logo, links for 'Terms', 'Copyright', 'Privacy', and 'Support', and a copyright notice '© 2021 Active Network. All rights reserved.' along with a small green circular icon.



The screenshot shows the 'SELECT YOUR ORGANIZATION' screen. It has a blue background with a faint image of a person. The title 'SELECT YOUR ORGANIZATION' is at the top in white. Below it is a list of organization names: 'Kidventure', 'Richard_Import_Test' (repeated four times), 'wayne for test', 'test', and 'SattvicRetreats'.

- To view account profile information, tap the avatar on the **Home** page (next to the signed-in user's name, in this case **Demo Captivate**)
- To sign out, tap the avatar on the **Home** page (next to the signed-in user's name, in this case **Demo Captivate**) and then tap the **Sign out** button:

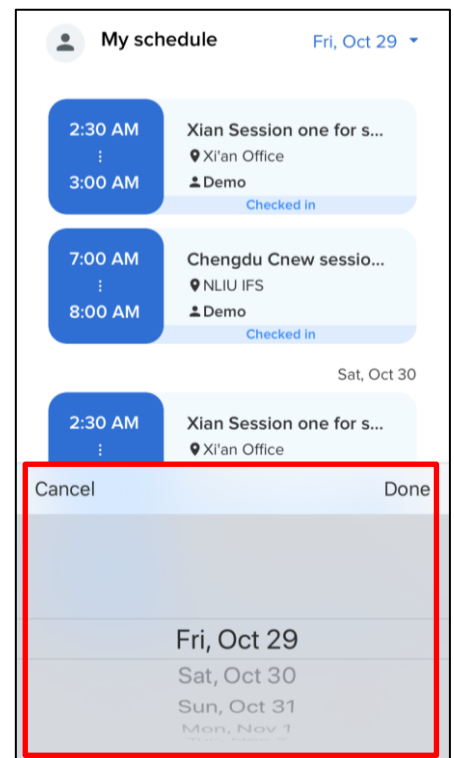
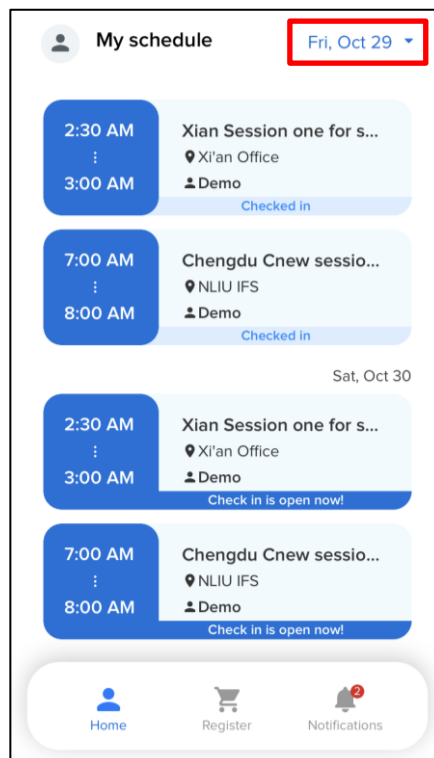
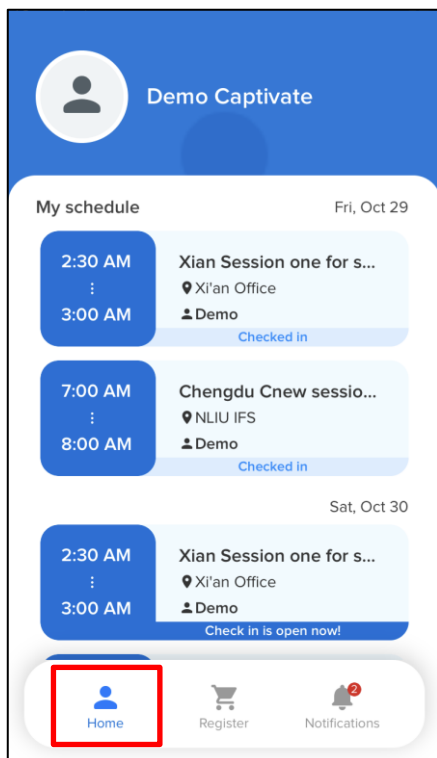
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Viewing my schedule

Consumers can view their upcoming session schedule by tapping the **Home** icon.

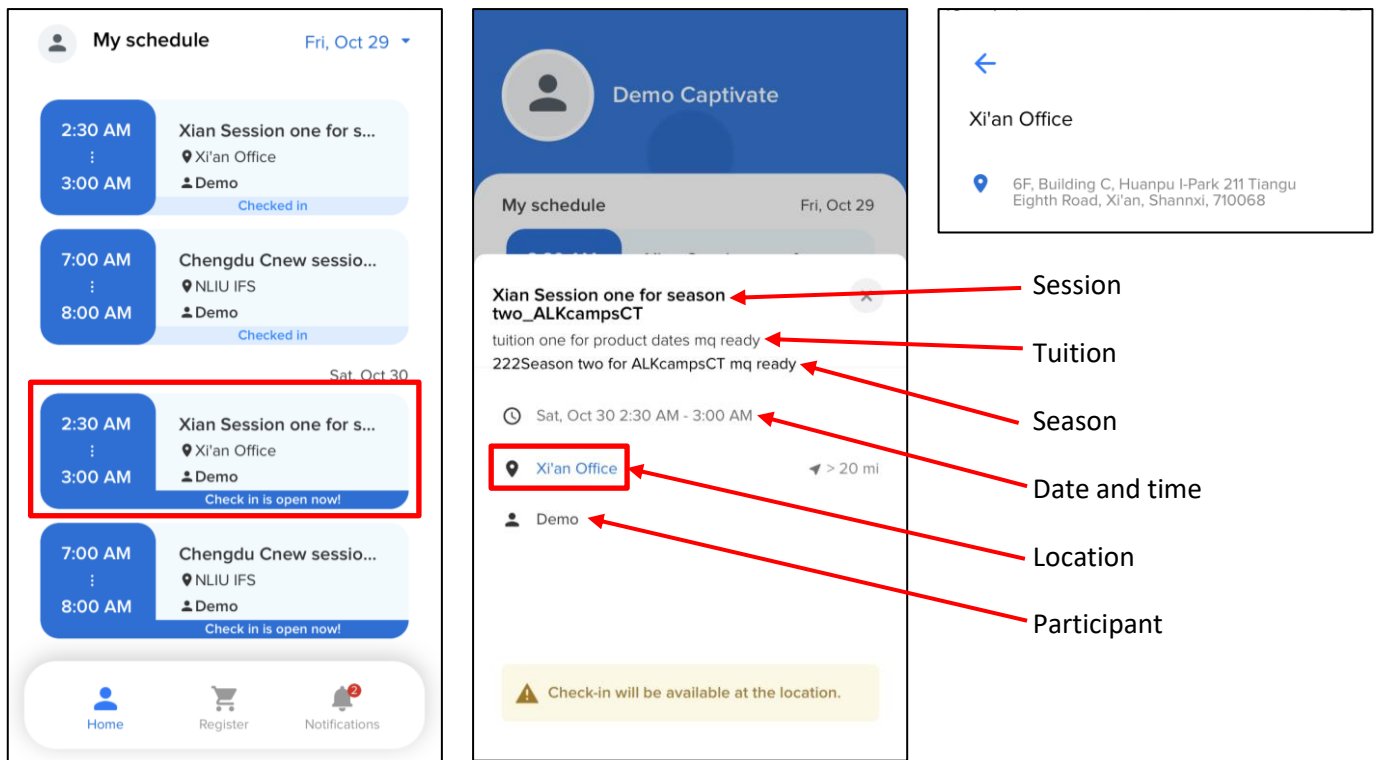
- To view the schedule on a future date, scroll down, tap the date and then select the required date.



To view details of a session, tap the required session.

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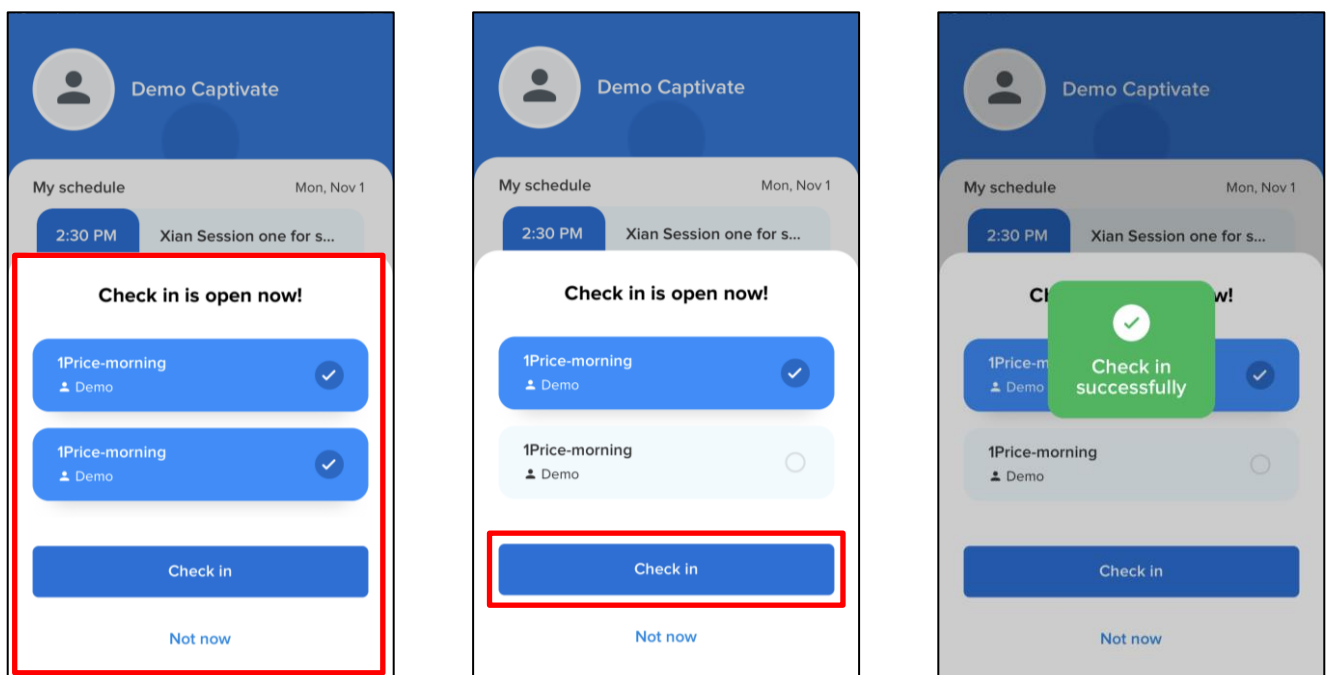
- To view details of a session's location, tap the location link.



Geolocation self-check-in

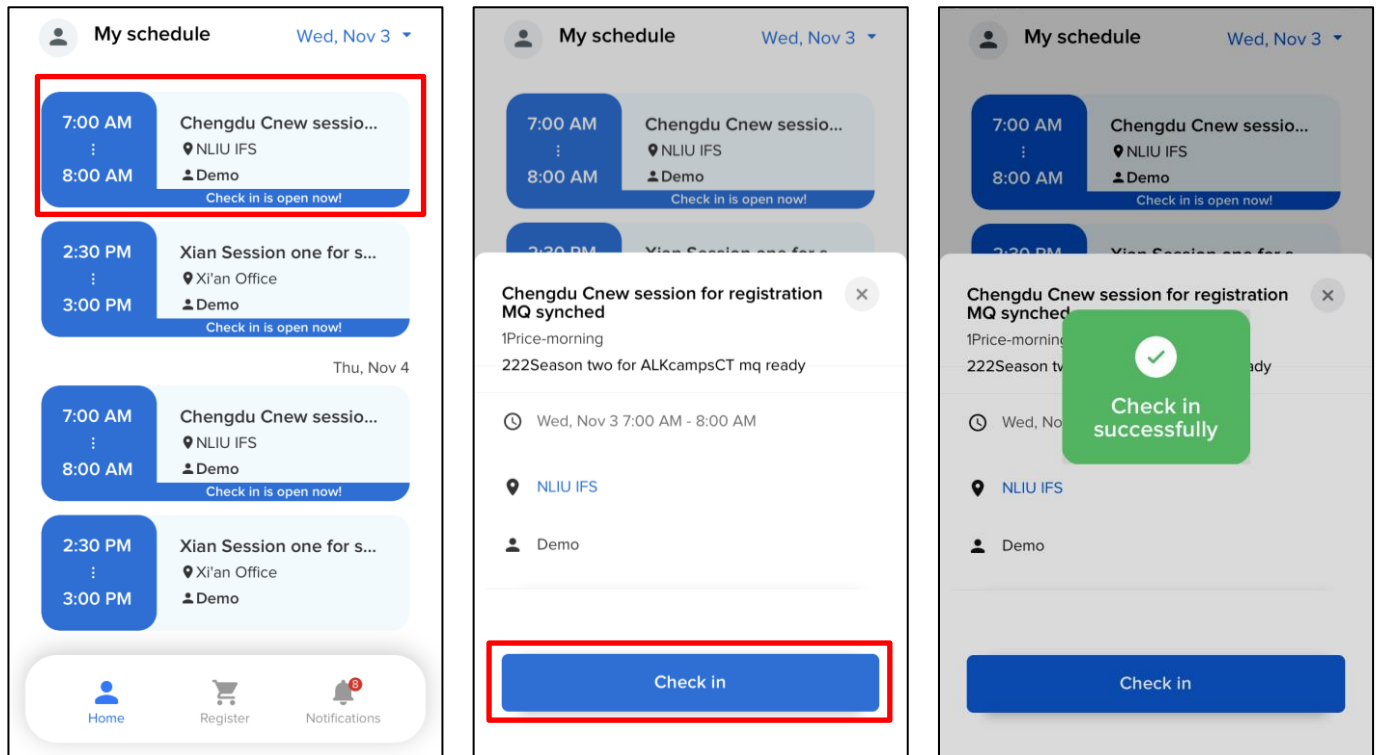
If sessions are open for self-check-in and the mobile device is within range of the session location, then:

- When the app is opened, the self-check-in page automatically appears. Consumers can select which tuitions to check into and then tap the **Check in** button:



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- On the **Home > My schedule** page, the session is marked **Check in is open now!** Consumers can self-check into the session by tapping the session and then tapping the **Check in** button:

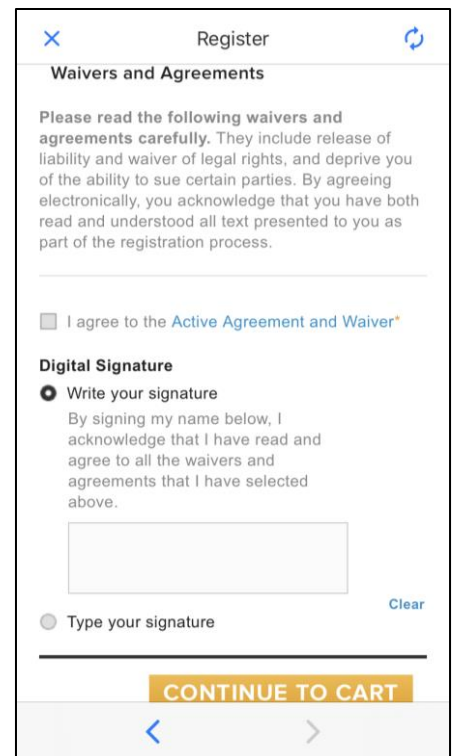
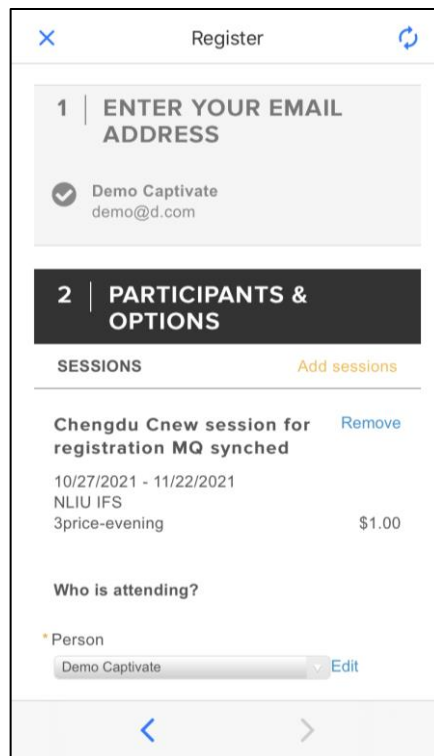
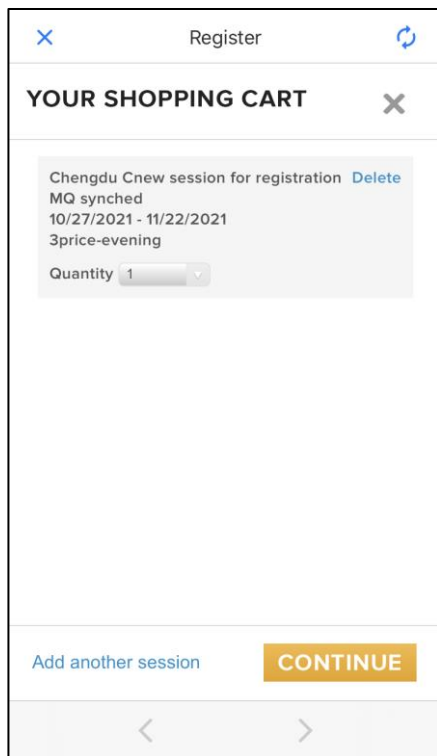
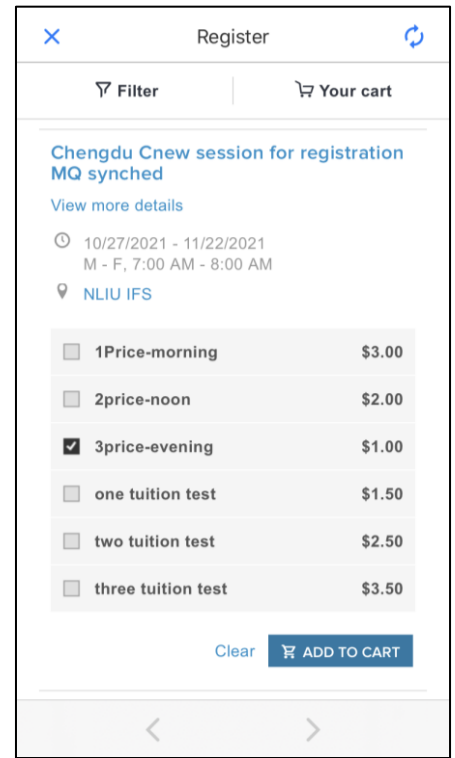
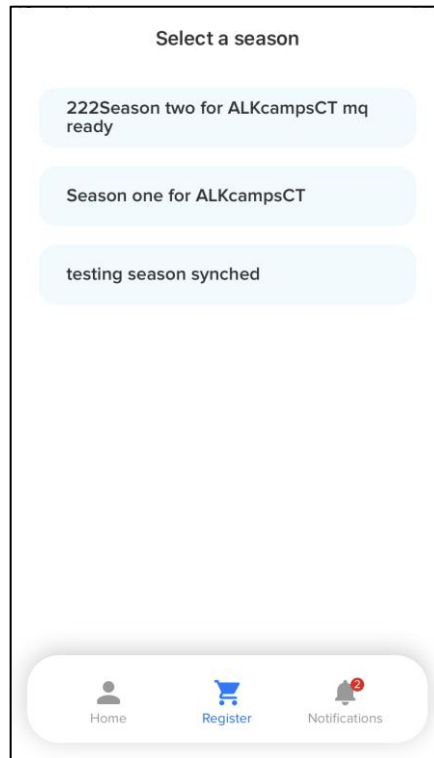
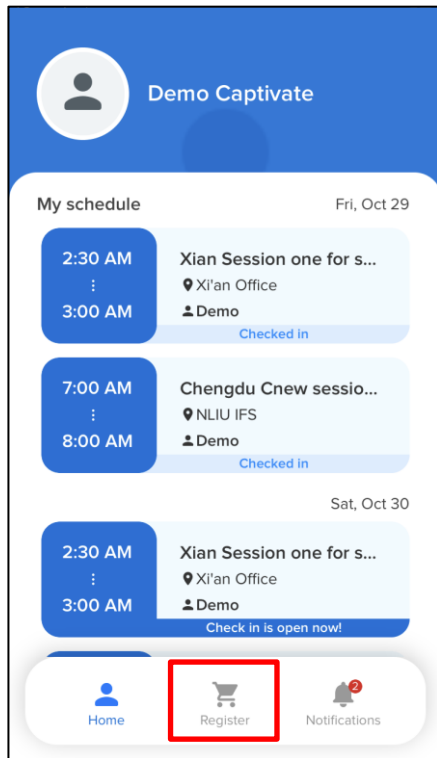


After a consumer self-checks in, their check-in status is updated in CCM in the **Attendance portal** and the **Reports > Daily Attendance Report** and **Participant notes report**.

Viewing and registering for sessions

Consumers can view a list of available sessions by tapping the **Register** icon and then selecting the required season. Viewing/registering for sessions follows the same workflow as on the CCM CUI website:

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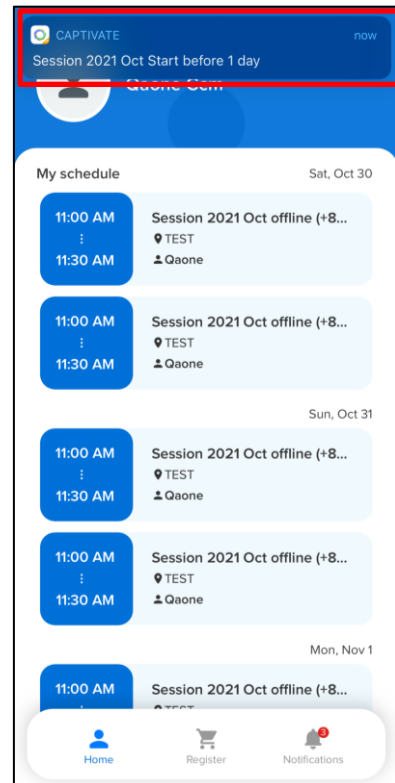
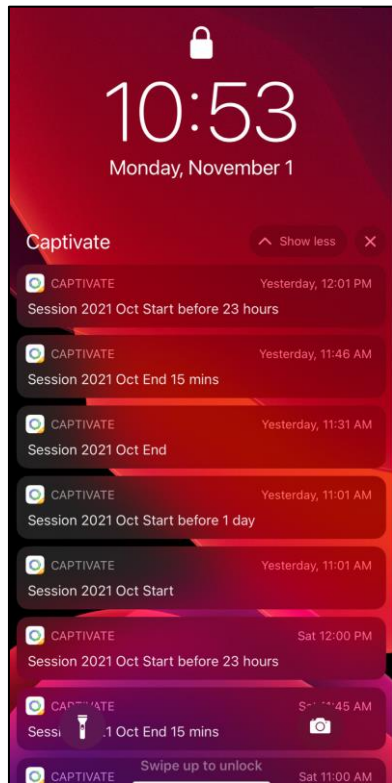
Viewing notifications

Notifications sent by the organization from the Captivate Portal to the Captivate app appear as follows:


Locked:

Unlocked:

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Consumers can view past notifications by tapping the **Notifications** icon and then tapping the required notification.

- Consumers can mark all notifications as read by tapping the  icon.

