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

Release Date	November 24th, 2021

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Contents

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.
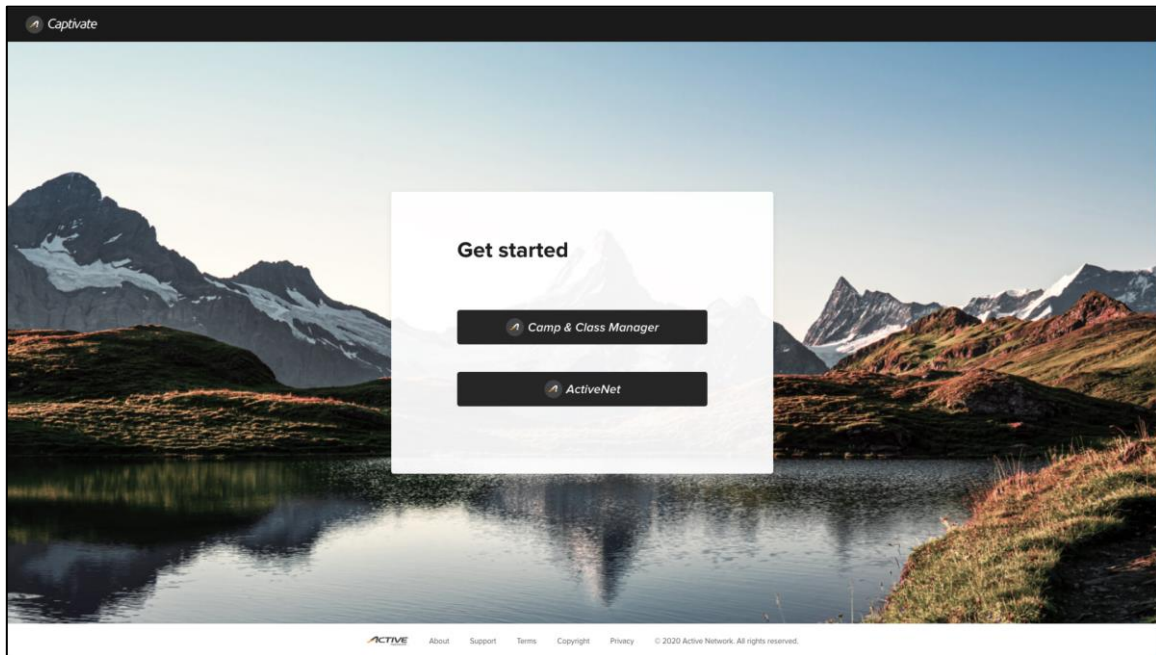
ACTIVE Captivate portal

Signing in

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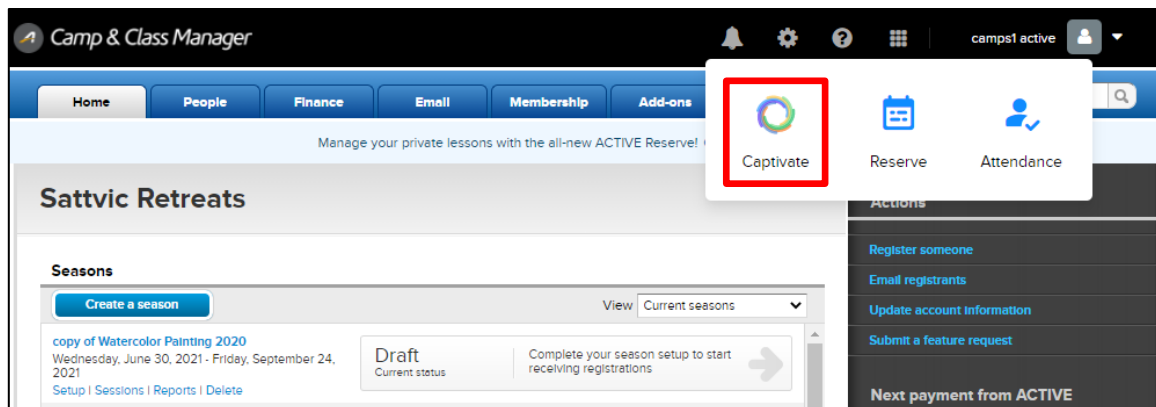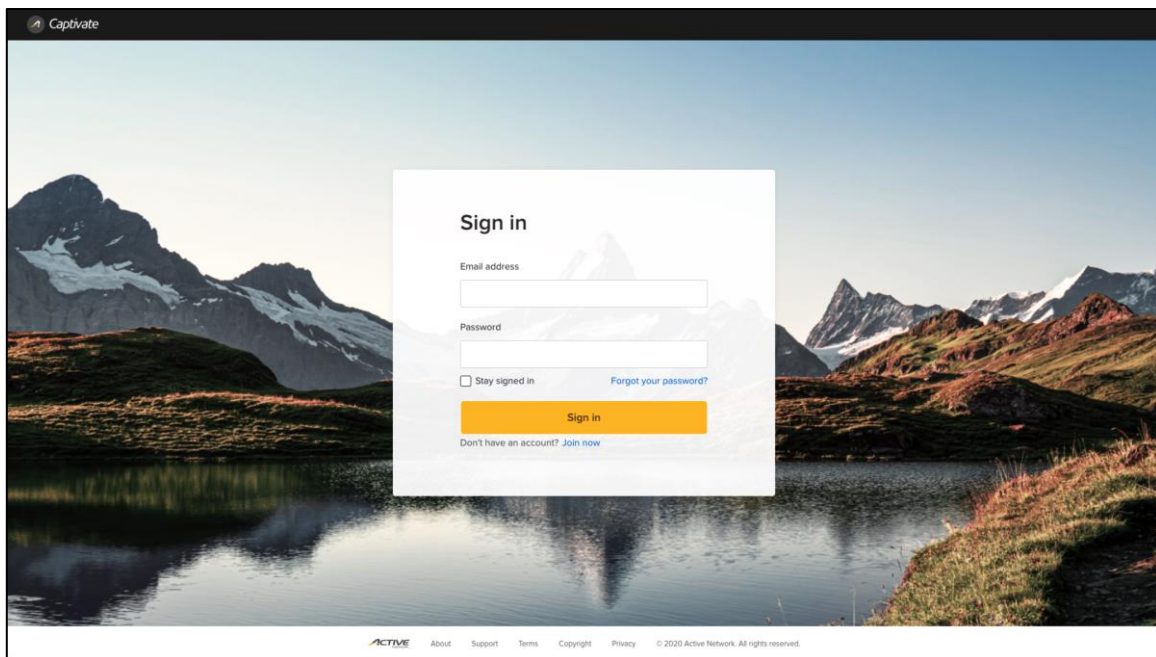

On the **Get started** page, CCM system users must click the **Camps & Class Manager** button:
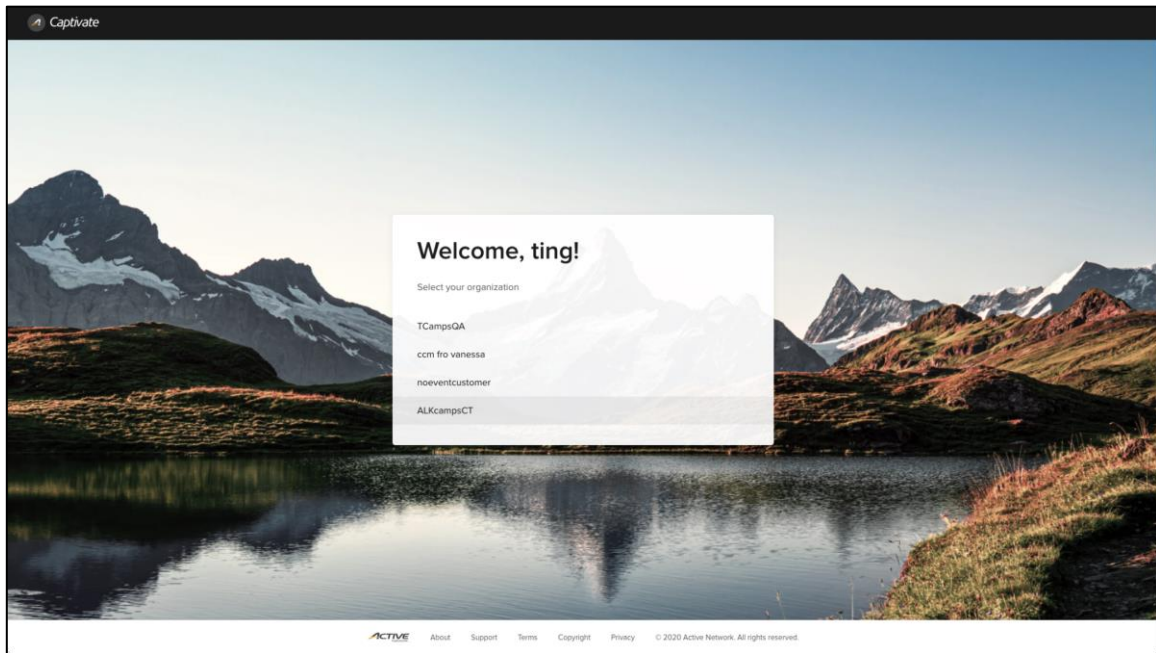
System users must sign in using their ACTIVE Passport credentials, and if they belong to multiple CCM organizations, then select the required organization:
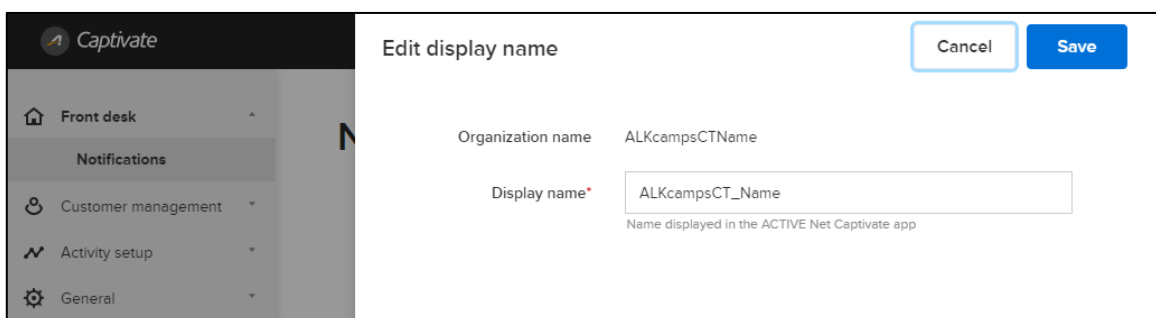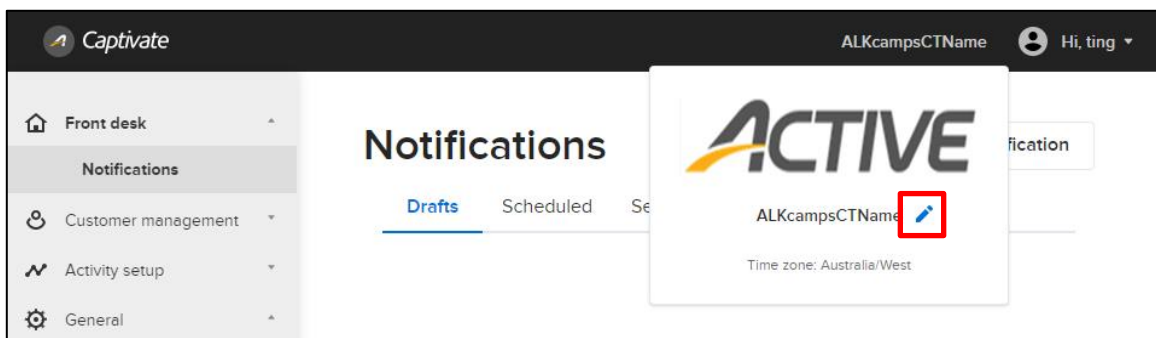
ACTIVE Captivate for Camps and Class Manager (CCM) Release Notes

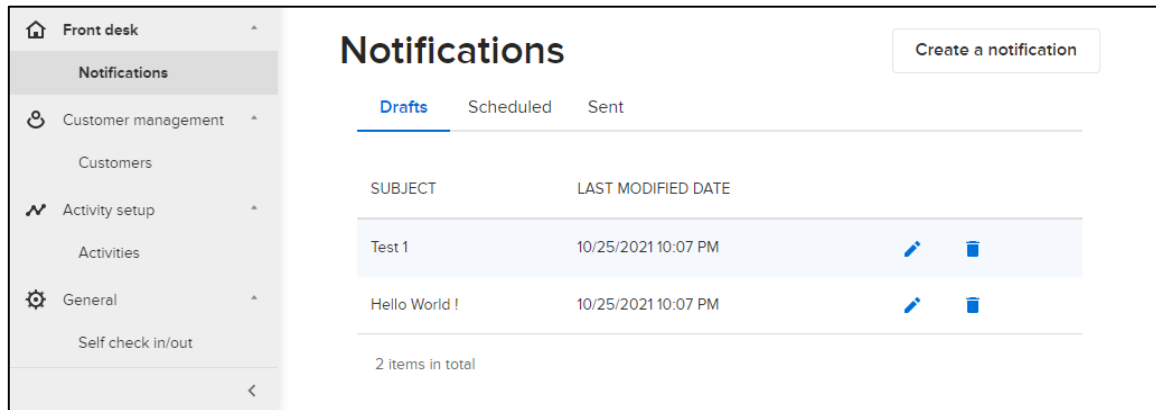## Customizing the ACTIVE Captivate app

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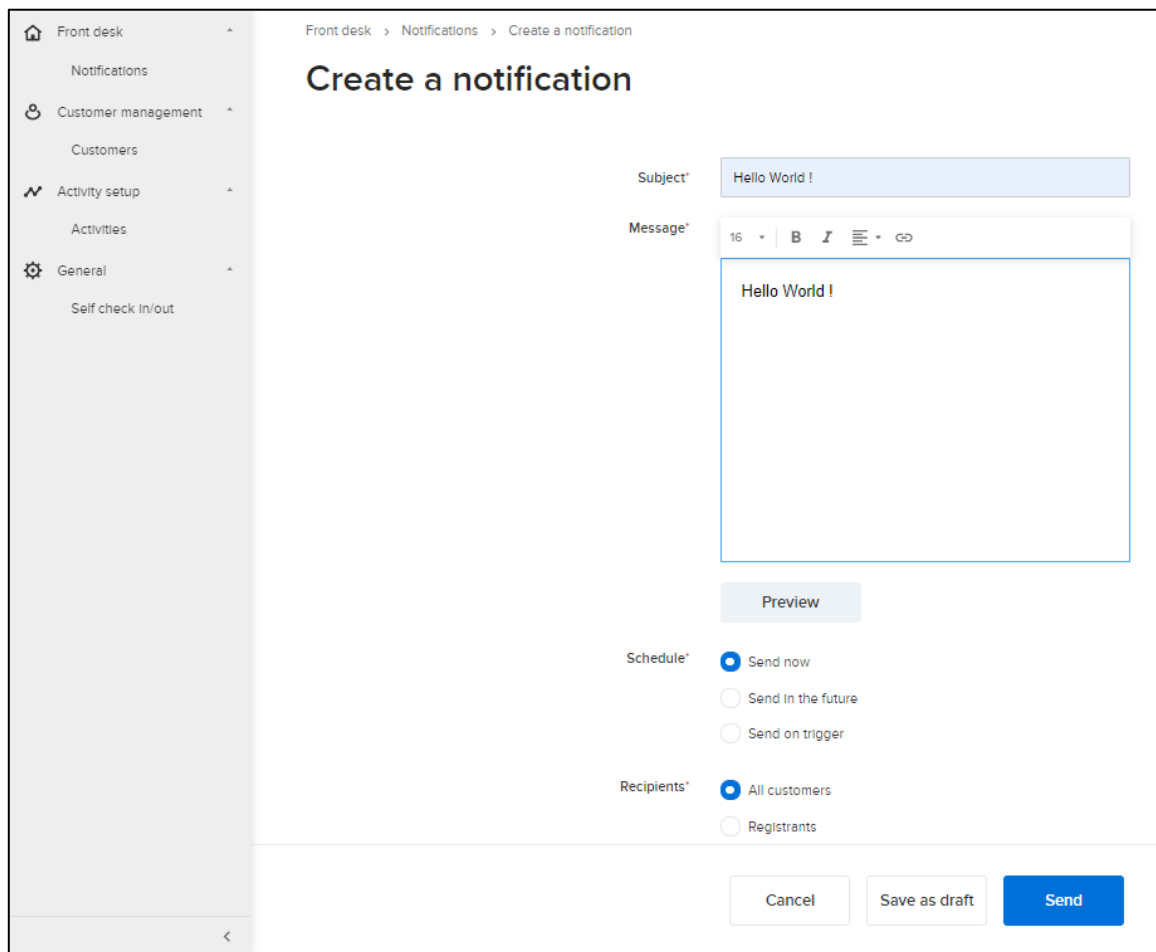

Managing notifications

System users can manage ACTIVE Captivate app notifications in **Front desk** > **Notifications**:
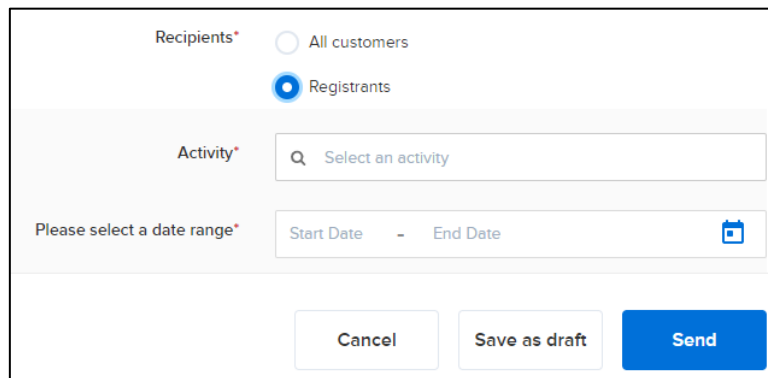
To create a new notification, click the **Create a notification** button, then:

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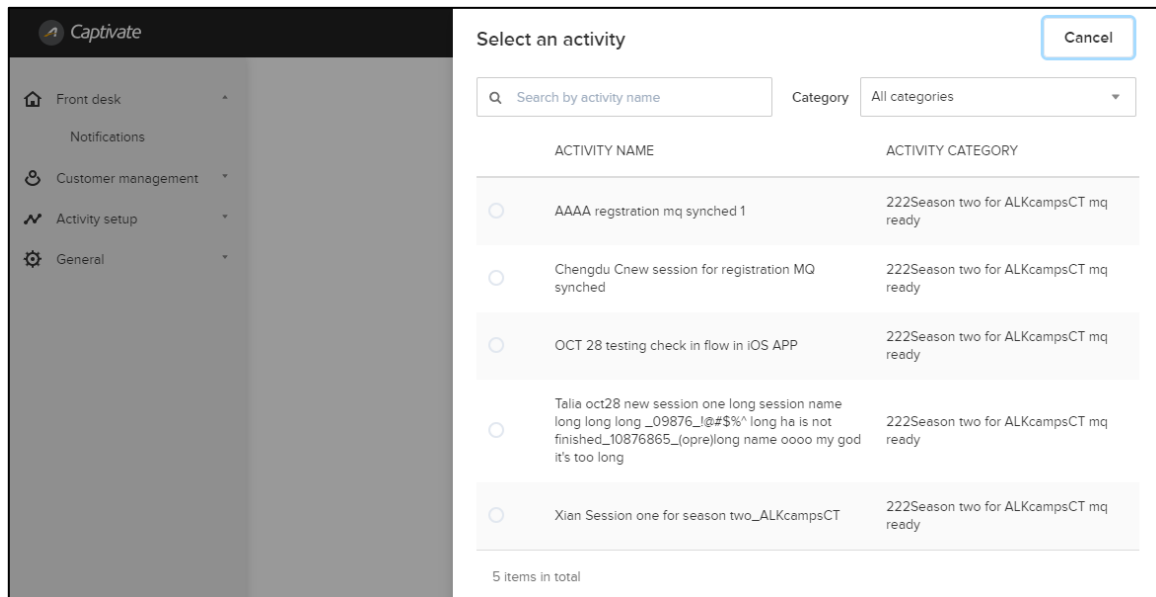
4. To:
   - Save the draft notification to work on later, click the **Save as draft** button (draft notifications can be viewed in the **Front desk** > **Notifications** > **Drafts** tab).
   - Send the notification according to the selected **Schedule**, click the **Send** button (scheduled notifications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

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

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**:

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**:

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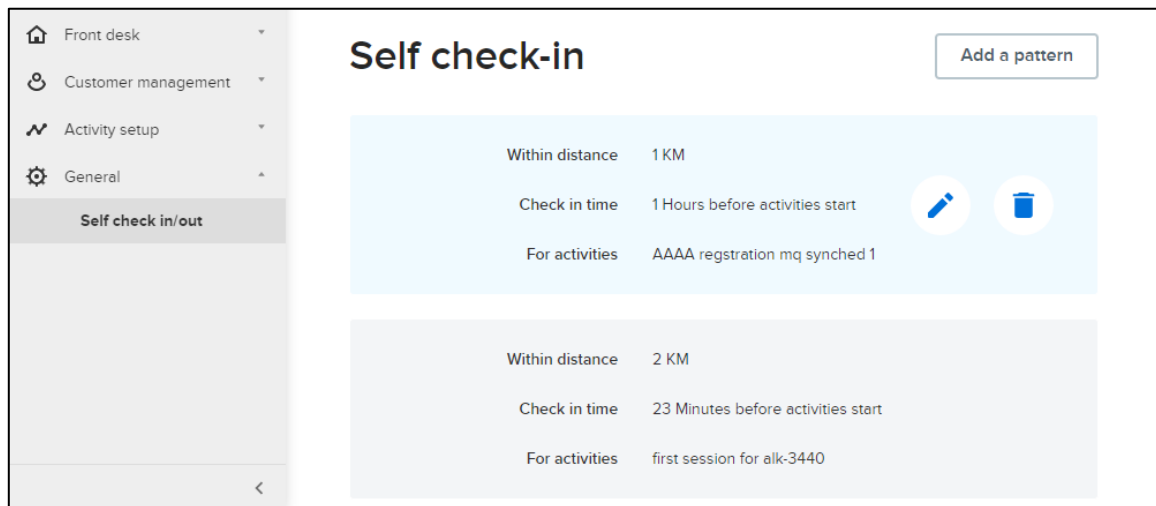
System users can add/edit self-check-in patterns corresponding to self-check-in rules by distance to the session location, time before the start of the session and the applicable sessions.

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.
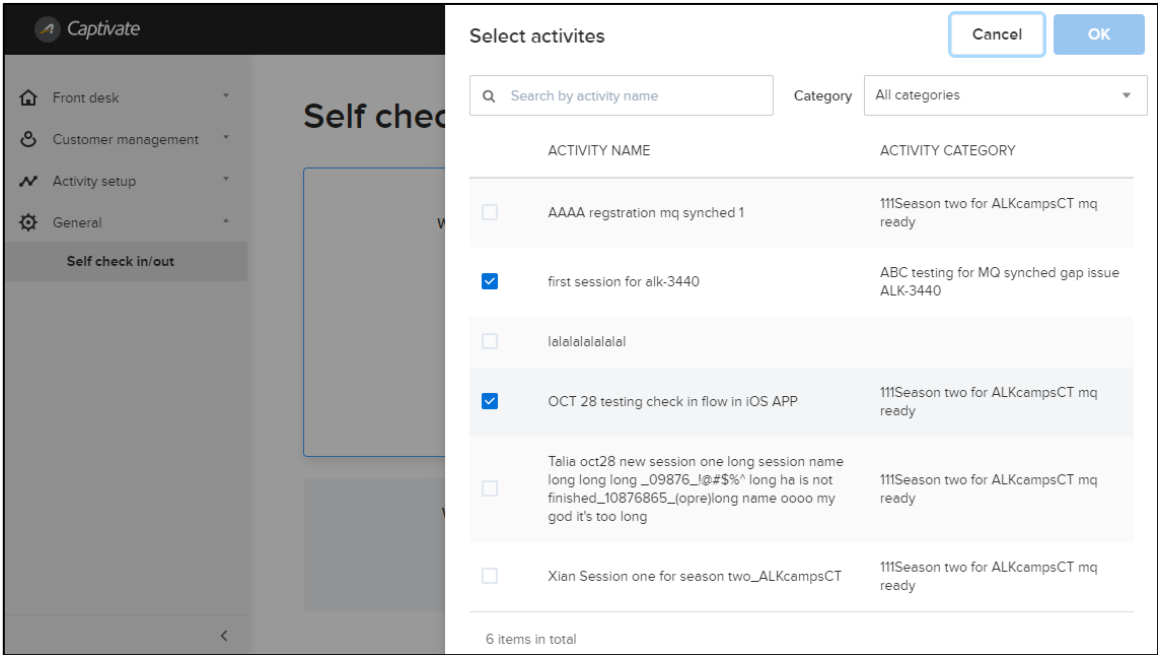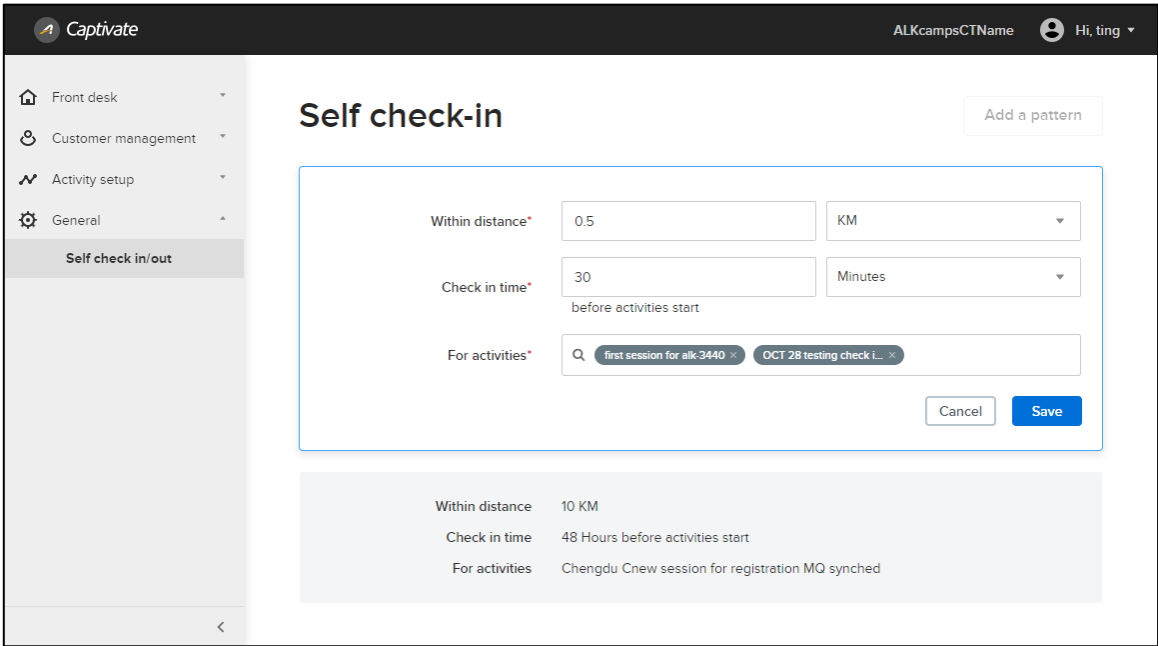
To delete a self-check-in pattern, click the corresponding 🗑 icon
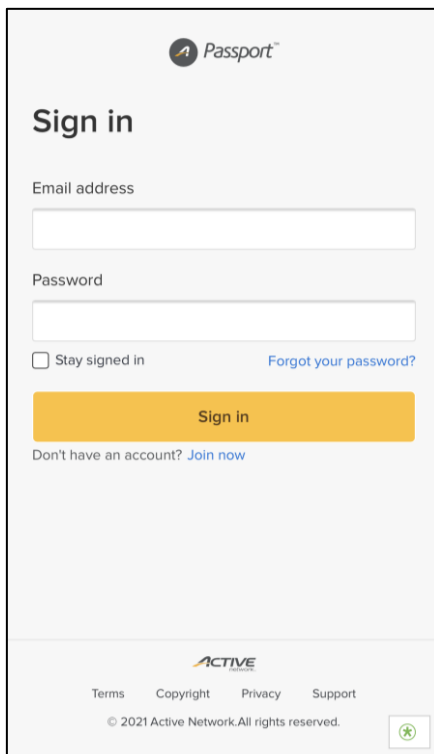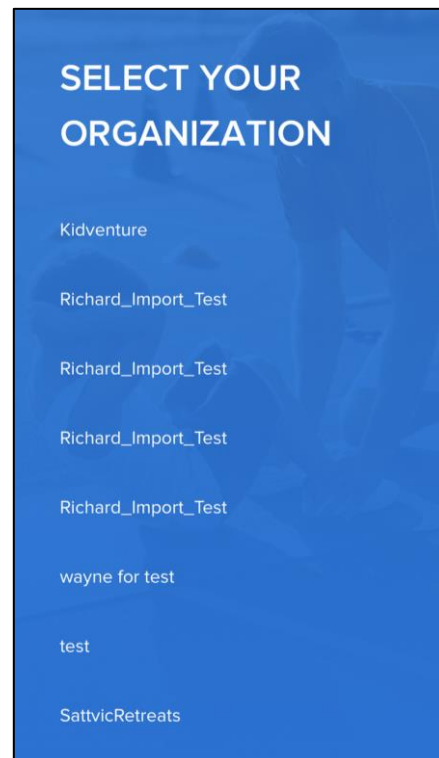
ACTIVE Captivate mobile app

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):
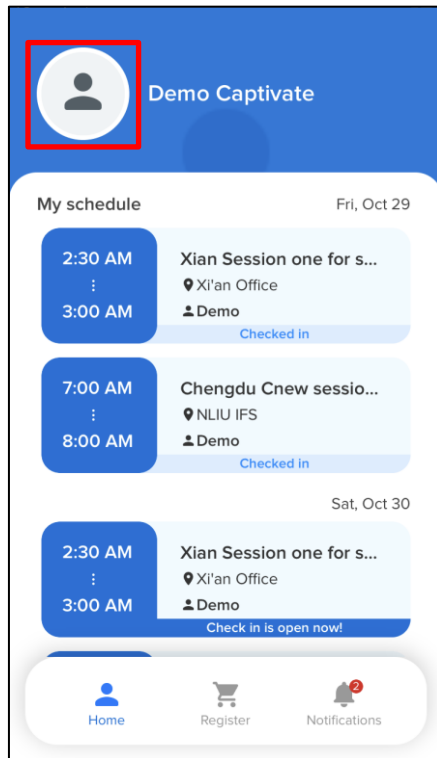

- To view account profile information, tap the avatar on the **Home** page (next to the signed-in user's name, in this case *Demo Captivate*)
- To sign out, tap the avatar on the **Home** page (next to the signed-in user's name, in this case *Demo Captivate*) and then tap the **Sign out** button:
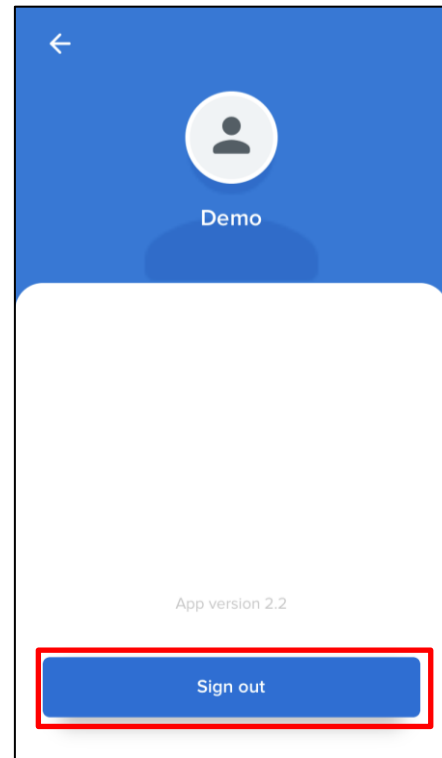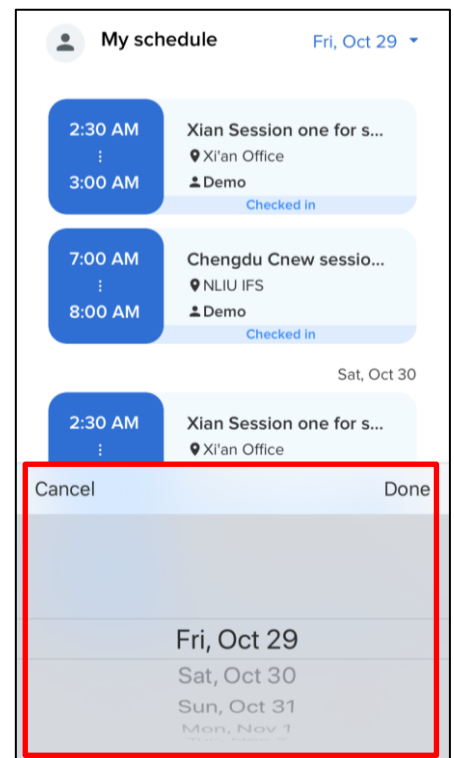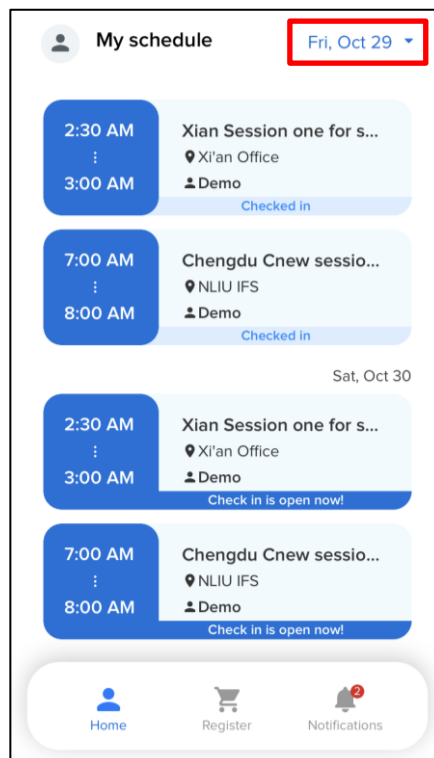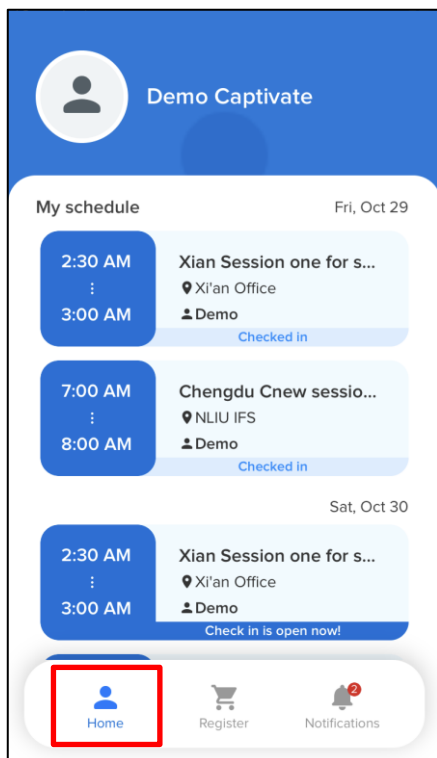
Viewing my schedule

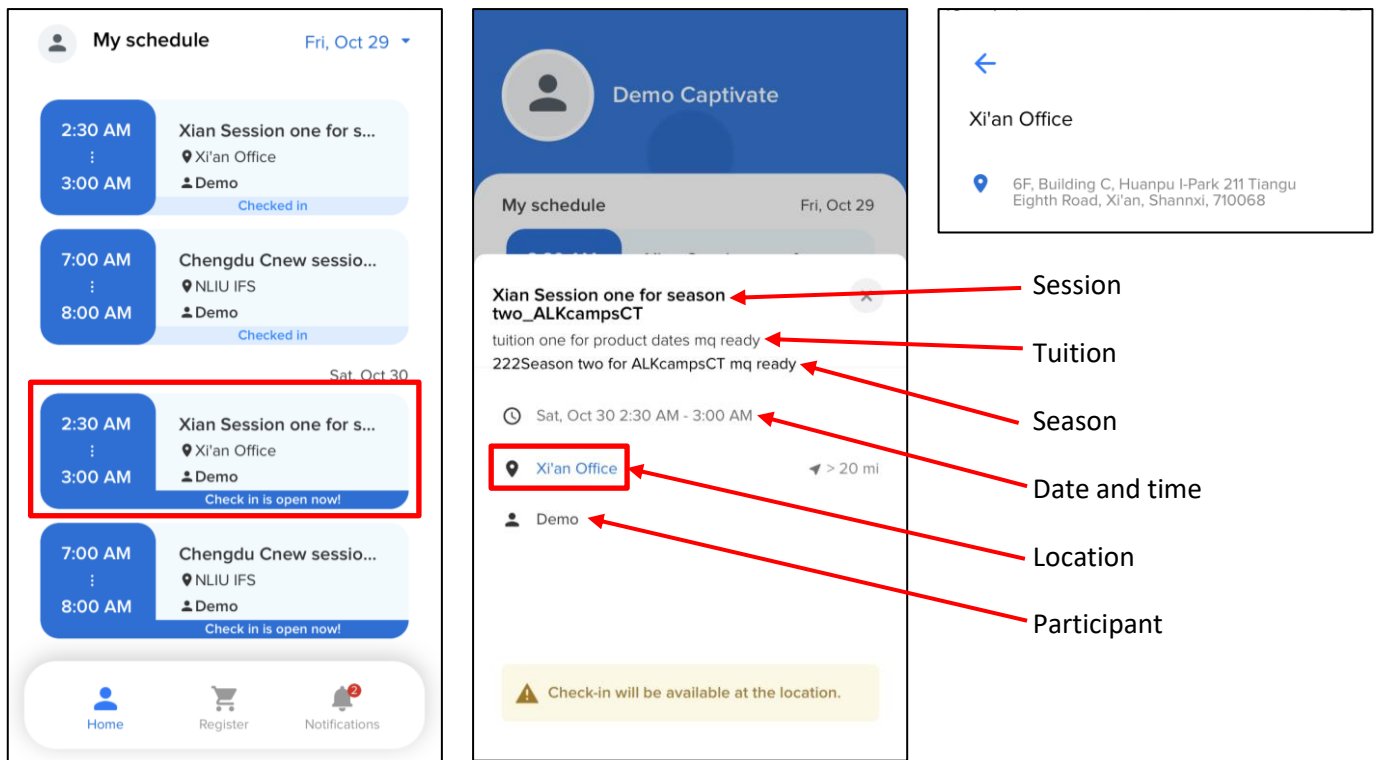Consumers can view their upcoming session schedule by tapping the **Home** icon.

- 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.

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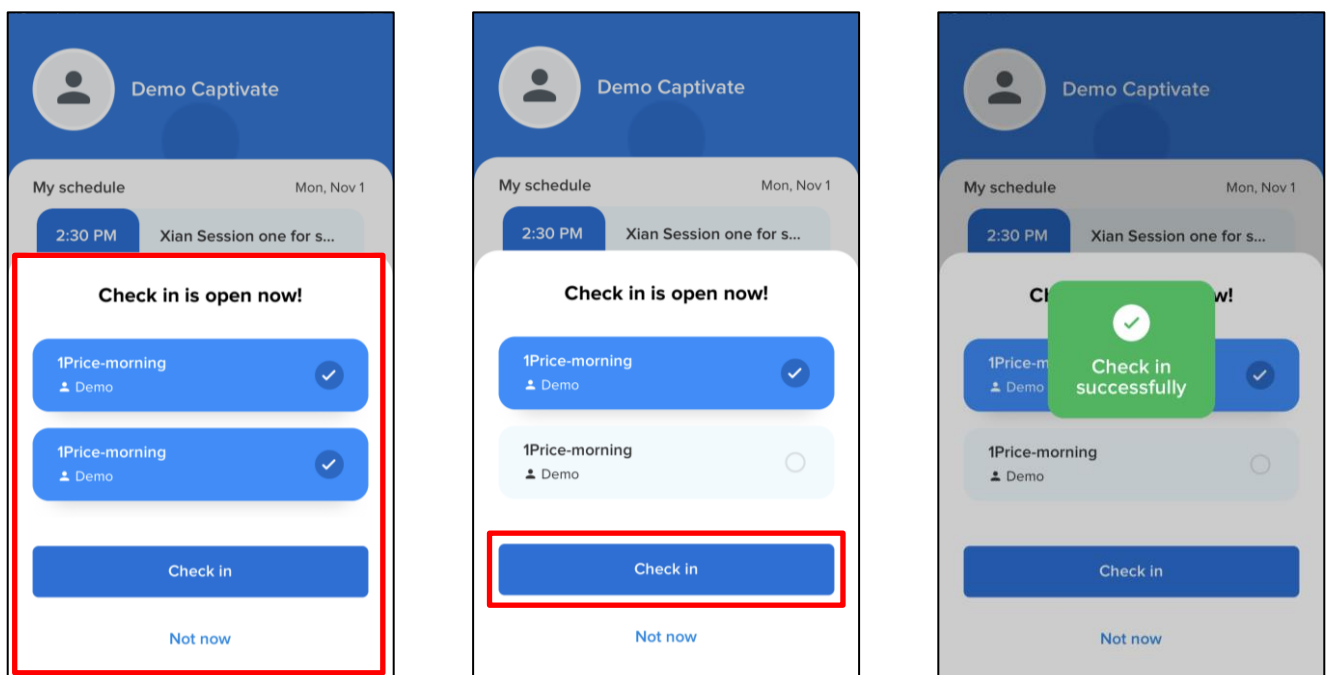
- On the **Home** > **My schedule** page, the session is marked **Check in is open now!** Consumers can self-check into the session by tapping the session and then tapping the **Check in** button:
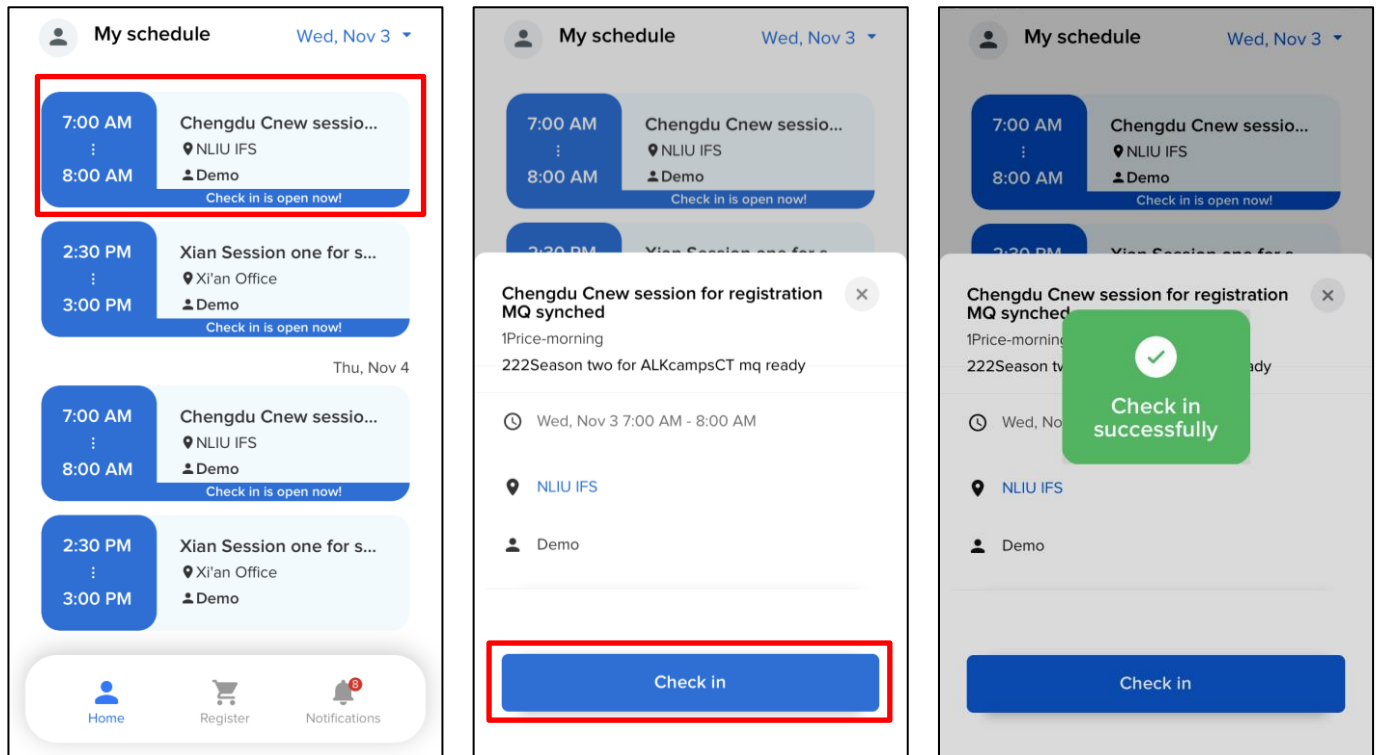

After a consumer self-checks in, their check-in status is updated in CCM in the **Attendance portal** and the **Reports** > **Daily Attendance Report** and **Participant notes report**.

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:
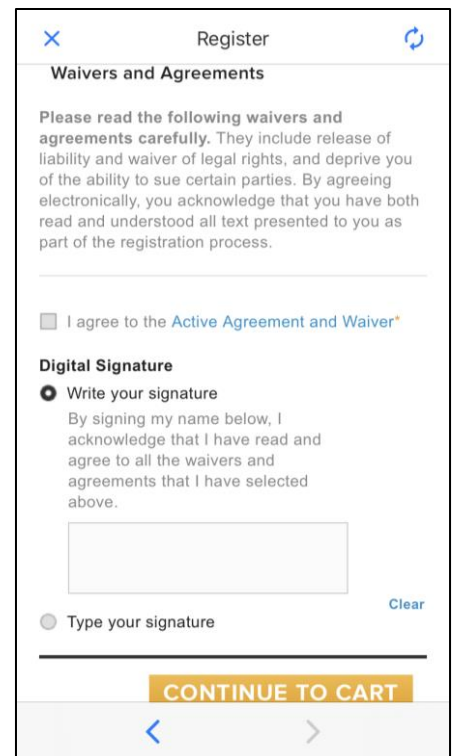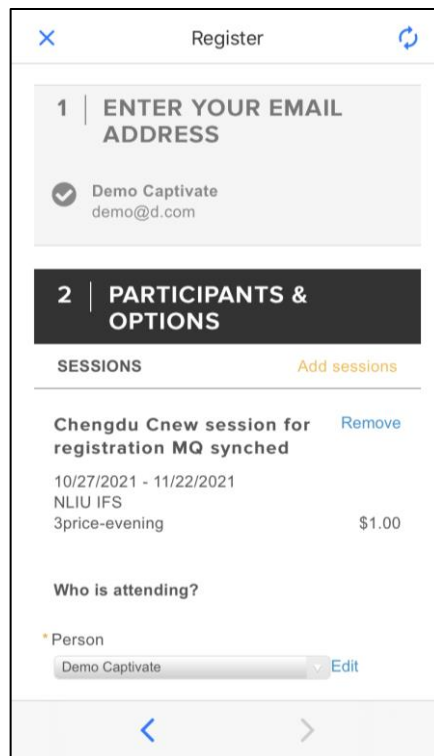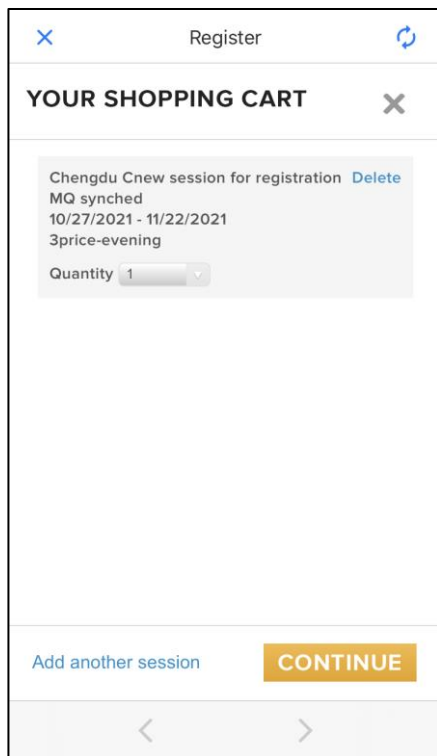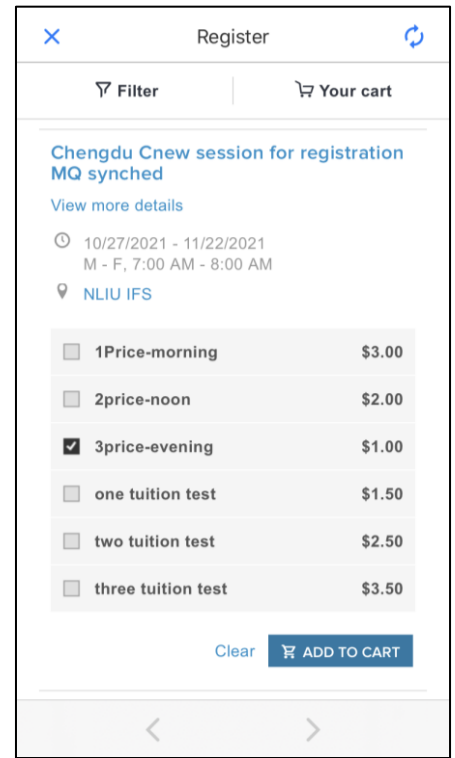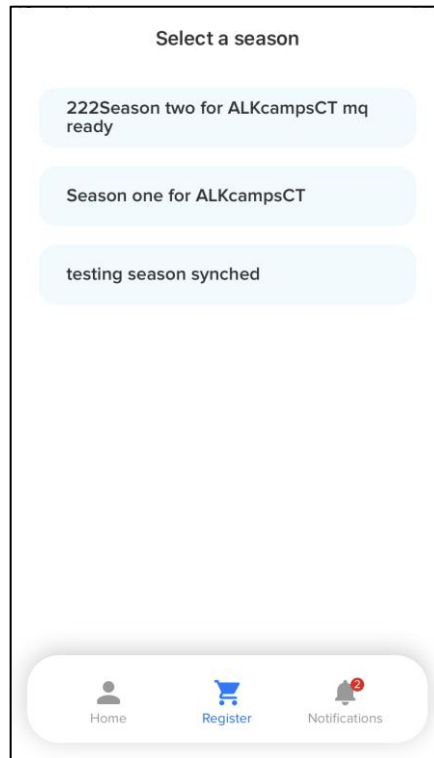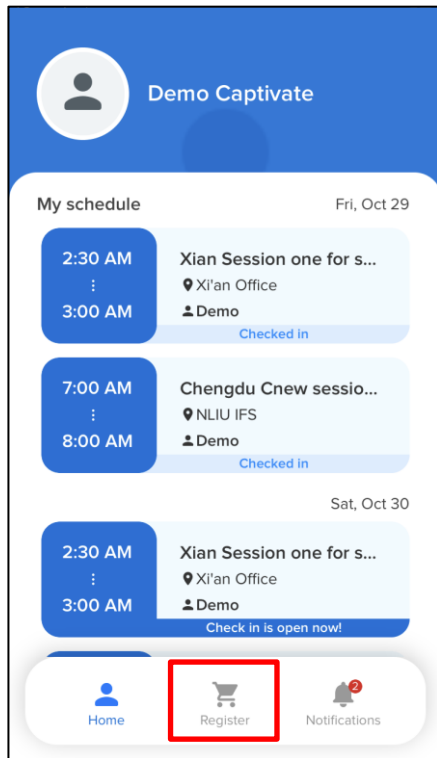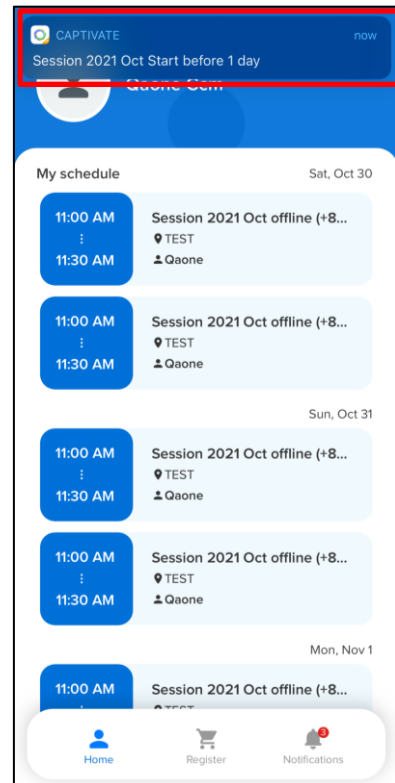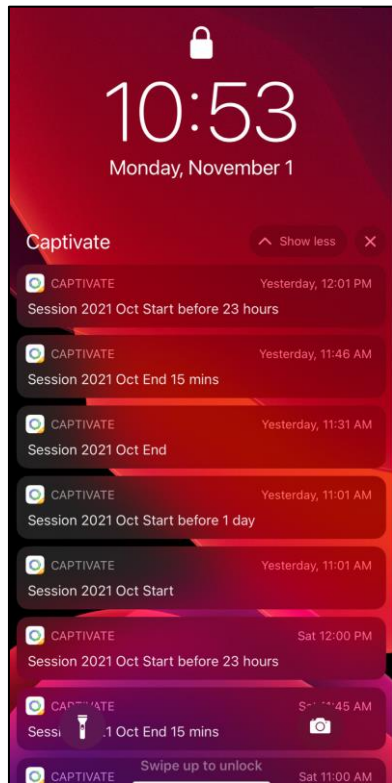
Viewing notifications

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

<div align="center">Locked: Unlocked:</div>

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.