

A group of children are holding hands in a circle outdoors. They are smiling and looking up, suggesting a joyful activity. The background shows a building and some greenery. The text "Camp & Class Manager" is overlaid in the top left corner.

 Camp & Class Manager

Participant's Online Account



Participant Online Account Overview

ACCOUNT BALANCE

Credit Balance **\$0.00** Balance Due **\$130.00**

[View Bill Details](#)

PAY IN FULL

Current & Upcoming Past

MISS UNIVERSE 2023

BALANCE DUE **\$130.00**

PAY BILL NOW

Balance Due \$130.00 [View Bill Details](#)

Pending Waiver
You have waivers that require your digital signature before your sessions can start. **SIGN NOW**

REGISTRANTS

Jade Marable [Edit Registration Form](#) | [Cancel](#)

72nd Miss Active Preliminary Competition - VIP Preliminary Competition

12/29/2023 - 12/29/2023
Testing Hall
Tim Volk
tim.volk@activenetwork.com

Supplemental Forms **UPLOAD FORM**
Due 01/01/2028 **Required**
[Download Form](#)


Follow-up Form **FILL OUT FORM**
Due 09/30/2028

PARENT/GUARDIAN INFORMATION

Parent Marable [Edit Information](#)

Second Parent Marable [Edit Information](#)

CONTACT INFORMATION



[Visit Website](#)
0000000000
Pepper.marbella@gmail.com

[f](#) [t](#)

REGISTER FOR MORE PROGRAMS

FAMILY MEMBERS

Parent Marable Primary parent

Second Parent Marable Secondary parent

Adult Person

Jade Marable

Rose Marable

MANAGE AUTHORIZED PICKUP

COMMON QUESTIONS

How do I cancel my registration?
If self-cancellation is available for your program, you will see a blue 'Cancel' link next to the applicable Session on the homepage. If this option is not offered.



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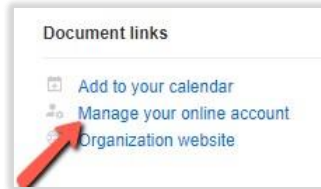
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Accessing Online Account

To access your online account, you will need the organization's online account link.

- The link can be located at the bottom of your confirmation email.



Note: Confirmation emails are received after completing a registration. If you're a new user and was internally registered by an organization Admin, you will receive an invite email that prompts you to create a password/online account.

- The organization can also provide the online account link.
- Reset your password on the login screen by clicking **Forgot your Password?**

Make a Payment

There are 3 ways to make a payment.

- **Pay in Full** - When there are multiple unpaid orders, pay the account balance total. ○
- **View Bill Details** will allow you to make a payment towards multiple orders across seasons at one time.



- **Pay Bill Now** – This option allows you to make a custom payment towards a specific or multiple orders within a season.
 - When **A Custom Amount** is selected, and the order has more than one registration you can manage the allocation of the custom amount manually.
 - EX: If you're making a \$10 payment, and have 2 programs with a balance, you can allocate \$5 to both programs.

- Distribute the custom amount between multiple programs or allocate to one program. The remaining amount to allocate must be \$0 to continue.

Default Payment Allocation

- When a custom payment is made without utilizing the **Manage Allocation** feature, the system will automatically allocate it towards the most expensive line item (session/program) first.
- If all line items cost the same amount, the system will allocate the payment to the session/program who's start date comes first.
- If the program's/session's cost the same amount and have the same start date, the system will then allocate the payment to the one listed first on the order.

Manage Payment Plan(s)

Orders on a payment plan are visible in the online account.

- Click **View Bill Details** to see remaining payments.



REMAINING PAYMENTS					
10/10/2023	\$82.50	11/10/2023	\$82.50	12/10/2023	\$82.50
01/10/2024	\$82.50				

- Click **Manage Automatic Payments to Update Card on File.**

UPDATE CARD ON FILE

Select or add the credit card you want to have automatically charged for this order.

Please choose a credit card.

VISA **** 1702 06/2027

Add a new credit card

- Payment is not required to update a debit/credit card on file.

Credit Balance

Check Credit Balance amount or use Credit as payment.

ACCOUNT BALANCE	
Credit Balance	Balance Due
\$15.00	\$85.00

- Credit Balance amount displays in the upper left corner.
- Use credit at checkout ○ If credit is less than order balance, select Custom Amount to enable balance for use.

MAKE PAYMENT

You are paying for order C-5G08865H.

PAYMENT AMOUNT

Remaining balance **\$15.00**

Use my available credit balance
Credit balance remaining \$0.00

Print Order Details

Print detail information per order.

- To access
 - click **View Bill Details** under Account Balance or Season Balance.



The screenshot shows the 'ACCOUNT BALANCE' section. It displays a Credit Balance of \$0.00 and a Balance Due of \$2,005.00. A 'PAY IN FULL' button is visible. Below this, there are tabs for 'Current & Upcoming' and 'Past'. The '2023 TESTING CAMP' section shows a Balance Due of \$1,675.00 with a 'PAY BILL NOW' button. A 'View Bill Details' link is highlighted with a red box.

- Then click **View Order Details** again

The screenshot shows the 'ORDERS' page. It lists two orders. The first order, C-284DWMR2, is marked as 'PAID IN FULL'. The second order, C-25YS0HZD, has a balance of \$150.00. A 'View Order Details' link for the second order is highlighted with a red box.

- Lastly, click **Print**

The screenshot shows the 'ORDER DETAILS' page for order C-25YS0HZD. It displays a balance of \$150.00 and a 'PAY BILL NOW' button. A 'Print' button is highlighted with a red box. The page also shows session details for 'Acting Expert - MONDAY'.

- Details include, Payments, Discounts, Balances, Session name, Date, Session Location, Session Cost and Contact info.

Add Purchase

If enabled, Merchandise and Session Options, can be purchased in the online account after registration.

Item EX: clothing, equipment, lunch items, after school options, etc.

- Full payment, for the additional items, is required at the time of purchase.

The screenshot shows the 'REGISTRANTS' page for a user named Jane Doe. It displays registration details such as dates (09/01/2025 - 09/03/2025), location (18th Floor), and contact information. An 'Add purchase' button is highlighted with a red box.



- If Items aren't listed, contact the organization for a different way to purchase.

Submit a Follow-up Form

- Follow-up forms are completed in the Online Account.
- The format is like the registration form during online registration.
- It will be displayed under applicable session(s).

- **Fill Out Form** will be grayed out if it's no longer available/overdue.
 - Overdue means the expiration date set by the organization has passed.
 - Contact the organization for assistance.

Upload a Supplemental Form

- Supplemental forms are downloaded first then uploaded into the Online Account.

- After form(s) are downloaded, print form(s).
 - Next, fill out form(s). ○ Scan or take a picture of completed form.
 - Then, upload the form (or picture of completed form) back into the system by clicking **Upload Form**
 - Form(s) will need to be saved to your device before uploading. □ You may upload photos of forms that are completed by pen.
 - Click **Submit**
 - **Note:** Make sure all files you want to submit are uploaded before clicking submit. You won't be able to upload additional files after you click Submit.
- 20 files can be uploaded at one time.
 - The maximum size, per file, is 7MB.



Upload a Photo

There are 2 options to upload a photo.

- Under Registrants, click blank profile image next to the participant's name.



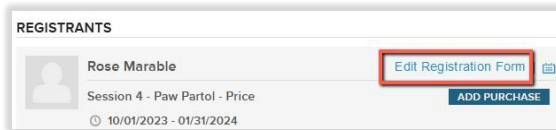
- Or click on **Edit Registration Form**, then click the blue **Upload Photo** tab.



- Acceptable files are JPG, GIF and PNG.
- Maximum file size is 2 MB.

Edit Registration Form

If enabled, edit Registration form answers after registration.



- If **Edit Registration Form** isn't visible, the organization hasn't enabled this feature.
 - Contact the organization for assistance.

Add/Edit a Secondary Parent

Adding a secondary parent is only an option if it was not added during registration.

- The Secondary parent can receive email communication from the organization.



- Once a Secondary Parent is added it cannot be removed but can be edited.
 - The Primary and Secondary parent's email address, phone number and photo can be edited.
 - Contact the organization if you want to edit the contact first and last name.





Manage Authorize Pickup

Manage who is Authorized to pick up participants after registration.



- Located under **Family Members**.
- Changes are made per participant.



- Change the **Authorization** at any time by clicking on the Authorization status.
- Make changes to their name and/or phone number by clicking **Edit**.



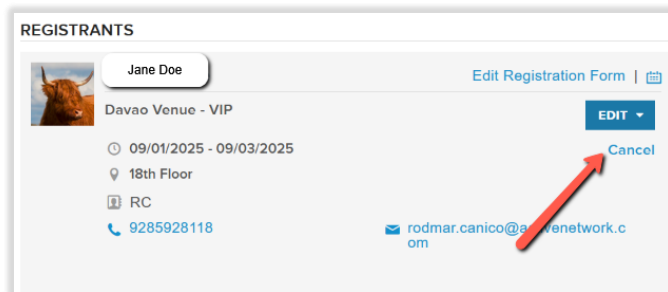
Sign Pending Waiver

If a participant under 18 years of age is registered internally by an Admin from the organization, you will be able to sign the waiver your online account.



Self-Cancellation

If enabled, you can cancel your registration from your Online Account.



- Contact the organization to confirm required conditions.
- Click [here](#) for a help article with steps.



Self-Transfer

If enabled, transfer your registrations from one session to another within the same season in your Online Account



Click [here](#) for a help article with steps.

Waitlist Invite

Accept waitlist invitations from your online account (you can still accept from email as well)



- Complete the registration by clicking the **Complete Registration** button
 - **Note:** The invite will expire after the time limit configured by organization.
- Give up spot immediately and permanently remove participant from the waitlist by clicking the **Remove me from waitlist** link.

Other Participant Facing Features

Passport Wallet

Manage payment methods, contact info and password from passport portal.

Portal link - <https://passport.active.com/page/account/wallet>

- **My Wallet**
Add or remove credit/debit card or E-Check (electronic check)
- **Contact Information**
Update your name, phone number, date of birth or address if entered wrong.
- **Update Password**
Please note this feature only works if you know your current password.



QR Codes

Check-in or out of a session by scanning QR code for ACTIVE Connect app or Captivate

- Access QR Code from Confirmation Email or Online Account
- Add QR code to your Apple or Google Wallet

Calendar View

During online registration when selecting sessions, you can now view a list of online sessions in a **Calendar View**.

The screenshot displays the 'Session Selection' interface. At the top, it says 'SELECT ONE OR MORE SESSIONS BELOW. YOU CAN REGISTER MULTIPLE PEOPLE AT THE SAME TIME.' Below this, there are two tabs: 'SESSION LIST' and 'CALENDAR', with the latter highlighted in orange. To the left of the calendar is a 'FILTER BY' section with options for 'LOCATION' (All locations), 'DATES' (Starts after, Ends before), and 'AGE' (4-17). The calendar itself shows the month of October 2015, with dates 1 through 17. A yellow 'Outing' label is visible on the 17th. To the right of the calendar is a 'YOUR SELECTIONS' section with a 'CONTINUE' button. At the bottom, there is a 'HAVE QUESTIONS?' section with a phone number and a website link.

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

FILTER BY

LOCATION
All locations

DATES
Starts after
Ends before

AGE
4 5 6 7 8 9 12 13 14 15 16 17

SESSION LIST **CALENDAR**

MONTH DAY

OCTOBER 2015

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17

OUTING

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

CONTINUE

SECURE ONLINE REGISTRATION

HAVE QUESTIONS?
Call 555-555-5555
Visit [www.activeconnect.com](#)