MyActiveCenter Member-Manual



Everything about the MyActiveCenter (MAC) platform, from creating your first account, to tips and tricks to navigate like an expert.

(i)

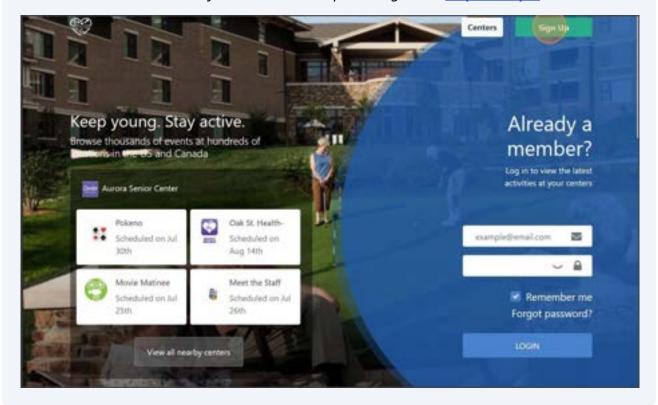
Note! This guide is quite long, but only because it covers nearly everything there is to know about MyActiveCenter. Most people need only read the first 15 to 22 steps to be a certified MAC ninja.

Please feel free to use the navigation on the left to jump to specific sections.

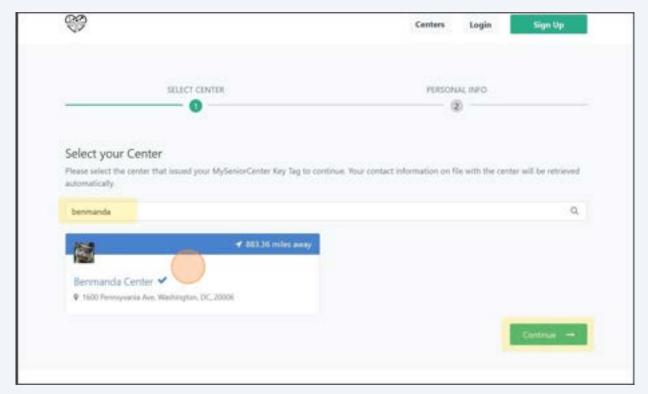
MyActiveCenter Account Creation

Welcome to MyActiveCenter! If you're new and don't yet have an account, click the **Sign Up** button to begin creating your account.

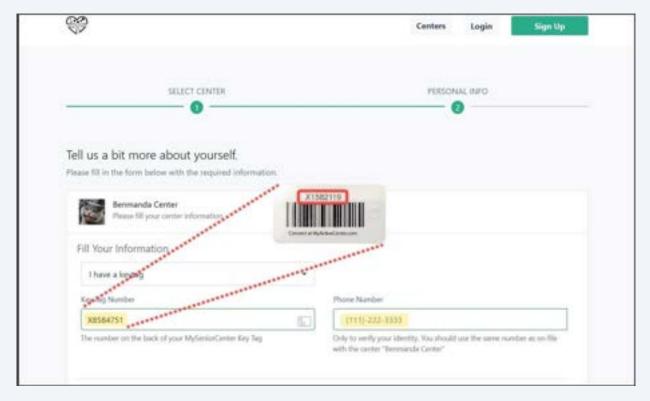
For those who already have an account, please login and skip to step 5



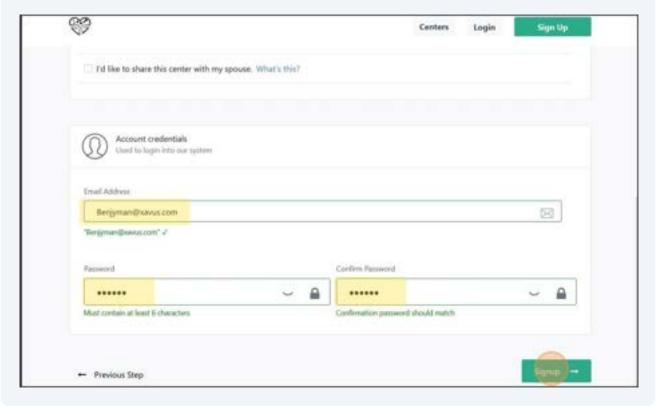
Your center may appear on the following screen, but otherwise use the search bar to search by name or city and then **click your center**, followed by **Continue** to proceed to step 2.



For step 2, fill in your Key Tag Number the center issued you (this is the little plastic keytag with the barcode on the back), as well as your phone number.



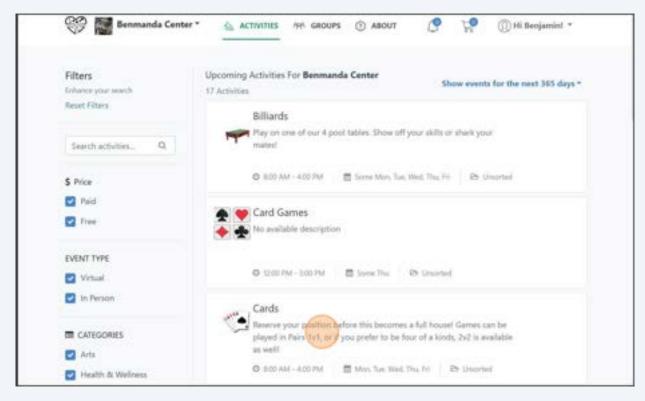
Scroll down to fill in an email address you'd like to use as well as a password. Confirm the password, and then click **Signup**.



Success! We'll bring you to your center's activities so that you may begin browsing. Please note that for the purposes of MyActiveCenter, you'll never need your keytag/phone number again (nor will you ever need to create another account). Simply use the email/password combination you've just created to login with from now on. Benmanda Center * ACTIVITIES /P/ GROUPS ① ABOUT (1) Hi Benjamint * Upcoming Activities For Benmanda Center Show events for the nest 365 days * Enhance your search 17 Activities Reset Filters Play on one of our 4 pool tables. Show off your skills or shark your Search activities... matest \$ Price Paid Paid Card Games Pree No available description **EVENT TYPE** Virtual In Person Cards. Reserve your position before this becomes a full house! Games can be CATEGORIES played in Pairs 1v1, or if you prefer to be four of a kinds, 2v2 is available Arts. O 800 AM - 400 PM E Mon. Tue, Wed, Tru, N1 29 Uniorset Health & Weliness

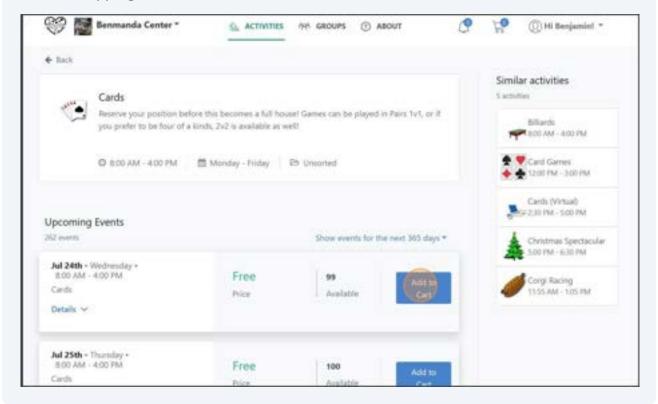
Registering and Paying for Activities

Scroll through your center's Activity list and select one you're interested in by clicking anywhere on the tile of the activity.

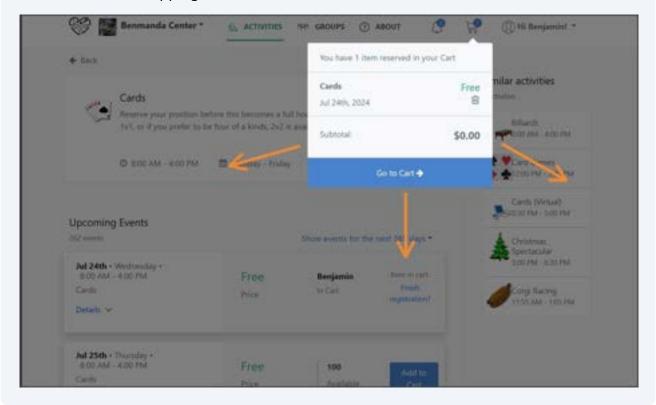


This will bring you to that activity's schedule. The dates the activity will take place are found on the left, and the price, details, and available seats remaining can all be seen as well.

Select the **Add to Cart** button to add the date(s) of your choosing to your shopping cart.

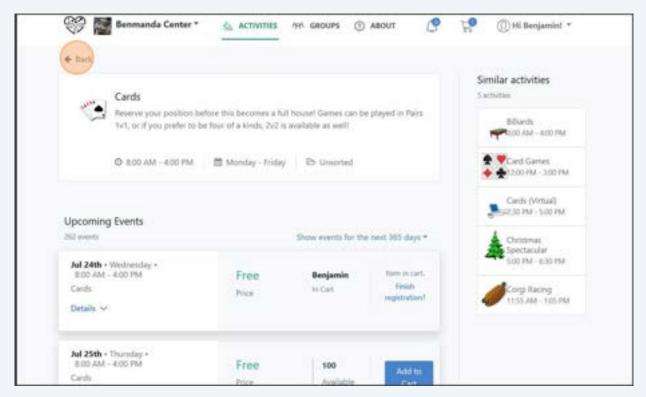


This will open the cart-preview window where you can view what you've added along with anything else that you've previously added to your cart. Clicking anywhere outside of this cart preview will minimize the window so that you may continue shopping.



(i) Anything in your cart will be reserved for you for a couple hours. Shop leisurely :)

Click the **Back** button to go back to your center's Activity list. (Alternatively, you may click the **Activities** button at the top of the page for the same effect.)



Find and select any other activities you're interested in to see their schedule.

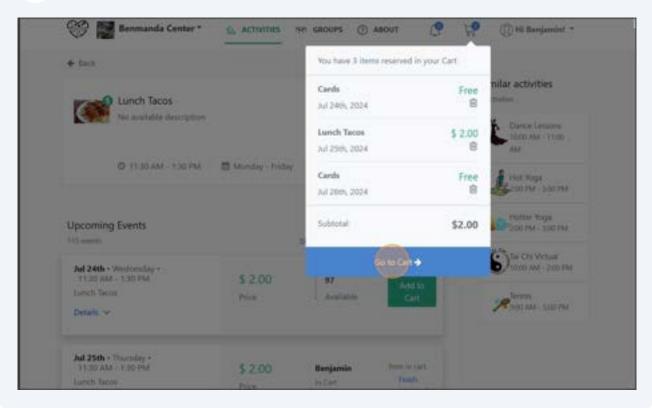
Hot Yoga
Instructed by our very own yoga expert, come loosen up with Fred the "Bying dog" Please bring your own mats.

© 2:00 FM - 3:00 PM
Some Tue, Thu
Health

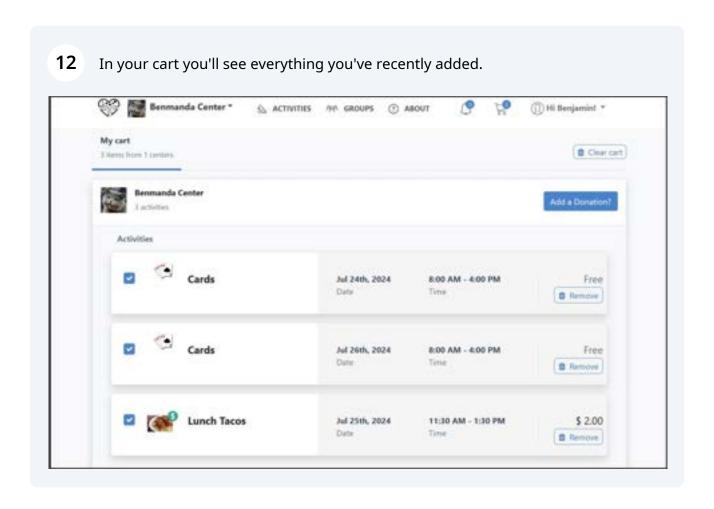
Lunch Tacos
No available description

© 11:30 AM - 1:30 FM
Some May, Tue, Wed, Thu, Ff
Health

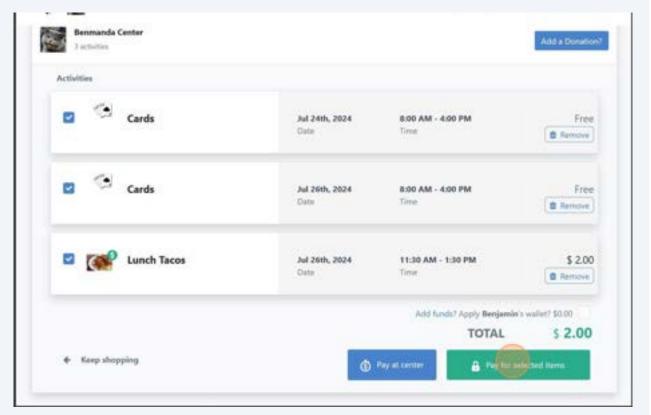
Continue adding activities to your cart until you're ready to checkout. Choose the **Go to Cart** button.



(i)If the cart preview isn't already open and you wish to navigate to your cart, you may open the cart-preview at any time by clicking the little **Cart** icon in the upper right. Benmanda Center * ACTIVITIES /4/ GROUPS (7) ABOUT (1) Hi Benjamint * **♦** Back Similar activities 5 activities Cards Reserve your position before this becomes a full house! Games can be played in Pairs Billiards 1v1, or if you prefer to be four of a kinds, 2v2 is available as well! 100 AM - 4:00 PM Card Games ₱1200 PM - 300 PM Cards (Virtual) 312:30 PM - 5:00 PM Upcoming Events 262 events Show events for the next 365 days * Christmas Spectacular 5:00 PM - 6:30 PM Jul 24th • Wednesday • Item in cart. 8:00 AM - 4:00 PM Free Benjamin Finish: Corgi Racing In Cart Price registration? 11:55 AM - 1:05 PM Details V

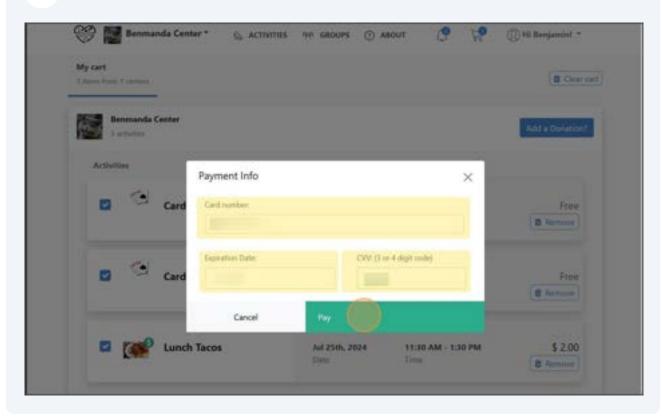


Since I have several items in my cart, I'll need to scroll down to find and select the **Pay for selected items** button.

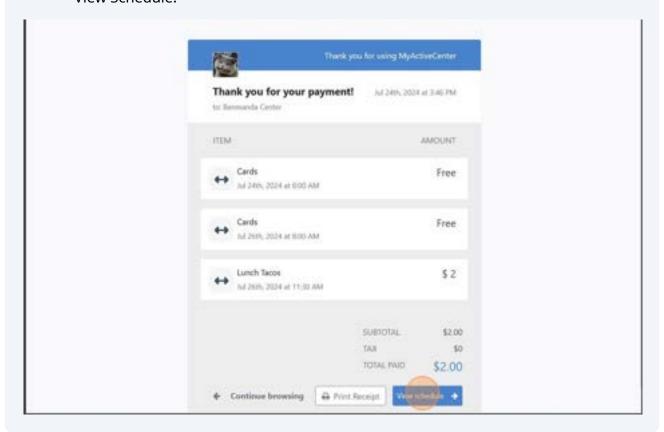


Note: If none of your activities have a cost, the pay button will instead read as "Register for selected activities". Choosing it will immediately register you!

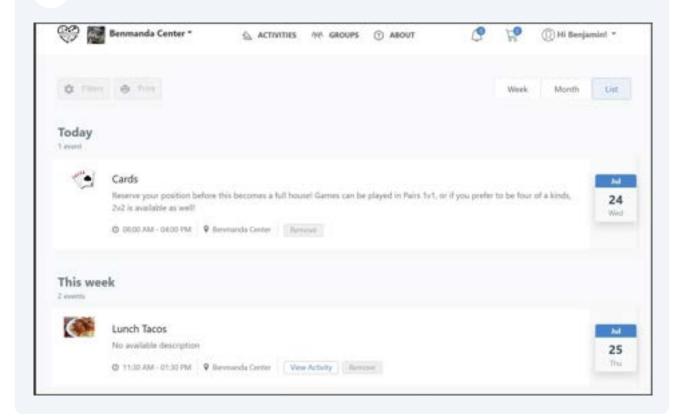
14 Fill in your credit card information and then choose **Pay**.



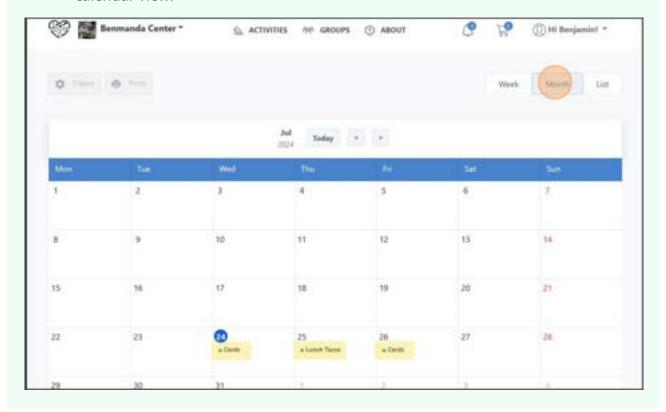
Success! This is your Receipt page. You are now registered to everything in your cart. You can click **View Schedule** to see everything upcoming that you've signed up for, or **Continue Browsing** to go back to your center's activities. We'll select View Schedule.



This will bring you to a list-style-view of all your upcoming activities.



You may view your upcoming activities in other formats, such as a monthly calendar view.



Signing Out and In

Search activities...

\$ Price

Free

EVENT TYPE

☑ Virtual☑ In Person

CATEGORIES

0

Signing Out: Normally you don't need to bother to sign out. The only times you 18 may want to do this is if you're on a public device (such as those at the library or at your center). If you do need to signout, you may do so by clicking your **Hi (name)** in the upper right and choosing **Sign Out.** Rockin * . ACTIVITIES AN GROUPS (1) ABOUT (I) Hi Benjamin and Maga. My Activities Upcoming Activities For Rockin Filters (C. My Centers Enhance your search 33 Activities Reset Filters (E) My Account Discount Disco

© ACC PM - 530 PM | 12 Some This Fit | 25 Uncorted

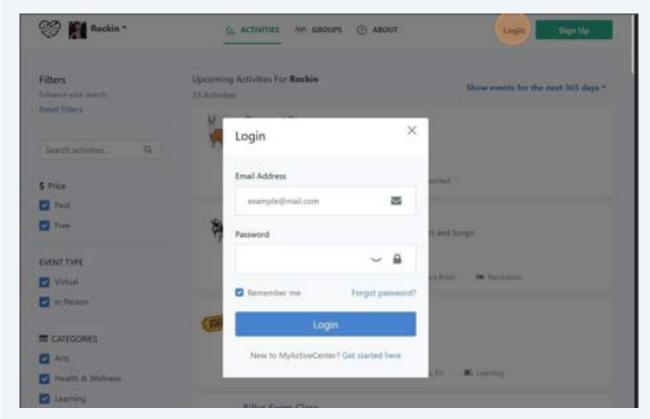
Get ready for a fun workout to strengthen your heart and lungs!

© 1000 AM - H00 AM 🖺 Some Well 🗯 Laura Brytz 😘 Recreation

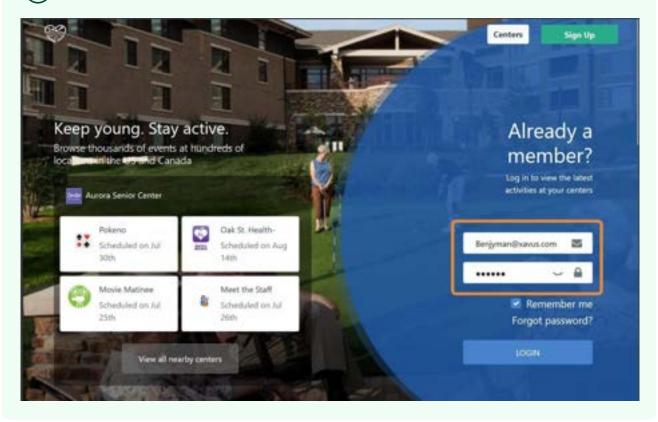
No available description

Aerobics

Bills Mystery Event No available description Logging in: If you need to login, you may do so from the **Login** button in the top right. Clicking Login will open a new window where you can enter in your email and password.

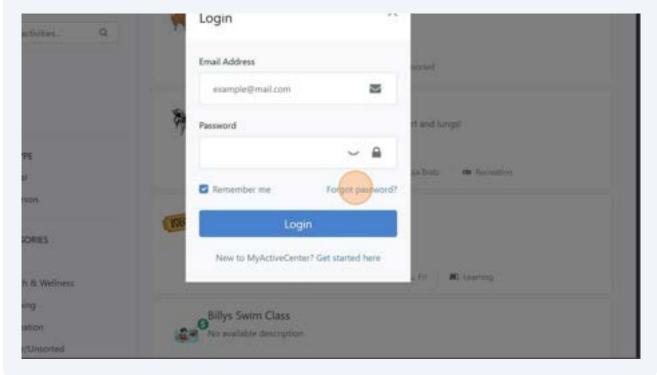


Note: If you're on the homepage, the login fields will be on the right hand side.

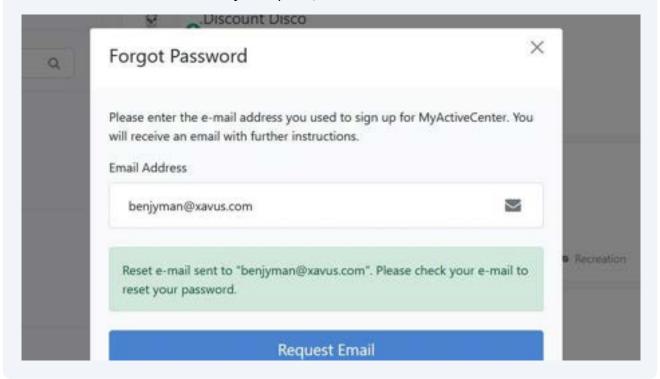


Password Reset

Password Reset: If you've forgotten your password or it's otherwise not working to log you in, you may reset your password using the **Forgot Password** button. This is found by the Login fields as discussed above.



Once you've clicked the Forgot Password, you'll be able enter in the email address for your account. As long as we find an account, we'll send that email address an email containing instructions for resetting your password. Remember to give it a few minutes and check your Spam/Junk!



22

Login to your email account and look for the email from MyActiveCenter. Within it, you can click the **Reset Password** button to continue.



Please select the below button to choose your new password for your MyActiveCenter account!



If you no longer need to reset your password, you may ignore this email. Clicking that Reset Password option will bring you back to MyActiveCenter where you may enter in your new desired password, and then enter it again within the Confirm New Password field. Your password must be 6 characters or longer, and you may click the little eyelash icon to reveal what you've typed.

Enter your new password and then choose Reset Password

Reset Password

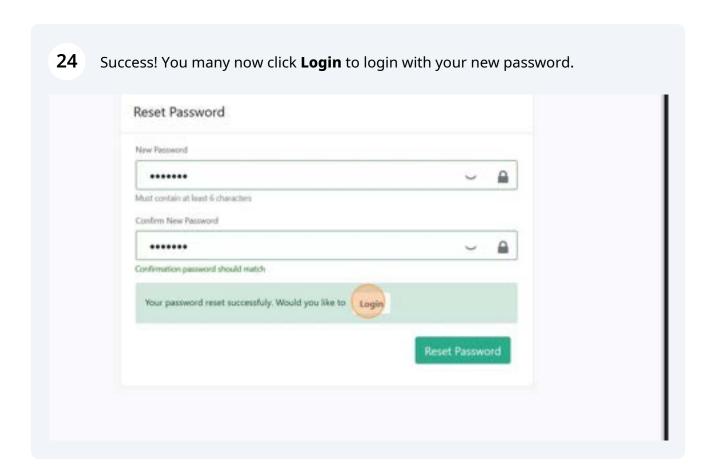
Must contain at least 6 characters

Confirm New Password

Confirm New Password

Reset Password

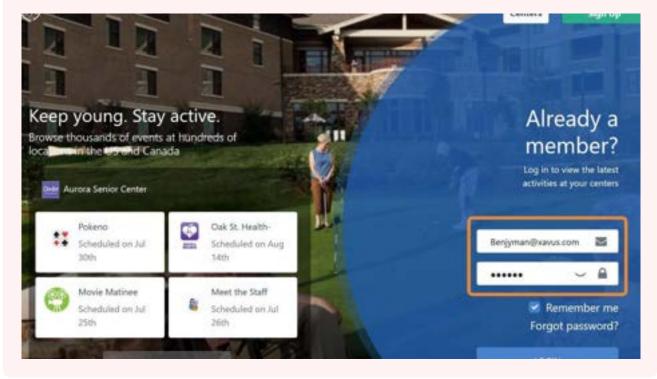
Reset Password





Congratulations! You now know the basics of MyActiveCenter!

Remember, for future logins, use your email and password on the homepage to sign in. If you're not at the homepage, a **Login** button will also be available in the top right.

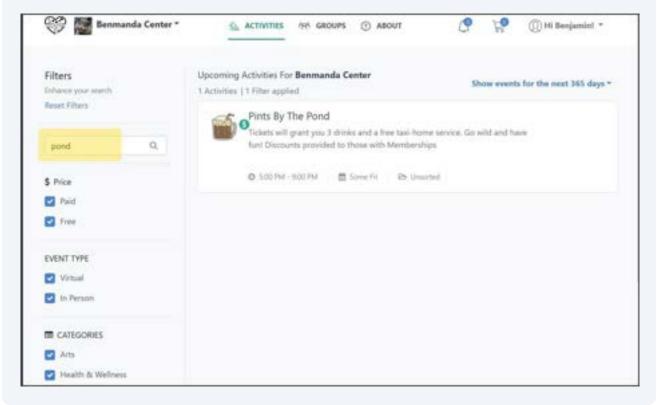


(i)

Next we'll talk about additional tools you can use to become a pro at navigating the site, as well as additional features your center *may* be using to manage registrations, offer discounts, allow alternate methods of payment, etc. There's almost no center out there who will use all of these tools simultaneously, so if you don't see a particular option when browsing your center, don't sweat it:)

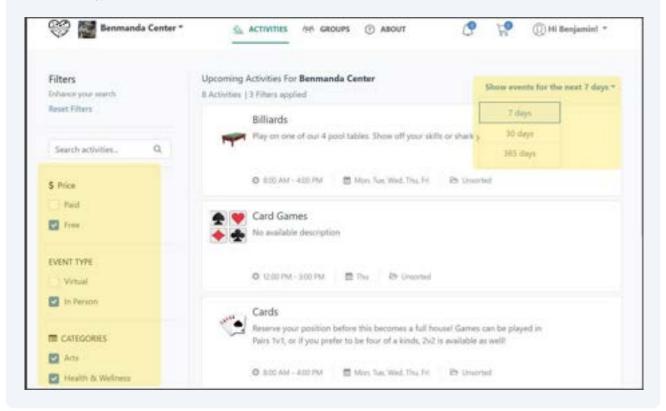
Activity Navigation Tools

Searching: You may use the Searchbar on the activities page to quickly find items you're looking for. Results will search as you type!



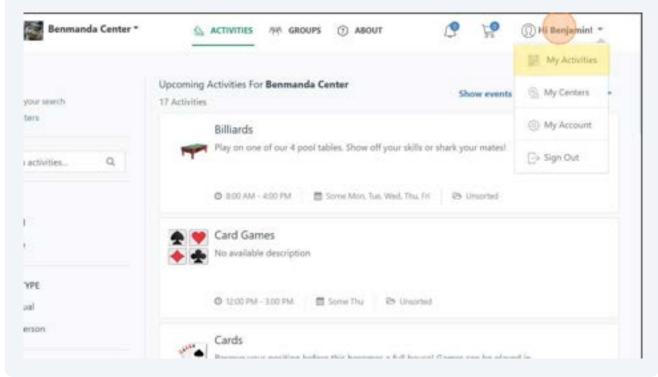
Filtering: There are Filters on the left side which can be used to narrow down the activities which are displayed. Perhaps you're not interested in anything with a cost, nor anything that's occurring virtually online. Unchecking those boxes will show you all free and in-person activities!

You may also use the "Show events for the next X days" option to look at near-future activities, instead of those which may be occurring months down the line.



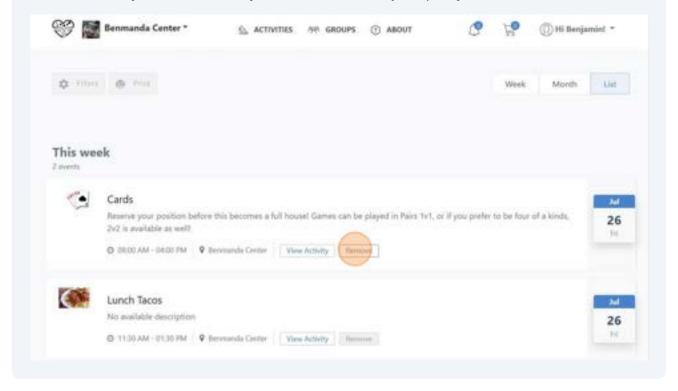
My Activities

You may view all of your upcoming activities by clicking your **Name** in the upper right and choosing **My Activities**.



Your My Activities page can also allow you to unregister to any activity which doesn't have a cost. Simply click the **Remove** button remove yourself from the roster and free-up your position for someone else.

If there's an activity you wish to remove yourself from which you paid for, please contact your center directly to see about their refund policy.



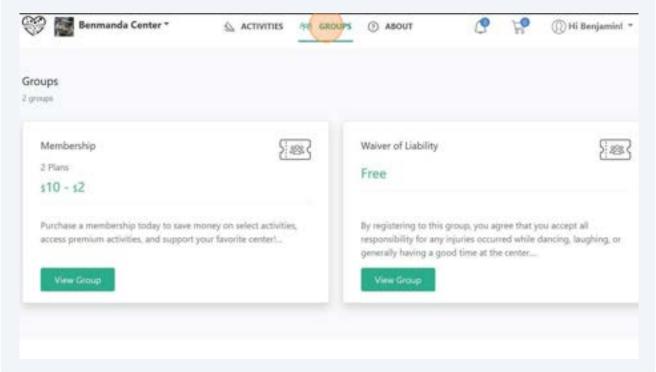
My Account: Account Information & Receipts

Navigating to your My Account page will let you set and change details about 29 your account. Here you can adjust the email address you use to login with, update your password, or even add a spouse to your account. Benmanda Center * ACTIVITIES AN GROUPS (1) ABOUT B 10 (1) Hi Berganiet * My Activities Settings My Centers
 Manage your account (i) My Account. Emails: Shared account - Sign Out E-mail Address You can share this account with your spouse and schedule 2 bergman@savus.com Benjamin + Add spouse Bermanda Center Update password Upcoming activities Current Password ********* New Password ++++++++++

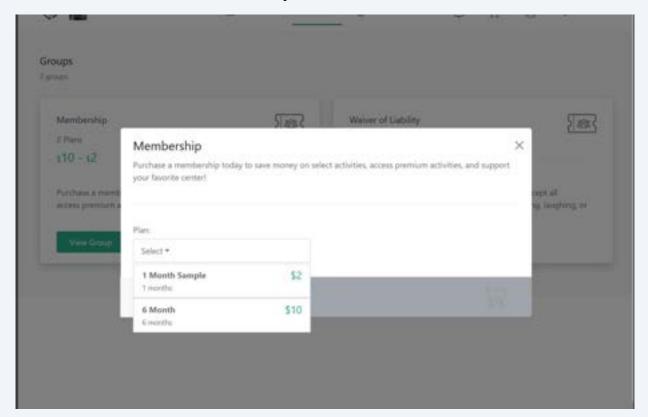
Further down the page will be all of your receipts for any purchases you've made on MyActiveCenter. You may **View** them if desired. 30 ~ A Payment History 3 transactions This week .*. Lunch Tacos \$2.00 PAYID-206846460415 347.2495.2024 Price Transaction (D) Donation \$5.00 PAYID-206859360396 M 24th 2024 Price Transaction ID Lunch Tacos \$2.00 PAYID-206801459382 347.24% 2024 Price

Group Memberships

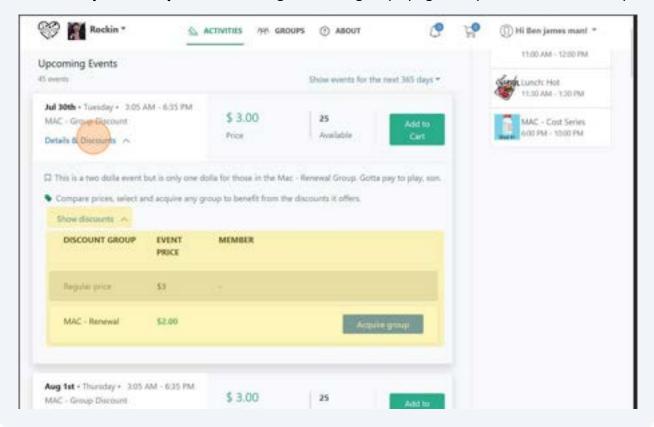
Your center may have group memberships, passes, waivers, or other similar items to sign up for under the Groups tab. Acquiring membership to these may be something that's outright required in order to register, may provide access to certain premium activities, may offer discounts to certain activities, or other benefits (this varies greatly depending on your center operates).



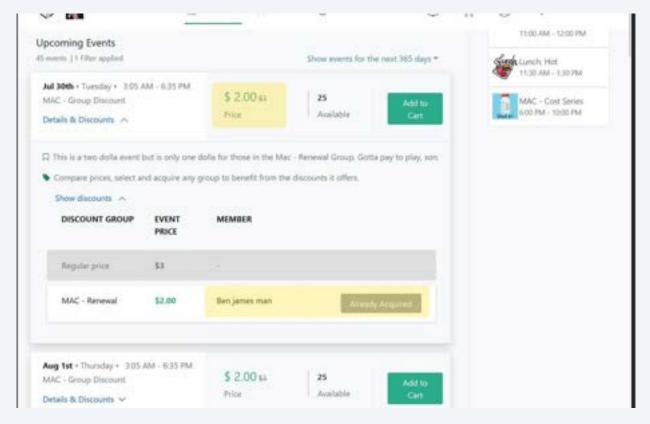
If there are Groups available, clicking **View Group** will let you see additional details as well as any plans and costs associated with it. You may add it to your cart and check out the same as you do with activities.



Activities will inform you if there are potential discounts you could receive by having a membership to a group(s). Clicking the **Details & Discounts** option will expand the activity to show more information. Then click the **Show Discounts** option to see every group that could offer a discount, and what the price of that activity would be if you had membership to that group. You may select the **Acquire Group** button to navigate to the groups page and purchase membership.



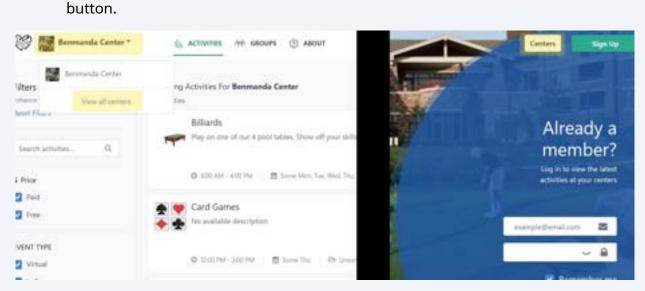
If you already have membership to the group or sign up to the membership and then come back to the activity, you'll see your new reduced price, and the Show Discounts section will inform you that you already have membership to the group.



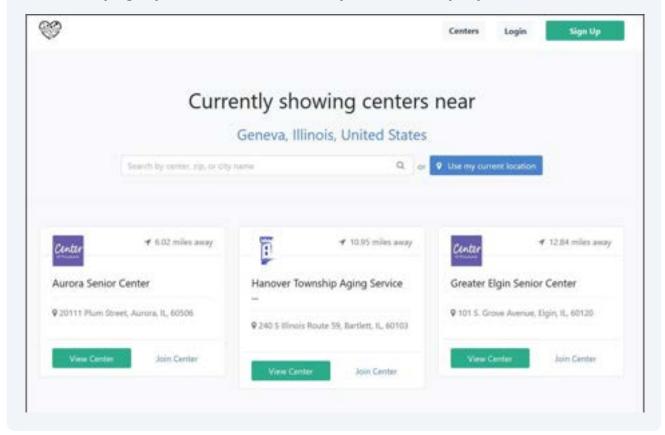
Discounts will always apply automatically if you have an up-to-date and valid 35 membership to the group that provided the discount. items from 1 centers M. Prest car. Rockin Activities MAC - Group Discount Jul 30th, 2024 \$ 2.00 5 3:05 AM - 6:35 PM Time @ Remove. Add funds? Apply Ben James man's wallet? \$1.00 TOTAL \$ 2.00 Keep shopping Pay at center Pay for selected items

Viewing Additional Centers

You can view any center listed on MyActiveCenter at anytime. If you're logged in or already viewing a center, simply click the center's name in the upper left and then click **View all centers**. If logged out, the homepage will have a **Centers** button.

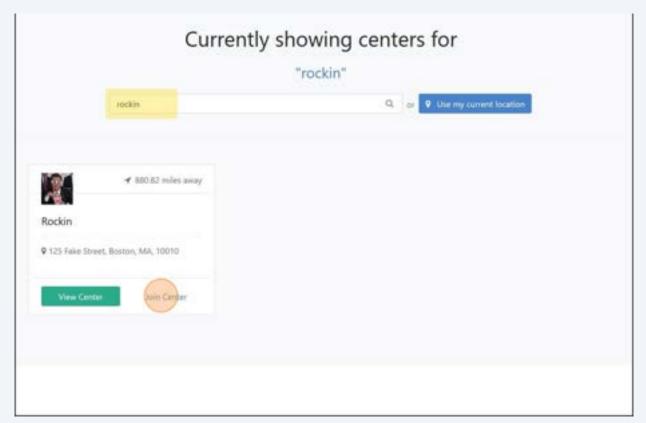


The Centers page will list centers based on your rough proximity, but you may use the search to look for specific centers. Clicking **View Center** will bring you to that center's Activity page. If you wish to join a center, you may click the **Join Center** button to add it to your account (normally you must already have an account with a keytag to join a center, but some may offer the ability to join from scratch!).

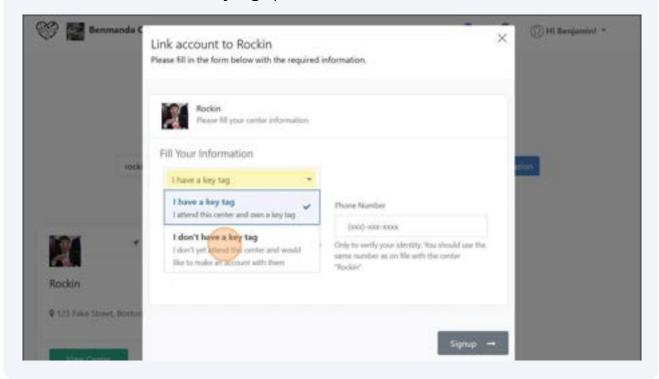


Joining Additional Centers

Let's add another center to our account. First I'll use the search field to lookup my center. Then, I'll choose **Join Center**.



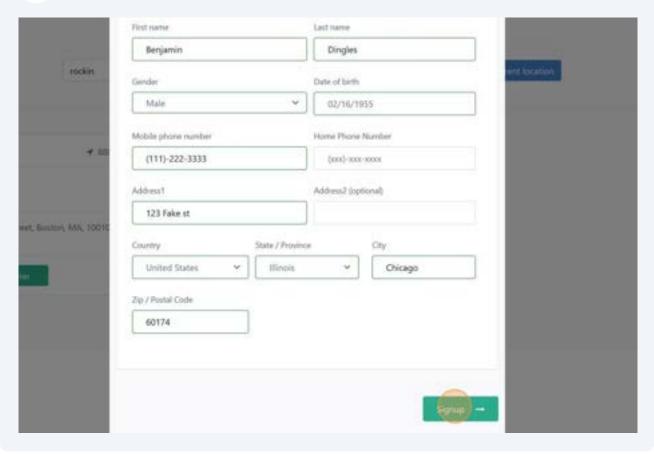
If you've been to the center before, use the regular "I have a key tag" option to fill in your details. Some centers offer the ability for brand new people to join. I've never been to this center before and as such, I do not have a keytag, so I'll select the **I don't have a key tag** option.



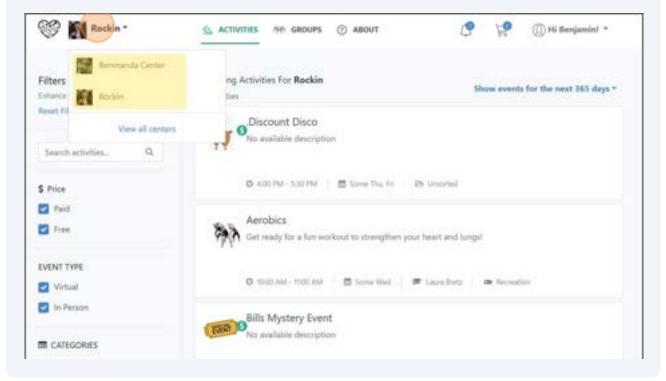
The "I don't have a key tag" option will open some fields so that you may to tell the center about yourself.



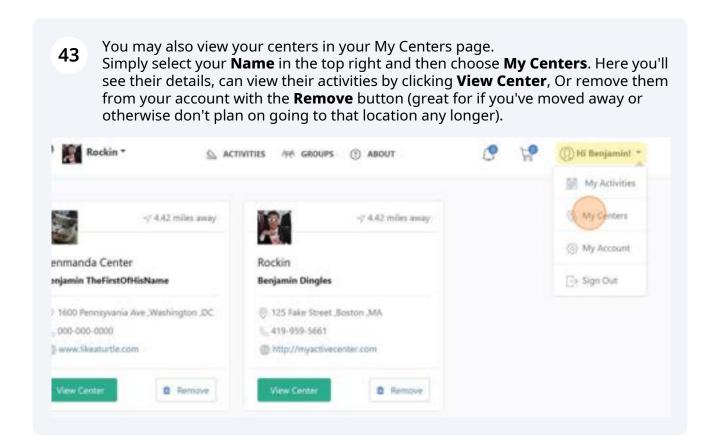
Fill in the fields with appropriate information and then choose **Signup** at the bottom.



Success! You're now connected to another center. You may switch between them at any time by clicking your current center in the top left to reveal a drop-down menu containing all the others.

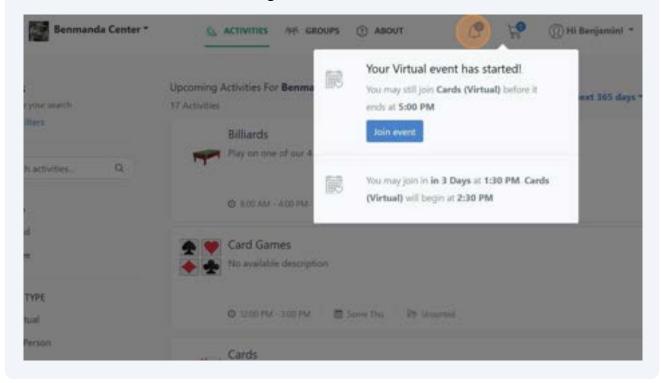


My Centers



Virtual Activities

If there are online/virtual activities that you have registered to, you can find your most upcoming under the **Bell** icon at the top of the page. Clicking this will reveal your most-upcoming virtual activities, and provide the option to join if an activity has started or will be starting soon.

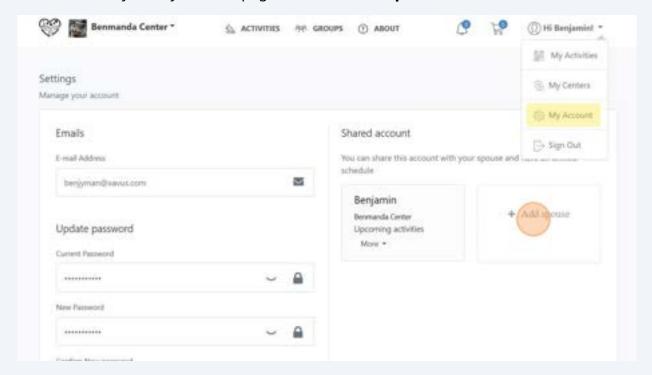


Note: Only your next couple weeks' worth of virtual activities will show here, so don't fret if you don't see *everything* you've signed up for (the My Activities page is for that).

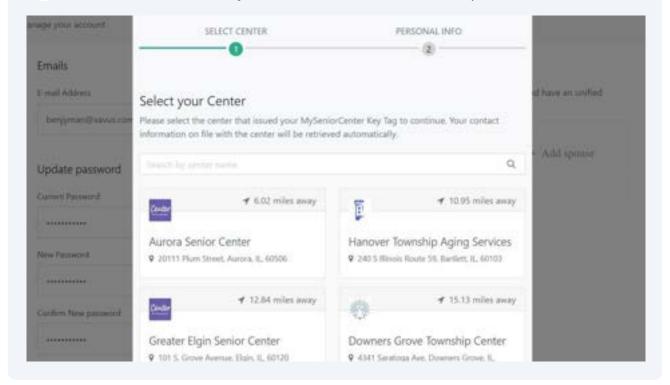
Spouse Accounts

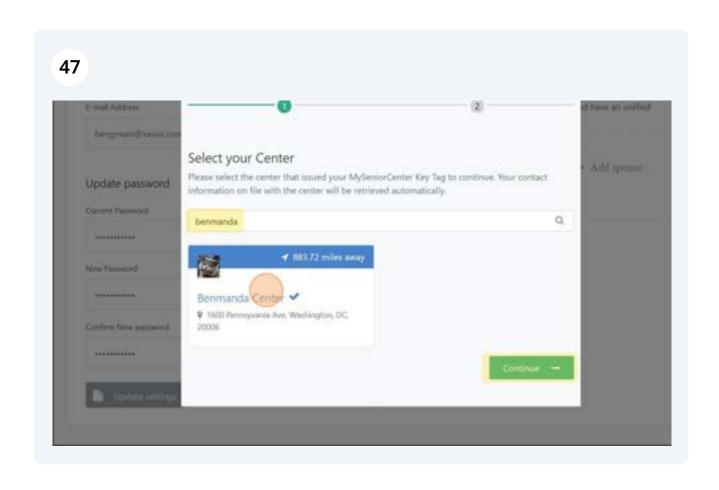
You may add a spouse to your account at any time so that you may share a single MyActiveCenter login to manage both of your registrations as well as checkout in a single transaction.

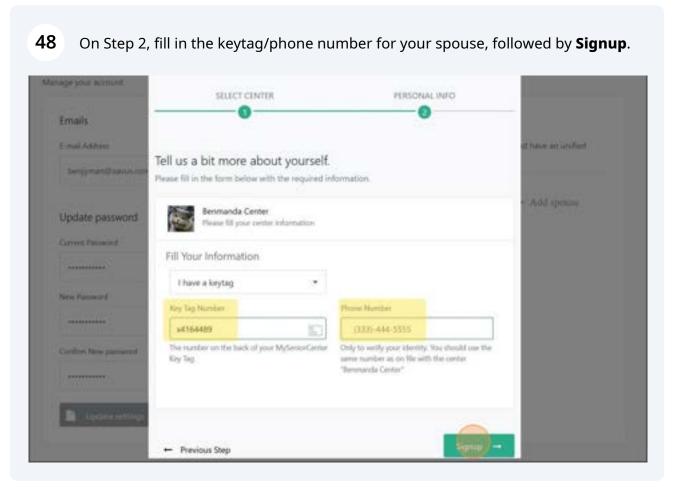
Over in your My Account page, select the **Add Spouse** button.

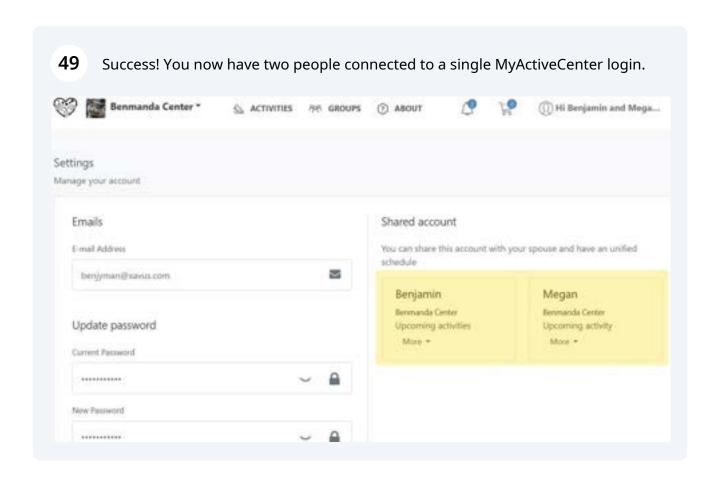


The process at this point is the same as when you initially created your account. First, search and select your center, then **Continue** to step 2.

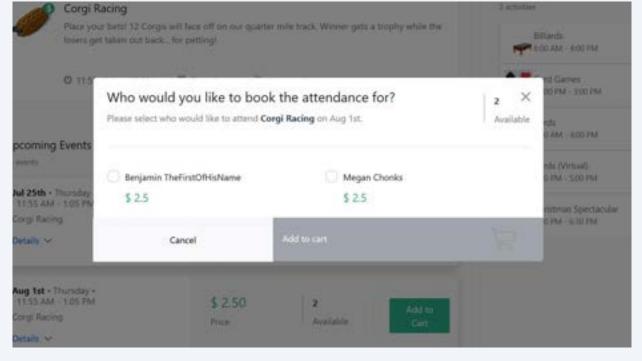






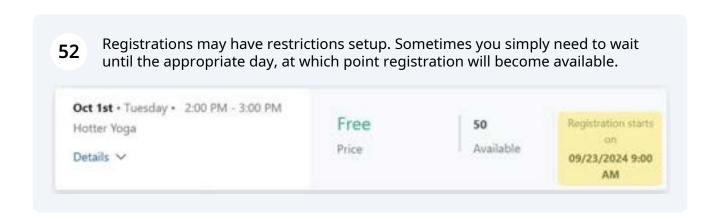


Now when attempting to add something to your cart, you'll be asked who's registering. You may choose just one person, the other, or both!



Over in your My Activities area where your upcoming registrations are shown, you 51 can see whose registration is whose. Cards (Virtual) Come play cards from the comfort of your home, library, starbucks, or parked out side your neighbor's house stealing their WIFI. 25 We don't judge! Online © 02:30 FM - 05:00 PM . V Bermanda Center & Berganin . Bersone . This week Lunch Tacos No available description 26 Stri : View Activity: Fersion Next week Corgi Racing Place your bets? 12 Corgis will face off on our quarter mile track. Winner gets a trophy while the losers get taken out back... for 1 Thu

Restrictions on Activities



In other instances, you may need to meet a specific requirement. Depending on the center and the requirement, it may or may not be something you can accomplish online.

Below is an example of a Group Requirement. Since the name of the group is in blue, you may click on it to navigate over to the groups page to register to the group (and satisfy the requirement, granting you access to the activity).

Jul 3rd - Jul 31st * 5 activities

Dance Lessons With Special Guest Bobby

Price

Schedule **

Schedule **

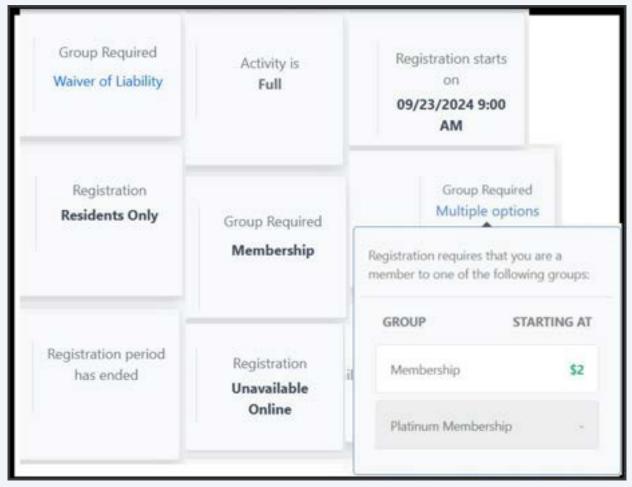
Schedule **

The provided Health of the group is in the group page to register to the activity).

Group Required Waiver of Liability

In some cases there's nothing you can do online, and may need to contact the 54 center for more information. In this example there is a group requirement, but unlike the previous example, you are not allowed to satisfy this requirement online. Jul 31st · Wednesday · Donations 8:00 AM - 4:00 PM Group Required 99 Billiards Optional Membership Available Details ~ Price

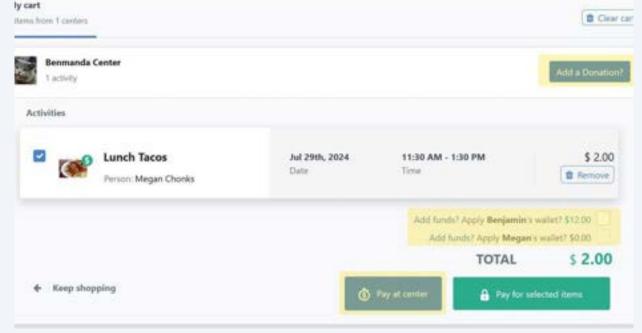
There may be any number of reasons why an activity is not yet available to be registered to, is no longer is available to be registered to, or has some sort of requirement before registration becomes available. The site will replace the usual "Add to Cart" button with a message indicating why registration is unavailable and what you may do about it.



Advanced Cart Options (Donations, Wallets, and Paying Later)

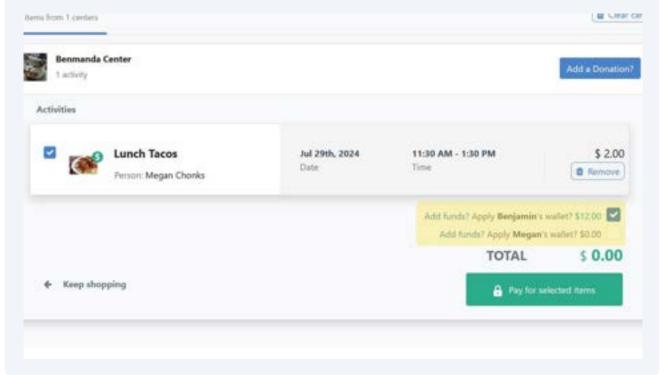
There are additional tools your center may be using to allow purchases to be made with a Wallet (equivalent to a gift card), allow you to make Donations directly to the center, or even checkout without paying online so that you may pay later at the center.

Most centers wont use all (or maybe even any) of these options, so don't worry if you don't see these available within your cart page.



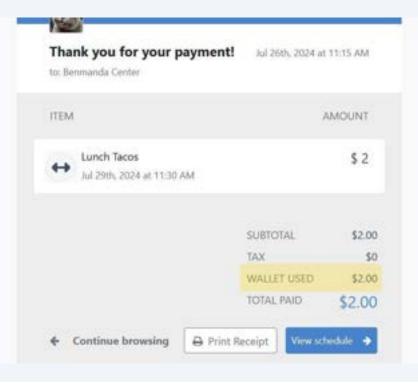
Wallets: Wallets are like a gift card or voucher that the center has on file for you. If your center uses this feature and you have any wallet funds available, you'll see them in your cart

You may use your wallet funds by checking the box next to the **Apply (your name's) wallet**. Doing so will reduce the Total of your cart appropriately, and you may pay using your wallet funds. If your wallet only covers part of the cost, we'll use what you have and you'll put the remaining amount on your credit card.

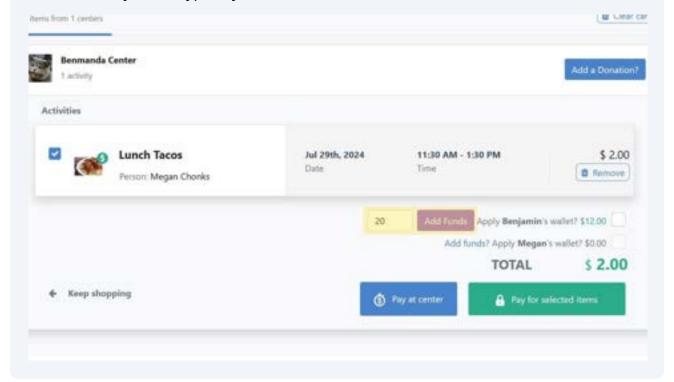


For Spouse accounts, spouses may use their wallets for each other's items, or both wallets simultaneously to help cover the entire cost.

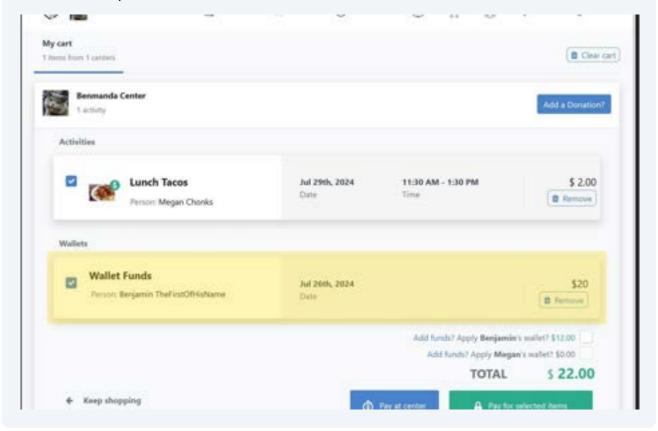
After checking out, your receipt will indicate the amount of wallet funds that were used.



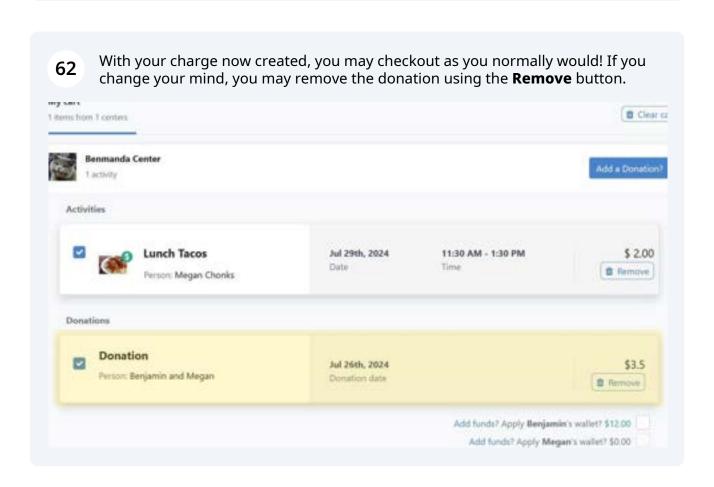
Some centers may even offer the ability to add funds into your wallet (sort of like buying a gift card). If available, clicking the **Add Funds** button will open a field which you can type any denomination into.



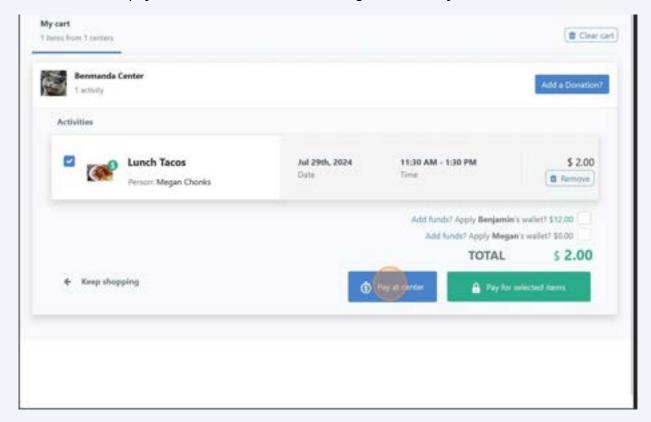
Once you enter your number and then choose **Add Funds**, a new charge will appear in your cart. Once you checkout, these additional funds will be added to your wallet, at which point they will become immediately available for use in future purchases.



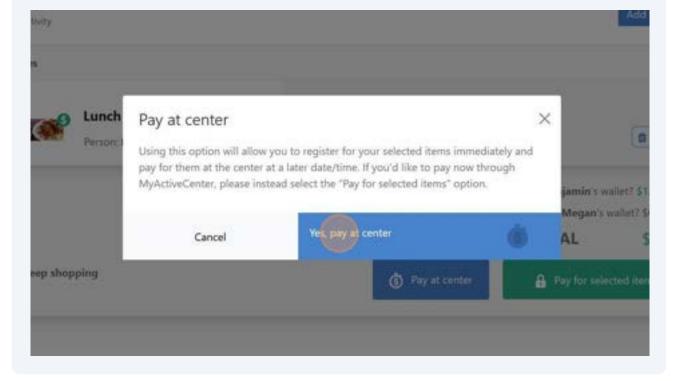
Donations: If you're feeling generous, you can give a donation to your center by 61 clicking the **Add a Donation** button. This will open a field where you may input any denomination for dollars and cents. Once you have your amount set, click Add **Donation** to create a charge in your cart. H. (1) Hi Benjamin and Mega... **△** ACTIVITIES APA GROUPS (?) ABOUT fi Clear cart 5.00 Tacos Jul 29th, 2024 11:30 AM - 1:30 PM \$ 2.00 Date Time **B** Remove vlegan Chonks Add funds? Apply Benjamin's wallet? \$12.00 Add funds? Apply Megan's wallet? \$0.00



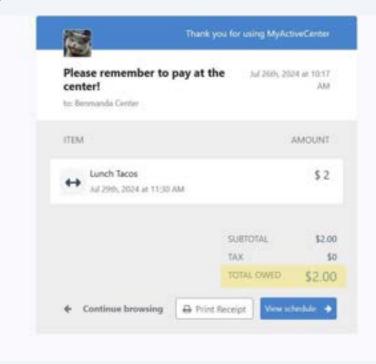
Pay at Center: Some centers may allow you to register to items online without paying at the time of checkout. If your center allows this, you'll see a blue "Pay at Center" button. (It's also possible this will be the only option available to pay with due to online payment with credit cards not being available at your center).



After selecting to **Pay at Center**, you'll receive a window explaining that you'll need to pay once you next visit the center. Choose **Yes, pay at center**.



You'll be provided with your receipt and the total amount you'll need to pay the center upon next visit.



(i) Whew, you made it! You now know MyActiveCenter better than the developers who programed it!

If you do have questions or are running into any issues, **please contact your center directly**. Most of the time staff will be able to assist, but they'll also have the MyActiveCenter dev-team available to them if backup is needed:)