

# “How to” information for Account Holders

## Basic Account Information

1. Log into your account: [Online Services \(activecommunities.com\)](http://activecommunities.com)
2. Access payment information, activity schedule, update Auto Charge, access Organization information, Tax receipts, etc.

The screenshot shows the 'Account Options for Account Holder' page. The page layout includes a top navigation bar with 'Home', 'Activities', 'Reservations', 'Memberships', and 'My Cart'. Below this is a breadcrumb trail 'Home > My Account' and the 'ACTIVE' logo. The main content area is divided into several sections:

- Account Holder Profile:** Includes a profile picture, 'Account Holder' label with an 'Edit' link, and fields for 'Birthdate' and 'Home Address'. Below this is a link for 'Password And Security Info'.
- Payment and Order Management:** A central section with four main options: 'Change Auto-Charge Payments' (with a callout 'Auto-pay info'), 'Saved Credit Cards' (with a callout 'Update/add Credit Cards'), 'Transaction and Payment History' (with a callout 'Check Payment history and access receipts'), and 'Account Payment Details'. Below these are links for 'Account Deposits List', 'Tax Receipt' (with a callout 'Tax Receipts'), and 'Scholarships List'.
- Other Service:** A section with a 'Manage Wish List' option.
- Balance:** A summary box on the right showing 'Credit on account \$0.00', 'Current balance \$0.00', and 'Due now \$0.00', with a 'Pay On Account' button (with a callout 'Pay on account').
- Family Members:** A list on the right side showing 'Account Holder's family' with details for 'Child 1' and 'Child 2'. Below this is the 'Account Holder' profile, including a 'Head of Household' badge, 'Birth date', and 'Role: Family Member'. There are links for 'Manage Family Member' (with a callout 'Add Family Members to Household') and 'View Family Members Schedule' (with a callout 'Check Schedule and registered programs').

## Access FAQs for Online Registration

[Online Services \(activecommunities.com\)](http://activecommunities.com)

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## Payment History

1. Log into your account: [Online Services \(activecommunities.com\)](https://activecommunities.com)
2. Select Transaction and Payment History
3. Narrow Search by selecting the blue “Search Criteria” button  
\*Date Range, Type of transaction, etc.
4. Select **NO. #####** to access copy of receipt

The screenshot shows the Collinsville Active Network website interface. At the top, there is a navigation bar with the logo and links for 'Welcome', 'My Account', 'My Wish List', and 'Sign Out'. Below this is a secondary navigation bar with 'Home', 'Activities', 'Reservations', 'Memberships', and 'My Cart'. The main content area is titled 'Transaction and Payment History' and includes a 'Search criteria' filter. A red box labeled 'Narrow Search' points to the search criteria filter. The filter shows a date range from 08/11/2021 to 08/11/2022 and a list of search criteria with checkboxes: Donations, FlexReg, Membership, Registrations, Scholarship, Equipment Loans, Gift Cards, Point Of Sale, Reservations, and Others. A 'View Receipt' box points to the transaction number '3006934.002' for 'Camp FlexReg Enrollment'.

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