



ACTIVE CARROT USER INSTRUCTIONS.

MPWC Web Class Portal

Updated 18.06.21

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OVERVIEW

Active Carrot is the Web Class Portal used by MWPC for family accounts and class bookings and payments. All bookings for FlippaBall & Saturday Juniors are entered into Active Carrot.

Use of Active Carrot Family Accounts

Any student who has previously played FlippaBall or Saturday Juniors will have a Family Account set up by their Responsible Parent in Active Carrot. Additional siblings will need to be added as a NEW STUDENT. Please check your account before adding new students to avoid duplicates.

*******ONLY STUDENTS IN THE RESPONSIBLE PERSONS IMMEDIATE FAMILY CAN BE ADDED TO YOUR FAMILY ACCOUNT. Your active carrot bookings are made under your family account. Any non-immediate family members will be deleted from your account and applicable classes if booked into the incorrect family. In-correct student bookings in families will result in children being added to a waitlist. Audits of family accounts take place during the registration period for insurance compliance*******

The Club recommends where possible, the use of a desktop or laptop when logging in to Active Carrot. Please ensure both cookies and pop ups are enabled on your desktop or laptop computers. If a mobile phone or tablet is to be used for logging in to Active Carrot, please ensure that you select **"VIEW FULL SITE"** along with enabling cookies and pop-ups.



Below are detailed instructions to follow when logging in to Active Carrot for both EXISTING MEMBERS & NEW MEMBERS. Please ensure accurate details regarding families and students is provided as this information is required for insurance purposes.



IT Issues

Please be mindful that at times, IT issues occur. MWPC Utilises third party software and therefore if an IT issue was to occur whether for an individual account or for Active Carrot as a whole, the Club is required to log a call with our system provider. IT issues can take time to be rectified and the Club will always aim to solve the problem as soon as possible however in some circumstances longer delays may occur.

Please be mindful of this will emailing accounts@melvillewaterpolo.com.au. Rude and abusive emails will not be tolerated. Please email your issue only once, repeated follow up emails clog up the email accounts resulting in delays with responding to issues/queries.

The Club aims to solve any IT issues on a priority basis. For troubleshooting, please make sure you have read this document as your problem may be able to be solved by following the below instructions.



Instructions for Existing Members

Those that have an Active Carrot account. **For NEW MEMBERS, please go to STEP 1C**

STEP 1 On your web browser go to www.melvillewaterpolo.com.au. Click on MEMBER LOGIN

Not secure | www.melvillewaterpolo.com.au

BULK

MEMBER LOGIN

WAWPI FIXTURE

FLIPPABALL

POLOSKILLS

NWPL

The Pool is closed for the public we are re-opening on phase 5 of the WA Covid-19 roadmap.

Please continue checking our website and our social media for further update on the reopening.

The venue is under a phased plan of re-opening activities. Please note public swimming will resume in line with Phase 5 of the WA State Government Emergency Plan, currently scheduled for 17th August 2020.

Tweets by @MelvilleWPC

Melville Water Polo Retweeted

Water Polo WA @WaterPoloWA

WOMEN'S A-GRADE GRAND FINA

AS part of the festivities of FINA World Continental Cup at @HBFStadium, the Grade Grand Final will take place this between @MelvilleWPC Marlins and #WaterPolo

Preview: bit.ly/WomensGFPReview

You will now see the Active Carrot log in page

Not secure | <https://secure.activecarrot.com/login?site=503>

melville water polo

active carrot

Username

Password

Forgot Username/Password? [Login](#)



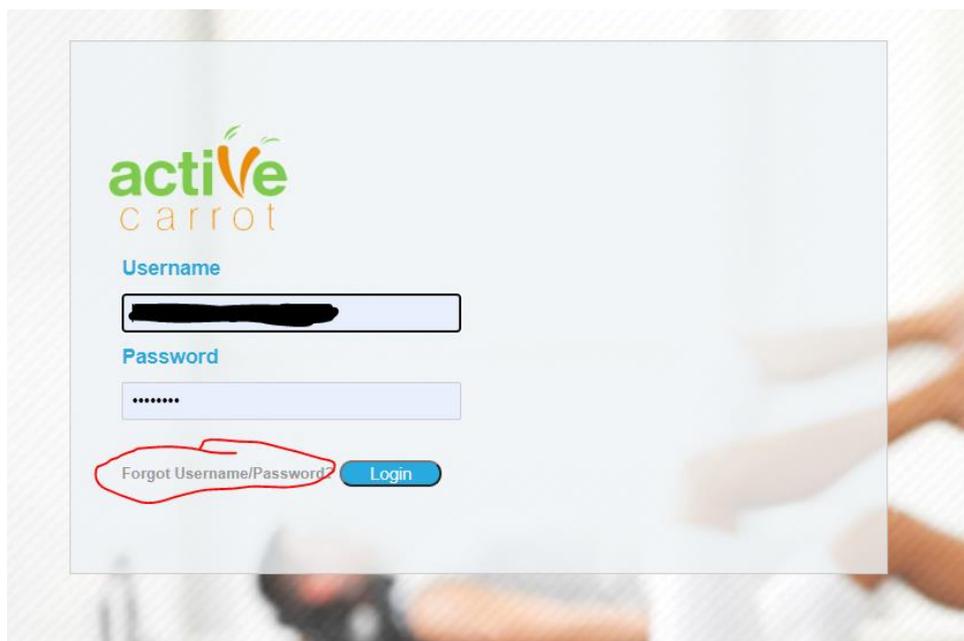
STEP 2 Enter your username and password. Your username is your email address used when booking classes in the prior season or the email address provided to the Club for any manual bookings. Enter your password and press the login button. If you have forgotten your password, please follow procedures in **STEP 3**. If no, please go straight to **STEP 7**.

Please ensure that if you have more than one email address, that you troubleshoot by checking which email address you have used to make class bookings in Active Carrot.

STEP 3 FORGOTTON USERNAME / PASSWORDS

If you have forgotten your password, please click on “FORGOT USERNAME/PASSWORD”. Your username is your email address.

Please ensure that if you have more than one email address, that you troubleshoot by checking which email address you have used to make class bookings in Active Carrot.





STEP 4 Enter your email address to retrieve your password.

**active
carrot**

Please enter your email address below to retrieve your password.
Your username is your email address. If you have forgotten your
email address please contact the club/facility

Email Address

Retrieve Password

STEP 5 CHECK YOUR EMAIL ADDRESS for your password retrieval code: XXXXXXXX

Copy and paste your PASSWORD RETREIVE CODE into Active Carrot as per below. If you have forgotten your email address please email accounts@melvilewaterpolo.com.au and we will respond as soon as possible.

Please note, our offices are not staffed full time so therefore there will be a time delay in responding. When requesting confirmation of email address, please provide your full first name and surname along with your phone number and child's names.



active carrot

Please enter your email address below to retrieve your password. Your username is your email address. If you have forgotten your email address please contact the club/facility

Email Address

Please check your email for the password retrieve code and enter it below

Password Retrieve Code

Retrieve Password

STEP 6 Type and re-type new password and read and agree to terms of use. Press CONTINUE. Continue as below to log into the appropriate LOCATION.

active carrot

This is the first time you have logged in, you need to agree to the terms of use and change your password to continue.

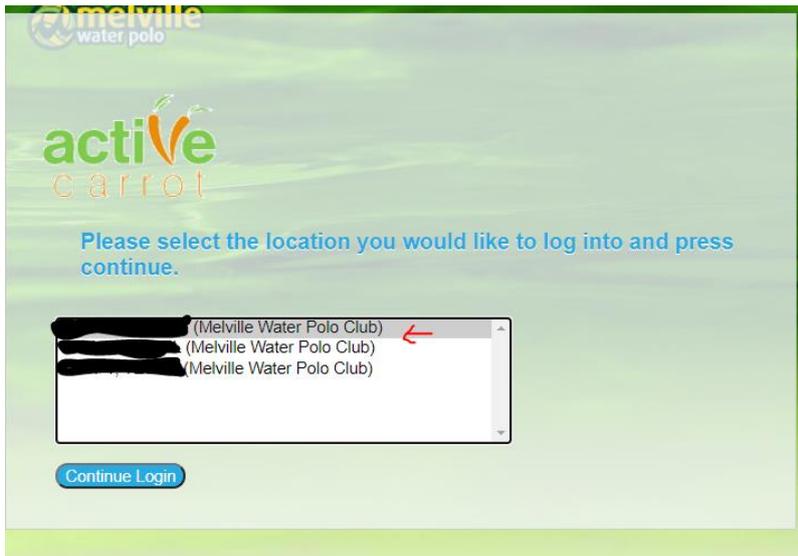
Type new password

Re-type new password

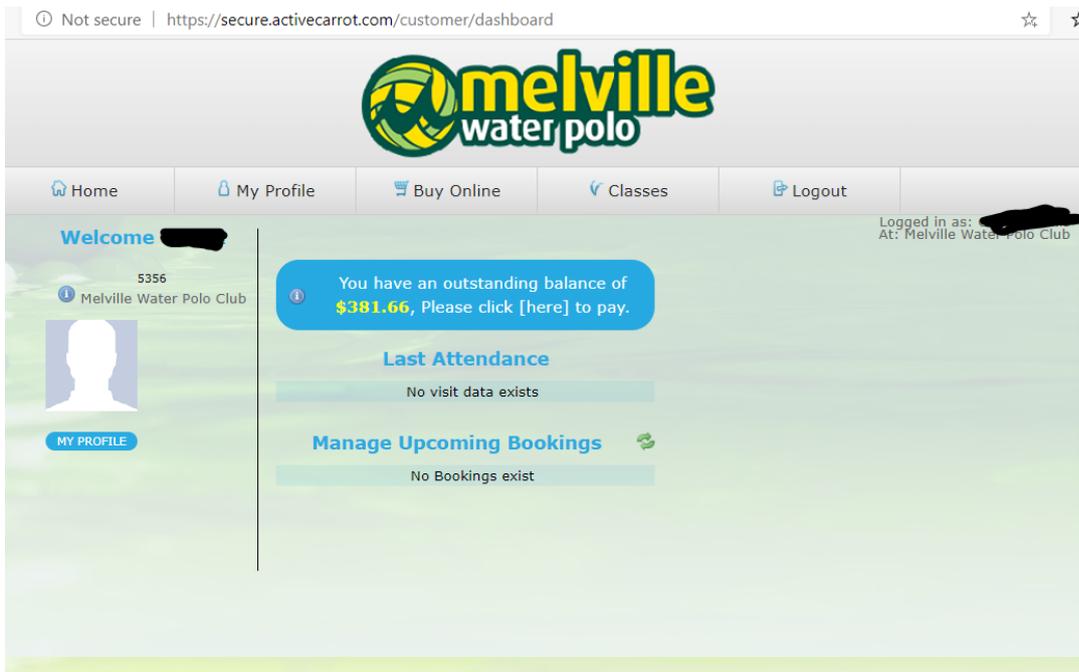
This member web portal is powered by Links Modular Solutions on behalf of the fitness club of which you are a member. All information contained herein is provided by your club and is the sole responsibility of that club to ensure accuracy of this information. Links Modular Solutions, accepts no responsibility for the accuracy of the information contained herein. By accepting these terms and conditions you agree to waive any or all claims that you may have now, or in the future against Links Modular Solutions, or any subsidiary for any liability, loss, damage, injury that may occur as a result of the use of this service.

I have read and agree to the terms of use

STEP 7 Select the appropriate location/responsible person and press CONTINUE LOGIN



You will then be brought to your Account



STEP 8 If you have an amount outstanding on your account, please click on [HERE](#) to pay



Not secure | https://secure.activecarrot.com/customer/dashboard

Melville water polo

Home My Profile Buy Online Classes Logout

Welcome [Redacted]

5356
Melville Water Polo Club

MY PROFILE

Logged in as: [Redacted]
At: Melville Water Polo Club

You have an outstanding balance of **\$381.66**, Please click **[here]** to pay.

Last Attendance
No visit data exists

Manage Upcoming Bookings
No Bookings exist

STEP 8 cont. Your current class bookings for children in your Family Account will be able to be viewed, along with any Registration Fees ie. 2019-20 MWPC JUNIORS ASSOCIATE REGISTRATION FEES. Any relevant sibling discounts will be automatically applied.

Any FAMILY CREDITS available for use, will be available to be used. Any old outstanding balances will also show and will also require payment at the same time.

If you disagree with any old outstanding balances or suspect an error on your old outstanding balances, please email accounts@melvillewaterpolo.com.au with details of your issue, quoting your responsible person ID number and an investigation will be performed by Accounts.

Note that the Club expects members to ensure that their accounts remain fully paid at all times and that members have the opportunity to review their account balances throughout the year, not just the day of paying their registration.



Home My Profile Buy Online Classes Logout

Logged in as [redacted]
At: Melville Water Polo Club

Pay my account

Using this screen you can pay all or part of your outstanding accounts by filling out the fields below and clicking pay at the bottom of the page

[Back to my account](#)

Class Bookings

Fee Date	Student	Description	Pay Amount
16 Oct 2020	[redacted]	Friday 6:45p Yr 4 Friday Flippa (Main Pool - 4 Fields)	\$170.08
16 Oct 2020	[redacted]	Friday 5:45p Yr 2 Friday Flippa (Main Pool - 4 Fields)	\$161.58
		Available Family Credit	\$1.00

Class Registrations

Student	Registration ID	Description	Start Date	Cease Date	Pay Amount
Family	R0000005	2019-20 MWPC JUNIORS ASSOCIATE	13 Aug 2020	31 Jul 2021	\$ <input type="text" value="50.00"/>

Payment Details

Credit Card Details

VISA Mastercard

STEP 9 Enter your credit card details as appropriate and click on CONFIRM AND PAY. Only full payment is accepted.

For returning players, if you have sent in a KidSport Voucher code to accounts@melvillewaterpolo.com.au and you cannot see a value of credit for the voucher in your Account, please email accounts@.

Note that the Club does not take responsibility for failure to email in KidSport Voucher Codes, nor for delays in applying for a KidSport Voucher. This is the responsibility of the parent to organise prior to the registration period.



Payment Details

Credit Card Details

Credit Card Number :

Name On Card :

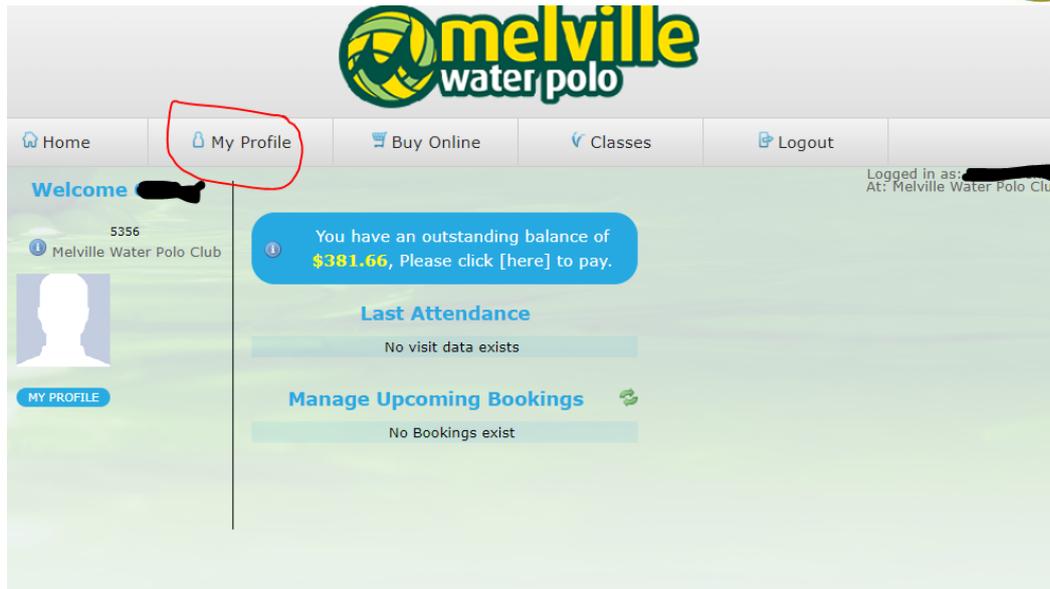
Expiry Date :

CVV Number :

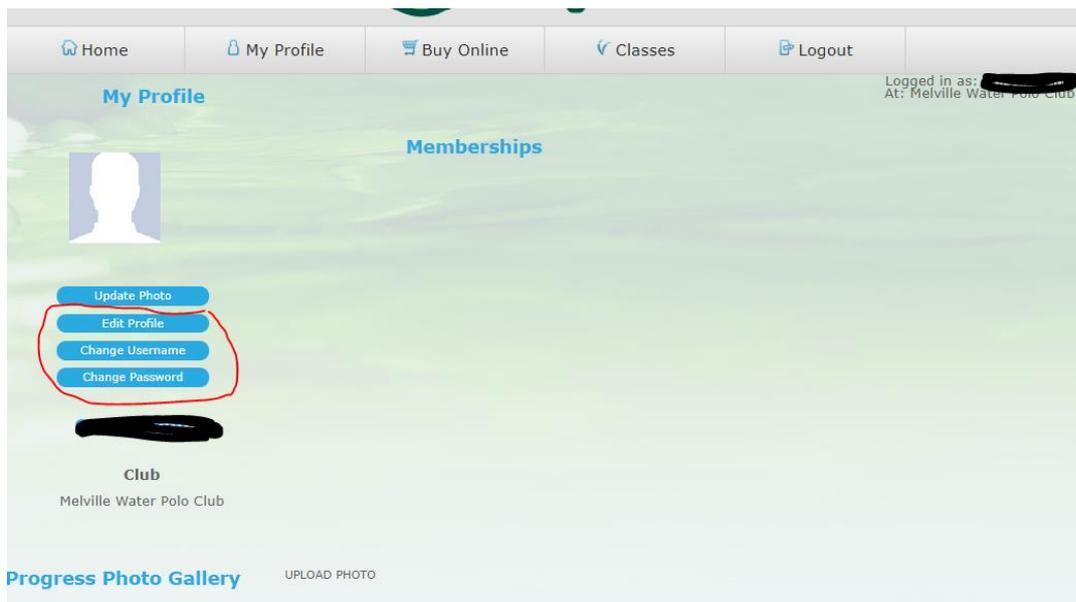
Total payment : \$380.66

Updating your Profile or Account Details

STEP 1A Click on the header MY PROFILE



STEP 2A Select the relevant changes you wish to do.



STEP 3A For EDITING YOUR PROFILE, click on EDIT PROFILE. Edit details as appropriate and click on SAVE PROFILE



Melville Water Polo Club

Address

Home Phone

Mobile Phone

Contact Email

Age

Birthday

For Changing your USERNAME, click on CHANGE USERNAME. Your username is your email address. This is the username you will need to use when logging into active carrot and for paying your account or adding classes. Please keep a record of your username for future use.

Water polo

Home My Profile Buy Online Classes Logout

Logged in as: At: Melville Water Polo Club

My Profile

Memberships

New Username

Email Address

Confirm Email Address

Note! You will be logged out of this session and receive a Reset Password email to your new Username. Reset your password, then you can login again. Your Contact Email Address will also be updated. Your Student's Contact Email Address will also be updated.

For changing your PASSWORD, click on CHANGE PASSWORD. Type in your new password and click on CHANGE PASSWORD. Please keep a record of your password for future use.



[Home](#)

[My Profile](#)

[Buy Online](#)

[Classes](#)

[Logout](#)

Logged in as: [redacted]
At: Melville Water Polo Club

My Profile

Memberships



[redacted]

Club

Melville Water Polo Club

New Password



Reviewing of students in family account.

To review your students in your family, please click on STUDENT PROFILES under CLASSES. If required, EDIT your students on our family account as appropriate by clicking on the EDIT button on right and side of screen. Click on SAVE STUDENT when completed.

Logged in as: [REDACTED]
At: Melville Water Polo Club

[Add Student](#)

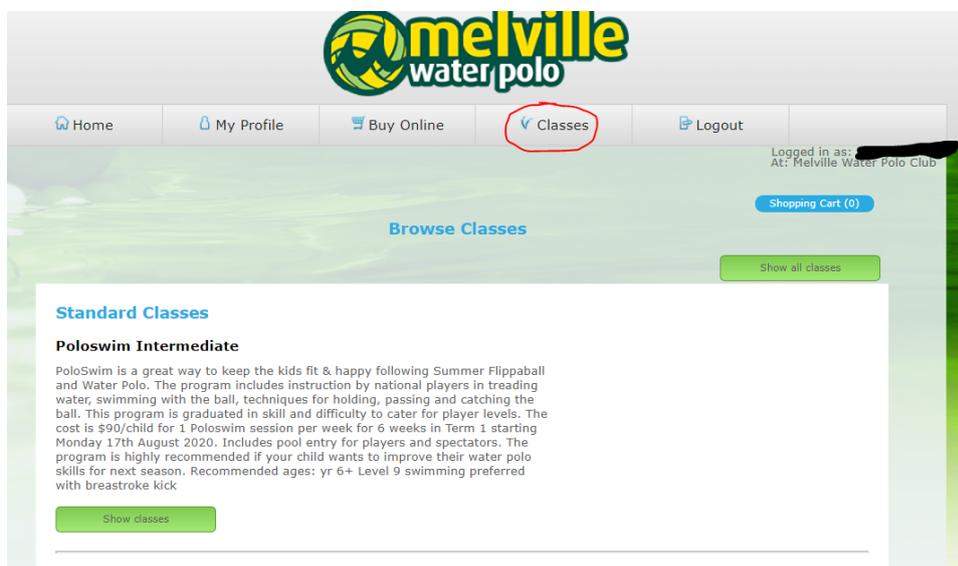
Student Profiles

First Name	Last Name	Date of birth	
[REDACTED]	[REDACTED]	[REDACTED]	[EDIT]
[REDACTED]	[REDACTED]	[REDACTED]	[EDIT]
[REDACTED]	[REDACTED]	[REDACTED]	[EDIT]
[REDACTED]	[REDACTED]	[REDACTED]	[EDIT]
[REDACTED]	[REDACTED]	[REDACTED]	[EDIT]
JOE	BLOGS	Jan 1 2013	[EDIT]

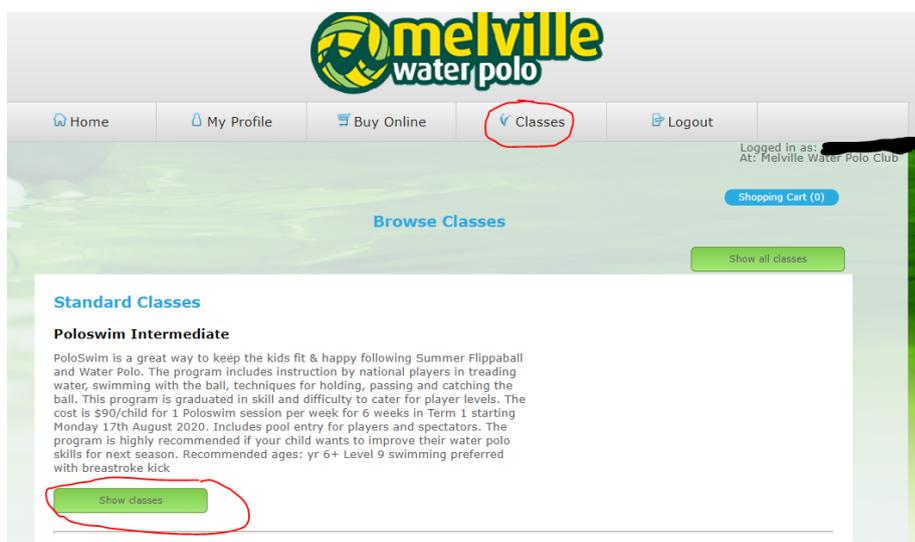


FlippaBall Web Bookings (Yr 2 & New Yr 3 Players only) / Holiday Program / Polo Swim / Polo Skills / Swim Squad Bookings

STEP 1B Select CLASSES / BROWSE CLASSES from the tab at top of screen.



STEP 2B Click on the class you are interested in and click SHOW CLASSES





STEP 3B Select the class you want to book and click on BOOK. Once you have clicked on BOOK, your student data will load.

The screenshot shows the website's navigation bar with 'Home', 'My Profile', 'Buy Online', 'Classes', and 'Logout'. The user is logged in as 'At: Melville Water Polo Club'. A 'No items in Cart' button is visible. The main content area is titled 'Browse Classes'. On the left, there are filter sections for 'Activity' (POLOSKILLS TERM 3), 'Levels' (Poloswim Beginner, Poloswim Intermediate), 'Day' (Monday), and 'Time Range' (3:35PM - 4:15PM). The main class listing shows 'Monday 4:15 pm - Poloswim Intermediate - Lara Z' for the period 'Aug 17 2020 - Sep 21 2020'. A table below lists class details: 'Next Class' (Aug 17 2020), 'Time' (4:15 pm - 4:55 pm), 'Class ID' (619), 'Vacancies' (21), and 'Payment' (Term). A green 'Book' button is highlighted with a red circle.

STEP 4B If a current student, click on the relevant student that you would like to add to the class. If a new student (For NEW MEMBERS that have recently created their new Active Carrot Account) or new sibling in an existing member family, please click on NEW STUDENT

The screenshot shows the 'Add Student Booking' modal form. It contains the following fields: 'Day' (Aug 17 2020), 'Times' (4:15 pm - 4:55 pm), 'Level' (Poloswim Intermediate), 'Type' (POLOSKILLS TERM 3), 'Payment' (Term), and 'Term' (2020 T3 Poloswim (Aug 17 - Sep 21)). There is a 'Book Myself' checkbox which is unchecked. Below the form, there is a list of student names with checkboxes next to them. The 'New Student' button at the bottom is highlighted with a red circle. The 'Cancel' and 'Add to Cart' buttons are also visible at the bottom.



STEP 5B Fill in the appropriate details for the new student including any applicable health issues or comments. Click on SAVE STUDENT. Please ensure all information provided is correct. Failure to provide correct details may result in your child's booking being cancelled.

*******ONLY STUDENTS IN THE RESPONSIBLE PERSONS FAMILY CAN BE ADDED TO YOUR FAMILY ACCOUNT. Your active carrot bookings are made under your family account. Any non-immediate family members will be deleted from your account and applicable classes if booked into the incorrect family. Incorrect student bookings in families will result in children being added to a waitlist. Audits of family accounts take place during the registration period for insurance compliance*******

The screenshot shows the 'Student Profile' form on the Melville Water Polo Club website. The form is a modal window with the following fields:

- First Name *
- Last Name *
- Date of Birth * (with dropdown menus for day, month, and year)
- Gender * (with radio buttons for Male and Female)
- Email * (with a masked email address)
- Health Issues (with a dropdown menu showing "-- No Health Issues--")
- Health Comments (with a text area)

At the bottom of the form are two buttons: "Save Student" and "Cancel".

STEP 6B The student details (New and existing) will be added to the Class selected. Click on Add to Cart.

The screenshot shows the 'Add to cart' page on the Melville Water Polo Club website. The page displays a table with 'Class Details' and 'Student Details'.

Class Details			
Day	Times	Level	Payment
Monday	4:15 pm - 4:55 pm	Poloswim Intermediate	Term

Below the table, the 'Student Details' section shows the name 'JOE BLOGS'.

At the bottom of the page are two buttons: "<< Back to classes" and "Add to cart >>".



STEP 7B Your classes will be added to your cart and available for payment. If applicable, you may use any family credits. Please review the Terms & Conditions before paying payment. Click on I AGREE to accept the Terms & Conditions

The screenshot shows a navigation bar with links for Home, My Profile, Buy Online, Classes, and Logout. The user is logged in as [redacted] at Melville Water Polo Club. The main heading is "Continue Shopping or Checkout below".

Class Fees							
Day	Times	Level	Start Date	Cease Date	Price	Fee/Pro Rata	Payment
JOE BLOGS							
Monday	4:15 pm - 4:55 pm	Poloswim Intermediate	Aug 17 2020	Sep 21 2020	\$15.00 per class	\$90.00	Term

Family Credit		
Description	Amount to apply	
Total family credit \$1.00	\$ 0.00	Apply

Class Fees	
Registration Fees :	\$0.00
Class Fees/Pro Rata :	\$90.00
Total Billed Today :	\$90.00

Terms & Conditions - General

1 Melville Water Polo Club Inc, Western Australian Water Polo Association and Australian Water Polo Inc Rules and Policies are applicable to all Members and

STEP 8B Add in credit details for payment and click on CONFIRM AND PAY to process your payment. Please note that items in your cart are not secured until you Confirm & Pay. If you delay payment, your class booking may have already been sold. Please have your credit card details handy when making your booking and quickly proceed to entering your credit card details and securing payment.

The screenshot shows the payment confirmation page. At the top, it displays "Class Fees/Pro Rata : \$90.00" and "Total Billed Today : \$90.00".

Terms & Conditions - General

- Melville Water Polo Club Inc, Western Australian Water Polo Association and Australian Water Polo Inc Rules and Policies are applicable to all Members and Guests of the Melville Water Polo Club Inc.
- Membership applicants under the age of 18 must be signed by a parent or guardian. The parent or guardian is the Responsible Party for the membership.
- In applying, you acknowledge that the Club (whether by it's proprietor, manager, employees, agents or servants) shall not be liable for any loss, damage or injury suffered or occasioned by you as a consequence of our entry upon the premises and/or you use of any of the facilities, equipment or programs within the premises.
- Credits and refunds for missed lessons or programs - The Club does not offer make up lessons or programs for missed classes. The Club will, on request,

I Agree

Credit Card Details

VISA MasterCard

Credit Card Number :

Name On Card :

Expiry Date :

CVV Number :

Total payment : \$90.00

Back Confirm and Pay



To review current & future student bookings on your family account, click on Student Bookings under Classes.

The screenshot shows the Melville Water Polo website interface. At the top, the logo for Melville Water Polo is displayed. Below the logo is a navigation menu with the following items: Home, My Profile, Buy Online, Classes (circled in red), and Logout. The user is logged in as [redacted] at Melville Water Polo Club. A checkout notification indicates '1 class in cart'.

Current Student Bookings

Student	Teacher	First Class	Day	Time	Last Class	Level	Amount Due
---------	---------	-------------	-----	------	------------	-------	------------

Future Student Bookings

Student	Teacher	First Class	Day	Time	Last Class	Level	Balance	
[redacted]	Alex G	Oct 16 2020	Friday	06:45 pm	Mar 26 2021	Yr 4 Friday Flippa	\$-170.08	Manage
[redacted]	Alex G	Oct 16 2020	Friday	05:45 pm	Mar 26 2021	Yr 2 Friday Flippa	\$-161.58	Manage



New Members Set-Up

Those that have an **EXISTING** Active Carrot account please go back to **STEP 1**. Please **DO NOT** create a new member account if you have previously created an active carrot account for the MWPC. This results in duplicate members in our system.

STEP 1C for NEW MEMBERS, on your web browser go to www.melvillewaterpolo.com.au. Click on NEW MEMBER LOGIN

RIDAY FLIPPABALL

Existing Member

New Member

[RIDAY FIXTURES AND TEAM DETAILS HERE](#)

[VAITLIST FORM HERE](#)

2019/2020 FRIDAY FLIPPABALL 5:45- 8.15pm

Friday Flippaball is a non-competitive, social competition aimed at players new to water polo or with one or two years of previous experience.

2019-20 FLIPPABALL Term 4 Registrations

IMPORTANT DATES	
7 Oct	POLOSKILLS CAMP 1
18 Oct	SEASON STARTS
16 Dec	POLOSKILLS CAMP 2
	JUNIOR XMAS

SATURDAY JUNIOR

Existing Member

New Member

[SATURDAY FIXTURES AND TEAM DETAILS HERE](#)

[WAITLIST FORM HERE](#)

2019/2020 SATURDAY JUNIORS 8:00am - 12:00pm

Saturday Flippaball is an intra-club competition aimed at players with one or two years of Flippaball experience.



STEP 2C Please enter Parent or Responsible Person details. **DO NOT ADD STUDENT DETAILS HERE.** Active Requires the **ADULT** or **RESPONSIBLE PERSON TO BE SET-UP FIRST.** When you then go to book a class, you will be asked whether the booking is for a **NEW Student (Refer Step 5B above)** Please ensure these details are accurate. Click on **CONFIRM REGISTRATION**

Please enter Parent or Responsible person details

First Name :

Last Name :

Email Address :

Login Password :

Gender :

Date of birth :

Street Address :

Suburb :

State :

Post Code :

Primary Contact : * Include Area Code ## #### ####

Secondary Contact : Enter Phone as #### #### ####

Additional Contact : Include Area Code## #### ####

How did you hear about us? :

 POWERED BY

The following screen will appear. Click on OK. You will directed to the Active Carrot Login Page, please click LOGIN to proceed with opening your Active Carrot account. You can now proceed with reviewing your classes, class bookings or account payments. Refer to **STEP 1B to 8B** above for instructions on browsing, booking and making an online payment for a class.

secure.activecarrot.com says

Thank you for registering, upon successful registration you will now be redirected to the login page. Please do not hit refresh or back on your browser until it is complete.

Email Address :

Login Password :

Gender :

Date of birth :

Street Address :

Suburb :

State :

Post Code :

Primary Contact : * Include Area Code ## # #### ####

Secondary Contact : Enter Phone as #### #### ####

Additional Contact : Include Area Code## #### ####

How did you hear about us? :