



615 S. McCLELLAND ST. • SANTA MARIA, CALIFORNIA 93454-5154 • 805-925-0951, EXT. 2260 • FAX 805-925-4508

ACTIVE NET FAQ

1. What is "ActiveNet"?

[ActiveNet is the registration system. You can access it online at this webpage.](#)

You may use ActiveNet to register for programs or reserve facilities.

2. Can I reset my password if I forget or want to change it?

Yes, there is a forgot my password on your login page where you can request a reset email.

3. Do I need an email to create an account?

Yes, this helps reduce duplicate accounts in the system.

4. Do I need to add all my entire family?

No, but it is highly recommended to help speed up the program registration process.

5. Can I add my child's friends or a family friend to my account?

No, only direct family members in your household should be added to your ActiveNet account. Anyone else can create an account on ActiveNet. It also helps reduce duplicate profiles in the system.

6. What if I am a resident and the system can not verify my address?

Please get in touch with our Administration Office between 8:00 a.m. and 5:00 p.m. Monday through Friday. They can manually verify your account so that you can receive your resident discount.

7. Am I able to cancel my program or reservations online?

Yes, but you may still be required to pay an administration fee or the entirety of the cost.