

Stay up to date with the SGAC Member Portal!

Active Carrot has now launched and has several benefits including:

- Stay up to date with member communication
- View your current booking details online
- Check your child's progress online
- Check availability of classes online
- Update your contact details/ payment details online
- Pay any outstanding fees online

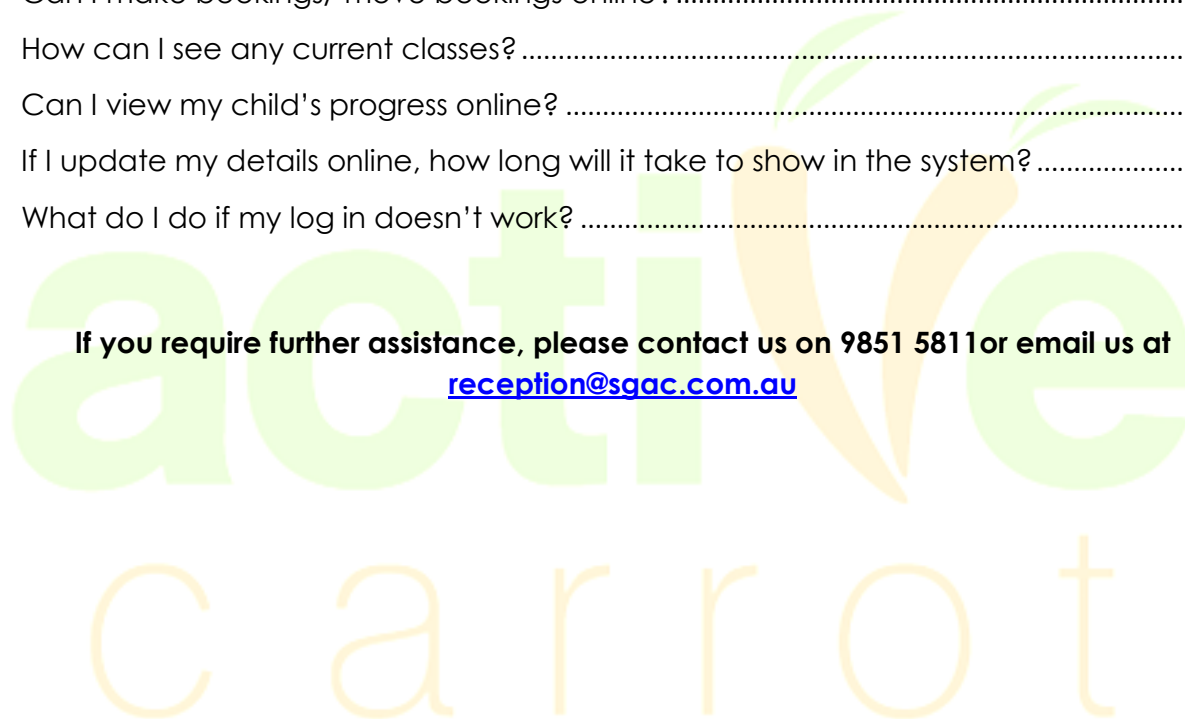
This FAQ will provide you with all the information you need to use the SGAC Member Portal. If you have any issues, please speak to one of our friendly Member Services Team or contact us on 9851 5811 or via email: reception@sgac.com.au. **Get the information you need through Active Carrot!**



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If you require further assistance, please contact us on 9851 5811 or email us at reception@sgac.com.au

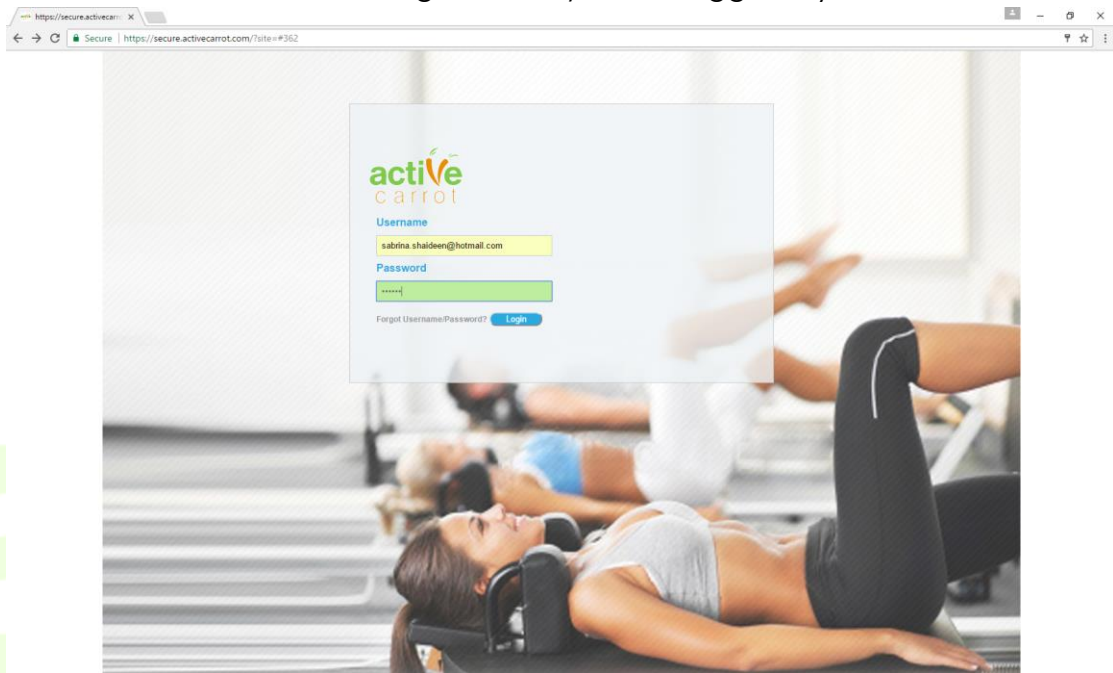


How do I access Active Carrot?

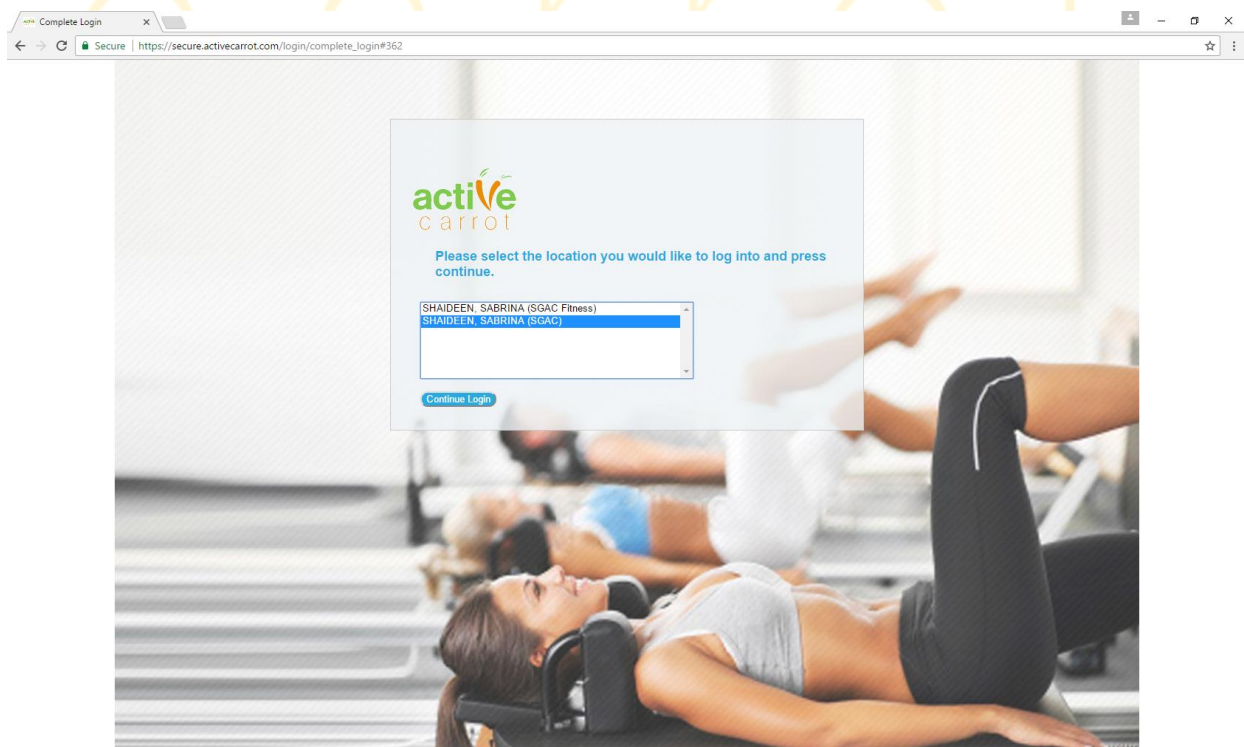
1. Ensure your **email address is up to date** at SGAC Reception
2. Visit <https://secure.activecarrot.com/login?site=362>
3. Log in with the following details:

Username: your email address on file (**update** this at SGAC Reception if needed)

Password: SGAC2766 (Defaulted and emailed to you separately if this code does not work. Can be changed once you are logged in)

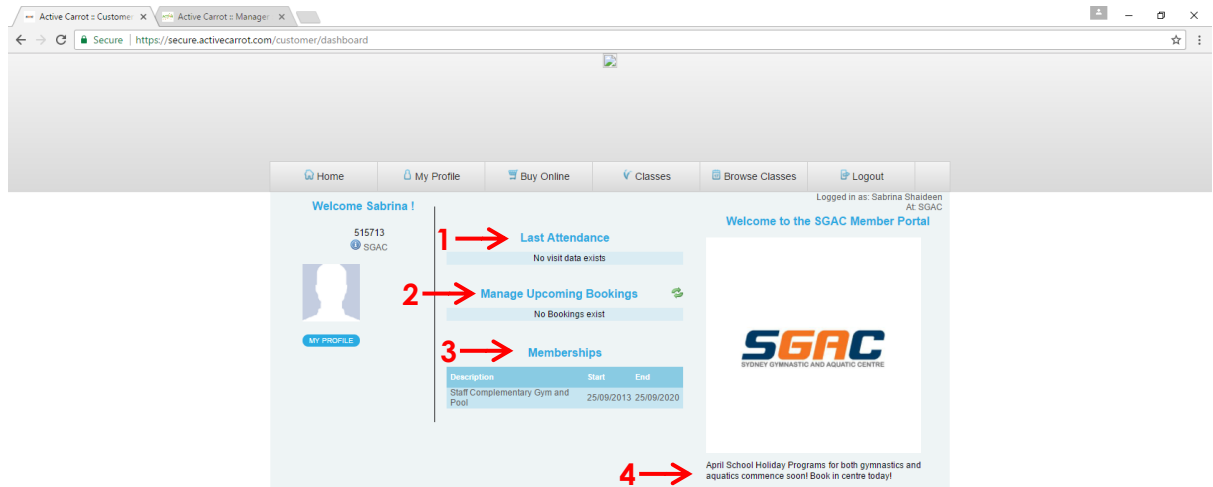


4. Select location: **SGAC** and hit '**continue login**'



What can I view on the Homepage?

Below is an example of the 'Homepage'

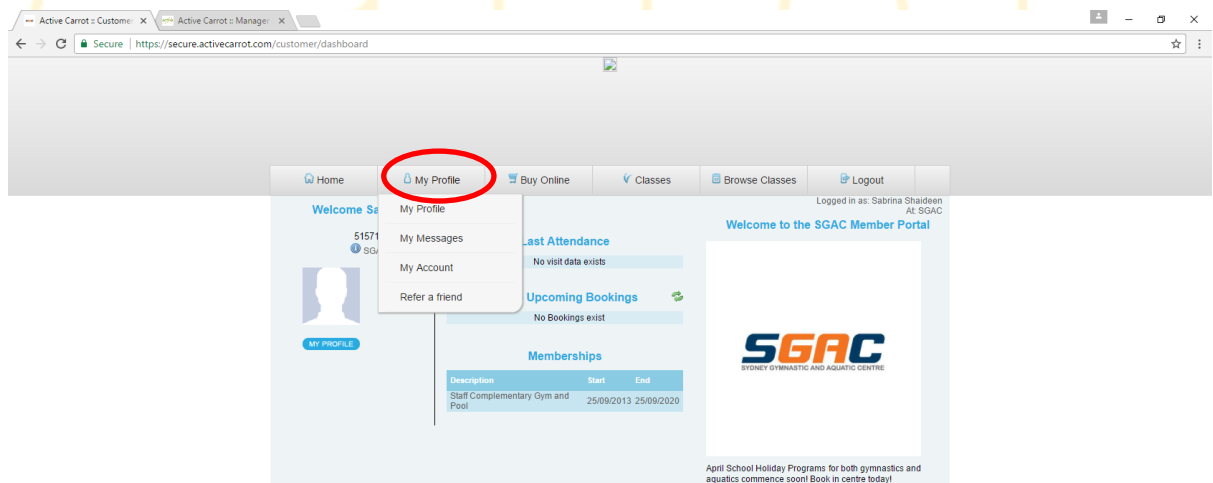


You can **view** the following:

1. Your last recorded attendance
2. Manage upcoming bookings – i.e. see what programs you or your child is enrolled in to
3. View your memberships (e.g. if you have a ONE55 Membership or an Unlimited Pool Membership)
4. Under the 'SGAC Logo' – stay up to date with the latest news and what's happening in centre

Can I update my personal details online?

Select 'My Profile' section on the 'Homepage'

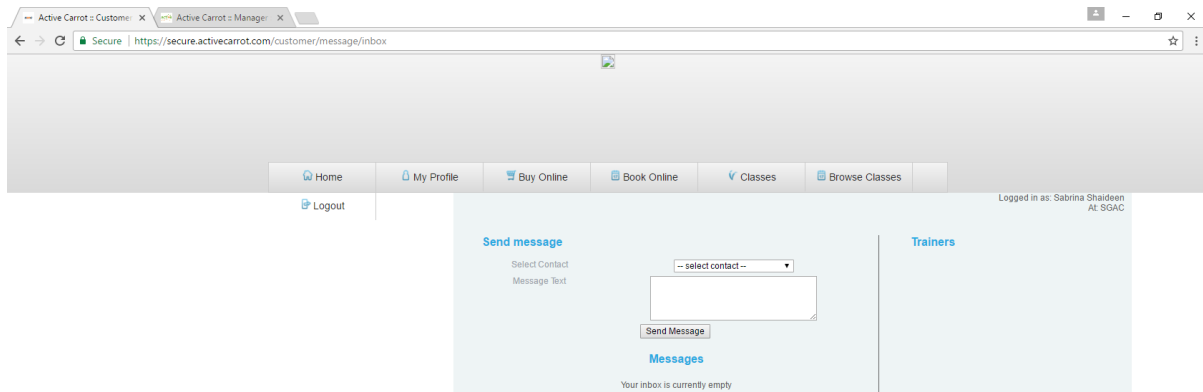


Within the 'My Profile' section you can:

- Update your photo
 - Update your contact details
 - Change your username/ password
- **N.B. Please ensure you click 'save' when making any changes.**

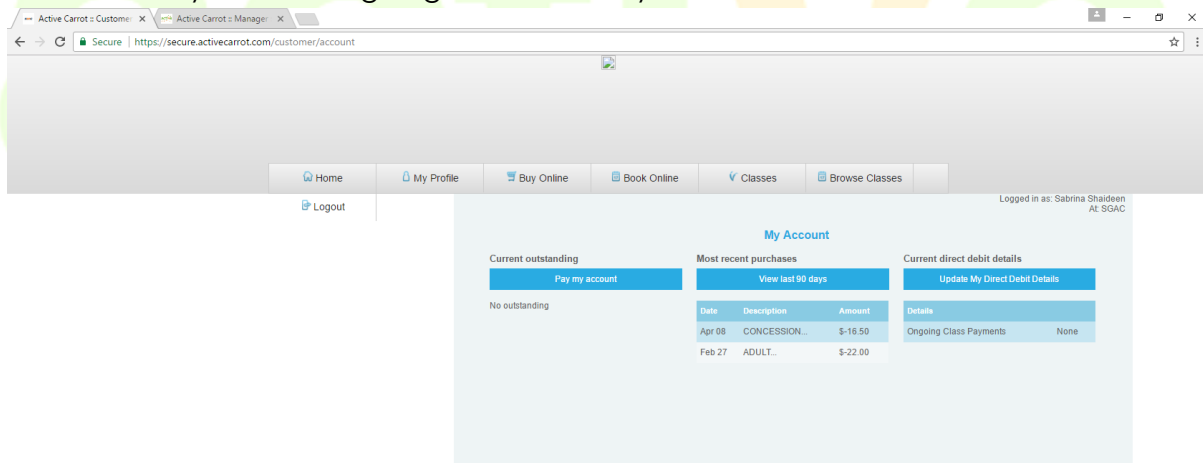
Can I contact SGAC directly from Active Carrot?

Within the **'My Profile'**, click on **'My Messages'** you can send emails directly to SGAC Reception for them to assist with your queries. Member Services can direct your enquiry to the appropriate department if necessary.



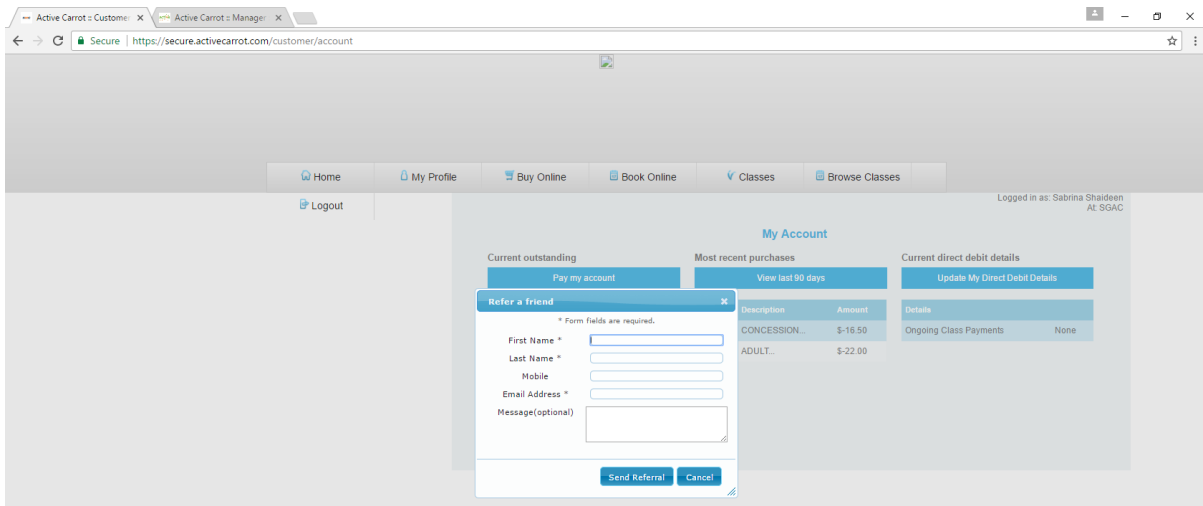
Can I pay for classes online and update my payment details?

- Click **'My Account'** – allows you to pay any outstanding fees, view any recent purchases and update your direct debit details as well as outline any current ongoing direct debits you have active



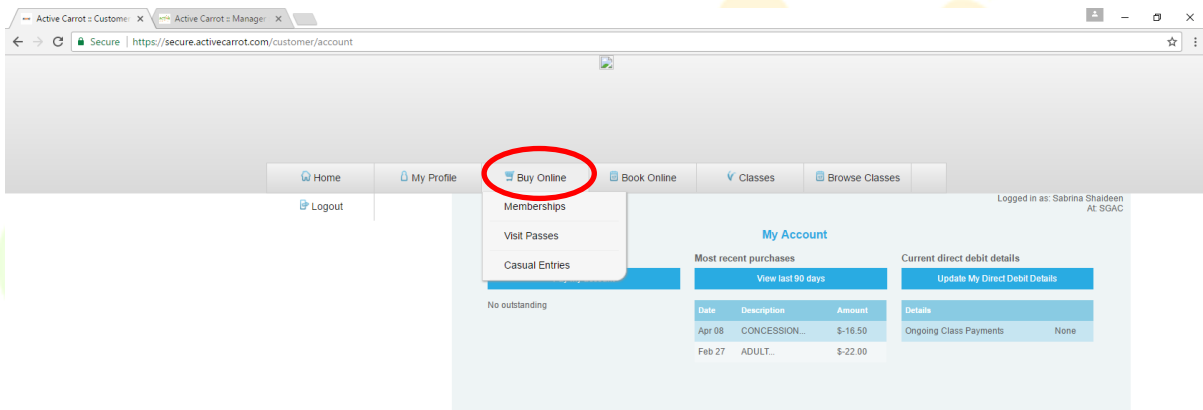
What does 'Refer A Friend' mean?

- Click **'Refer A friend'** – allows you to email a friend about our facility and link them with our contact details



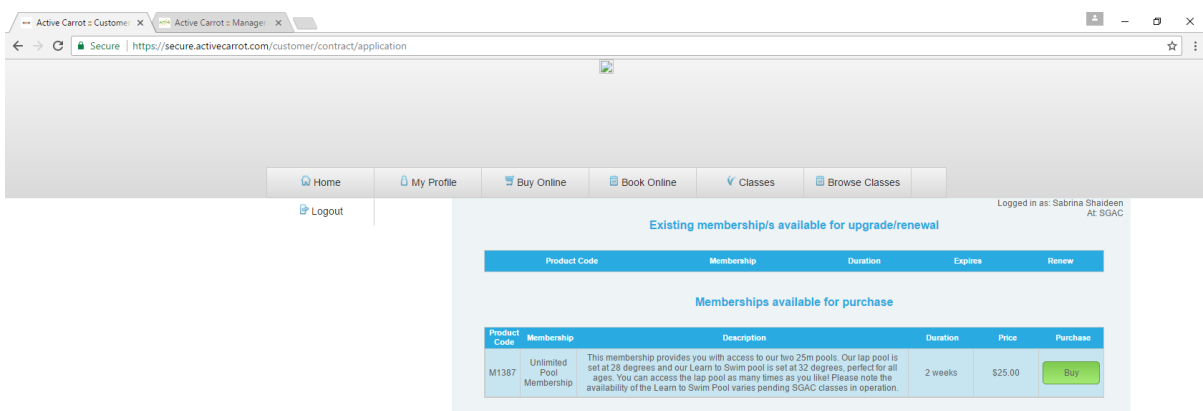
What am I able to purchase online?

1. From the **'Home'** screen, select the **'Buy Online'** drop down menu

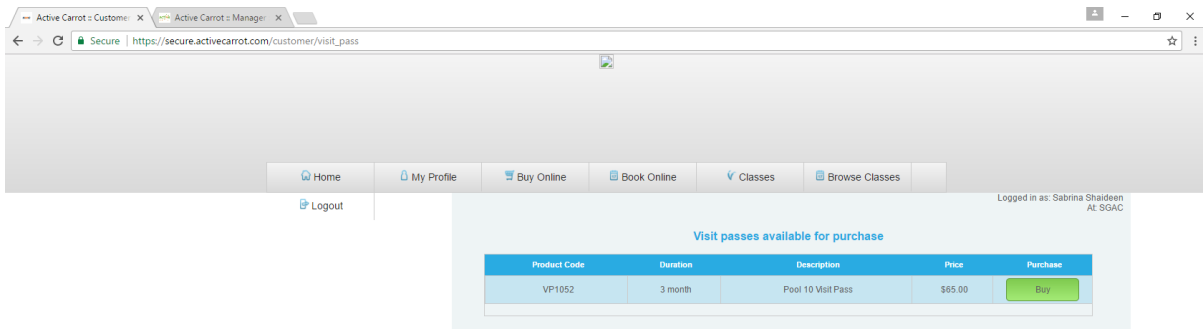


Within this section:

- a) **'Memberships'**- allows you to purchase a pool membership for access at any time

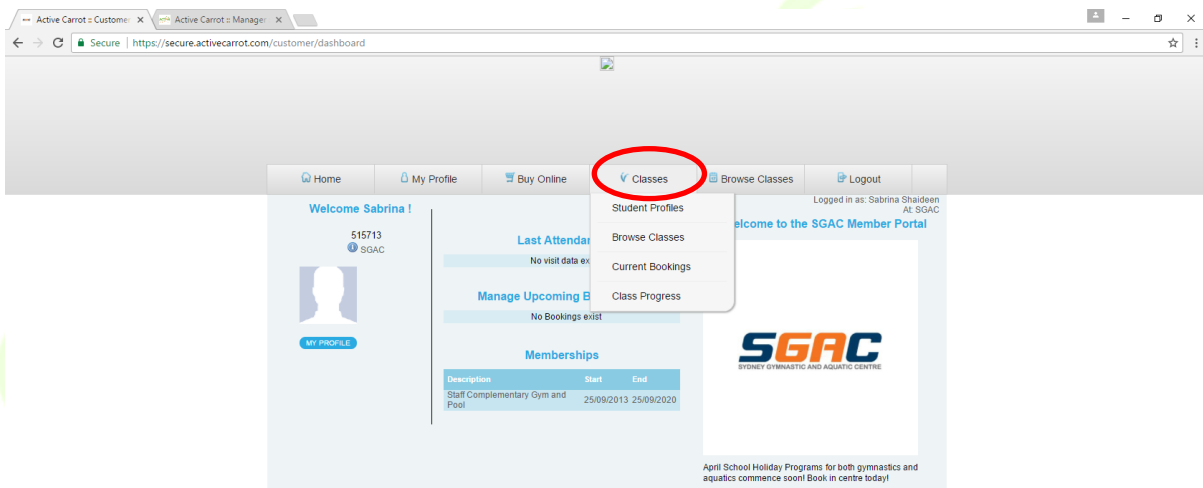


- b) **'Visit Passes'**- allows you to purchase a 10 visit swim pass for access at any time



Can I view classes online?

1. Yes, you can from the **'Home'** Screen and select the **'Classes'** drop down menu



2. Click **'Browse Classes'** – this allows you to view where there are current vacancies in our programs

NB. From the **'Home'** Screen, select the **'Browse classes'** to view classes on your mobile phone. Similar to the **'Classes'** drop-down menu.

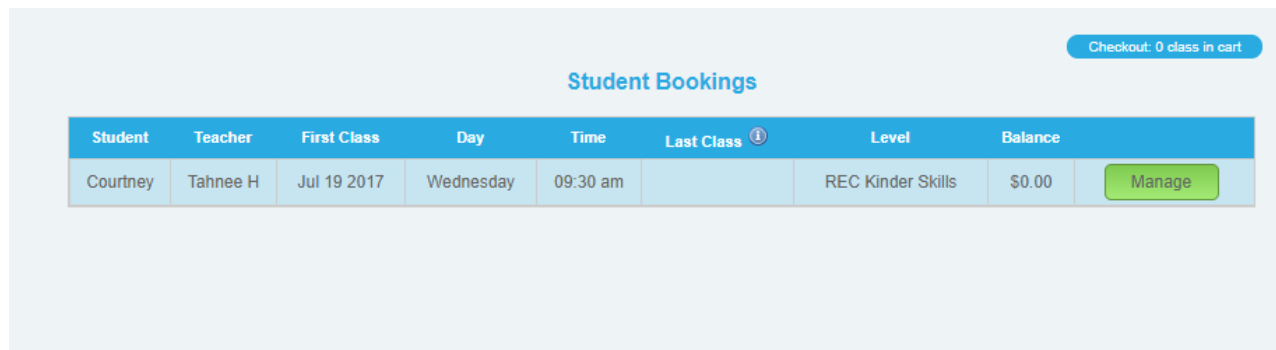
We highly recommend using the 'Classes' menu as opposed to 'Browse Classes'

Can I make bookings/ move bookings online?

Unfortunately, not at this stage. All bookings and changes must be made by speaking to our friendly Member Services Team, however you can check availabilities of classes online, prior to contacting us.

How can I see any current classes?

Click 'Current Bookings' from the 'Classes' drop-down menu – this allows you to view all the details of your current bookings in our system



Student	Teacher	First Class	Day	Time	Last Class ⁱ	Level	Balance
Courtney	Tahnee H	Jul 19 2017	Wednesday	09:30 am		REC Kinder Skills	\$0.00

Checkout: 0 class in cart

Manage

You are able to see:

- Students Name
- Teacher of the current class
- First class
- Day of class
- Time of class
- If you have a current end date on your class
- Level child is currently booked
- Any outstanding balance

Can I view my child's progress online?

1. Click '**Class Progress**'– allows you to view your child's progress within our aquatics and gymnastics classes
2. After each assessment period, the progression of children will be updated

If I update my details online, how long will it take to show in the system?

All information updated online will be updated on the system in real time.

What do I do if my log in doesn't work?

Contact our Member Services team on 9851 5811 or via email: reception@sgac.com.au