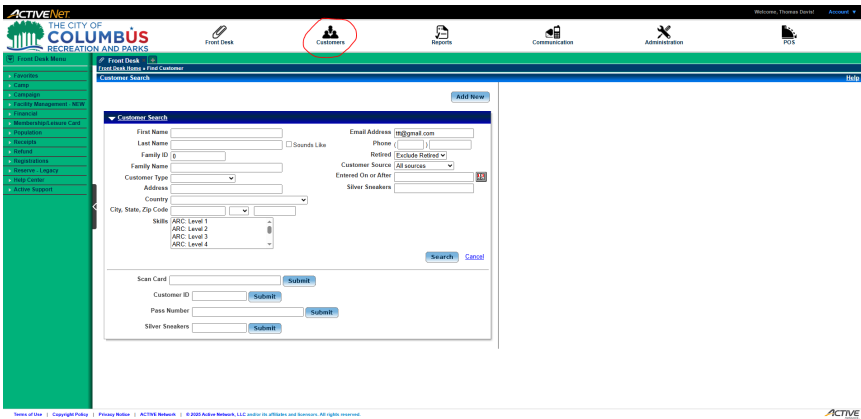


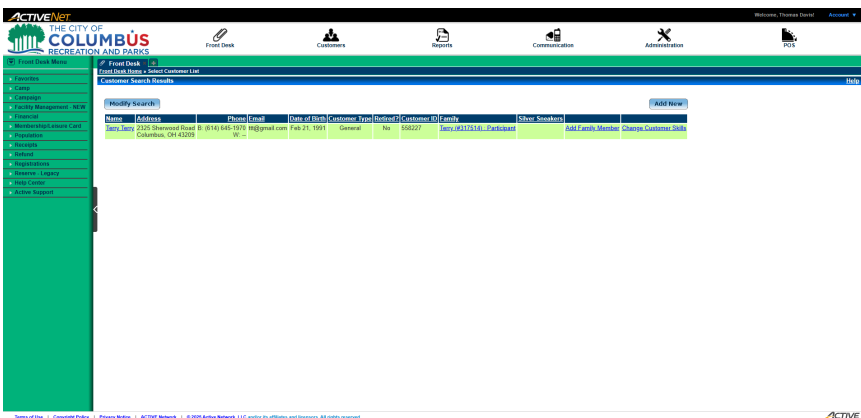
ActiveNet (Password Reset)

04/10/2025 10:41 am EDT

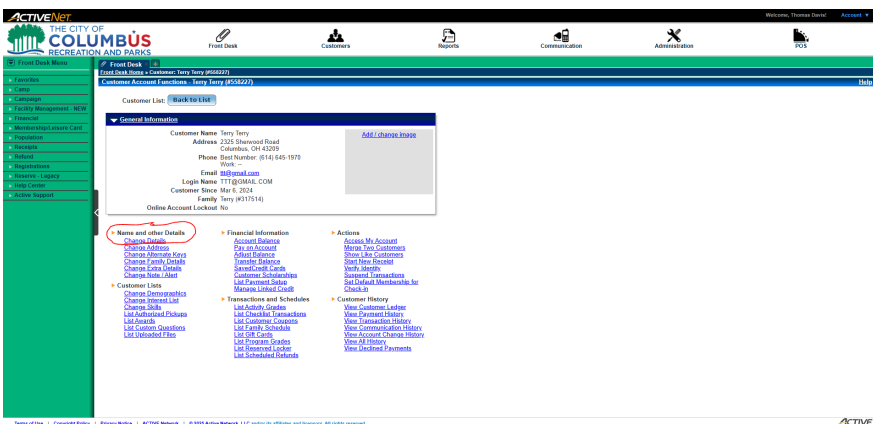
Ask the customer for the email address associated with the account and look up through the "Customers Icon"



After this, select the desired Customer:



Once in the account click "Change Details"



Under "Security Information"

Create a generic password and click save, and the password has been reset.

- Home
- Account
- Profile
- Family Management
- Memberships/License List
- Reservations
- Messages
- Registration
- Account Settings
- My Profile
- Online Support

Print Data
Customer: Terry Terry (950222) | Customer Details
Change Customer Details: Terry Terry (950222)

Cancel and go back to Customer Account Functions

Name

First: Terry Last: Terry
Address: 2322 Sherwood Road
Columbus, OH 43226

Personal Information

Gender: Male
Date of Birth: Feb 21, 1991
Customer Type: General
Grade Override: as of Dec 1, 2024
External Description:
 Retire Customer Record? Special Handling?
 Membership where Card Overlapped?
Preferred Language: English

Security Information

The login name will not be saved when the setting "Force users to login with email address" is ON in System Settings - Configuration - General

Login Name: TTT@GMAIL.COM
 Create user has not been activated?
Password: [masked]
Re-enter Password: [masked]
Question: [dropdown]
Answer: [text]
Re-enter Answer: [text]

Notes

Notes: [text area]
Medical Alert: [text area]
General Alert (Staff Use Only): [text area]

Linked Organizations

Active Organizations:
[dropdown menu]

Save and Attach New Company Save and Add a New Family Member Save Update