



AN INSIDER'S GUIDE TO COMMUNITY SERVICES

1. Stay connected and informed

Frequent our website www.capecommunityservices.org.

Read our monthly newsletter(s), **Keeping Cape Active** (community-wide) and **Actively Aging** (Age 62 +), sent directly to your email.

Check out our tri-annual program brochure, the **Cape Explorer**, filled with youth and adult program opportunities delivered to all Cape Elizabeth residents, or viewable [online](#).

Follow us on social media.



[Cape Elizabeth Community Services](#)
[Cape Care](#)
[Cape Elizabeth Pool & Fitness Center](#)



[Cape Elizabeth Community Services](#)

2. Be sure your account is up-to-date

Log into your account from our [website](#).

- From the Home Page, click “Login,” which will take you to ActiveNet. Click on the yellow “Sign In/Sign Up” button. If you are already logged in, click on “My Account”.
 - *If you do not know your Login name, try using your email address and click on the “Forgot Password/Login Name?”*
 - *If you need help logging in, call us at 207-799-2868, and we will assist you. Please do not set up another account.*
- Once you are logged in, follow these three easy steps to update information for yourself and all the members of your household.

Step 1 - Click on Manage Household Member (SEE RED ARROW).

The screenshot shows the user interface for 'COMMUNITY SERVICES' in Cape Elizabeth, Maine. The user is logged in as Jane Doherty. The page displays account options, including a balance summary and a list of family members. A red arrow points to the 'Manage Family Member' link for Jane Doherty.

COMMUNITY SERVICES
CAPE ELIZABETH, MAINE

Welcome, Jane | My Account | My Wish List | Sign Out

Start | Activities | Reservations | Calendars | Memberships | My Cart

Start > My account

ACTIVE network

Account Options for Jane Doherty

Jane Doherty
Birth date: Aug 1, 2014
343 Ocean House Rd Cape Elizabeth, ME 04107

[Password And Security Info](#) | [Change Answers To Questions](#)

| Balance | |
|-------------------------------------|--------|
| Credit on account | \$0.00 |
| View credit details | |
| Current balance | \$0.00 |
| Due now | \$0.00 |
| Pay On Account | |

Payment and Order Management

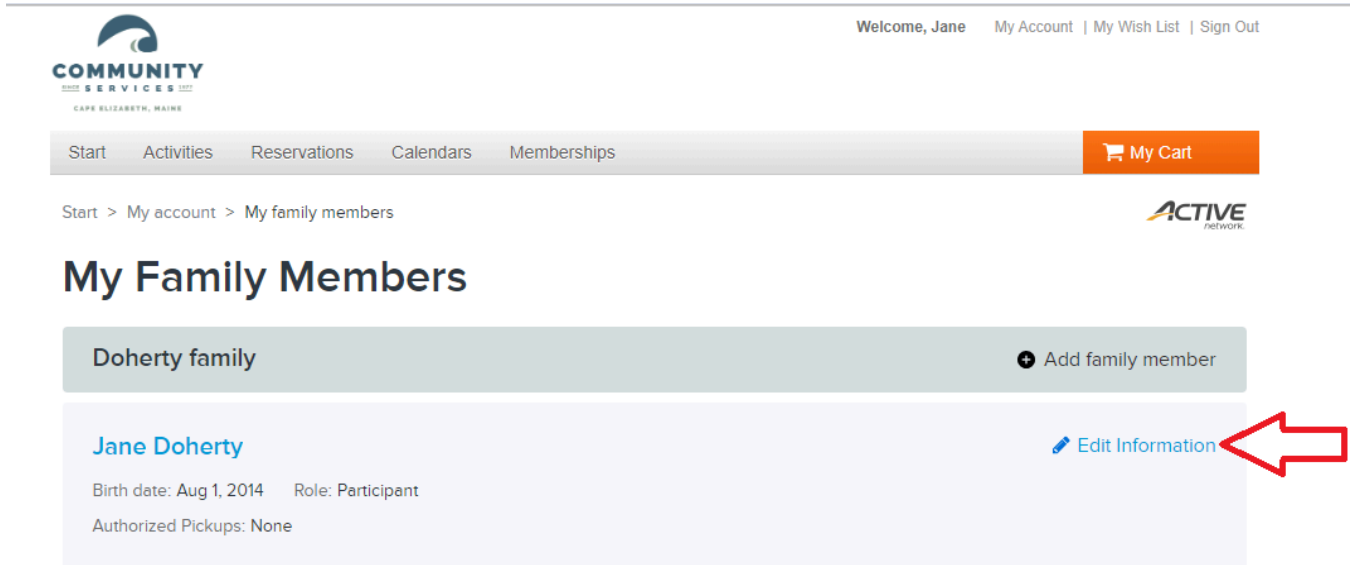
- [Change Auto-Charge Payments](#)
- [Saved Credit Cards / Electronic Checks](#)
- [Transaction and Payment History](#)
- [Account Payment Details](#)

[Tax Receipt](#)

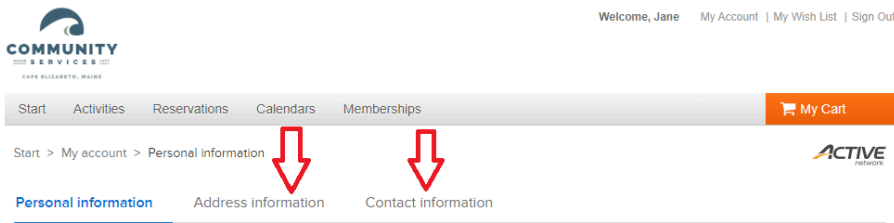
Doherty's family

- Jane Doherty
Birth date: Aug 1, 2014
Role: Participant
[Manage Family Member](#) (indicated by a red arrow)
[View Family Members Schedule](#)

Step 2 - Click Edit Information next to the Household Member you wish to update (SEE RED ARROW).



Step 3 - Update Personal Information or click on Address or Contact information to update (SEE RED ARROWS)



The screenshot shows the 'Personal information' form. The title is 'Personal information'. Below the title, there is a note: '* Required fields'. The form has the following fields:

- First name *: Jane
- Middle name: (empty)
- Last name *: Doherty
- Family: Doherty
- Gender *: Female
- Role in family: Participant
- Occupation: Other (with a dropdown arrow) and a text input field 'Enter here if selected 'Other''

Note: Beginning on September 1, 2024, time-sensitive program/facility changes/cancellations/closures will be communicated via text and email. To ensure you receive these important updates, confirm your cell phone number and carrier are entered and correct FOR EACH MEMBER OF YOUR HOUSEHOLD. This information can be updated under the Contact Information section.

Parent Tip - *Call us at 207-799-2868 if your child is young for their grade or old for their grade, and we will update their account. There is no need to set up multiple accounts with multiple birthdates.*

Pro Tip - *Saving your credit card on file will make it even easier. This is something you can also do in advance from your Account Page. If you already have a card on file, double-check that it is the card you want to use and that it is up-to-date.*

Step 4 - Complete steps 2 and 3 for each person in your household.

3. Use the Wishlist Feature

This feature allows you to save activities for yourself and members of your household to your Wishlist before registration opens. This feature goes live two weeks before registration opens. On Registration day, open your Wishlist and move activities into your cart for checkout.

The Wishlist feature does not guarantee enrollment in popular programs; however, it will ease the pressure by eliminating the need to search for each activity on registration day.

In Advance of Registration Day

Log in to your ActiveNet account. Search for upcoming activities you want to sign up for. Bookmark them by clicking on the heart icon, and they will be added to your Wishlist. This can be done up to two weeks before registration opens.

[Add Items to Your Wishlist](#) (click on the link to watch the short video Part 1)

Registration Day

Log in to your account. Click on your Wishlist. The activities you bookmarked in advance will appear on your list. Once registration opens, add each item to your cart

by clicking **Enroll Now**. Next, select the program participant, answer any custom questions, and add to the Cart.

To enroll other household members for the same activity, click the *Register Another Participant* **link** under the Add to Cart button. You can use this process to register as many participants as necessary.

Once enrolled in an activity, return to your Wishlist to continue adding activities to your cart. When you are finished adding items to your cart, check any necessary waivers and click **Check Out and Pay**.

[Registration Day](#) (click on the link to watch the short video Part 2)

Recap - *The View Wishlist Tutorials can be found on our website, www.capecommunityservices.gov, under the How Do I? tab at the top of the page.*

Note - *After you have completed your registration, you will need to unheart the activities for them to be removed from your Wishlist, whether you added them to your cart or not.*

Online Registration Feature - Second Session Payment Deferral

If you are registering for multiple sessions of a youth program, you now have the option to defer payment for the **second** session by enrolling in a payment plan at the time of registration. By selecting this payment plan, you agree to have the payment automatically charged to your card seven days before the start of the second session.


In your SHOPPING CART, check the "Use Payment Plan" box

Little Samurais (Ages 4 - 5) - 253-325

\$86.00 

ACTIVITY



Use Payment Plan 2nd Session Delayed... 

By selecting this plan, you agree to make payments as scheduled below.

| Due date | Amount due |
|--------------|------------|
| FEB 26, 2025 | \$86.00 |

Total \$86.00

At CHECK OUT, check the "Pre-authorize your selected credit card" box.

Future Charges

Payment Plan for Little Samurais (Ages 4 - 5) (Joe Frost)

Next Due Feb 26, 2025

Last Due Feb 26, 2025

Pre-authorize your selected credit card