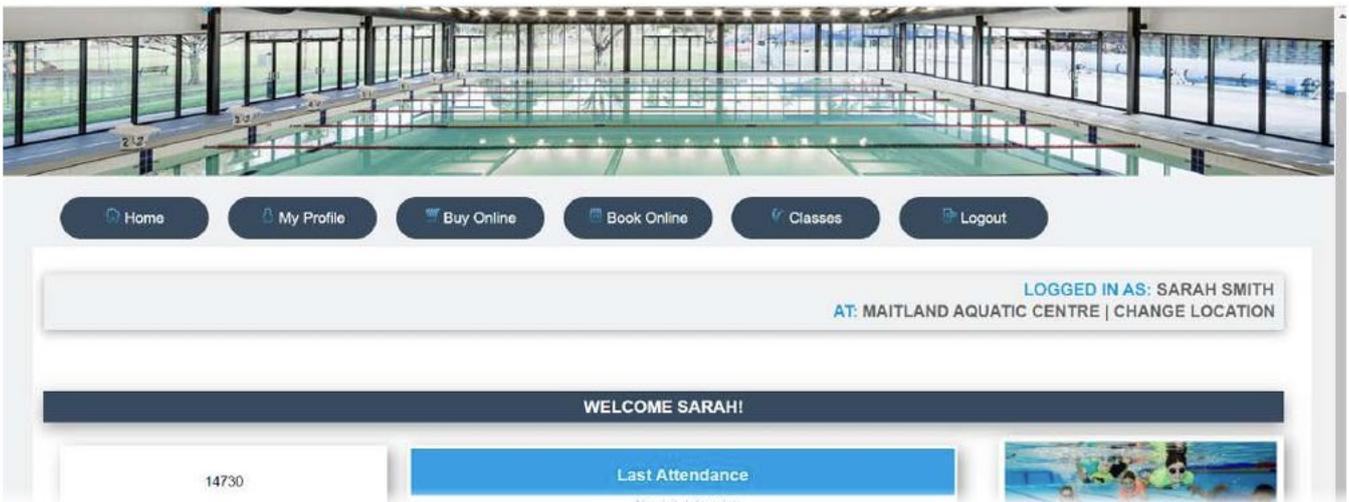


Accessing Active Carrot – our customer portal for Maitland aquatics

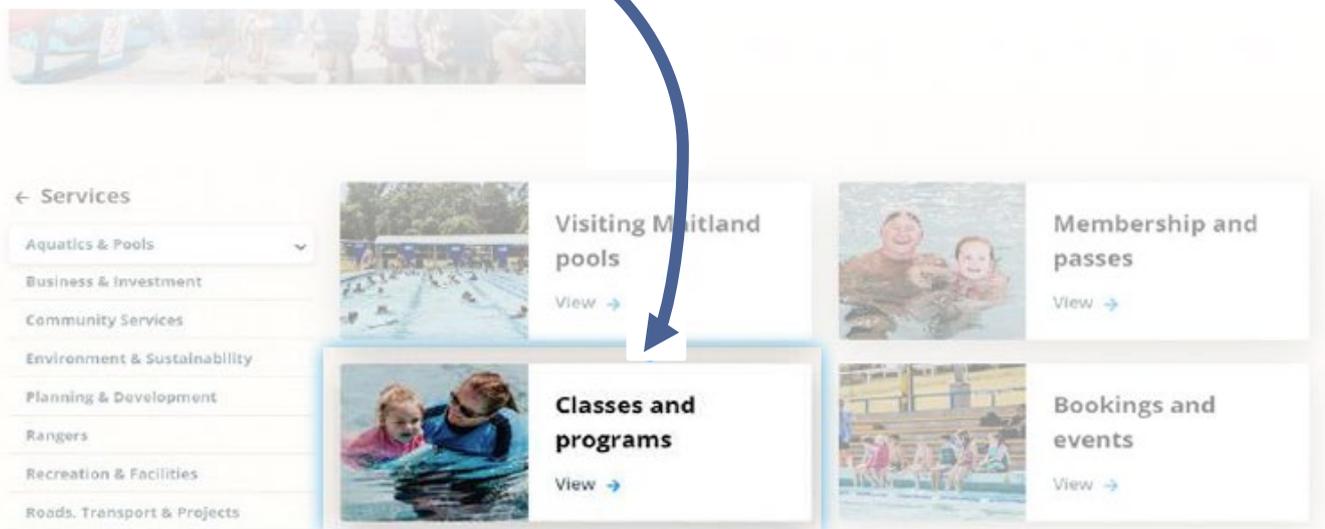
Step 1

Visit www.maitland.nsw.gov.au/services/aquatics-pools



Step 2

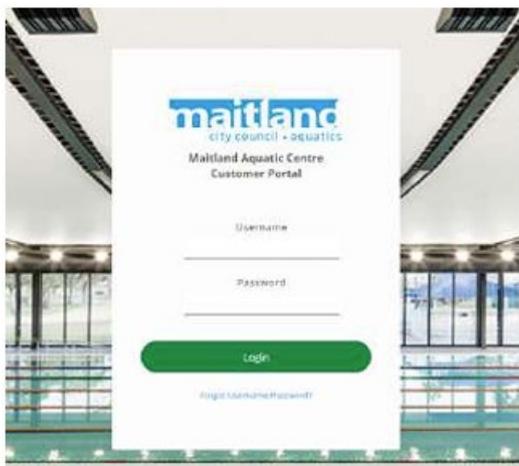
Select the Classes and programs tile



Step 3

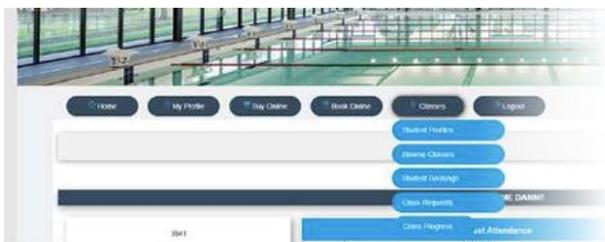
Click 'Member Log In' button.

- Enter Username (email address) and password
- On your first use, enter Username and click 'Forgot Username/Password'
- Check your inbox for instructions on setting a password (don't forget your junk inbox!)



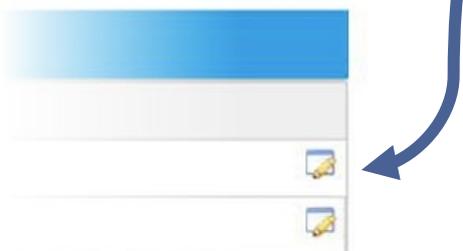
Step 5

Hover the cursor over the 'Classes' button.



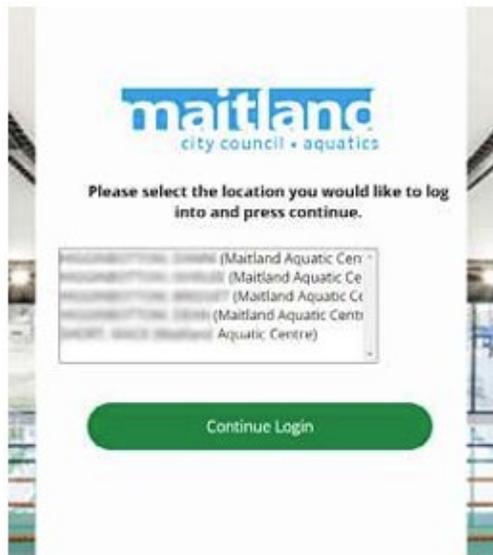
Step 7

To make any changes or update a current student, click the edit icon on the right hand side, and make necessary changes.



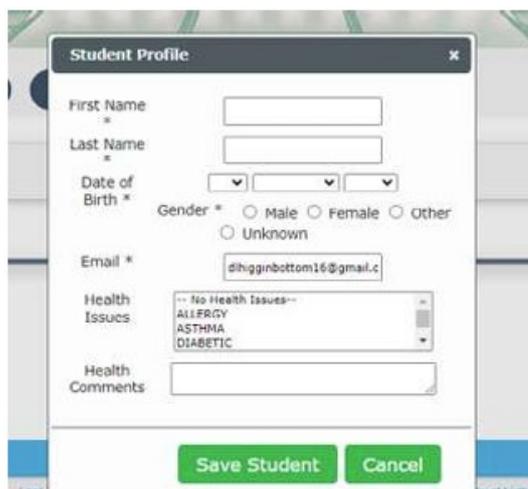
Step 4

Select the responsible person from the list of family members and make sure the location (in brackets) is Maitland Aquatic Centre. Click 'Continue Login'.



Step 6 – student profiles

To add/enrol a new child, click 'Add Student' button. Fill out form and click 'Save Student'.



Step 8 – browse classes

Click on 'Browse Classes', then 'Show all Classes'.

- This will show all available classes for the levels of the children associated with the responsible person
- On the left, filters can be applied to view specific class information.

Browse Classes

Filter Results

Students

- Tia Smith
- Mia Smith
- James Smith
- Harry Smith

Apply Filters

Levels

- L 03 PRI
- L 05 PRI

Apply Filters

Day

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

Monday 4:00 pm - Maitland Lts - L 03 PRI Jan 30 2023 - Apr 6 2023

Next Class	Time	Payment
Apr 3 2023	4:00 pm - 4:30 pm	Weekly

Monday 5:30 pm - Maitland Lts - L 03 PRI Jan 30 2023 - Apr 6 2023

Next Class	Time	Payment
Apr 3 2023	5:30 pm - 6:00 pm	Weekly

Monday 5:30 pm - Maitland Lts - L 03 PRI Jan 30 2023 - Apr 6 2023

Next Class	Time	Payment
Apr 3 2023	5:30 pm - 6:00 pm	Weekly

Tuesday 3:30 pm - Maitland Lts - L 03 PRI Jan 30 2023 - Apr 6 2023

Next Class	Time	Payment
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Step 9 – student bookings

Click on 'Student Bookings' to see the class bookings for students associated with the responsible person.

Current Student Bookings									
Student	Teacher	First Class	Day	Time	Last Class	Level	Amount Due		
Five Most Recent Past Student Bookings									
Student	Teacher	First Class	Day	Time	Last Class	Level	Balance		
Bridget	Penny W	Feb 2 2023	Thursday	05:00 pm	Feb 2 2023	L 03 PRI	\$0.00	Manage	
Marlee	Colin M	Feb 2 2023	Thursday	04:00 pm	Feb 2 2023	L 05 PRI	\$0.00	Manage	

Step 10 – class request

Click 'Browse Classes' to see class availability.

Maitland Aquatic Centre

Thank you for your request, please ensure you give all details to enable Maitland Aquatics to assist you.

Browse Classes

Select the class you wish to request a move to, fill out required fields and click 'Submit'.

Class Registration

Class Type: MAITLAND LTS
Level: L 02 PRE
Teacher: TERRI-LEE V
Lesson Time: 27 Mar 10:00 am

Booking Request:

Parent Name:

Email:

Phone:

Student Name:

Submit