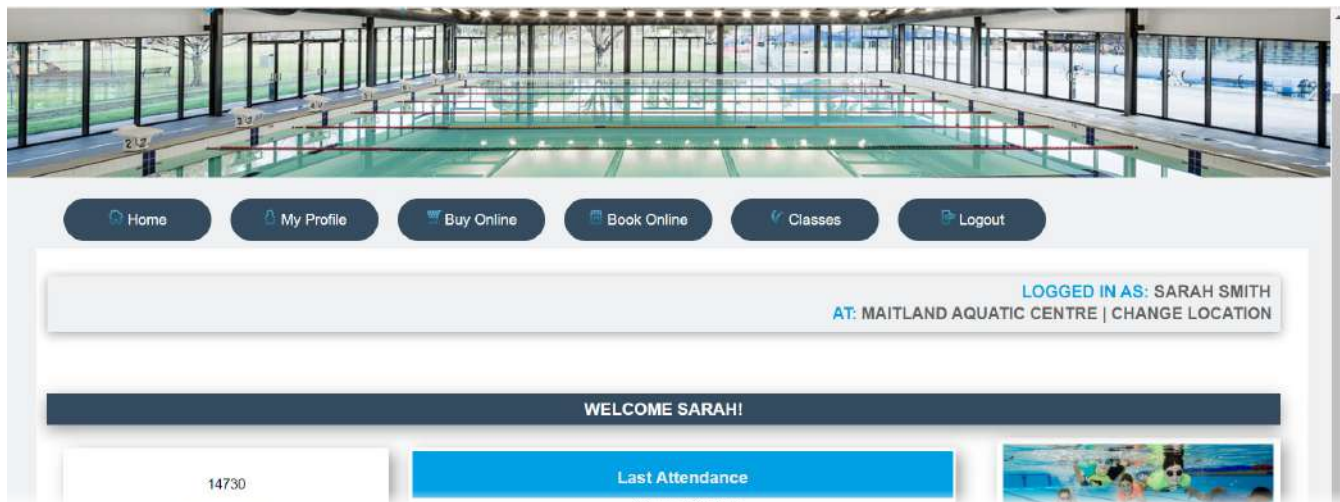




ACCESSING ACTIVE CARROT - OUR CUSTOMER PORTAL FOR MAITLAND AQUATICS

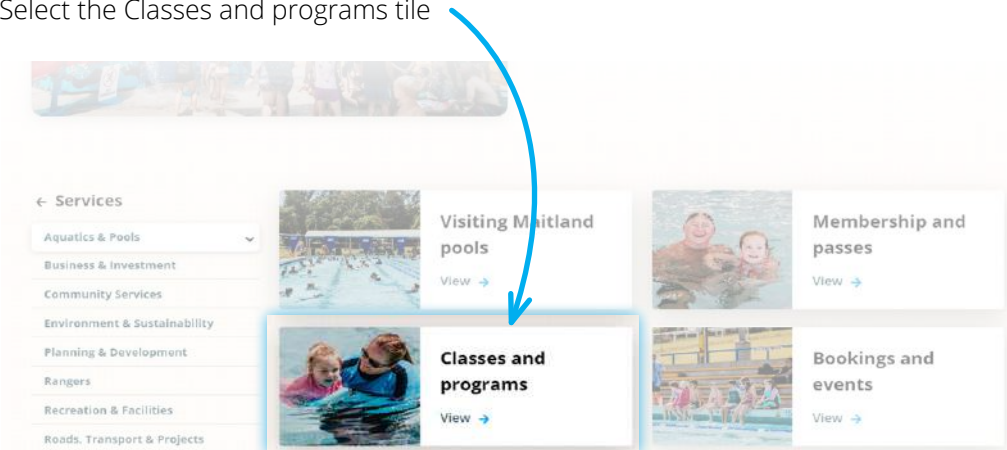
STEP 1

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



STEP 2

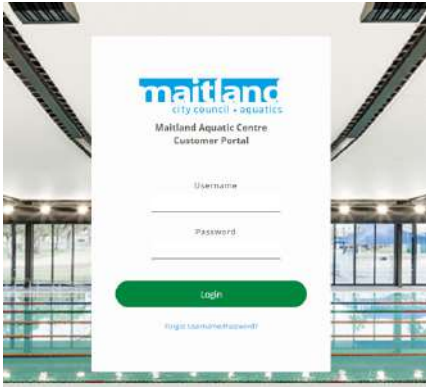
Select the Classes and programs tile



STEP 3

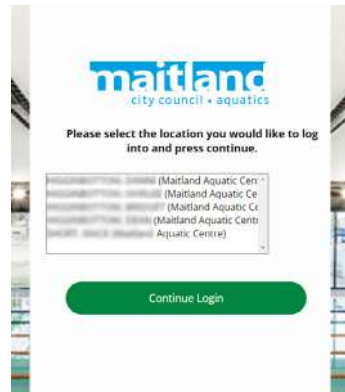
Click 'Member Log In' button.

- 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!)



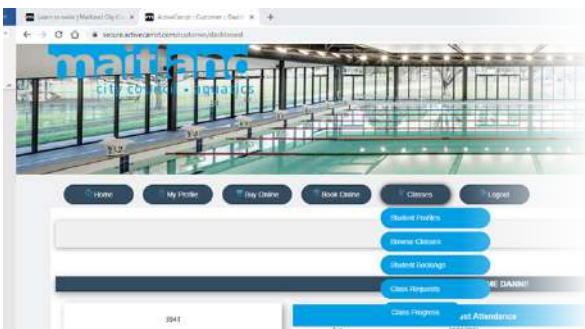
STEP 4

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



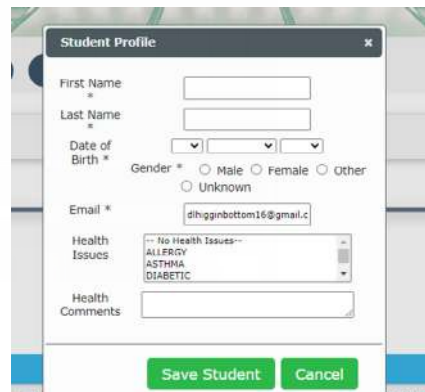
STEP 5

Hover the cursor over the 'Classes' button.



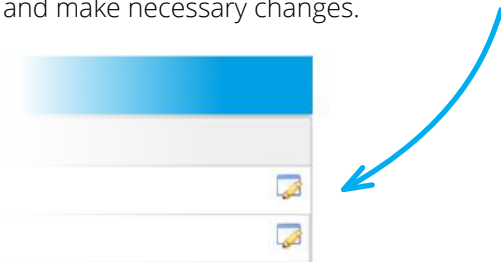
STEP 6 - STUDENT PROFILES

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



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 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.



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](#)