

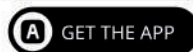
The new app bringing your membership into the palm of your hand. Your Active World self-managed portal will allow you to:



Download Active World now to get started



- Book into your Group Exercise Classes
- Book into a Splish Splash Class
- View upcoming classes / sessions
- Buy a new membership
- Buy a visit pass
- Scan in using a digital access card – for when you forget your pass!
- Advise of us of your session/ class non-attendance and book make-up sessions.
- Track your GOswim learning pathways and progression.
- Send and receive messages to the Centre staff.
- Manage your account details
- Update your payment details
- Check for your next payment



If you have any questions, our team are happy to help.

@activemerribek

active@merri-bek.vic.gov.au
active.merri-bek.vic.gov.au



Download the app to login or sign up and search our centre name



Introducing Active World



Search our centre name

How to get started?

Existing member?

If you have signed up in Centre or over the phone our team have created your account for you using the email you provided us upon joining.

1. Download the Active World App
2. Search our centre name
3. Select forgot password to reset your account – follow the prompts in the app
4. Login to the app with your new password and create your 4-digit access code
5. Now you are in! Book your classes and manage your membership with ease.

New member?

Looking to join our community! Welcome! It's super easy to get started.

1. Download the Active World App and select Sign Up
2. Search our centre name
3. Create your 4-digit access code
4. Now you are in! It's time to buy a membership!
5. Click Buy/Book - select your preference
6. Follow the prompts to get started.

If you are signing up your child to swimming lessons – you will need to add them as a member first - click add member in the buy/book section to add your family to the account.

Using the App:

Check your account details

Once you have logged into the app, be sure to check that your account details are correct, this includes your contact and billing details. Go to My Profile or My Billing, click edit, adjust and ensure you save the new details. You can update these at any time.

Buy a membership

If you would like to purchase a membership for yourself or a family member, it's easy to do from your app.

Press Buy/Book and then select Buy Membership. Select the membership that will best suit your goals. Press concession in the drop-down box to change it from adult/concession. It will ask you to verify at the centre. Press 'ok' - please present your concession card to reception on your first visit.

Follow the prompts and enter your payment details. You will receive a confirmation email.

Buy a Visit Pass

Visit Passes allow casual users to buy bulk packs of visits and track how many visits you have remaining. To purchase a Visit Pass click Buy/Book, Buy Visit Pass and select the pass you wish to purchase.

Visit Passes must be used within 6 months of purchase and are not refundable if you do not attend a session.

Concession prices are available - select the drop-down box and change from adult to concession.

Manage your swimming lessons

Booking into your swimming lessons is easy. Click Buy Class, select the member you wish to book in for lessons and answer the prompted questions to help us allocate your child to the best class.

If you are already booked into a class, you will be able to see your upcoming classes in 'My Schedule' and let us know if you will be absent and book your make up lesson. Follow your learn to swim Pathway and see your swimming Milestones in the app.

Add family members

The Active World app allows you to link your family memberships to manage from the once account and will give you greater visibility of your progress and achievements when visiting us! To add new member select Buy/Book then Add Member – completing all information relevant to this member.

If a family member already has an account set up using your email, they should already show as a member on your account, if not please speak to our reception team.

Book a Group Exercise Class

To book a Group Exercise or BEGIN session select Buy/Book, click Book Session then select the program type you would like to attend. You will then see the dates and sessions available up until 7 days in advance. When you click on book session you may need to use the drop down and select the appropriate member you wish to book in for the class.

Message our team

You can use the messenger function to communicate to staff directly. Ensure you select Mill Park Leisure as the centre to communicate with.

Check your schedule

My schedule shows all your upcoming booked sessions and classes. You can notify of absences through My Schedule and request Make-up sessions.