

ActiveNet Online Activity Registration System Information Sheet

Overview

The Town of Enfield is offering online activity registration and credit card payment via the Town web site (www.enfield-ct.gov). The Town has partnered with the Active Network, Inc. to provide event registration.

The ActiveNet online activity registration system serves the public interest by providing anytime access to Town activities and meets business needs for the Library, Recreation, and Senior Center.

Participants have the ability to search and view events and programs online, and register from any Internet-connected computer. The Library, Recreation and Senior Center have posted events to ActiveNet, many of which allow online registration. In order to register online, participants create a free account with ActiveNet. An account is not needed to view listings, but only to register for events online.



Library, Recreation and Senior Center staff have the ability to use the Front Desk capabilities of the system to perform all levels of customer service related to activity registration. This includes the ability to create and manage accounts, register customers for activities, and even accept payment. This Town-wide solution provides a single means of managing activity-related processes.

Partnering with a number of Town departments, the IT Department provided project management, technical and enterprise objectives, and coordination during the ActiveNet implementation. The project brings a unified customer service solution to Enfield and expansion of the program is planned to increase access to municipal services.

Highlights

- Ability to register for events for individual and family members
- Ability to make credit card payments when registering for events
- Ability to view past event registrations with ActiveNet
- Ability to view and print event schedules
- Participants manage personal account, include making payments, from any Internet connection
- Staff use ActiveNet Front Desk to manage accounts and provide customer service

Interaction with Other Systems

- System cash reporting by general ledger account facilitates reconciliation of payments
- Branding and navigation of system interface create consistent integration with Town web site

Project Details

- Project #: 07-2796
- Finalization/Delivery Date: May 23, 2007