



How to Create Your Member Account in My Active Center

My Active Center (MAC) is an online program registration system used by centers across the country. It links with the My Senior Center system we already use and is a valuable tool in simplifying the registration process, collecting information on member activity and interests, and demonstrating community need. With a few simple steps, you can create an account and fill your personal calendar with Center activities from any device (laptop, desktop, tablet, or smart phone).

With your key tag handy, visit myactivecenter.com and set up your account today using the instructions below. Or sign up for one of our many on-site help sessions!

1. Go to www.myactivecenter.com and click on “Centers” in the top right corner.
2. Locate The Center—our address, 540 Belvedere Boulevard, will be underneath our name—and click “Join Center.”
3. Enter your key tag number. This is the number on the Center scan card you use at the kiosks in our building. If you no longer have your key tag, stop by or call the Welcome Desk to get your key tag number.
4. Next, fill in the phone number associated with your membership.
5. Scroll down the page to enter your email address and create a password for this MyActiveCenter account. The password must be at least 6 characters long. Enter the same password under “Confirm password.”
6. Click “Signup” in the lower right corner.
7. You will receive a welcome email from MAC confirming the creation of your account.

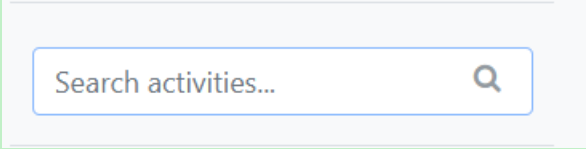
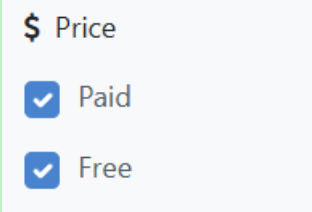
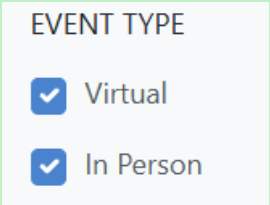
To watch a video about setting up an account, [click here](#).

Program/Activities Navigation

3.22.25

How to Find a Program Using Filters

There are multiple ways to search for programs with filters. Note that the default setting for filters in My Active Center is *checked*; click on the box to uncheck it if you do not want to use a particular filter.

Search Feature:	Screen Shot:	Details:
You can search by the program name using the Search option.		If you know the name of the program, type it in and it should populate on the screen. The system is intuitive, so typing just the first few letters or words should show the program you want to find. (See example at the bottom of this page.)
You can search for Free or Paid programs.		Have the specific box checked if you wish to see only paid or free programs.
You can search by Event Type . (Type refers to whether it is virtual—via Zoom— or on site at The Center or another location.)		Have the specific box checked if you wish to locate Virtual or In Person programs. Note: Some virtual programs do have costs associated and this will be reflected in the program details. Do pay attention to which option you register for if you are searching for both types.

EXAMPLE:

Begin typing “Prime” and the system automatically shows the results for Primetime Fitness.

Filters

Enhance your search

Reset Filters

\$ Price

Upcoming Activities For **The Center**

1 Activities | 1 Filter applied

Primetime Fitness

Build your cardiovascular strength, tone your muscles, and improve your balance at 9:15 am Monday–Friday. Appropriate for all fitness levels, this cla...

Read more

🕒 9:15AM - 10:15AM

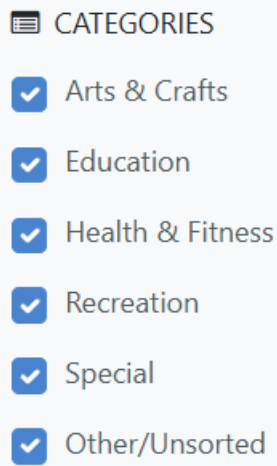
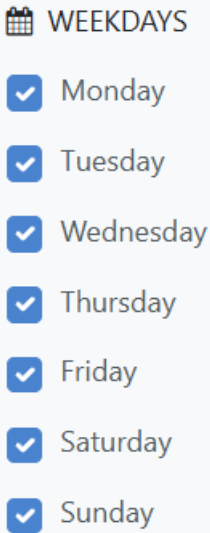
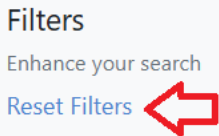
📅 Most Mon, Tue, Wed, Thu, Fri

👤 Maggie Schmidt

❤️ Health

Show events for the next 365 days ▾

(Click anywhere in the Primetime Fitness box and it will show “Upcoming Events”—a list of all the Primetime classes you can sign up for.)

Search Feature:	Screen Shot:	Details:
You can search by program Category.		The Category options in My Active Center are set and we cannot tailor them to our center. Consequently, some programs may be listed in multiple categories to facilitate the search. For example: Ageless Grace can be found under both Health & Fitness and Education.
You can search for programs offered within a certain time frame.		Have some free time and want to see if there is a program you'd like to take? Search here. Note: You cannot manually enter the time and must use the slide bar underneath.
You can search by day of the week.		If you are looking for a program that falls on a specific day of the week, you can select the day and search all programs. Reminders: • The default setting is all boxes checked, so uncheck the days you don't want. • The Center is closed on Sundays.
Reset your Filters		If you ever have issues locating a program, try resetting your filters before searching.

Program/Activities Navigation

3.23.25

How to Register for a Program

Locate the program you wish to sign up for, then **click anywhere in the program box.**

Filters
Enhance your search
[Reset Filters](#)

\$ Price

Upcoming Activities For The Center
1 Activities | 1 Filter applied
[Show events for the next 365 days ▾](#)

Advanced Bungee Jumping - Test
Join in this fun adventure as you jump off The Center roof. Bring your own rubber band!

🕒 2:00AM - 3:00AM | 📅 Some Sat | 🎓 Jumping Jack | 🎮 Recreation

The next screen should show you many details about the program, including:

Date of Program

Time of Program

Recurrences / Upcoming Events (if any)

Cost (if any)

Number of spots available

When registration will open, if it isn't already

Advanced Bungee Jumping - Test
Join in this fun adventure as you jump off The Center roof. Bring your own rubber band!

🕒 2:00AM - 3:00AM | 📅 Saturday's | 🎓 Jumping Jack | 🎮 Recreation

Upcoming Events
4 events | 1 Filter applied
[Show events for the next 365 days ▾](#)

Apr 5th • Saturday • 2:00AM - 3:00AM
Advanced Bungee Jumping - Test
[Details ▾](#)

Free
Price

230
Available

Registration starts on
03/05/2025 4:00 PM
[Refresh](#)

Apr 12th • Saturday • 2:00AM - 3:00AM
Advanced Bungee Jumping - Test
[Details ▾](#)

Free
Price

230
Available

Registration starts on
03/05/2025 4:00 PM
[Refresh](#)

Once registration is open, you will be able to add the program to your cart.

Apr 5th • Saturday • 2:00AM - 3:00AM

Advanced Bungee Jumping - Test

Details ▾

Free

Price

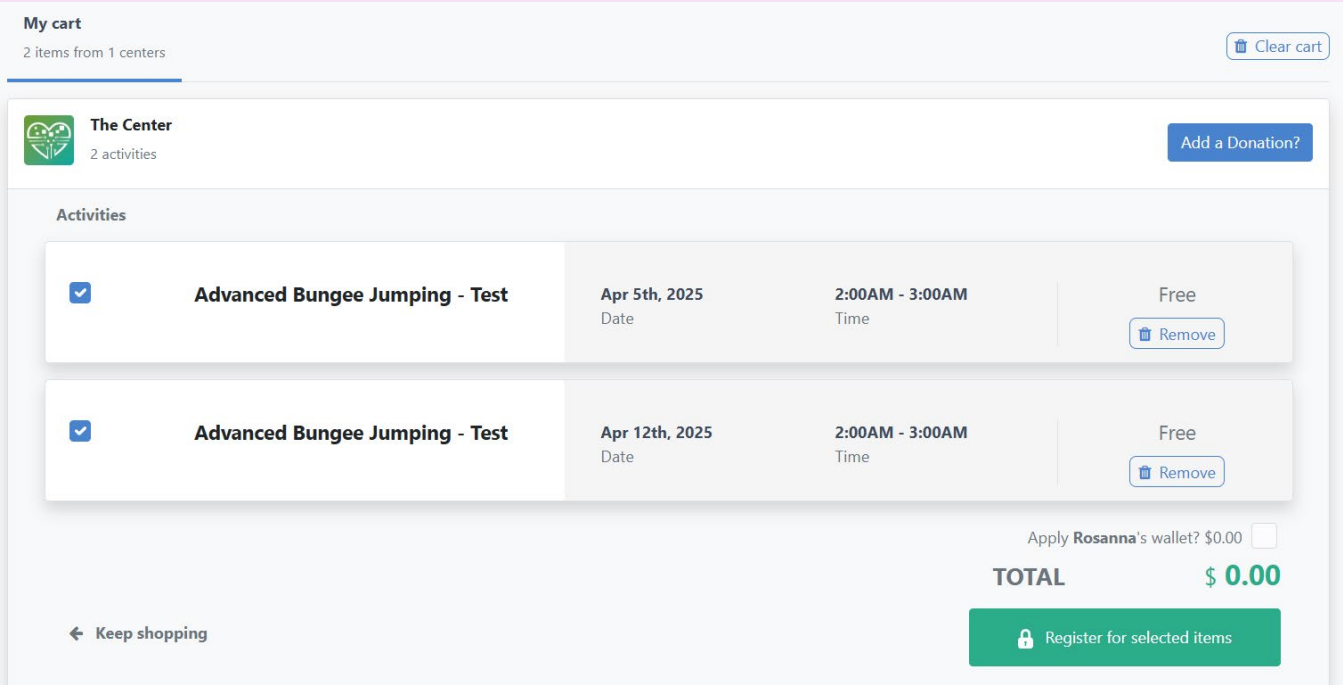
230

Available

Add to Cart

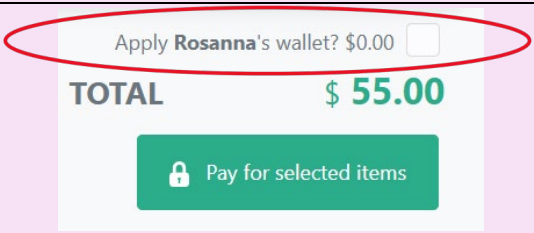
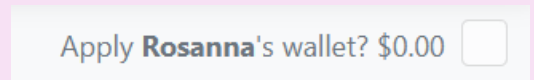
Once you add the program to the cart, the option to go to your cart will appear.	You have 1 item reserved in your Cart Advanced Bungee Jumping - Test Apr 5th, 2025 Free Subtotal: \$0.00 Go to Cart →	If you want to add more programs before checking out of your cart, simply click anywhere outside of this box to continue browsing our programs.
Add as many programs as you like to your cart.	You have 2 items reserved in your Cart	This shows that there are now two items in your cart.
If you have already added a program to your cart but didn't complete check out, it will look like this:	Item in cart. Finish registration?	Clicking Finish Registration? will take you to your Cart.
To access your cart:	You can click on the blue Go to Cart box as seen in the above screenshot, OR you can select the cart icon at the top of the screen next to your name.	2 Hi Rosanna! ▾

Reviewing and Navigating your Cart

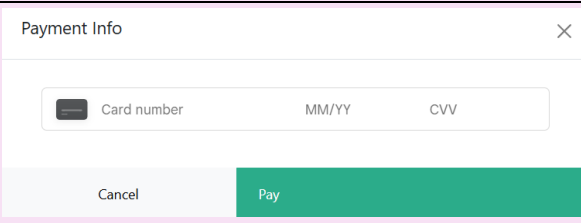
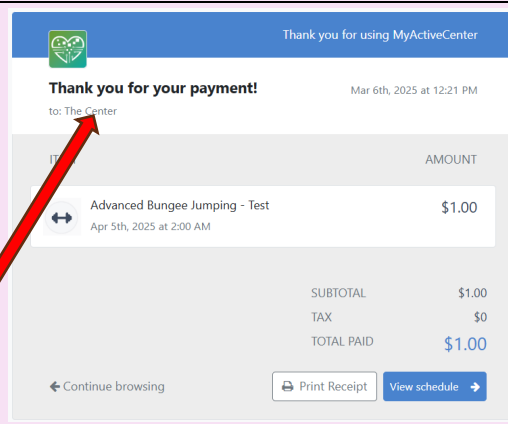


Clear Cart		Clear Cart will remove all items in your cart.
Add a Donation?		You can add a donation to The Center through your Cart. Note: You cannot use Wallet credits for Donations.
Cost and the ability to remove a program from your Cart.		If you click on Remove , it will remove the individual program from your cart.
You can uncheck a program if you do not wish to register at this time by unselecting the box.		The unchecked item will remain in your cart after registering for the programs that remain checked.
Note: Items left in your cart will hold the spot for 2 hours if you do not check out.		
Not done shopping for programs? Keep Shopping!		This will take you back to the activities page where you can find more programs to add to your cart.
Total Balance due for selected programs:	Programs that are Free will show a \$0 Balance due:	TOTAL \$ 0.00
	Programs that have a Cost will show your total balance due:	TOTAL \$ 55.00

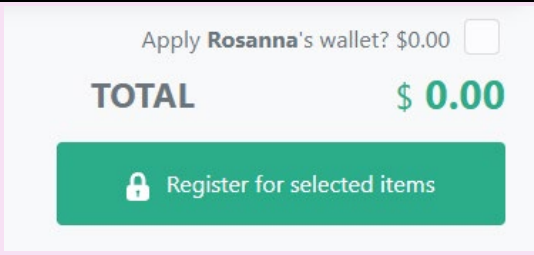
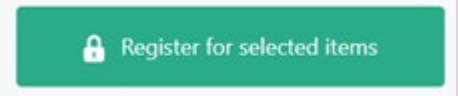
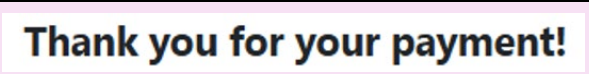
Completing Registration for Programs with a FEE/COST

Your total balance due will show in your Cart:		If you have enough credits in your wallet, you may check the box to use that for payment; otherwise, you will be prompted to pay by credit card.
What is the Wallet ?		This is where credits are reflected for members with the Plus package.

Have a ZERO balance in your Wallet? You must pay another way.

The easiest way to pay is with a credit/debit card: Enter Credit Card information as directed.	 Click pay after entering your credit card. "Thank you for your payment!" should pop up next!	
Other payment options are CASH or CHECK.	If you wish to pay by cash or check, you will need to visit the Welcome Desk at The Center. They can register you for the program and take your payment. Note: You will not be registered until you have paid.	

Completing Registration for Programs that are FREE:

Your total balance will show in your Cart and, for a free program, the cost should reflect ZERO dollars.		Everyone loves FREE!
To complete your registration, click Register for selected items .		
Once registered:		

How to Unregister from Programs

Always check the cancellation policy for your program; you should see it in the program description.

To unregister for programs with a **FEE/COST**:

Call The Center's Cancel Line at 434-220-9756 **OR** email cancel@thecentercville.org

Please include the following information in your message:

1. First and last name

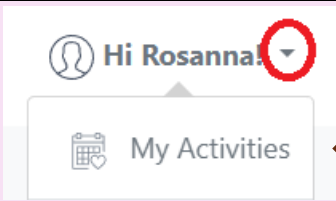
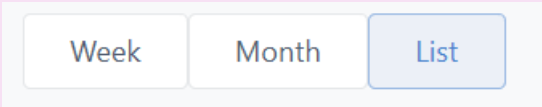
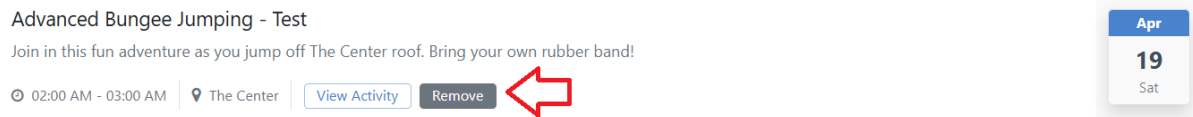
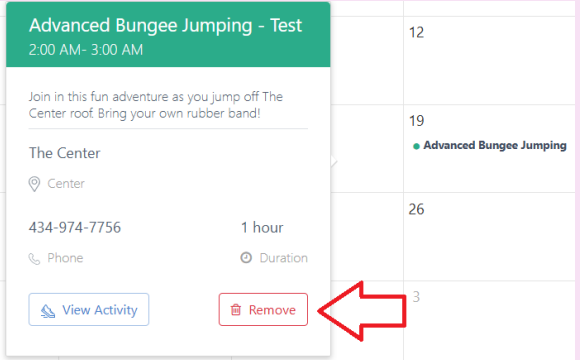
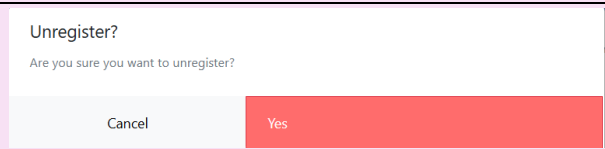
2. Specific program name

3. Date and time of the program

4. Your phone number

To unregister for programs with **NO FEE**:

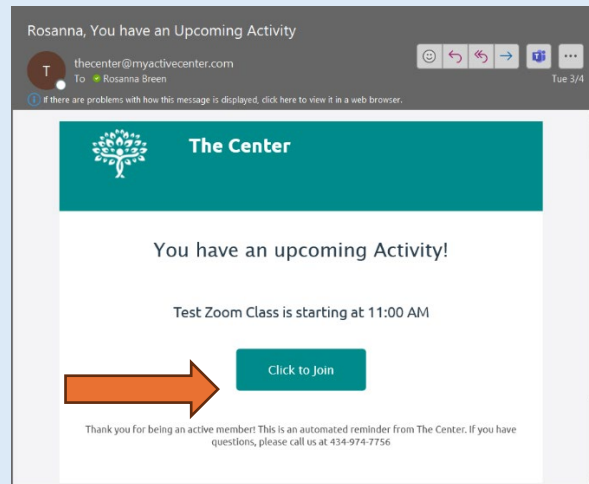
You can easily do it yourself via your **My Activities** tab in My Active Center up until one day prior to the event.

Click the down arrow next to your name, (see red circle).		Then select My Activities .
You can view your activities in any of these formats:		The Month option will display your personal calendar.
Regardless of which view you select, you simply need to locate the program you wish to unregister from and click Remove .		
List view:		
Calendar view:		After you select <i>Remove</i> you will get a prompt to confirm you wish to unregister.  Select Yes to unregister and you will be removed from the program.

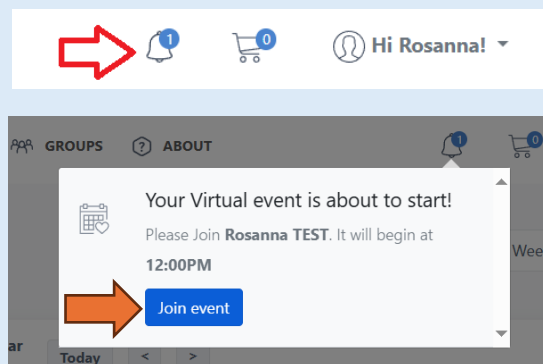
How to Join a ZOOM Session

3.22.25

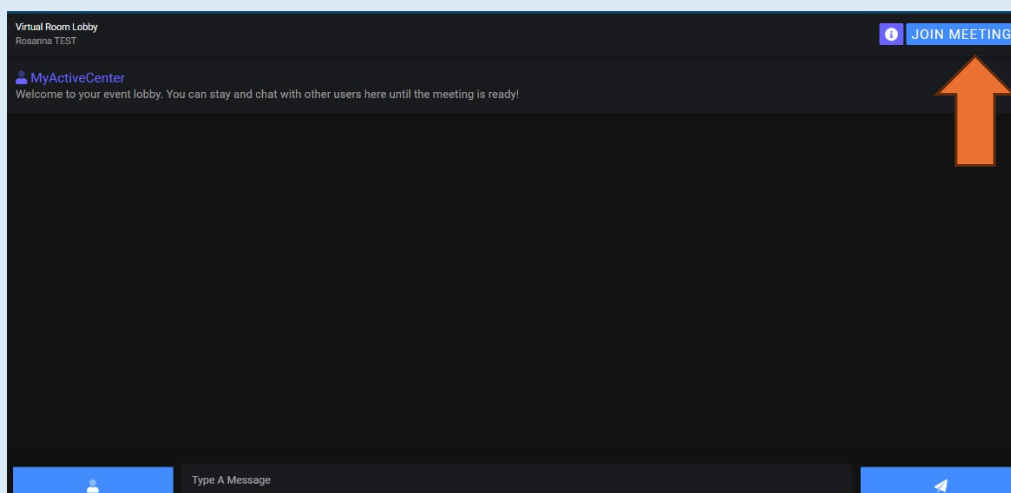
If you have registered for a virtual event in advance (more than 30 minutes prior to start time), you will receive an automated email with the Zoom link 30 minutes prior to the program's start time.



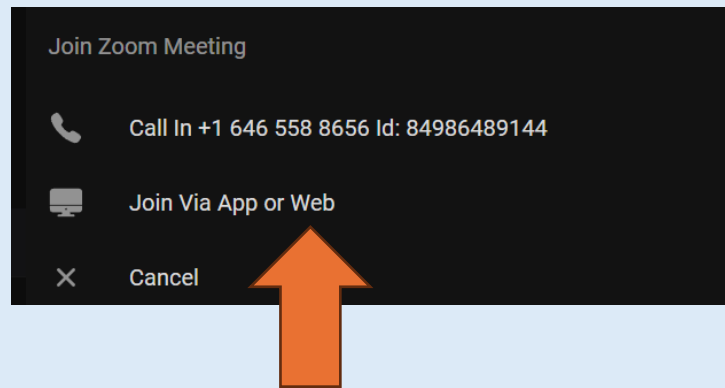
If you register for a program that starts in less than 30 minutes, or if you cannot locate the email mentioned above, you can easily access the link to join the event in the reminders section of My Active Center—just look for the bell icon.



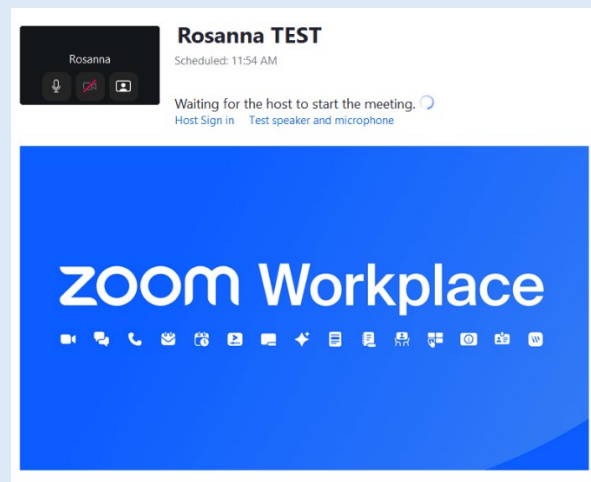
Clicking *Join Event* will take you directly to the page below, where you will click *Join Meeting*:



You will be promoted with the options shown below; choose your preferred avenue for Zoom.



Joining *Via the App or Web* is straightforward. Click on it and patiently wait for the host to start the meeting, if they haven't already done so.



Note for Instructors/Hosts:

You will receive an email 30 minutes prior to the start time (see below). Simply click the link to join and follow the prompts to Host the event. If you cannot locate the email, please contact the Programs team and they can email you a link.

