FREQUENTLY ASKED QUESTIONS

ACTIVE WORLD

QUESTION	ANSWER
What is the App?	The APP is the parent-facing component of Active World. Parents will be able to download the app from the Apple store or Google Play Store. The app will allow users to: • Book students • Manage their profile for themselves and their children • Manage their billing details • View their payment history • Communicate with centre staff • Advise centre of non-attendance • See a live schedule of student classes that is individual to the parent's profile • Track skills and progression to date and what else needs to be done to keep achieving
I don't have an iPhone. Can I download to an android device?	Yes, the app can be downloaded through your app store. Just search for ActiveWorld. You can also use the URL provided to login on any device
A student is missing from a family, how do I get them added?	If your child is not enrolled you can simply add them to your profile via your APP.
Can multiple parents/guardians have the app and view progression information	Yes, multiple parents/guardians can see progress information. You can add the new person to your profile as a Relative. Once added to your profile, the relative can download the app onto their phone and login using the same information on the relative profile. They will be able to see everything expect personal details and account information
I didn't receive the Welcome e-mail	Check your junk inbox If nothing has been received check your email information with the centre.
My email address has changed, how do I update it?	Login to your app and update your email address on your personal profile page
How do I log in?	Use the email you signed up with Download the APP or log into the portal using the e-mail address provided. If you forget your password, select forgot password and an email will be sent to create a new password.

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	If you can't remember the email you registered, contact a staff member for assistance.
Is the App free?	Yes
Why do I have to update/enter my banking details?	To make paying for classes easier and more convenient for you going forward, we have moved over to Debit Success. This will allow you to set up a direct debit and pay weekly for your ongoing lessons. There is no longer any need to pay an upfront term fee.
What if my child can't attend a class?	There's no need to contact us if your child will be absent from their lesson. Simply go to the Active World app at least two hours before your class starts and select that your child will be absent from their lesson. If you put your absence in at least two hours before your class starts you will automatically receive a makeup class which you can book in yourself, using the app, at your convenience.
What if I need to suspend my child's lessons?	If you know in advance you will be absent from class for up to two weeks (e.g. going on holiday) you can suspend your lesson. This means that you will not be charged for the lesson and will not receive a makeup class. However, you will keep your spot in the class for when you return. Please speak to the desk supervisor to arrange this as this cannot be processed through the Active World app.
How to I opt-out of classes?	Your classes will be ongoing until you let us know you wish to cancel. Please speak to the desk supervisor to arrange this as this cannot be processed through the Active World app.
How often does my child get assessed?	The children are being assessed constantly as all children progress in their own way and their own time. The APP is a good indicator of the skills that have been achieved as well as their progression along the way.
I just changed class days however the app has our old class day listed.	The APP and Active World sync in live time. If your class day is showing incorrectly in your schedule, please contact the centre to ensure you are booked into the correct class.
Once my child completes a level/program what do I do?	Advise the Centre staff and they will help you arrange a new class for your child. Alternatively use the messenger function to find out available new level/program class times and advise staff of the class you would like to move into

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