

Organization Accounts

Organizations have the capability to have a shared account with multiple “Agents” (organization contacts) attached and granted access.

Initially, TSE Staff will need to create the account and give at least 1 contact person from the organization access to it. If you would like your organization set-up for online access, please reach out to us (our contact info is below).

From there, the contact(s) can manage other organization agents, giving multiple people access.

AGENTS NOTE: agents will access their Organization Account through their personal/family account. Agents have shared access to their organization, while each Agent’s personal account remains private.

In the account, agents can pay bills, view/print receipts, view schedules, manage agents, and more.

To Access Your Organization:

- Navigate to our customer portal site or visit: <https://apm.activecommunities.com/TotalSportsExp>
- Log-in to your account
- Once logged in, you will see “Organizational Services” with a few options for agents.
 - **Manage Organizations** – will list any organizations you are an “agent” with. From here you can adjust organization details and contact information, along with changing, adding, or removing authorized agents on the account.
 - **List Organization Account Balance** - a list of outstanding balances, view receipts, view purchase details, and make payments.
 - **List Organization Prior Transactions** - will generate a list of any account activity (purchases, payments, credits applied, reservations, permits)

- **Organization Services**
 - [Manage Organizations](#)
 - [List Organization Account Balance](#)
 - [List Organization Prior Transaction](#)

PERMIT NOTE: you may see references to “permits” in your account. A permit is a booking or a group of bookings that are linked to the same reservation and eventually the same bill.

Often, the title of the permit will be adjusted to the date of your event/reservation. We do this to make it easier for us (and the customer) to see what date the permit is for and to better track bills and payments.

If you are experiencing any issues with this process, feel free to reach out to us by phone or email. 585.458.4263 (Gates), 585.203.0367 (East Rochester) or email us at: info@totalsports-experience.com