

Roseville Parks and Recreation Software Transition – Frequently Asked Questions (FAQ)

We're excited to announce that we're transitioning to a new recreation management software: **Dash!** This switch will enhance your experience with improved features, faster performance, and a more user-friendly interface.

To help make this transition smooth for everyone, we've put together answers to some frequently asked questions.

What is the transition timeline?

- **October 20: Customers are able to set up new accounts on Dash.**
 - **November 9: Last day to register for classes in ActiveNetwork.**
 - **November 10-16: No registrations taken during this time.**
 - **November 17: Registration opens on Dash.**
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What is Dash?

Dash is a cloud-based recreation management platform that offers tools for program registration, facility reservations and requests, and more. It's designed to make it easier for both staff and customers to navigate and complete tasks online.

Why are we switching from ActiveNetwork to Dash?

We are moving to Dash to better serve our community with:

- A more modern, mobile-friendly interface
 - Faster registration and checkout process
 - Easier account management for households
 - Customer-focused design
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When will the transition take place?

We plan to launch Dash on **Monday, November 17**. Dash will be available for customers to create accounts starting Monday, **October. 20**. Until then, registrations and reservations will be handled through our current software, ActiveNetwork.

Why won't you take any rentals or program registrations the week of November 10-16?

During the week of November 10-16, staff will be transferring information from ActiveNetwork to Dash, saving reports, and making sure the new system is ready to launch on November 17. We request customers plan ahead to make any registrations or reservations ahead of this week.

Will I need to create a new account?

Yes. Because this is a new system, **all users will need to create a new account in Dash**. We will provide step-by-step instructions and support to help you set up your account quickly and easily.

How do I create a new account in Dash?

We have created some helpful tutorials to assist you in setting up your Dash account. Visit our [Dash Recreation Software Transition](#) webpage for information.

What will happen to my current registrations or reservations in ActiveNetwork?

- Any **registration or facility reservations made before the transition** will remain valid.
 - You will **not need to re-register** for anything already scheduled.
 - After the switch, **all new registrations** will go through Dash.
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Will my payment history or past receipts transfer over?

No. Past transaction history will **not transfer** to Dash. We recommend **saving or printing any past receipts** you may need before November 10. Also, consider saving child care receipts you may need for your 2025 taxes.

Will there be support if I need help using Dash?

Absolutely! We'll be offering:

- **How-to guides** on our [website](#)
 - Ongoing support from our front desk and recreation staff
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Will pricing or program availability change?

Nope—this is just a change in software, not services. All our current programs, events, and pricing will continue as planned.

What if I have a credit on account in ActiveNetwork?

Some customers may have a credit on account due to refunds from COVID or other unique situations. If you have a credit on account that you would like to use for a facility or program in Dash, create your account in Dash and then contact us so we can manually transfer the credit.

How can I use my fee assistance scholarship?

If you still have funds in your 2025 fee assistance scholarship and would like to utilize it on a program in Dash, please contact us so we can manually transfer it to your Dash account. For new 2026 fee assistance scholarships, Roseville residents can fill out a new application starting November 17, 2025. All 2026 awarded funds will go into Dash household accounts to be used on 2026 programs.

Still have questions?

We're here to help! Contact us at:

 651-792-7006

 recreation@cityofroseville.com

Or stop by Roseville Parks and Recreation, 2660 Civic Center Drive, Roseville, MN 55113.