Athletic Field and Tennis Court Request Instructions

Online permit requests are managed through a third-party system—please review the instructions below for the smoothest experience possible while submitting an online request. Basic troubleshooting tips are available at the bottom of this document.

The ActiveNet Customer Portal (reservation site) works best when used in the following browsers:

- Internet Explorer 11
- Google Chrome: latest version
- Microsoft Edge Browser: latest version

Should you experience problems with your login credentials or have any other technical difficulties, please email: PR_OnlineServiceCenter@denvergov.org.

Please visit https://apm.activecommunities.com/denver/Home or go directly to https://apm.activecommunities.com/denver/Facility_Search?keyword=picnic&applyFiltersDefaultValue=true&cat=Facilities

Then, Either:

- Sign in
  - If you’ve forgotten your password, please enter your email and then click "Forgot your Password?" and an email will be sent to you with your temporary password (if needed. Then, use your email and temporary password to log in
  - OR
- Create an account in the upper righthand corner. All individuals reserving a picnic suite must have an account, for permit requests. If you have previously done business with Denver Parks and Recreation, you most likely have an account already.
  - To create an account, please click “Create an Account” and complete all required fields.

  - When creating your account, the email address you list will be utilized as your login name, for future online use. During the account creation you will also be required to provide a password that will be used with your email address when logging in.
- Please follow the next steps to request your athletic field or tennis court.
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From the Home Page

1. Click on the “Reserve a Facility/Permits” link below the search bar

2. Then, click the “Park, Field & Facility Rentals” button
3. This will redirect you to the Reservation Event Information page.
   a. For Event Type, select “PER: Athletic Fields”
   b. Title your activities under “Description”
   c. Place the number of expected attendees under “Number of Guests”
   d. Select “Continue”

4. The Reservation: Facility/Equipment Search page is where the location is selected
   a. Skip the “Choose the location or area for your event” section
   b. Select the field type you plan to request
   c. Select the field you wish to be on
   d. Skip the “Specify facility amenities or special features your event requires”
   e. Click “Continue”
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5. This will populate the Reservation: Select Facility/Equipment” page. Simply check under “Select” and hit continue, if this is the site you plan to request. If not, hit the “Go Back” button below.

### Reservation: Select Facility / Equipment

<table>
<thead>
<tr>
<th>Select</th>
<th>Number of Guests</th>
<th>Qty of Equipment</th>
<th>Name</th>
<th>Type</th>
<th>Reservation Unit</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔</td>
<td>15</td>
<td>0</td>
<td>Parkfield Park Soccer 1 (Turf - L) Facility</td>
<td>Hour</td>
<td>Parkfield 15555 E. 53rd Ave. Denver, CO 80239 (720) 913-0700</td>
<td></td>
</tr>
</tbody>
</table>

When you have selected the facilities/equipment to try to reserve, click Continue.

Use the following list to go back to a previous step:
- Facilities/Equipment Search ➤ Go Back

6. Here you will be able to select your date, on the Reservation Event Dates page. Then, select the available timeslot that best matches when you plan to be on site. Please leave as “Exact Time”

   a. Please be sure to note the season dates of availability through the Athletic Fields and Tennis Courts page of the Permitting website (www.denvergov.org/permits)

### Reservation Event Dates

**Parkfield Park: Soccer 1 (Turf - L) cannot be reserved more than 365 day(s) in advance.**

#### Specify the Dates

Choose the date or range of dates for your event. You must enter a beginning date AND either the number of consecutive weeks or the end date. (Please note: For one-day events, the beginning and end dates are the same.)

- **Begin Date:** 2019 Feb 22
- **Number of Weeks:**
- **End Date:** 2019 Apr 5

#### Specify when the event starts

- **Start at:** Exact Time
  - **Exact Time:** 5:00 (am)

#### Specify how long the event lasts

- **Duration:** 2 (hours)

To review your event dates, click Continue.
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7. The Reservation Date Pattern page will allow you to select the days of the week you plan to be on-site within the requested date range.

8. The “Review Reservation Event Dates” page simply shows what day(s) on the calendar you have selected.

![Reservation Date Pattern Table](image)

![Review Reservation Event Dates Calendar](image)
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a. If all dates requested are correct on this calendar, please select “Continue”
b. To change the time of one of your requested dates, simply click on the hyperlinked and highlighted dates. You will be redirected to the Change Event Time page. Here you can type in the new time and then click “Save”.
   i. The system will update the calendar with the new time.
c. To remove the requested date entirely, just select “Remove”, shown below

d. To add a new date, simply click on the not-highlighted hyperlinked date that you wish to add. You will be redirected to the Set Event Time page. Here you may select the time and duration of this date or select “Cancel” to go back
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9. The next page is the Reservation Facilities/Equipment Availability page. This will show if the date(s) and location(s) are available with a blank checkbox under “Request” OR that the date is unavailable with a red “X” under “Request.
   a. If the request is available, select the checkbox under “request” and hit “Continue”

![Reservation Facilities/Equipment Availability Table]

Use the following list to go back to a previous step.

Customize/Review Event Date(s) ▼ Go Back

b. If the request is unavailable (X), you may request different time(s), date(s) or location(s) using the “Go Back” Option below

![Reservation Facilities/Equipment Availability Table]

Use the following list to go back to a previous step.

Customize/Review Event Date(s) ▼ Go Back
10. When continuing, the next page will require the waivers – select the links to read these documents – to be acknowledge by your initials and custom questions to be answered. Please answer accordingly, and click “Continue”

**Reservation Checklist / Questions**

Please check any of the items you want included with your reservation request.

<table>
<thead>
<tr>
<th>Agree to Waiver</th>
<th>Required</th>
<th>Description</th>
<th>Attachment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initials:</td>
<td>Yes</td>
<td>Athletic Field Information</td>
<td>Athletic Field Information</td>
</tr>
<tr>
<td>Initials:</td>
<td>No</td>
<td>Maintenance Request Form</td>
<td>Maintenance Request Form</td>
</tr>
<tr>
<td>Initials:</td>
<td>Yes</td>
<td>PER: Athletic Field Use Permit Consequences</td>
<td>Athletic Field Use Permit Consequences</td>
</tr>
<tr>
<td>Initials:</td>
<td>Yes</td>
<td>Waiver - Athletic Field</td>
<td>Waiver - Athletic Field</td>
</tr>
</tbody>
</table>

Please answer the following questions.

*What sport/activity will your group be partaking in during your reservation? (Required)

*What is the full name of your organization? (Required)

*Is your organization a 501(c)(3)(non profit)? If yes, you are required to provide a current 501(c) (3) certificate prior to receiving your final permit. (Required)

*Is this permit for a practice or game? (Required)

*Is this reservation request for a tournament? (Required)

*Are your participants for this reservation request youth or adult? (Required)

When you are done, click **Continue**

11. The next page will ask for confirmation of the submission. Please follow the prompts.
12. After your reservation request has been submitted and payment information has been entered, an autogenerated email notification will be sent to you, indicating your request is pending. You will be contacted on the next business day to make payment within the following 24 hours. If insurance is required of your group, we will let you know
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Trouble Shooting:

Error message: “No Results match your criteria”

Reservation: Facility / Equipment Search

No results match your criteria.
Please use the fields below to find facilities/equipment for your event.

- This message is typically caused by one of two situations:
  - The Number of Guests entered in “Attendance” on the Reservation Event Information page exceeds the capacity limit of the requested site(s).
  - Equipment or location has been selected on the Reservation: Facility/ Equipment Search page (step 4)