

## FREQUENTLY ASKED QUESTIONS

**Q: I forgot my password. How do I reset it?**

A: Click on the words “Sign in” that are found in the top right hand corner of the home page, or on the “Sign in/Up” button in the centre of the home page.

You will then be taken to the sign-in page. Once there, click on the "Forgot your password?" link and follow the instructions to reset your password.

**Q: If I don't find the answers I need here who do I contact?**

A: For more information and assistance you can contact any of our facilities below or email us at [activewestvanrec@westvancouver.ca](mailto:activewestvanrec@westvancouver.ca) or call us at 604-925-7270.

**Q: If I was a previous West Vancouver Recreation customer do I need to set up a new account?**

A: Previous customers who have registered in the past on our old registration system should not need to set up a new account.

*Login name:*

Your login name is the email address associated with your account

*Password:*

Your password will need to be set up/reset before you can log in. You can do this from any page on the [activewestvanrec.ca](http://activewestvanrec.ca) site.

1. Click on the “Sign In/Up” button
2. On the Login page, click “Forgot your Password?”
3. Enter the email address you used to create your account
4. Click “Submit”

You will be receive an email with a temporary password. Sign into your account and then you will be prompted to change your password.

If you are still experiencing difficulties, please call us for assistance.

***Please do not create another customer account.***

**Q: How do I create my customer account?**

A: You must have an email address and be 13 years or older to create an account.



## FREQUENTLY ASKED QUESTIONS

If you are registering a child for an activity, please create your own account and not an account for your child. Once your account is created, you can add family members and register them in activities.

To create an account:

1. Click on "Create an Account" in the upper right corner of the web page
2. Provide the information requested. Please note some fields are required, these fields are denoted with an '\*'. When you are finished, click "Create Account". (If you are adding a family member to your account, click Create Account and Add Family Member.)
3. Please submit your request only once.
4. An email will automatically be sent to you after submitting your request for an account. Please keep it for your records.

### **Q: What if I get an "invalid login name or password" error when signing into my account?**

A:

If you get an *invalid login name*

You may have an invalid login name if:

1. Your email address was inputted incorrectly.
2. The email address you used to create your account is different than the one you are using now.

If your account was deactivated or you re-entered the login information and it didn't fix the problem, please contact us for assistance before creating a new account.

If you get an *invalid password*

If the password is invalid:

1. Click "Forgot your Password?"
2. Enter the email address you used to create your account
3. Click "Submit" and you will be sent an email with a temporary password
4. Sign into your account and then you will be prompted to change your password

If you are still experiencing difficulties, please contact us for assistance.

***Please do not create another customer account.***



## FREQUENTLY ASKED QUESTIONS

### **Q: How many accounts should each family have?**

A: Each family should have one, primary account. Create the account in the name of the primary contact for the family.

When you finish creating your account:

1. Click on “Create Account” and add family member
2. Complete the fields and click “Save”
3. Repeat the process for each family member/friend/relative you add

### **Q: How do I register for an activity?**

A: Once you have an online account, registering for activities is easy.

1. Click on “Search Activities”

Type in activity you are looking for i.e. Hatha Yoga

You can refine your search using the filters:

- When
- Where
- Who
- Activities

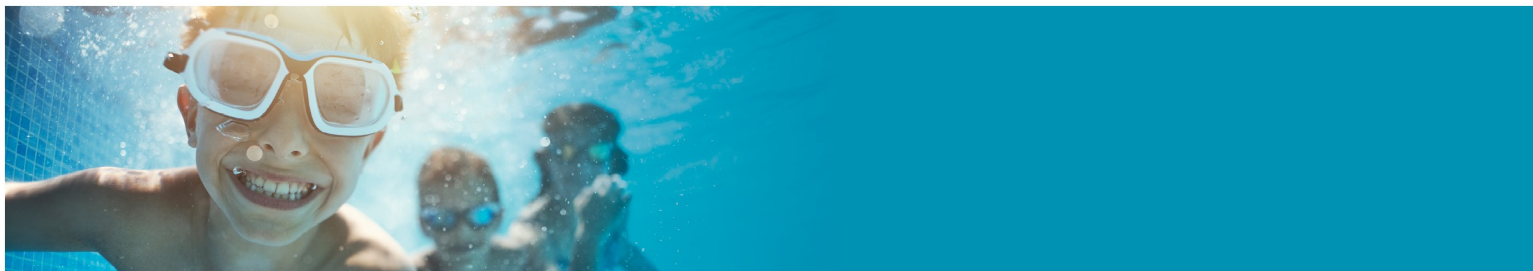
You can also sort activities by:

- Ages
- Date Range
- Days of the Week
- Location
- Name
- Number
- Openings
- Time Range

If you have a problem finding the activity, clear all the filters and try again.

*Tip: If searching for a child or more than one child with different ages use the Age Range search field found under the Who filter. This will widen your search and provide you with more choices.*

*Tip: Click on an activity name or “Quick View” information ‘i’ symbol found to the right of the activity name, to see more detailed information.*



## FREQUENTLY ASKED QUESTIONS

2. Select the activity and click “Enroll Now”
3. Log into your account (If you are already logged into your account, this window won't appear)
4. Select the name of the person who will be taking this activity from the “Select Participant” drop-down box (If the person isn't listed, click on “+Add New Family Member” at the bottom of the drop-down and add them to the list.)
5. Click Add to Cart
6. When you are ready to check out, you will need to read, and initial the Waivers for all the activities you are registering for, before you can click on the “Check Out” button.
7. After you review the fees, and initial the Waiver you can either click on “Check Out”, or continue shopping by returning to the Search Activities page.

*Tip: Add another participant to the activity or add an activity to your cart and continue shopping by clicking on the appropriate links.*

8. To remove activities from your cart:  
Click on the trash can icon located directly under the activity price.

9. Click “Check Out”
10. Complete the payment information fields.

We accept:

- Visa
- MasterCard
- American Express

10. Click “Pay” to proceed with payment on our secure site

Note: If a note shows up at the top of your screen saying “A billing address has been retrieved from your profile”. Please click “Update Billing Address” to review the address (if required, edit the address) and click “Save”. Follow the instructions in the note and click Pay.

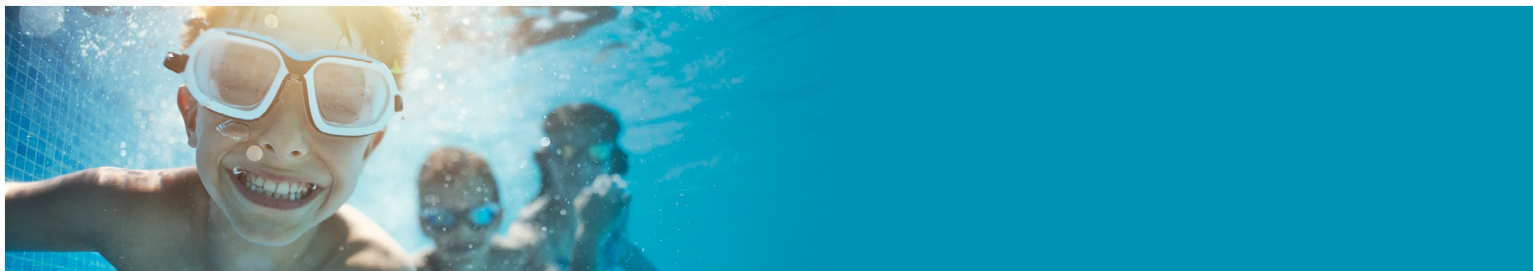
12. Once your payment has been approved, your receipt will appear onscreen.

**Q: What will happen if I try to register for an activity that is full?**

A: What will happen if I try to register for an activity that is full?

You won't be able to register for an activity that is full, but you can add your name to the waitlist (where waitlists are available).

To add your name to waitlist, click on the title of the activity, and “+Waiting List” button.



## FREQUENTLY ASKED QUESTIONS

If a space opens for that activity or additional sessions are added, you will likely be contacted first by phone and later by email. If we are unable to reach you, your space will be given to the next person on the waiting list.

If you don't want to be placed on the waiting list, you can remove the activity by clicking on the trash can icon, when the activity appears on the Shopping Cart screen.

Placement on a waiting list does not guarantee a spot.

**Q: Can I view activities without registering?**

A: Yes. Click the Search Activities tab and browse the activities offered on the Activity Search screen without selecting “Enroll Now”.

**Q: What is the difference between the Save for Later and Waitlists?**

A: Save for Later

You can add activities that aren't available for online registration to your “Save for Later folder”. Once registration starts, you can return to your Save for Later folder and enroll in your wish list saved-for-later activity.

To add an activity to your “My Saved for Later” folder:

1. Log into your account
2. Click Register for Activities
3. In the activity search page, search for the activity
4. Click on heart icon next to the activity that you would like to add to your “My Save for Later” folder

To add more activities to your ‘Save for Later’ folder, return to the activity search page.

Waitlist

Many activities that are full offer a waitlist option if a space becomes available. You will receive a confirmation email if you have successfully been added to the waitlist. We will contact you in the event that a space opens up. Our staff will generally try to reach you by phone first and sometimes follow up with an email.

**Q: What happens if I have an outstanding balance or credit on my account?**

A: Outstanding balances must be paid in full for any registration transaction to be completed. This can be done online, over the phone, or in person at the recreation centre or as part of the payment process during online registration.



## FREQUENTLY ASKED QUESTIONS

If you have a credit on your account, you may choose to apply that credit to your current transaction.

**Q: Where can I get copies of my receipts?**

1. Log in to [activewestvanrec.ca](http://activewestvanrec.ca) account.
2. Select My Account
3. Select Transactions & Withdrawals
4. Select the receipts you need.

**Q: What is West Vancouver's Refund Policy?**

A: Visit [westvancouverrec.ca/refunds](http://westvancouverrec.ca/refunds) for our refund policy.

**Q: How do I change or update my account information?**

- A: Login to your account and manage:
- Personal information (address and contact information)
  - Add/edit family member/friends on your account
  - Change your password

**Q: How can I view a schedule of my family's upcoming activities?**

- A:
1. Sign into your account
  2. Click on My Account in the top right corner of the web page to view your account information
  3. Under Account Activity, click on View "Family Member Schedules" link in the bottom right hand side of the page.
  4. Under Family Member Schedule Criteria, select the Date From and Date To and Weekly or Monthly Layout

If you don't see the Schedule Criteria options, click on the green arrow beside Family Member Schedule Criteria to expand the window

5. On the Family Member Schedule page, click on the name you want to view in the Available Family Members list
6. Click on the top double right arrow button to move the name to the Selected Family Members list
- Select the schedule you want to view in the Available Schedule Details list
7. Click on the double right arrow button to move the name to the Selected Scheduled Details list



## FREQUENTLY ASKED QUESTIONS

If you want to create and view schedules for multiple individuals and/or activities, bookings and passes, hold down the Ctrl button while clicking each selection

8. Click View Schedule

**Q: How do I add family members/friends/relatives to my account?**

A: You may add family members/friends/relatives in three ways:

1. When you create your account

When you finish creating your account, click on "Create Account and Add Family Member."

Complete the fields and click "Save". Repeat the process for each family member/friend/relative to be added.

2. When registering for an activity

Add one or more family members/friends/relatives during the enrollment process. In the Assign Participant box click on Add Family Member and complete the fields. Click Save. Repeat the process for each person to be added.

3. In My Account options

- Login and click "My Account" at the top right corner of the page

- Under Account Options, click on "Manage Family Member" link in the bottom right hand the page.

- Click on "Add New Family Member" and complete the fields

- Click Submit

If you want to add more than one person, click on Submit & Add Family Member.

**Q: How can I remove a family member/friend/relative from my account?**

A: Contact our friendly staff at 604-925-7270 to remove someone from your account.