



Experience It!

New Parks & Recreation registration system goes live Dec 3 – new accounts required

Why is the City implementing a new computer system?

- The software program the City currently uses to manage program registration, point of sale transactions, facility reservations and memberships will no longer be supported as of 2016.

Do I need to enter a new customer account?

- Yes, new computer system = new customer account. Enter your email address first to confirm the City has not already created your new customer account. If the system prompts you that one has been created, select “forget your password”.
- If you plan to register other members of your family, an adult must be entered first as “head of household” followed by children/youth.

Why does the City need to know my neighbourhood?

- This information is used for program planning and statistical information.

Why do you need to know my age?

- This information is used when you purchase/renew a membership or enroll into an activity designed for a specific age range.

Why do I need to provide my medical information?

- If you are registering a participant, it alerts staff on who they should call in the event of a medical concern. It also allows staff to be aware of allergies, custody arrangements, etc.

What happens to my current membership?

- Your current membership is still valid. Bring your current membership card into your nearest recreation facility and staff will transition your membership card over to the appropriate membership card/fob. To do this, they will need to take your photo again for your customer account file.

What if I have a credit on my customer account?

- Staff will transfer customer account balances over to the new system.

What about the security of my customer account’s information?

- You will have access to your customer profile and history. The new computer system conforms to Canada's Security Online Policies, which can be reviewed under their Privacy Policy statements.

Okay let's get started . . .

How do I create an online customer account?

- Type www.experienceit.ca in your internet browser.
- Click on the Create New Account button.
- If you are registering a child, input **your** personal information first to create the "head of household" customer profile. Once you have a customer account, you will have an opportunity to add your family members (see below).
- To use the online system, you will need to input an email address and this will become your Login.

What if I forget my password?

- Click on "forget your password" and a temporary password will be emailed to the email address you used originally to set up your customer account.
- If you having difficulties, you can contact customer service at parksrec@portcoquitlam.ca or call customer service at 604-927-7970 or 604-927-7946 during regular business hours.

How do I add family members to my customer account?

- After inputting your personal information, click "Add Family Member".
- You may also add another family member during the registration process by clicking "Add Family Member" located beside the participant box.

How do I view available activities without registering for one?

- To browse activities, click "View Activities". 2015 winter programs will be available on December 1st and open for registration on December 10th.

How do I register for an activity?

- Click "View Activities".
- Select the activity that you would like to enroll in. By clicking the underlined activity name, you can see the detailed activity description.
- Click "Add to My Cart".
- Sign in to your online customer account.
- Proceed to Checkout and click "Continue". From this screen, you can remove or add activities to your cart. If more than one family member will be attending the activity, click "add another one".
- Review the activity's name, date(s) and time(s), participant/enrollee and activity price.
- Click "Continue" to proceed with your payment. Enter your credit card information on the Payment Information Page and agree to any required waiver(s) and confirm the payer meets the age requirement of "13 Years or Older".
- Click "Continue". The address of the credit cardholder must be the same as the credit card billing address. To change your home address, click "My Account" and amend the address to your match your billing address on file with your credit card company.
- Once your payment has been approved, your receipt will display. Print a copy for your records.

What happens if I try to register for an activity that is full?

- Your customer name will be placed on a waiting list. You will be contacted in the event that a registration space opens up or additional participant spaces are added. If we are unable to contact you, your waitlist space will be offered to the next customer on the waiting list.
- Placement on a waiting list does not guarantee you a spot in the activity. For guaranteed participation, choose another activity with registration space available.
- If you do not want to be placed on the waiting list, click “Remove” on the shopping cart screen.

Can I view my family's upcoming activities?

- Under “My Account” you can view a weekly schedule of your family's registered activities.
- To do this, click “Show Your Daily Schedule” and highlight the family members whose schedules you would like to view.
- Click the top arrow button and move each family member over to the “Selected Family Members” column.
- Click “Search” to proceed.

Can I view my family's transaction history and print out past registration receipts?

- Under “My Account”, click on “Get a List of Prior Transactions” and then to bring up past receipts, click on “Get a List of Prior Payments” and click the receipt number to reprint each individual receipt.

If you have any other questions or need further assistance, contact the Parks and Recreation Department at parksrec@portcoquitlam.ca or 604-927-7900 during regular business hours.

Thank you for visiting www.experienceit.ca!!!