

MyRec How-To's

~ Updated March 10th, 2021 ~

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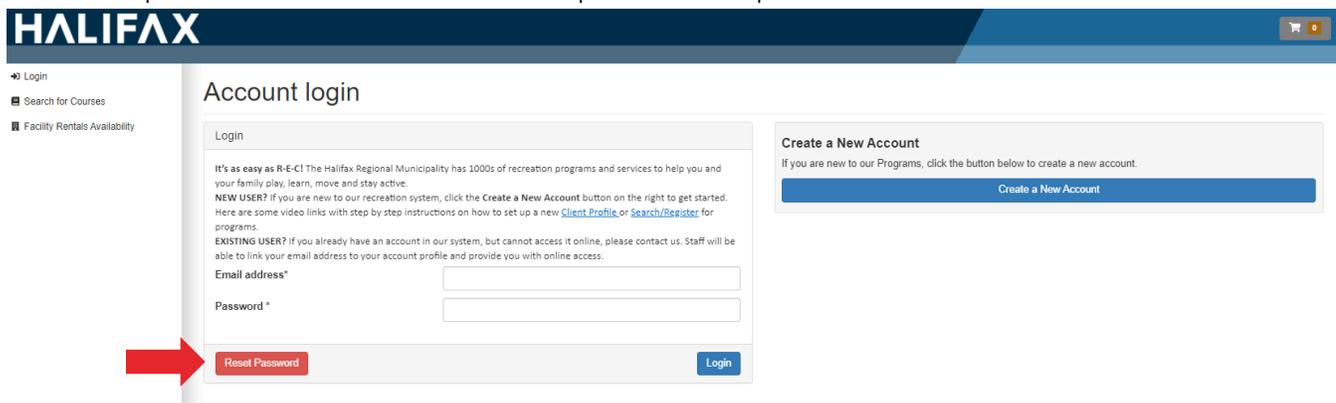
How to Log in/Change Password for your MyRec Account

To log in/change password for your MyRec account, follow the directions below. If you need additional help, please call Customer Service at 902.490.2400 ext. 7, Monday-Friday 8am-8pm, Saturday & Sunday 8am-5pm.

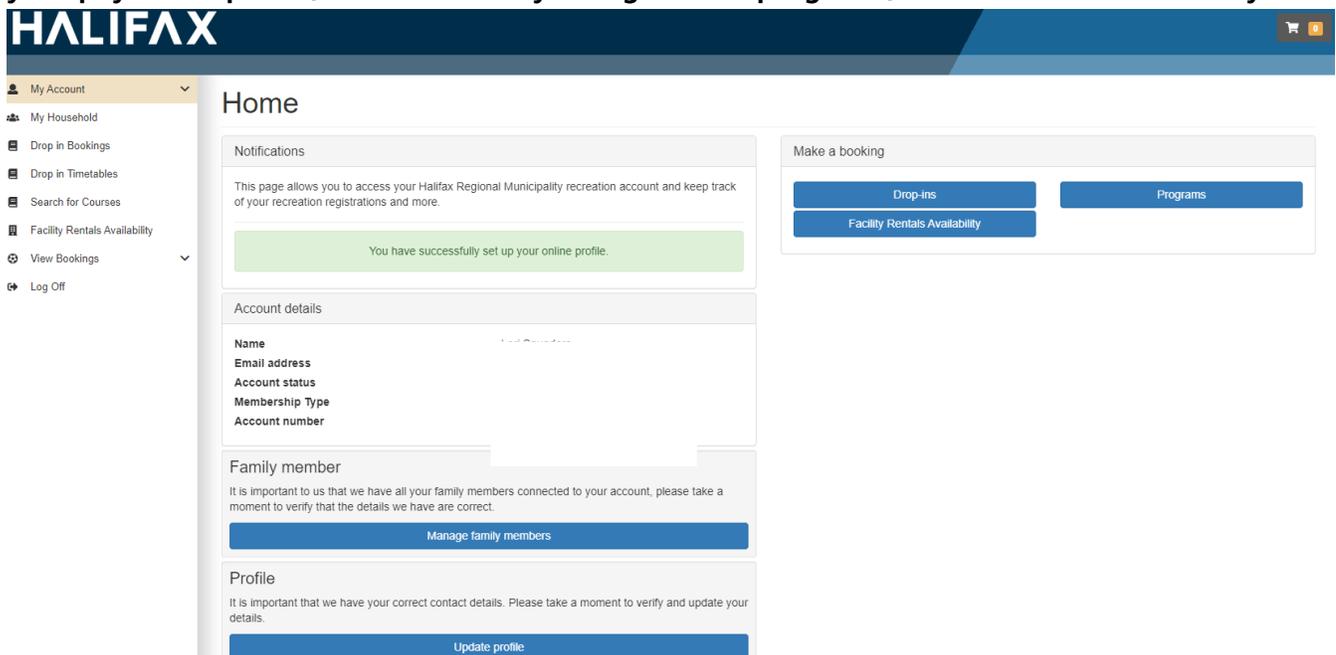
Step 1: Visit the online registration site: <https://recreation.halifax.ca/>

Please note: MyRec works best with Google Chrome.

Step 2: Log in to your MyRec account using your email address and select Reset Password. You will receive an email with password reset instructions to complete the set up.



Step 3: Once you're signed in, this will take you to the homepage, where you can **update your profile; set up your payment options; book an activity or register for programs; and add or connect family member(s).**



How to Create a New MyRec Account

To create a new MyRec account, follow the directions below.

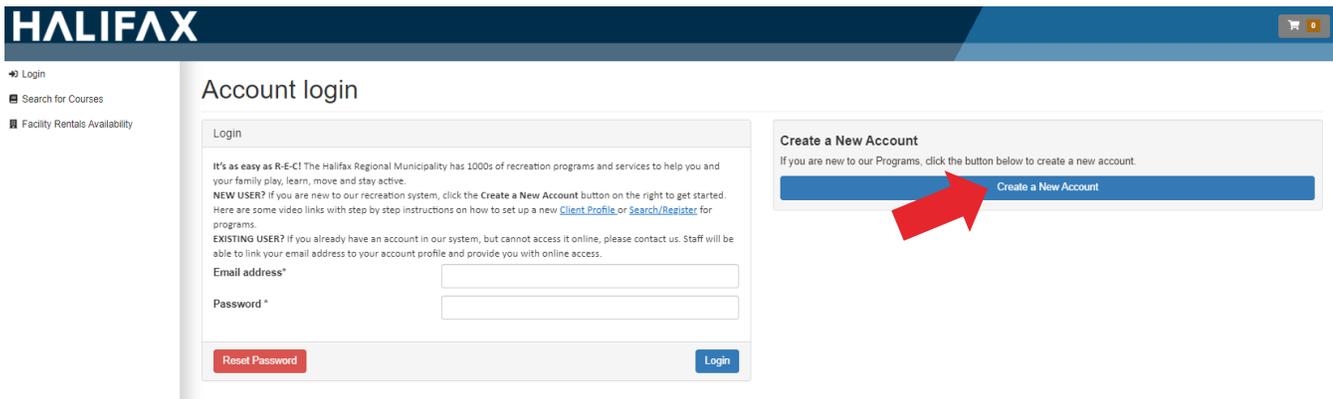
Step 1: Visit the online registration site: <https://recreation.halifax.ca/>

Please note: MyRec works best with Google Chrome.

Please note: Only set up a new account if you do not have a MyRec account. Before you create a new account, you can determine if you already have one by trying these tips below:

- From the login screen, select reset password and enter your email address on the next screen. If this doesn't work and you receive an "invalid email" message, first check your spelling.
- Try a different email address. Many of us have more than one email address, your account could be linked to a different one of yours.
- Give us a call! We'd love to help you. You can reach our Customer Service team at 902.490.2400 ext. 7

Step 2: Click on Create A New Account.



HALIFAX

Account login

Login

It's as easy as R-E-C! The Halifax Regional Municipality has 1000s of recreation programs and services to help you and your family play, learn, move and stay active.

NEW USER? If you are new to our recreation system, click the **Create a New Account** button on the right to get started. Here are some video links with step by step instructions on how to set up a new [Client Profile](#) or [Search/Register](#) for programs.

EXISTING USER? If you already have an account in our system, but cannot access it online, please contact us. Staff will be able to link your email address to your account profile and provide you with online access.

Email address*

Password*

[Reset Password](#) [Login](#)

Create a New Account

If you are new to our Programs, click the button below to create a new account.

[Create a New Account](#)

Step 3: Select Canada Games Centre as your home Rec Centre. Enter your contact details, emergency contact and medical history until you get to step 3 in the pop-up form.

HALIFAX

Account log

It's as easy as R-E-C! The H services to help you and NEW USI with step by step instruct Account button on the right Here are some video links t for programs.

Email address*

Password *

Reset Password

Close

Next

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Disclaimer Privacy Accessibility FAQs

Online services provided and hosted by Legend Recreation Software, Inc.

Step 4: Click on Create Account. This will take you to the homepage, where you can **update your profile; set up your payment options; book an activity or register for programs; and add or connect family member(s).**

HALIFAX

Home

My Account

My Household

Drop in Bookings

Drop in Timetables

Search for Courses

Facility Rentals Availability

View Bookings

Log Off

Notifications

This page allows you to access your Halifax Regional Municipality recreation account and keep track of your recreation registrations and more.

You have successfully set up your online profile.

Account details

Name

Email address

Account status

Membership Type

Account number

Family member

It is important to us that we have all your family members connected to your account, please take a moment to verify that the details we have are correct.

Manage family members

Profile

It is important that we have your correct contact details. Please take a moment to verify and update your details.

Update profile

Make a booking

Drop-ins

Programs

Facility Rentals Availability



How to Book a CGC Activity in MyRec

To book a CGC activity in MyRec, follow the directions below. If you need additional help, please call Customer Service at 902.490.2400 ext. 7, Monday-Friday 8am-8pm, Saturday & Sunday 8am-5pm.

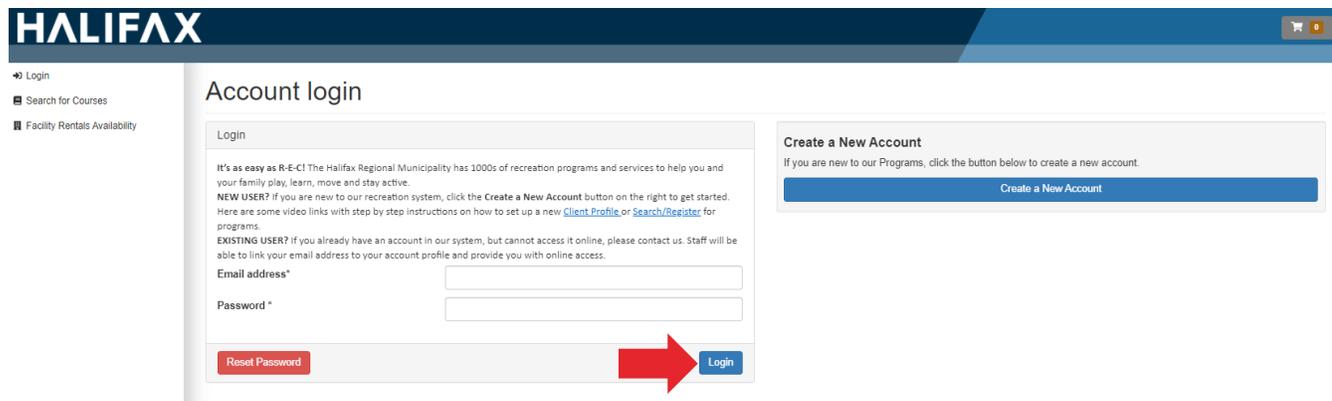
Please note: Activity booking is completed on an individual basis –i.e. each member of your family/group will need a unique email address and to log in separately to complete the activity booking process.

As of February 22nd: To link family members to your MyRec account for booking activities, please call our Customer Service Team at 902.490.2400 Ext. 7.

Step 1: Visit the online registration site: <https://recreation.halifax.ca/>

Please note: MyRec works best with Google Chrome.

Step 2: Log in to your MyRec account.



HALIFAX

Account login

Login

It's as easy as R-E-C! The Halifax Regional Municipality has 1000s of recreation programs and services to help you and your family play, learn, move and stay active.

NEW USER? If you are new to our recreation system, click the **Create a New Account** button on the right to get started. Here are some video links with step by step instructions on how to set up a new [Client Profile](#) or [Search/Register](#) for programs.

EXISTING USER? If you already have an account in our system, but cannot access it online, please contact us. Staff will be able to link your email address to your account profile and provide you with online access.

Email address*

Password*

[Reset Password](#) [Login](#)

Create a New Account

If you are new to our Programs, click the button below to create a new account.

[Create a New Account](#)

Step 3: At the top left, select Drop-in Bookings.

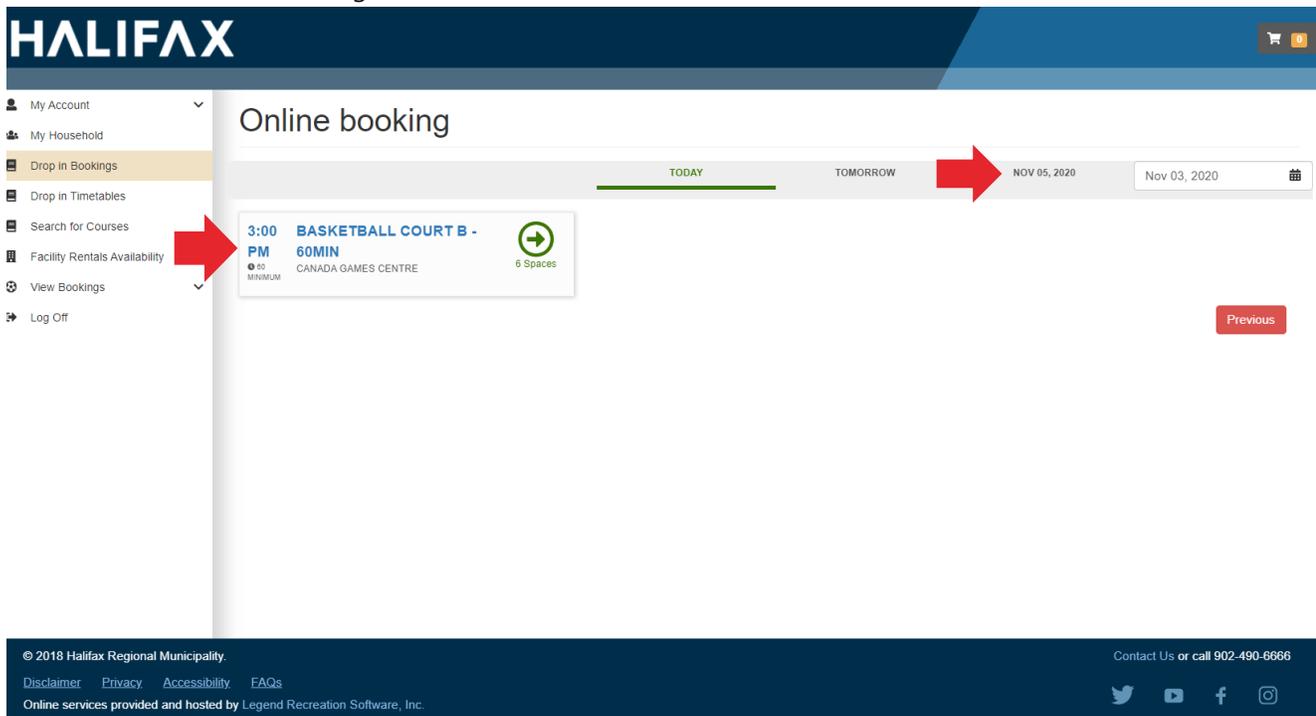
The screenshot shows the Halifax website's home page. On the left, a navigation menu is visible with 'Drop in Bookings' highlighted by a red arrow. The main content area is titled 'Home' and includes a 'Notifications' section with a message: 'You have successfully set up your online profile.' Below this is an 'Account details' section with fields for Name, Email address, Account status, Membership Type (HALIFAX MUNICIPALITY), and Account number (HRM164696). There is also a 'Family member' section with a 'Manage family members' button and a 'Profile' section with an 'Update profile' button. On the right, a 'Make a booking' section contains three buttons: 'Drop-ins', 'Programs', and 'Facility Rentals Availability'.

Step 4: Next select Rec Centre; Category; and Activities, then click View Timetable.

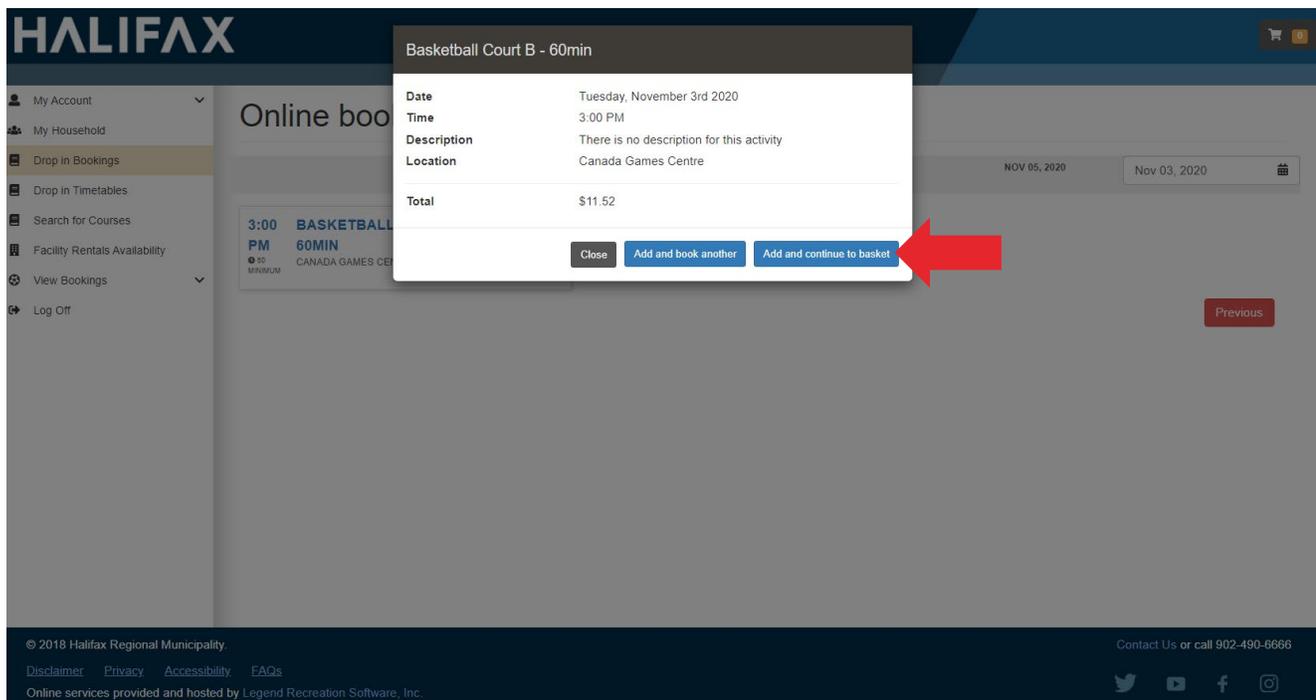
- **Facilities:** Under Rec Centre, select Canada Games Centre
- **Category:** Select your booking activity type — i.e. Court, Fitness Centre, Swim Lane
- **Activities:** Pick 1 (or more) activities/amenities — i.e. CGC Basketball Court – 60 min

The screenshot shows the Halifax website's 'Online booking' page. The left navigation menu has 'Drop in Bookings' highlighted with a red arrow. The main content area is titled 'Online booking' and includes three sections: 'Facilities' with a dropdown menu showing 'Canada Games Centre' selected (indicated by a red arrow), 'Category' with a radio button selected for 'Court' (indicated by a red arrow), and 'Activities' with a list of activities, including 'CGC Basketball Court - 60min' which has a checked checkbox (indicated by a red arrow). A red arrow points to the 'View Timetable' button at the bottom right. The footer contains copyright information for 2018 Halifax Regional Municipality, links for Disclaimer, Privacy, Accessibility, and FAQs, and social media icons for Twitter, YouTube, Facebook, and Instagram.

Step 5: Select the time slots you want to book and click the green arrow to continue. To book up to 7 days out, select the calendar on the right.



Step 6: Select add and book another activity OR add and continue to basket.



Step 7: Continue and select I accept terms and conditions then confirm.

HALIFAX

My Account
My Household
Drop in Bookings
Drop in Timetables
Search for Courses
Facility Rentals Availability
View Bookings
Log Off

Cart

Cart Summary | Payment options | Payment Summary | Payment | Confirmation

I accept the terms & conditions *
[View Terms & Conditions](#)

Discount	\$11.52
Subtotal before tax	\$0.00
Total to pay	\$0.00

[Confirm](#)
[Previous](#)
[Book another -](#)

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Contact Us or call 902-490-6666
[Twitter](#) [YouTube](#) [Facebook](#) [Instagram](#)

Step 8: You are done! An email booking confirmation will be sent once booking/transaction is complete.

HALIFAX

My Account
My Household
Drop in Bookings
Drop in Timetables
Search for Courses
Facility Rentals Availability
View Bookings
Log Off

Confirmation

Cart Summary | Payment options | Payment Summary | Payment | Confirmation

Thank you for your booking. Confirmation has been sent to your registered email address.
Transaction date Nov 03, 2020

Basketball Court B - 60min Canada Games Centre	
Location	Court Centre 1 (Canada Games Centre)
Date	Nov 03, 2020 3:00 PM - 4:00 PM
Price	\$0.00
Discount	\$11.52

Discount	\$11.52
Subtotal before tax	\$0.00
Total	\$0.00

[Book another -](#)

Add bookings to your calendar
Click the link or copy the URL into your calendar application to have your bookings automatically added to your calendar.
[Subscribe](#)

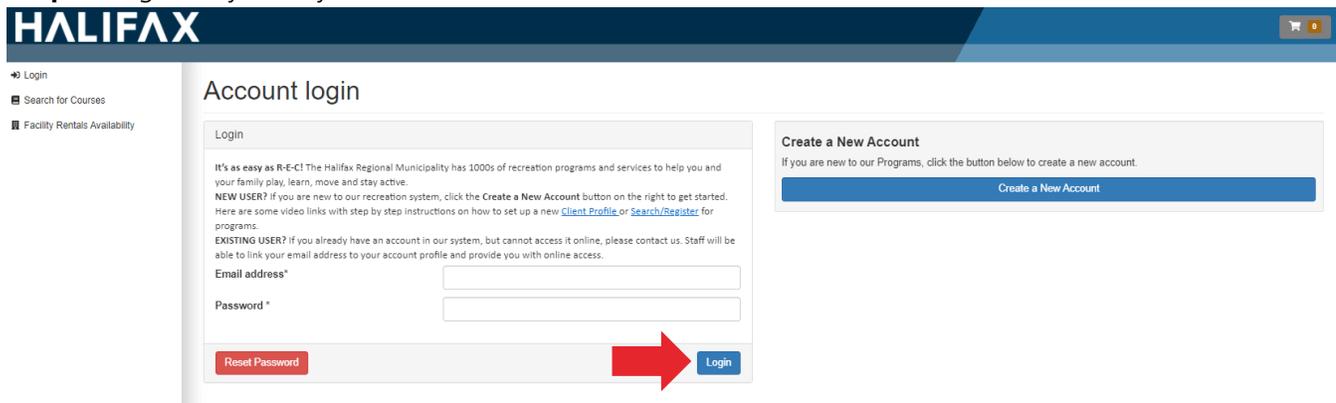
How to Cancel a CGC Activity in MyRec

To cancel a CGC activity in MyRec, follow the directions below. If you need additional help, please call Customer Service at 902.490.2400 ext. 7, Monday-Friday 8am-8pm, Saturday & Sunday 8am-5pm.

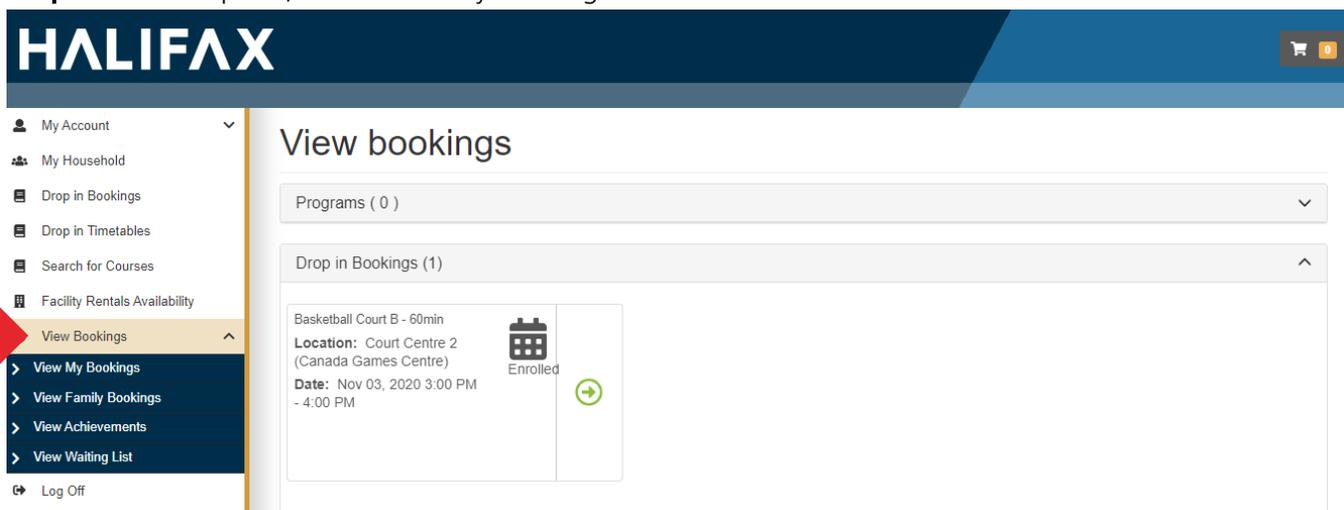
Step 1: Visit the online registration site: <https://recreation.halifax.ca/>

Please note: MyRec works best with Google Chrome.

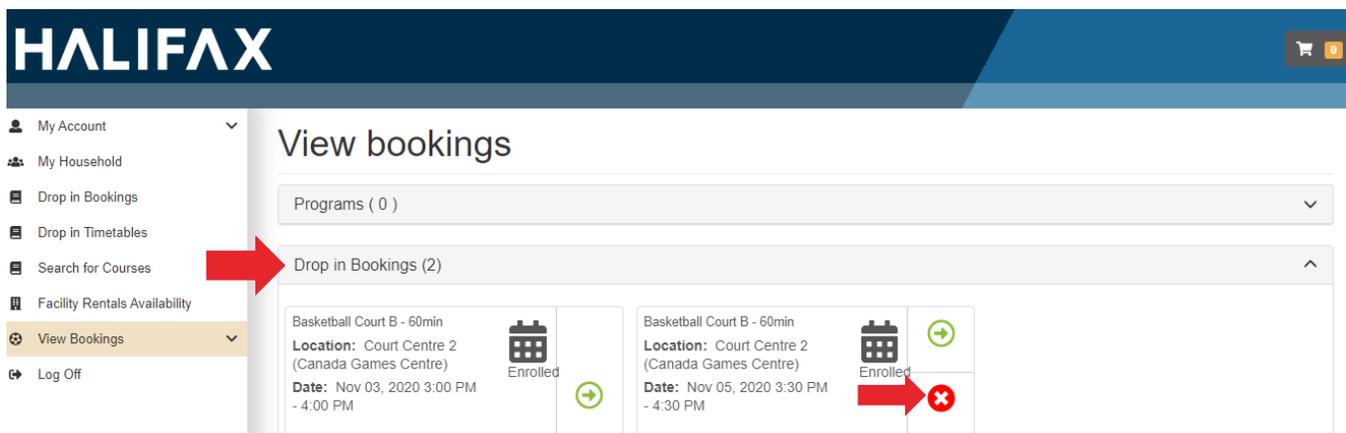
Step 2: Log in to your MyRec account.



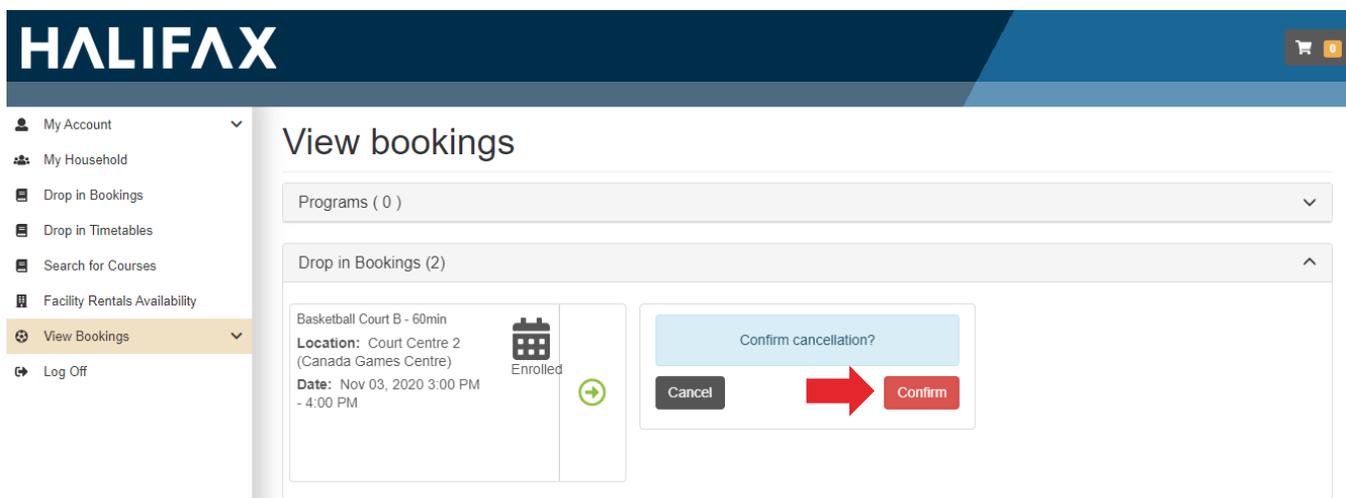
Step 3: At the top left, select View My Bookings.



Step 4: Select the Drop-in booking to cancel, click the red X.



Step 5: Confirm the cancellation. Booking will disappear from list and show *booking cancelled successfully*. You will also receive a cancellation confirmation via email.



Non-member cancellation refunds are in the form of a credit and your credit will appear under the credit tab. Credits can be used against any future outstanding balances. Under My Account, click Bills and Payments to see your credit.

How to Register for CGC Programs in MyRec

To register for CGC programs in MyRec, follow the directions below. If you need additional help, please call Customer Service at 902.490.2400 ext. 7, Monday-Friday 8am-8pm, Saturday & Sunday 8am-5pm.

Fun fact: Unlike booking an activity, registering for programs for your family/group can be completed in one MyRec account when you are all linked – i.e. each member of your family/group does not need to log in separately to complete program registration.

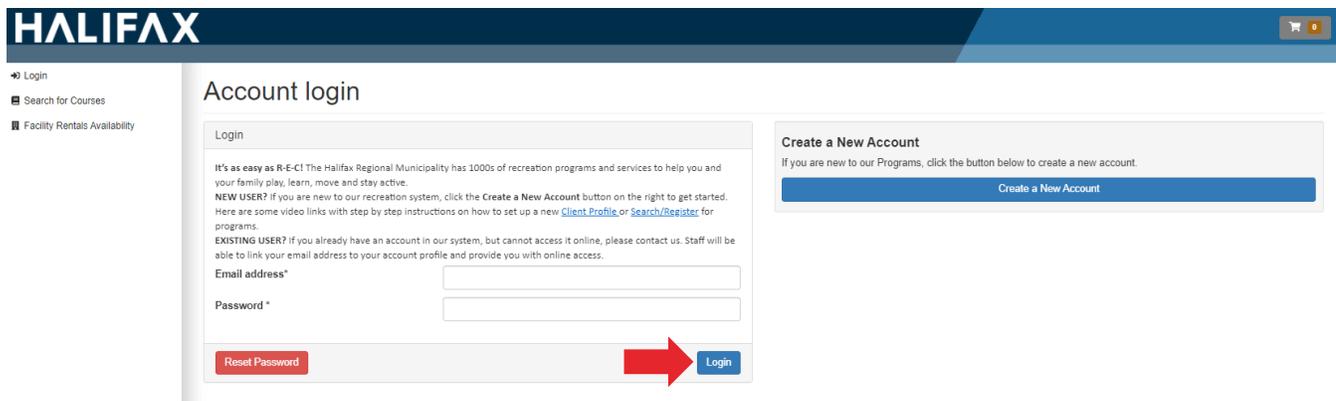
As of February 22nd: To link family members to your MyRec account, please call our Customer Service Team at 902.490.2400 Ext. 7.

Step 1: Visit the online registration site: <https://recreation.halifax.ca/>

Please note: MyRec works best with Google Chrome.

Step 2: Log in to your MyRec account.

- If you already have a MyRec account, great! You can use your existing MyRec login email and password to access your account and ensure your information is up to date.
- Don't have a MyRec account? [Click here](#) to read more on MyRec and to create a new account.



Step 3: Under Make a booking, select Programs.

The screenshot shows the Halifax website's home page. On the left is a navigation menu with options like 'Home', 'Profile', 'View Member Services', and 'Drop in Bookings'. The main content area is titled 'Home' and includes sections for 'Notifications', 'Account details', 'Family member', and 'Profile'. On the right, there is a 'Make a booking' section with three buttons: 'Drop-ins', 'Facility Rentals Availability', and 'Programs'. A red arrow points to the 'Programs' button.

Step 4: Under Program search, enter the program barcode as found in the Program Guide and click Search.

The screenshot shows the 'Program search' page. It features an 'Advanced search' section with a text input field containing the barcode '00035445'. A red arrow points to this input field. To the right of the input field are search filters for 'Program name', 'Main category', and 'Sub-category'. There are also 'Search options', 'Reset form', and 'Search' buttons.

Step 5: Click on the program you want to register in.

The screenshot shows the search results for the program 'CGC Standard First Aid, CPR, AED'. A red arrow points to the program details. The details include: 'Rec Centre : Canada Games Centre', 'Age range: 13 years - Any', 'Session(s) remaining: 2', 'Instructor: Instructor', 'Language: English', 'Start Date: Sat Nov 21, 2020 - 9:00 AM', 'Next session: Sat Nov 21, 2020 - 9:00 AM', 'Day of week: Sun, Sat', 'Session duration: 8 h 0 m', 'Capacity: 6 out of 6 places remaining', and 'Payment options: Pay in full'.

Step 6: Review program details and select Register to pay. **Please note:** If program is full, Add to waiting list.

HALIFAX

My Account
My Household
Drop in Bookings
Drop in Timetables
Search for Courses
Facility Rentals Availability
View Bookings
Log Off

Program details

Pricing Information
Standard price \$115.00 (\$129.25 Inc Tax)

Program details

Name CGC Standard First Aid, CPR, AED
Short code 00035445
Description This course is recognized by the Nova Scotia Department of Labour and Advanced Education. Includes CPR-C certification. Standard First Aid provides comprehensive training covering all
More

Level CGC First Aid
Discipline General Interest
Categories Adult General Interest, Adult Leadership, Halifax, Halifax, Halifax, Youth General Interest, Youth Leadership

Day of week Sun, Sat
Start date Nov 21, 2020 9:00 AM
End date Nov 22, 2020 9:00 AM
Number of classes 2
Rec Centres Canada Games Centre
Location Rooms
Required minimum age 13 years
Instructor Instructor

Session Details

Date and Time	Location	Instructor
Sat Nov 21, 2020 9:00 AM (8 h 0 m)	Rooms (Canada Games Centre)	Instructor
Sun Nov 22, 2020 9:00 AM (8 h 0 m)	Rooms (Canada Games Centre)	Instructor

Back to programs Register

Step 7: Select the participant you are registering from the dropdown menu, then select Next.

HALIFAX

My Account
My Household
Drop in Bookings
Drop in Timetables
Search for Courses
Facility Rentals Availability
View Bookings
Log Off

Select participant

Participants selection

Participant *
Select a Participant
Add Existing Contact Add
Create New Contact Create

Summary

Name Preschool 1
First session Jan 05, 2021 - 4:00 PM
Last session Mar 02, 2021 - 4:00 PM

Program details Next

Step 8: Select Pay the full cost now and click Add to cart.

HALIFAX

My Account
My Household
Drop in Bookings
Drop in Timetables
Search for Courses
Facility Rentals Availability
View Bookings
Log Off

Select participant

Select your payment type
Pay the full cost now

Summary

Name CGC Standard First Aid, CPR, AED
First session Nov 21, 2020 - 9:00 AM
Last session Nov 22, 2020 - 9:00 AM

Total discount	\$20.00
Total tax	\$14.25
Total including tax	\$109.25

Program details Previous Add to cart

Step 9: Under Cart Summary, select Continue.

HALIFAX

My Account
My Household
Drop in Bookings
Drop in Timetables
Search for Courses
Facility Rentals Availability
View Bookings
Log Off

Cart

Cart Summary | Payment options | Payment Summary | Payment | Confirmation

CGC Standard First Aid, CPR, AED (00035445)

Registrant name: Lori Saunders
Start date: Nov 21, 2020 - 9:00 AM
Number of classes: 2
Location: Canada Games Centre
Cost: \$109.25
Discount: \$20.00

Discount: \$20.00
Subtotal before tax: \$95.00
Tax: \$14.25
Total to pay: \$109.25

Total to pay now: \$109.25

[Continue](#) [Book another](#)

Step 10: Proceed to your cart, check I accept the terms & conditions and Continue to payment.

HALIFAX

My Account
My Household
Drop in Bookings
Drop in Timetables
Search for Courses
Facility Rentals Availability
View Bookings
Log Off

Cart

Cart Summary | Payment options | Payment Summary | Payment | Confirmation

Choosing a payment method from the following list will pay for all recurring payments along with any upfront fees due today.

Select payment method
Enter on next step

I accept the terms & conditions *
[View Terms & Conditions](#)

Discount: \$20.00
Subtotal before tax: \$95.00
Tax: \$14.25
Total to pay: \$109.25

Total to pay now: \$109.25

[Continue to payment](#) [Previous](#) [Book another](#)

Step 11: Enter Card payment and click Pay now to get your confirmation.

HALIFAX

My Account
My Household
Drop in Bookings
Drop in Timetables
Search for Courses
Facility Rentals Availability
View Bookings
Log Off

Card payment

Cart Summary | Payment options | Payment Summary | Payment | Confirmation

Card Number *
Security Code *
Expiry Month *
Expiry Year *
Cardholder's Name *
For example: Adam Smith

Amount payable: \$100.00

MasterCard Maestro
VISA VISA DEBIT
VERIFIED & SECURED
REALITY & SECURITY

[Return to cart](#) [Pay now](#)

Step 12: You are done! A receipt for your program will be emailed to you.