

MyRec How-To's

~ Updated March 10th, 2021 ~

How to Log in/Change Password for your MyRec Account	PAGE 2
How to Create a New MyRec Account	PAGE 3
How to Book a CGC Activity in MyRec (updated)	PAGE 5
How to Cancel a CGC Activity in MyRec	PAGE 9
How to Register for CGC Programs in MyRec (updated)	PAGE 11



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: <u>https://recreation.halifax.ca/</u> *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.

ΗΛLΙϜΛ	X			
Login Search for Courses Facility Rentals Availability	Account login			
 Forms Presidenty 	Login It's as easy as R-E-Cl The Halifax Region your family play, learn, move and stay > NEW USER? If you are new to our recre Here are some video links with step by programs. EXISTING USER? If you already have an able to link your email address to your a Email address*	al Municipality has 1000s of recreation programs and services to help you and titue. ation system, click the Create a New Account button on the right to get started. tep instructions on how to set up a new <u>Client Profile</u> or <u>Search/Register</u> for account in our system, but cannot access it online, please contact us. Staff will be ccount profile and provide you with online access.	Create a New Account If you are new to our Programs, click the button below to create a new account. Create a New Account	
-	Password * Reset Password	Login		

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).

My Account	~	Homo		
My Household		Home		
Drop in Bookings		Notifications	Make a booking	
Drop in Timetables		This page allows you to access your Halifax Regional Municipality recreation account and keep track		
Search for Courses		of your recreation registrations and more.	Drop-ins	Programs
Facility Rentals Availability			Facility Rentals Availability	
View Bookings	~	You have successfully set up your online profile.		
Log Off				
		Account details		
		Name Final Address		
		Account status		
		Membership Type		
		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		



How to Create a New MyRec Account

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

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

r Courses	Account login		
entals Availability	Login		Create a New Account
	It's as easy as R-E-Cl The Halifax Regi your family play, learn, move and sta NEW USER? If you are new to our rea Here are some video links with step I programs. EXISTING USER? If you already have able to link your email address to you	onal Municipality has 1000s of recreation programs and services to help you and y active. In the second s	If you are new to our Programs, click the button below to create a new account. Create a New Account
	Email address* Password *		
	Reset Password	Login	

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.

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Login Search for Courses Eacility Rentals Availability	Account log	Please complete the form below with members later	your details. You'll be able to add family in the process.	
H Facuity Rentals Availability	Login It's as easy as R-E-CI The H services to help you and b NEW UST With step by step instruct Account button on the righ Here are some video links t for programs. Email address* Password *	Personal details Rec Centre * Canada Games Centre * First name* Please enter first name ① Date of Birth	Step 1 of 3 Title * Select title Last name* Please enter your last name Gender * Select gender	but are new to the site, click the button below. You will be sent an count. Register count ograms, click the button below to create a new account. Create a New Account
© 2018 Halifax Regional Municipality Disclaimer Privacy Accessibilit Online services provided and hosted	Reset Password	Select language Supply your email address if the participant is under age Email * Close Next		Contact Us or call 902-490-6666

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).**

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 HyAccount My Account Drop in Bookings Drop in Bookings Bracithy Rentals Availability View Bookings Log Off 	v	Home 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 atatus Membership Type Account number Family members Family members Family members Profile It is important that we have your correct contact details. Please take a moment to verify and update your details.	Make a booking Drop-ins Programs Facility Rentals Availability	
	1	Update profile		





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: <u>https://recreation.halifax.ca/</u> *Please note: MyRec works best with Google Chrome.*

Step 2: Log in to your MyRec account.

↔ Login E Search for Courses	Account login		
Facility Rentals Availability	Login		Create a New Account
	It's as easy as R-E-C1 The Halifax Regional your family play, learn, move and stay act NEW USER if you are new to our recreate Here are some video links with step by st programs. EXISTING USER? If you already have an a able to link your email address to your ac Email address* Password *	Municipality has 1000s of recreation programs and services to help you and live. In system, click the Create a New Account button on the right to get started. sp instructions on how to set up a new <u>Client Profile</u> or <u>Search/Register</u> for ccount in our system, but cannot access it colline, please contact us. Staff will be count profile and provide you with online access.	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.

HALIF/		K	
▲ My Account	~	Home	
Drop in Bookings Drop in Timetables		Notifications This page allows you to access your Halifax Regional Municipality recreation account and keep track	Make a booking
 Search for Courses Facility Rentals Availability 		of your recreation registrations and more.	Drop-ins Programs Facility Rentals Availability
 View Bookings Log Off 	~	Account details	
		Name Email address Account status Membership Type rainax Account Account number HRM164696	
		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	

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

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My Account My Household	Online booking		
Drop in Timetables Search for Courses	Facilities Rec Centre Canada Games Centre ×	Activities CGC Basketball Court - 60min	
	Category		
-	© Court		
		View Tim	letable
@ 2019 Uslifay Designal Municipality		Contact Lie or call 902	490 6666
Disclaimer Privacy Accessibilit Online services provided and hosted	r ty. EAQs I by Legend Recreation Software, Inc.	Solution of the solution of th	0



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.

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	HALIFA	X											1
	My Account 🗸	T											
1 <u>8</u> 1	My Household		Oni	ine booking									
8	Drop in Bookings					TODAY	TOMORRO	v	NOV 05, 2020		Nov 03, 2	020	苗
۲	Drop in Timetables												
۲	Search for Courses		3:00	BASKETBALL COURT B -									
ų	Facility Rentals Availability		PM 0 50	60MIN	6 Spaces								
۲	View Bookings		MINIMUM	of the bit of the benthe									
•	Log Off											Previ	ous
	© 2018 Halifax Regional Municipa	ality.								Conta	ct Us or c	all 902-490)-6666
	Disclaimer Privacy Accessi	bility	FAQs										
	0-1	4 4 In		Description Orthogonal Inc.								f	[O]

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

ΗΛLIFΛΧ	Basketball Court B - 60min	H III
 My Account My Household Drop in Bookings Search for Courses Facility Rentals Availability View Bookings Log Off 	Date Tuesday, November 3rd 2020 Time 3:00 PM Description There is no description for this activity Location Canada Games Centre Total \$11.52 Core Add and book another Add and continue to basket	NOV 05, 2020
2018 Halifax Regional Municipality. <u>Disclaimer Privacy Accessibility</u> FAQs Online services provided and hosted by Legend Recreation Software.	. Inc.	Contact Us or call 902-490-6666



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

ΗΛLΙFΛΧ		
My Account T T Cart		
Cons in Bookings Cart Summary A Payment options Payment Summary Payment Confirmation		
Search for Courses	Discount Subtotal before tax	\$11.52 \$0.00
Facility Rentals Availability View Terms & Conditions View Terms & Conditions	Total to pay	\$0.00
e LogOff	🐂 Total to pay now	\$0.00
	Confirm	
	Previous	
	Book anothe	rf -
© 2018 Halfax Regional Municipality. Disclaimer Privacy Accessibility FAOs		Contact Us or call 902-490-6666
Online services provided and hosted by Legend Recreation Software, Inc.		🎔 🗖 f 🞯

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

HALIF	٨X						
My AccountMy Household	~	Confirmatio	on				
Drop in BookingsDrop in Timetables		 ► Cart Summary ► Payment options ► Payment Summary ► Payment ✓ Confirmation 					
Search for CoursesFacility Rentals Availability		Thank you for your bookin Transaction date Nov 03	ng. Confirmation has been se 3, 2020	nt to your registered email address	S.		
 View Bookings 	~	Basketball Court B - (60min Canada Games (Centre		Discount	\$11.52
€ Log Off		Location Date	Court C Nov 03.	entre 1 (Canada Games Centre) 2020 3:00 PM - 4:00 PM		Subtotal before tax	\$0.00
		Price	\$0.00			Iotai	30.00
		Discount	\$11.52			C Total	\$0.00
						Book another	•
		Add bookings to your	calendar				
		Click the link or copy the UF Subscribe	RL into your calendar applicat	ion to have your bookings automat	tically added to your c	alendar.	





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: <u>https://recreation.halifax.ca/</u> *Please note: MyRec works best with Google Chrome.*

Step 2: Log in to your MyRec account.

+D Login E Search for Courses E Facility Rentals Availability	Account login										
	Login		Create a New Account								
	It's as easy as R-E-C1 The Halifax Regior your family play, learn, move and stay as NEW USER? If you are new to our nere Here are some video links with step by programs. EXISTING USER? If you already have an able to link your email address to your	al Municipality has 1000s of recreation programs and services to help you and ctive. ation system, click the Create a New Account button on the right to get started. step instructions on how to set up a new <u>Client Profile</u> or <u>Search/Register</u> for account in our system, but cannot access it online, please contact us. Staff will be account profile and provide you with online access.	If you are new to our Programs, click the button below to create a new account. Create a New Account								
	Email address* Password *										

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

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2	My Account 🗸	View bookings	
E	Drop in Bookings	Programs (0)	~
8	Drop in Timetables		
Ξ	Search for Courses	Drop in Bookings (1)	^
	Facility Rentals Availability	Baskathall Court B. 60min	
	View Bookings	Location: Court Centre 2	
>	View My Bookings	(Canada Games Centre) Enrolled	
>	View Family Bookings	Date: Nov 03, 2020 3:00 PM	
>	View Achievements		
>	View Waiting List		
•	Log Off		

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

	HALIF/		<			1
•	My Account	~	View bookings			
221	My Household		view beekings			
Ξ	Drop in Bookings		Programs (0)			~
۲	Drop in Timetables					
۸	Search for Courses		Drop in Bookings (2)			^
Ų	Facility Rentals Availability	- I	Particitiell Quest D. Consis		Reductivello Constance	
•	View Bookings	~	Location: Court Centre 2		Location: Court Centre 2	
0	Log Off		(Canada Games Centre) Date: Nov 03, 2020 3:00 PM - 4:00 PM	•	Canada Games Centre) Date: Nov 05, 2020 3:30 PM - 4:30 PM	

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

	Η <mark>Λ</mark> LIFΛ>	K	1
.	My Account ~	View bookings	
8	Drop in Bookings Drop in Timetables	Programs (0)	~
8	Search for Courses Facility Rentals Availability	Drop in Bookings (2)	^
۲	View Bookings 🗸 🗸	Basketball Court B - 60min Location: Court Centre 2 Confirm cancellation?	
•	Log Off	(Canada Games Centre) Date: Nov 03, 2020 3:00 PM - 4:00 PM Cancel Confirm Confirm	

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: <u>https://recreation.halifax.ca/</u> *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? <u>Click here</u> to read more on MyRec and to create a new account.

ΗΛLIFΛ	X	
↔ Login E Search for Courses	Account login	
Facility Rentals Availability	Login	Create a New Account
	It's as easy as R-E-C1 The Halifax Regional Municipality has 1000s of recreation programs and services to help you and your family play, learn, move and stay active. NEW USRR1 Fyou 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 <u>client Profile</u> or <u>Search/Register</u> for programs. EXISTING USRR1 fyou already have an account in our system, but cannot access it online, please contact us. Staff will be able to hix your email address to your account profile and provide you with online access. Email address* Password *	If you are new to our Programs, click the button below to create a new account Create a New Account

Step 3: Under Make a booking, select Programs.

ΗΛLIFΛ)	٢		
My Account Home	Home		
Yrofile View Member Services Bills And Payments	Notifications This page allows you to access your Halifax Regional Municipality recreation account and keep track of your recreation registrations and more.	Make a booking Drop-ins	Programs
View My Payment Schedules Payment Options Update Email Address	You have successfully set up your online profile.	Facility Rentals Availability	
Update Password Wy Household Drop in Bookings Drop in Timetables Search for Courses	Account details Name Email address Account status Membership Type Account number		
Facility Rentals Availability View Bookings	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		

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

HALIF/	λ						X D
My Account	~	Program search					
 Drop in Bookings Drop in Timetables 		Advanced search					Search options
 Search for Courses Excility Pantals Availability 		If you know the program barcode, please provide it in the textbox below.	Alternatively, you can add basic search criteria b	elow. If you wish to refine the results further	, click on the filte	r option.	
 View Bookings 	•	00035445 Search	Program name	Main category	~	Sub-category	~
😝 Log Off							Reset form Search

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

HALIFA)	κ				
My Account My Household Drop In Bookings	Program search				_
Drop in Timetables Search for Courses Facility Rentals Availability	If you know the program barcode, please provide it in the textbox below.	Alternatively, you can add basic search criteria b	elow. If you wish to refine the results further, click on the fil	ter option.	Search options
 View Bookings Log Off 	00035445	Program name	wain category	Sub-category	Reset form Search
-	CGC Standard First Aid, CPR, AED 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	Payment options Pay in tail		>



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

ld 🗸	Program detai	ls			
tings	Pricing Information		Session Details		
tables	Standard price	\$115.00 (\$129.25 Inc Tax)	Date and Time	Location	Instructor
ourses			Sat Nov 21, 2020 9:00 AM (8 h 0 m)	8 Rooms (Canada Games Centre)	Instructor
als Availability	Program details		 Sun Nov 22, 2020 9:00 AM (8 h 0 m) 	Rooms (Canada Games Centre)	Instructor
gs 🗸 🗸	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 al			
		м	ore		
	Level	CGC First Aid			
	Discipline	General Interest			
	Categories	Adul Concrai Interest Adul Leadership Halifax 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			
	A Required minimum age	13 years			
	Instructor	Instructor			

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

HALIF/		<					1
My Account My Household	~		Select participant				
Drop in Bookings			Participants selection		Summary		
Drop in Timetables			Participant *		Name	Preschool 1	
Search for Courses			Select a Participant	~	First session	Jan 05, 2021 - 4:00 PM	
Facility Rentals Availability			Add Exterior Contract		Last session	Mar 02, 2021 - 4:00 PM	
View Bookings	~		Add Existing Contact	Add			
🕩 Log Off			Create New Contact	eate			
						Program details	Next

ΗΛLΙϜΛ	X		
My Account	Select participant		
Drop in Bookings	Select your payment type	Summary	
Search for Courses	Pay the full cost now	Name First session Last session	CGC Standard First Ald, CPR, AED Nov 21, 2020 - 9:00 AM Nov 22, 2020 - 9:00 AM
View Bookings	~	Total discount	\$20.00
		Total tax	\$14.25
		Total including tax	\$109.25
			Program details Previous Add to cart



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

Step 9: Under Cart Summary, select Continue.

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iccount lousehold in Bookings	~	Cart Summary	Payment ontions	= Payment			
Drop in Timetables Search for Courses Facility Rentals Availability View Bookings Log Off	v	Y CGC Standard First Aid, CPR, AED (00035445) Registrant name Lori Saunders Start date Nov 21, 2020 - 9:00 AM			8	Discount Subtotal before tax Tax	\$20.00 \$95.00 \$14.25 \$109.25
		Location Casses 2 Cost \$109.25 Location Canada Games Centre Discount \$20.00	Cost: \$109.25 Discount: \$20.00	*	Total to pay now	\$109.25	
						Book another	•

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

I∧LIF/	\X							
Account Household op in Bookings	Ť	Treat						
in Timetables ch for Courses ty Rentals Availability Bookings	~	Choosing a payment method from the following list will pay for all recurring payments along with any upfront fees due today. Select payment method		Discount Subtotal before tax Tax	\$20.00 \$95.00 \$14.25 \$109.25			
r		Enter on next step	~	Total to pay now	\$109.25			
		View Terms & Conditions		Previous Rock another -				
		Book another -			er •			

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

ΗΛLΙϜΛΧ				
My Account My Household Drop in Bookings	Card payment Cart Summary E Payment options Paymer	t Summary 🕞 Payment 🗸 Confirmation		
Drop in Timetables Search for Courses Facility Rentals Availability	Card Number*	Security Code * 😮	Amount payable: \$100.00	
View Bookings Log Off	Expiry Month *	Expiry Year *	Materiard Maestro VISA VISA	
	Cardholder's Name * For example: Adam Smith	DEBIT y how		
	Return to cart			

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

