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## Creating an Account

### Internet Browser

Please note that [SignMeUp](#) runs best in Google Chrome or Firefox.

### Current City of Coquitlam Parks, Recreation, Culture and Facilities Customers

If your account is locked then you will see the error message below. Allow 30 minutes for the system to unlock the account automatically and then attempt to log in again.

Your login attempt has failed. This could be caused by an incorrect username or password, or login restrictions due to time or location. Please contact your administrator for help. (Error code: UserLocked)

If you continue to experience issues with your account, please call our customer service line at 604-927-4386 or email [prcs\\_info@coquitlam.ca](mailto:prcs_info@coquitlam.ca) and we'd be happy to help you.

### New City of Coquitlam Parks, Recreation, Culture and Facilities Customers

To create an account, simply click on [Signup](#) link on the log in box.

A screenshot of the Coquitlam login page. At the top is the Coquitlam logo. Below it is the text "Don't Have a Login Yet?" followed by a red-bordered "Signup" button. The main form is titled "Login to your account" and contains two input fields: "Email" and "Password". Below the password field is a link for "Forgot password?". At the bottom of the form is a blue "Login" button.



Fill out the [Don't Have a Login Yet?](#) page. Once all the fields have been completed, click the [Submit](#) button. You will receive an email from [communication@perfectmind.com](mailto:communication@perfectmind.com) which is from the City of Coquitlam, with a new password.

Click on the link in the email, and use the username and password provided to log in. The [password](#) must be at least 7 characters long and contain at least 1 lowercase letter, 1 uppercase letter and 1 number.

You can now add additional family members. At this time, please add all family member information so your account is up-to-date. Family members must be listed under your account for you to register them for programs. If you are the primary account holder, you will see all other family members. If you are NOT the primary account holder, you will only see yourself listed.

Once everyone is updated, click on your name in the top right corner, log out and exit the web browser.



## Managing your Account

When you log in using the username and password emailed to you, it will ask you to reset your password. The **password** must be at least 7 characters long and contain at least 1 lowercase letter, 1 uppercase letter and 1 number. Choose a password that is familiar to you so you will remember next time you log in. Once you click save, a notification will appear that your password has been successfully changed. Then log in using your username and password.

**Password Reset** [X]

You've logged in with a temporary password. Please enter a new password below.

New Password

Confirm New Password

Save

You may now manage and update information by clicking on the Edit button. Add info to the account such as emergency contacts and important medical information. Our new system meets the industry standard for encryption and security measures.

My Info | Find a Program | New System Information

### Edit Family Member

Cancel Save

**General Information**

Preferred First Name Required Third Party User Identifier  
Sally

Legal First Name (if different)

Last Name Required  
Smith

Birthdate Required  
01/01/1983

Age  
39

Gender Required  
F

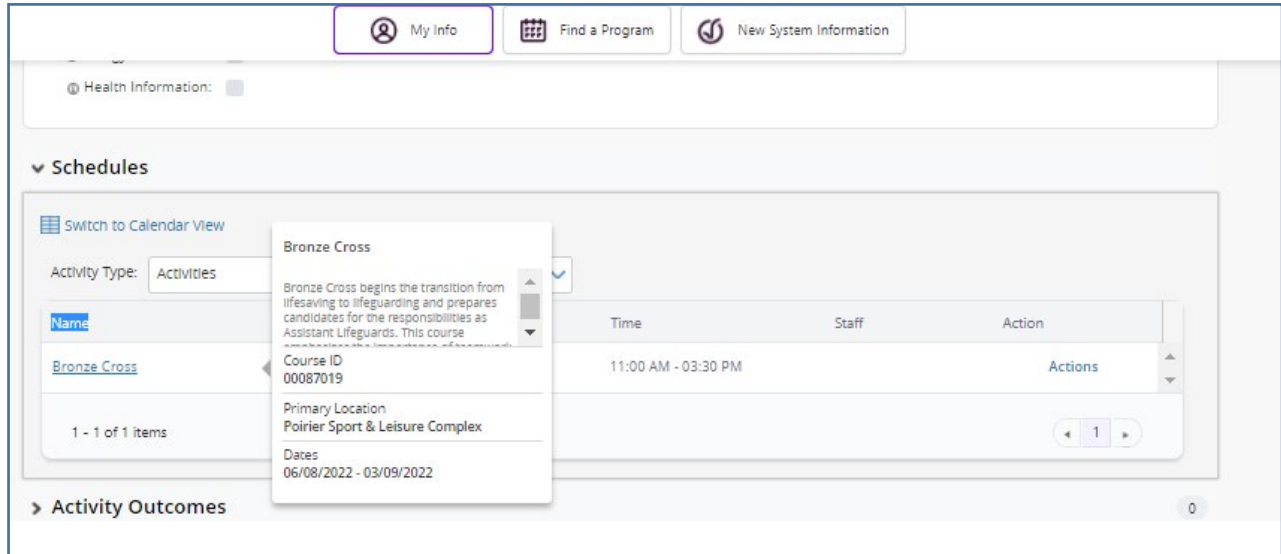
Signing Authority



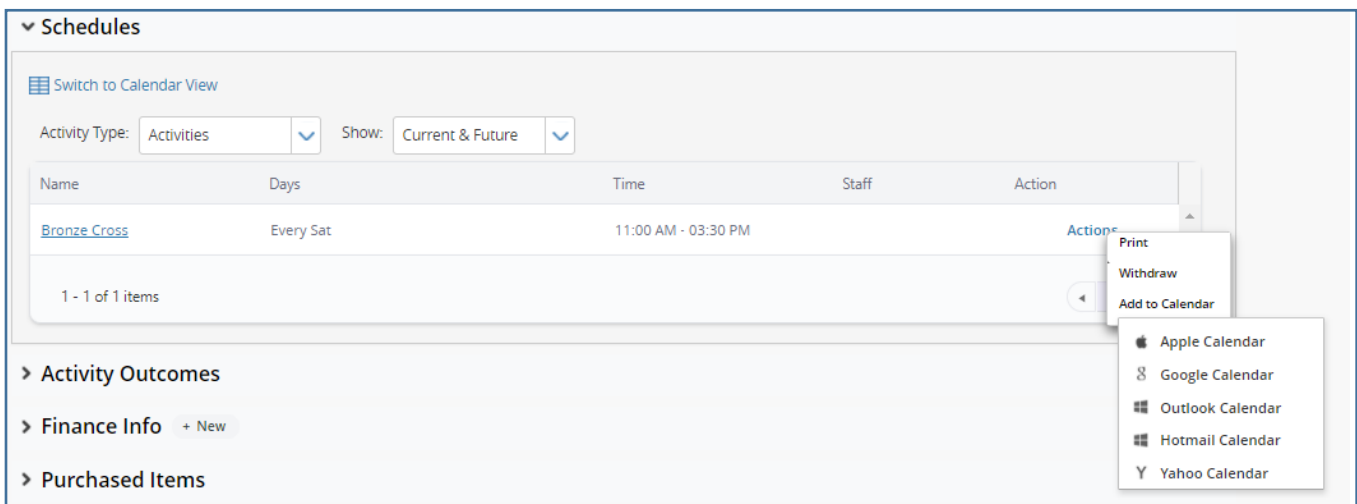
For easy and convenient check out, you can add a credit card to your account under the **FINANCE INFO** label. Click **NEW** each time you wish to enter another credit card.

Organize your family's program schedule under **SCHEDULES** label. From the primary contacts member page, you can select family members and the calendar will populate their programs via colour code.

If you just want to see your own program schedule, switch to the list view.



From the list view, add your schedule to your calendar by selecting **Actions, Add to Calendar**.





The ATTENDANCE HISTORY label allows you to easily view your membership scan history as well as any programs you've registered for.

### Membership View

Attendance History						Export to CSV	Membership View	1
CreatedDate	Time Attended	Event Subject	Membership Detail	Event Location	Attendee Full Name			
08/02/2020 02:55 PM	08/02/2020 02:54 P...	Open Pool & Fitness Centre	ONE PASS Adult 10 Visits	Poirier Sport & Leisure Complex	John Smith			

### Programs

Purchases									Membership View		
Attendance History									Export to CSV	Programs	2
CreatedDate	Event Subject	Status	Event Start Time	Event End Time	Is Refunded	Event Location	Attendee Full ...				
04/02/2020 05:31 P...	Archery	Booked	03/05/2020 11:...	03/05/2020 1...	<input type="checkbox"/>	Pinetree Com...	John Smith	Withdrawal Confirmation			
08/02/2020 02:55 P...	Open Pool &...	Attended	08/02/2020 06:...	08/02/2020 1...	<input type="checkbox"/>	Poirier Sport ...	John Smith	Withdrawal Confirmation			

## Finding Programs

Programs are organized into categories, such as Adult, Child, Swimming or Skating. Each category has sub-categories beneath it, such as Fitness, Learn & Discover or Skill Development.

**Select a Program**

**CATEGORY**

- Adult** (highlighted with a red box)
  - [Activity Groups](#)
  - [Bus Trips](#)
  - [Crafts & Hobbies](#)
  - [Fitness](#)
  - [Fitness Appointments](#)
  - [Lifelong Learning](#)
  - [Outdoor Recreation](#)
  - [Performing Arts](#)
  - [Sports & Active Play](#)
  - [Talks & Workshops](#)
  - [Visual Arts](#)
- Camps**
  - [Pro D Day](#)
  - [Spring Break](#)
  - [Summer](#)
  - [Winter Break](#)
- Early Years**
  - [Adult Participation](#)
  - [Crafts & Hobbies Crafts](#)
  - [Learn & Discover](#)
  - [Performing Arts](#)
  - [Sports & Active Play](#)
  - [Visual Arts](#)
- Youth**
  - [Fitness](#)
  - [Fitness Appointments](#)
  - [Learn & Discover](#)
  - [Performing Arts](#)
  - [Sports & Active Play](#)
  - [Visual Arts](#)
- Certifications**
  - [First Aid](#)
  - [Lifeguard](#)
  - [Misc](#)
- Events**
  - [Parties](#)
  - [Special Events](#)
- Child**
  - [After School Programs](#)
  - [Crafts & Hobbies](#)
  - [Learn & Discover](#)
  - [Performing Arts](#)
  - [Sports & Active Play](#)
  - [Visual Arts](#)
- Skating** (highlighted with a green box)
  - [Adult](#)
  - [Adult & Child](#)
  - [Child](#)
  - [Preschool](#)
  - [Skill Development](#)
  - [Youth](#)

**Drop In**

- [Adult](#)
- [All Ages](#)
- [Child](#)
- [Early Years Adult Participation](#)
- [Group Fitness](#)
- [Skating](#)
- [Swimming](#)
- [Youth](#)

**SUB-CATEGORY** (indicated by a blue arrow pointing to the Skating box)

Click on the sub-category that you are interested in. This will then open a new page that shows all the courses listed within that category. Use the scroll bar on the right side to scroll down for more programs, or filters using the black box on the left side.

If you don't see the program you're looking for, click on the blue **ACTIVITIES** button to go back to the main **Select a Program** page.

Once you find a program you are interested in, click **Show courses** to see when the program is running and to register.

**Sports & Active Play**

- Child Sports & Active Play Ball Hockey program**  
[Show courses](#)
- Child Sports & Active Play Basketball program**  
[Show courses](#)
- Child Sports & Active Play Fencing program**  
[Show courses](#)



A new tab will open that provides detailed information about that program, such as dates it is running, a course description, fees, age restrictions, etc. Click the blue **REGISTER** button in the top right to register for the program, or click **Back** to go back to the course listings for the sub-category.

After clicking the **REGISTER** button, if you have not already logged in, the log in page will appear. If you have not created a log in before, please review the steps for **Creating an Account** (see above). Once logged in, select which of your family members you would like registered for this program.

After choosing the family member, the review page will show you what you are registering for. Sometimes, there will be a Questionnaire step, which is a series of questions required for that course. This provides the course instructor with important information prior to the program starting. Note: the yellow “1 spot held” box at the top of the page indicates that your spot in this program will be held for 5 minutes.

At this step, if you'd like to register for another program, or register another family member for another program, click [Continue Shopping](#). This will bring you back to the [Select a Program](#) page, and will keep your current program in your cart for later purchase.

At the checkout page, please enter your credit card number and all of the required fields. You can tick the [Remember this card](#) box if you'd like to save this credit card or you can select the credit card you'd like to use for the purchase. Click on the [Place My Order](#) button in blue.

The screenshot shows the checkout process. On the left, the 'Payment Method' section is titled 'Your credit cards' and includes an 'Add a new Card' form with fields for Name on Card, Card number (with a Visa logo), Expiry month and year, CVV, Address (Street), City, Country, State/Province, and Zip/Postal Code. There is a 'Remember this card' checkbox. Below the form are 'Place My Order' and 'Continue Shopping' buttons. On the right, the 'Order Summary' shows a 'Clear Cart' button and a list of items: 'Cartwheels & Crayons' for 1 x \$82.55. Below this is a 'Payment Summary' with a 'Subtotal' of \$82.55 and a 'Total Due Now' of \$82.55. A 'Gift Card or Promo Code' field with an 'Apply' button is also present. A yellow warning box at the top right says '1 spot held until inactive for 5 minutes'.

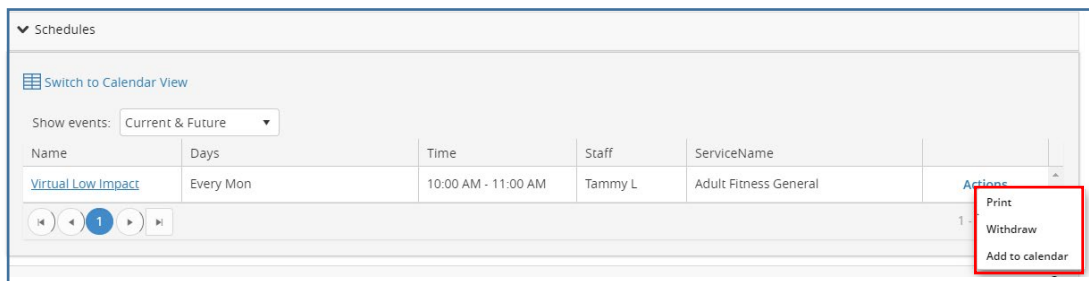
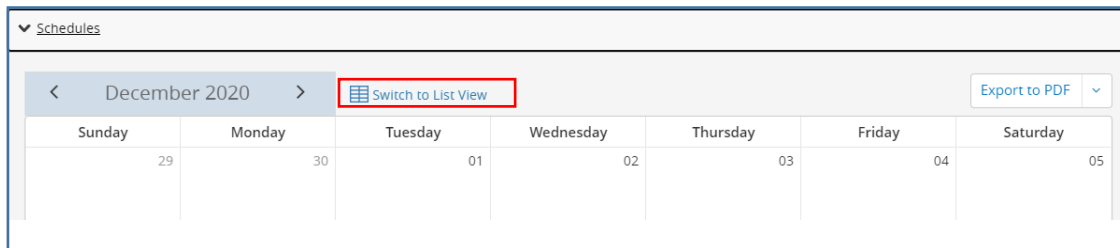
Once you have paid for courses, you can simply add your program schedule to a personal calendar of your choice. Transactions will appear on your account that you can review, and programs will appear in your schedule.

The screenshot shows the 'Thank you!' confirmation page. At the top, there are navigation links for 'Buy Memberships', 'My Info', and 'Find a Program'. The main content area lists two programs: 'Learn to Play Ball Hockey' (Every Sun, 03/05/2022 - 07/06/2022 from 10:30 AM - 11:30 AM) and 'Creative Dance' (Every Tue, 05/05/2022 - 09/06/2022 from 06:15 PM - 07:00 PM), both for 'Mike Smith'. To the right of the program list is an 'Add to calendar' dropdown menu with options for Apple Calendar, Google Calendar, Outlook Calendar, iCal Calendar, and Yahoo Calendar. At the bottom, there are three buttons: 'Print Registration Confirm...', 'Print Receipt', and 'Book Another Event'.

Please make sure to [Print Registration Confirmation](#) should you require a hard copy.

## Withdraw from a Program Online

You are able to manage your programs and withdraw online from your account. Simply log into your account and select the family member whose course information you want to view. Scroll down to [Schedules](#) and click to expand. The registered programs will appear in the calendar; select [Switch to List View](#). Find the program you would like to withdraw from and click on [Actions](#) on the right hand side. Select [Withdraw](#)

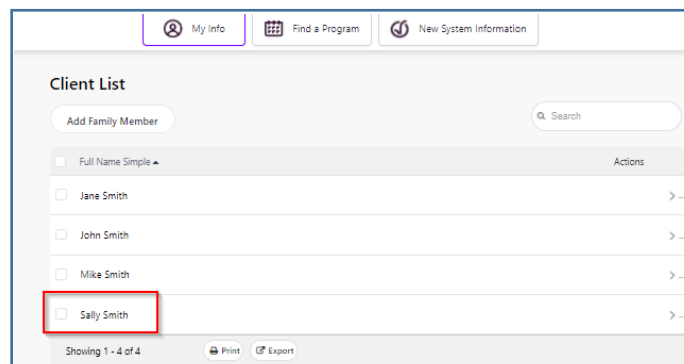


Please note: Some courses do not allow online withdrawals. If you experience problems, please call our customer service line (604-927-4386) for support.

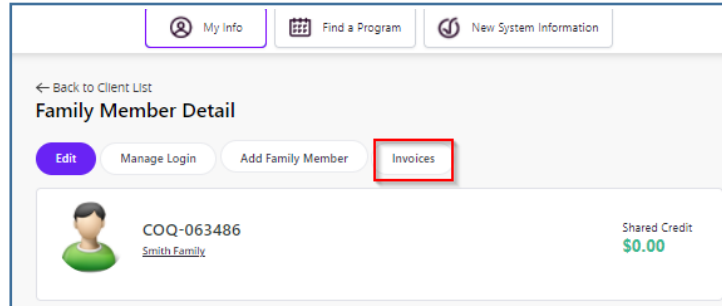
## Printing Receipts

Once logged into your account:

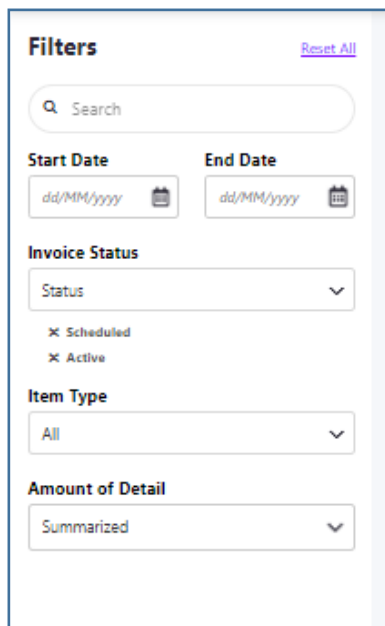
- 1) Select any family member (click on their name)



2) On the next screen, click on “Invoices” button on the right hand side of the top row.



3) On the left hand side, select any of the optional filters:



**Search:** If you know the contract # or invoice # or a keyword (ie: camp) enter it here

**Date Range:** Select a date range to narrow down the search results.

**Invoice Status:** Select desired options

- **Scheduled:** invoices that are scheduled to be paid
- **Active:** invoices that are due for payment now
- **Terminated:** invoices that have been canceled
- **Completed:** invoices that have been fully paid

**Item Type:** Select desired options.

- **Activities:** registered programs
- **Equipment:** equipment linked to a rental or program
- **Facility Contract:** facility rentals
- **Membership:** registered memberships
- **Product:** point of sale items linked to your account or to a program/rental

- 4) Click into the “box” in the first column (Reference/Item) for the line for which a receipt is desired. Only one receipt can be printed at a time so you can only click on one box at a time.

← Back

### Invoices Owned by the Smith Family Account

Make Payment **Receipt**

<input type="checkbox"/>	Due Date	Description	References	Contact	Amount Payable	Balance Remaining
<input checked="" type="checkbox"/>	08/07/2022	1 Cartwheels & Crayons (18/07/2022 - 22/07/2022)	Invoice ID 525583 Transaction ID <a href="#">567445</a>	Sally Smith	\$82.55	\$0.00
<input type="checkbox"/>	08/07/2022	1 Swim Kids 1 (03/08/2022 - 02/09/2022) + 1 other activities	Invoice ID 525584 Transaction ID <a href="#">567446</a>	Sally Smith	\$107.50	\$0.00

Due Soon: **\$0.00** | Balance Due: **\$0.00**

- 5) Click on “Receipt” button to generate receipt.

Print [X]

**Coquitlam**  
City of Coquitlam  
3000 Guildford Way  
Coquitlam  
British Columbia  
Canada, V3B 7N2  
Tel: (604) 927-4386

1 QTY Cartwheels & Crayons (18/07/2022 - 22/07/2022)  
Event ID: 00087004  
Attendee(s): Mike Smith

SUBTOTAL	\$82.55
TOTAL	\$82.55
INITIAL PAYMENT	\$82.55

CREDIT CARD TEND \$82.55  
STATUS Success  
Payment# PYMT-31391519  
Payment Date 08/07/2022 15:07:26  
Approval# 123

Type Sale


**Print Receipt** **Email Receipt**

- 6) If more receipts are required, repeat steps 4 to 5.



## Responding to Waitlist Notification Emails

Upon receiving the [Pending Confirmation Details email](#), you have 24 hours to respond. Select [Decline](#) and the spot will be offered to the next waitlisted client. Select [Confirm Spot](#) and you will be taken through the registration process online. If you take no action within 24 hours, your spot will be released to the next person on the waitlist. If you prefer to register by phone, call our customer service line at 604 927 4386.

City of Coquitlam Pending Confirmation Details 

Dear Mike Smith,

Good news! A spot has opened up for Swim Kids 1 00086331 on 13/07/2022 at 04:00 PM

How would you like to proceed?

[Decline](#) [Confirm spot](#)

Alternatively:

Confirm spot here: <https://cityofcoquitlamtest.perfectmind.com/23938/Classes/BookMe4EventParticipants?eventId=1c645bb0-ef1e-44a1-afca-e8d6a5538227&contactId=e3a9134f-784a-4dda-b180-4c5a2faa3741&widgetId=67b3bb01-2798-4268-b0ac-70594de2c481>

Decline spot here: <https://cityofcoquitlamtest.perfectmind.com/23938/Classes/BookMe4DeclineSpot/DeclineBookingPage?attendanceId=75e03fbc-543c-4126-87dc-0c56d907db37&eventId=1c645bb0-ef1e-44a1-afca-e8d6a5538227>

To respond through the registration office, please call: 604-927-XXXX

For other available courses you can visit us now at: [www.coquitlam.ca](http://www.coquitlam.ca)

To register through the customer service line, please call: (604) 927-4386

Mon-Fri 8:30am - 6pm & Sat/Sun 10am - 2pm. Closed on Statutory Holidays.

**THIS SPOT WILL BE AVAILABLE FOR 24 HOURS FROM RECEIVING THIS EMAIL.**

After confirming the spot, you will be re-directed to the online registration login screen.



Once logged in you will be prompted to register for the appropriate program. From here, continue the registration steps as seen above starting on page 9.

[My Info](#) [Find a Program](#) [New System Information](#)

### Swim Kids 1

13/07/2022 - 05/08/2022  
04:00 pm - 04:30 pm

Registration ends on 13/07/2022 at 04:00 PM

1 Attendees 2 Payment

**Confirm your spot for selected attendee**

- Jane Smith
- John Smith
- Mike Smith
- Sally Smith (You)

[Next](#)