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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 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.

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** 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.

You may now mange 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.

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.
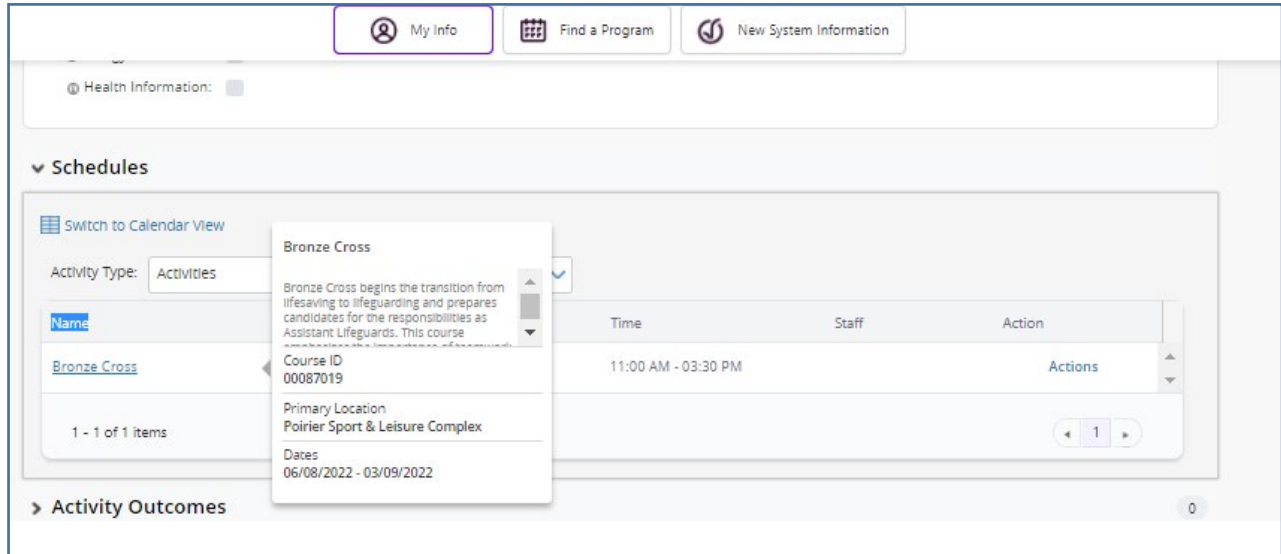
From the list view, add your schedule to your calendar by selecting Actions, Add to Calendar.
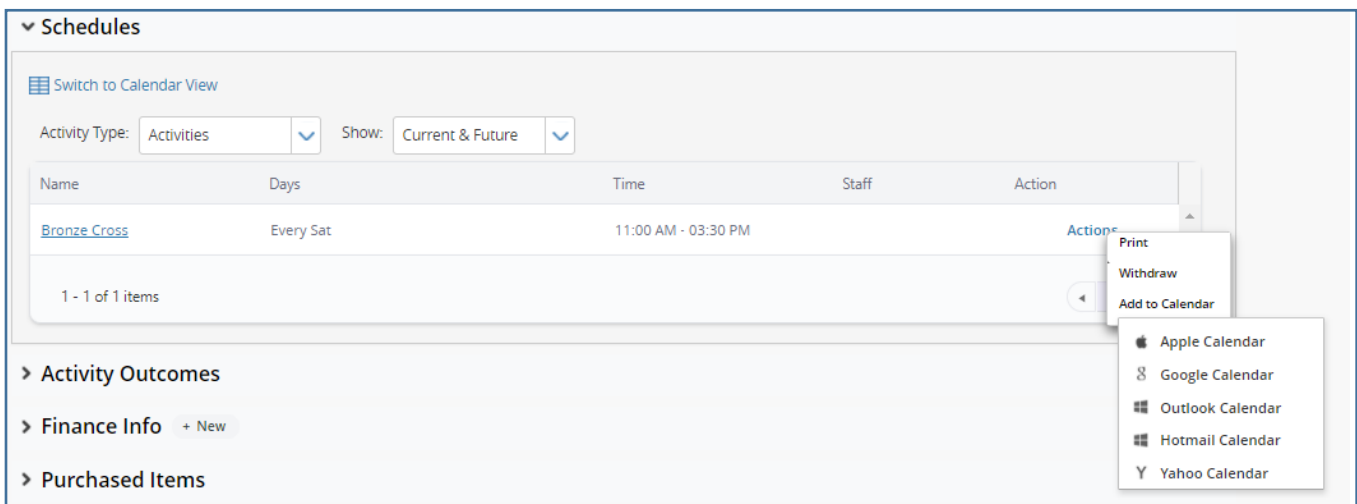
The ATTENDANCE HISTORY label allows you to easily view your membership scan history as well as any programs you've registered for.

Membership View

	CreatedDate	Time Attended	Event Subject	Membership Detail	Event Location	Attendee Full Name
∨ Attendance History				Export to CSV	Membership View ▾	1
	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...	☐	Pinetree Com...	John Smith	Withdrawal Confirmation
08/02/2020 02:55 P...	Open Pool &...	Attended	08/02/2020 06:...	08/02/2020 1...	☐	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.

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 one 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.

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.

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.

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
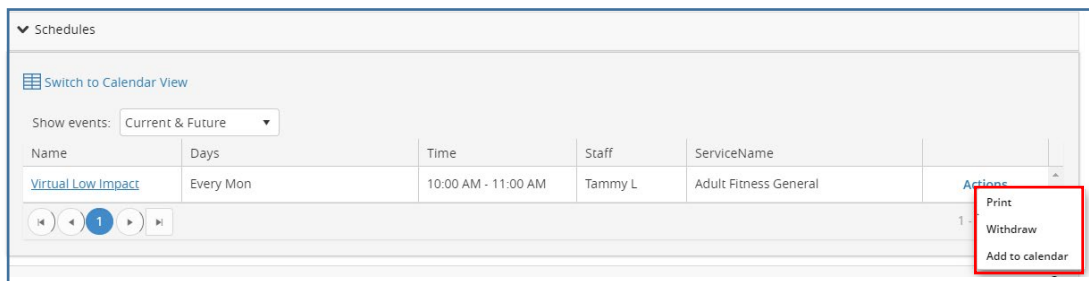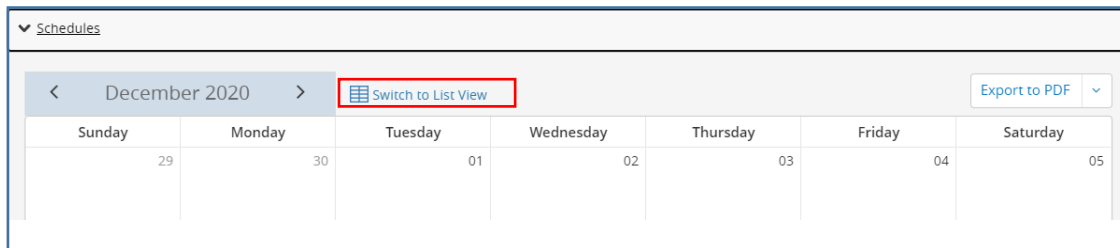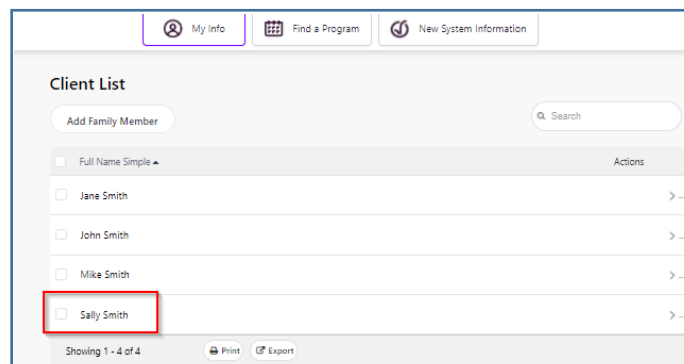

Please note: Some courses do not allow online withdrawals. If you experience problems, please call our customer service line (604-927-4386) for support.
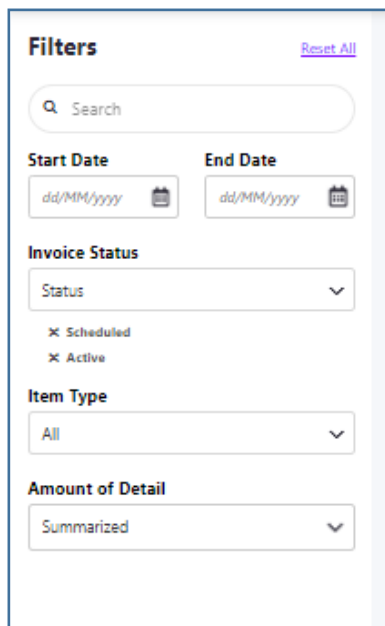
Printing Receipts

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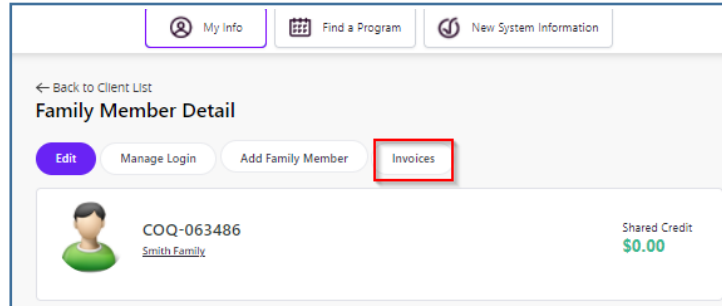
3) On the left hand side, select any of the optional filters:

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.

5) Click on "Receipt" button to generate 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.

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.