

LET'S GET STARTED - SET UP YOUR ONLINE REGISTRATION ACCOUNT!

Existing Clients

If you have registered for programs or purchased memberships with the CVRD Sports & Aquatic Centres - you already have an account. Click on the 'Register for Activities & Programs' button, then select the button that says 'Create Online Registration Account.' Log in with your current email address, and select 'Forgot Password' and you will receive a program generated temporary password to access your account.

Not sure if you have an email address on file? Please contact Customer Service for assistance.

Do you need to add a family member? While in your account, select 'Add Family Member' and fill in the required information.

Is your information correct? While in your account, click on the little arrow (>) corresponding to your name on the right hand side of the screen to bring up your account details. If you need to change anything, click on the green 'EDIT' button. Please note you will need to change the contact information (i.e. phone number, email address) for each family member.

ONLINE REGISTRATION INSTRUCTIONS

Once your account is set up, you can register for any of our programs.

- From your account page click on the 'Program Registration' to navigate to the program menu
- From the CVRD Recreation page, click on the 'Register for Programs & Activities' button to navigate to the program menu (you will be prompted to login when registering for a program)

New Clients

Please note that the account Primary Contact must be the first person added to the account.

Click on the 'Register for Activities & Programs' button, then select the button that says 'Create Online Registration Account.' At the login screen, select 'Create An Account' - fill in the required information and click 'Submit'. Once created, the program will email you a temporary password to access your account.

Once your account has been created, you are ready to register for courses or programs. Browse the menu to find your course or activity, then click on the 'Register' button and follow the onscreen instructions.

Do you need assistance?

- Please check out our FAQs link to answer many of your questions
- Personal assistance is available during operating hours by contacting our CVRD Sports & Aquatic Centres Customer Service Representatives:

**Sports Centre, 3001 Vanier Drive, Courtenay
250-334-9622 ext. 2**

**Aquatic Centre, 377 Lerwick Road, Courtenay
250-334-2527 ext. 0**

Navigating the Menu

- Do you know what class you want? Before you start searching, it is helpful to know what you need. Have a look at the recreation guide online to see what may be available to you.
- There are menu options to assist you in filtering your selection results. For example, are you looking for Level 1 swimming lesson on Saturdays only? You can select Saturday from the list on the left hand side of your menu screen, then select Red Cross Lessons, then Level 1.
- When you find the session that works for you, click on the Register button and proceed with the registration.

Select an Activity or Program All locations

Age

 Tot (0-2 Years) (2 and under)
 Child (3-12 Years) (3 - 12)
 Teen (13-18 Years) Student...
 Adult (19-59 Years) (19 - 59)
 Senior (60+Years) (60 - 199)

Days of week

 Sunday
 Monday
 Tuesday
 Wednesday
 Thursday
 Friday
 Saturday

Date Range

Aquatics

Adult/Teen Swim Program

Advanced Leadership

Private

Red Cross Lessons

Swim Birthday Parties/Leisure Pool Parties

Youth Leadership

Camps/Pro D

Aquatic

Ice

Fitness

Advance Fitness

Wellness

Ice

Hockey

Private Skating Lessons

Skate Birthday Party

Skating

Navigating the Menu

- If you're not sure what you're looking for, the menu is divided into categories: Aquatics, Camps/Pro Days, Fitness and Ice Programs. Each category has sub categories - which lead you into specific programs. At any time you can click on the Back button to return to the main menu.
- As you navigate into each activity, you will see options you may select on the left side of the screen. For example, if you want a Camp/Pro-D day activity in the pool, you would select 'Aquatic' under that heading. On the left of the screen you are able to choose which camp you want (in this case Red Cross Swim Camp) and only that event will appear in your results.

Age

 Child (3-12 Years) (3 - 12)
 Teen (13-18 Years) Student...

Service

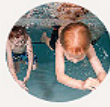
 Babysitter Superstar Course...
 Babysitting Course PLUS
 Junior Lifeguard Daycamp (...)
 Red Cross Swim Camp (5-9...)
 Splash Zone (3-11yrs) - Aqu...
 Stay Safe Program (9-13yrs)...
 Surfs Up Camp (5-11yrs)
 Swim To Survive (6-12yrs) - ...

Location

 Comox Valley Aquatic Centre
 Comox Valley Sports Centre

Days of week

 Sunday
 Monday
 Tuesday
 Wednesday
 Thursday
 Friday
 Saturday



Red Cross Swim Camp (5-9yrs)

Have your kids learn valuable swimming skills and water-safe attitudes. This program includes 2—45 minute Red Cross swim lessons along with other in and out of water activities. Loads of educational fun! Please bring a lunch, swim suit, several towels and active wear – we will be going outside. Participants must feel comfortable in deep water.

[Hide courses](#) ^

Red Cross Swim Camp ⓘ

Age: 5 to 9
FULL - Waitlist Available

[Waitlist](#)

\$112.00

Everyday
10:00am - 3:00pm
Aug 6th - Aug 9th

▼

Red Cross Swim Camp ⓘ

Age: 5 to 9
30 spot(s) left

[Register](#)

\$140.00

Everyday
10:00am - 3:00pm
Mar 16th - Mar 20th

- You can see on this screen all the program information. The session starting Aug 6 is full, but you can be added to the waitlist.
- The camp starting Mar 16 has space, and you can register.

Age

Tot (0-2 Years) (2 and under)

Child (3-12 Years) (3 - 12)

Teen (13-18 Years) Student...

Adult (19-59 Years) (19 - 59)

Senior (60+Years) (60 - 199)

Days of week

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Date Range

Select an Activity or Program

All locations
Q Level 1

Aquatics

[Adult/Teen Swim Program](#)

[Advanced Leadership](#)

[Private](#)

[Red Cross Lessons](#)

[Swim Birthday Parties/Leisure Pool Parties](#)

[Youth Leadership](#)

Camps/Pro D

[Aquatic](#)

[Ice](#)

Fitness

[Advance Fitness](#)

[Wellness](#)

Ice

[Hockey](#)

[Private Skating Lessons](#)

[Skate Birthday Party](#)

[Skating](#)

Advanced Searching

- On the top right hand corner of your menu screen, there is a search function. In this example we have searched for Level 1 swimming lessons.
- The second screen will provide you with ALL the Level 1 swimming lessons available for registration - these have been filtered by selecting the Saturday check box, so only those classes running on Saturdays appear.
- The search function may be helpful to see what options regarding dates and times. Hint: if the list is long you can click on the blue 'Event Date' column heading on the second screen and it will sort them in date order.
- Do you want to search for more than one event at the same time? See where the "Level 1" has shown up on the top left side of the screen? See next page to see a search for multiple classes.

Filter Events

All Locations

All Categories

All Calendars

All Services

Age

No Restriction

Tot (0-2 Years) (2 and under)

Child (3-12 Years) (3 - 12)

Teen (13-18 Years) Student ID required (13 - 18)

Adult (19-59 Years) (19 - 59)

Senior (60+years) (60 - 199)

Weekday

Sun

Mon

Tue

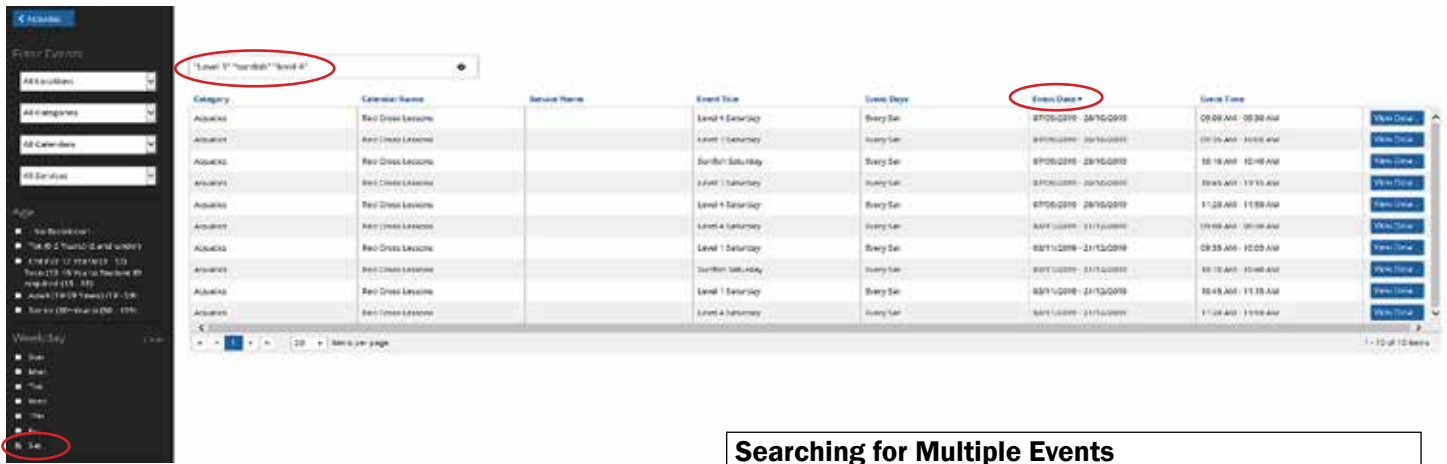
Wed

Thu

Sat

Category	Calendar Name	Service Name	Event Title	Event Days	Event Date	Event Time	
Aquatics	Red Cross Lessons		Level 1 Saturday	Every Sat	07/09/2019 - 23/10/2019	09:35 AM - 10:05 AM	View Date
Aquatics	Red Cross Lessons		Level 1 Saturday	Every Sat	07/09/2019 - 23/10/2019	10:45 AM - 11:15 AM	View Date
Aquatics	Red Cross Lessons		Level 1 Saturday	Every Sat	07/13/2019 - 21/10/2019	10:45 AM - 11:15 AM	View Date
Aquatics	Red Cross Lessons		Level 1 Saturday	Every Sat	02/13/2019 - 21/10/2019	09:35 AM - 10:05 AM	View Date

1 - 4 of 4 items



Searching for Multiple Events

- In the search bar at the top left of the screen “Sunfish” and “Level 4” have been added. When you use this function, the event names must be enclosed in start and end quotation marks (“course name”).
- Saturday has been checked, and the column heading Event Date has been clicked to sort them by date.
- You can clearly see what options may be available to register 3 children in their respective levels in Saturday lessons!
- You can click on the ‘View Details’ button to the right of your screen to check for space available, and/or REGISTER from that screen.
- Click on the back button to return to this screen - but you will have to re-select the day, and re-sort the Event Date when you navigate back.

Program Registration

- When you select ‘Register’ from any screen, it will navigate to that class information. You will see the dates, times, classes, course description and fees for that event.
- Click on the REGISTER button near the top of the screen to register for that event. If you are logged in to your account, it will put the item in your cart.
- You will then have an option to ‘checkout’ at the bottom right of your screen - or ‘continue shopping’ to the bottom left of your screen.
- Note that items will stay in your cart for 15 minutes.
- If you change your mind, you can go to your cart and click on the X beside the item to cancel the registration.
- When you have finished shopping, click on checkout and follow directions for payment.

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