

## **Frequently Asked Questions**

### **New customers - Client Barcode and Account PIN Numbers**

- 1. I am a new customer. What do I need to do?**  
To use Rec-Connect, you can phone or email Recreation & Culture during business hours to obtain a Rec-Connect Client Barcode and Account PIN. We will require your full address, telephone number, names and birth dates of all members to be entered on the account.
  - 2. What is a “Client Barcode” and “Account PIN”?**  
Every member of your family will have a unique Client Barcode; however, there is only ONE Account Personal Identification Number (PIN) to access your family account.
  - 3. I forgot my Client Barcode and/or Account PIN. What should I do now?**  
Contact Recreation & Culture staff at 250 469-8800 or email [recreationandculture@kelowna.ca](mailto:recreationandculture@kelowna.ca). Please include your name, address, and telephone number.
  - 4. I forgot my User Login. What should I do now?**  
From the Rec-Connect home page click on the Login box. Click on the Forgot Password link. Enter your email address and click on Send. Your User Login information will be emailed to you.
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### **My Rec-Connect Account**

- 1. I would like to change my account information. How can I do this?**  
Contact Recreation & Culture at 250 469-8800.
  - 2. What can I do if I am unable to log in?**  
You will be “locked out” of your account after 3 unsuccessful log-ins. Contact Recreation & Culture to unlock your account.
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### **Program Registration**

- 1. How do I register for a program? [See online registration instructions.](#)**
- 2. How do I withdraw from a course? (See Refund Policy)**
  - Contact Recreation & Culture directly at 250 469-8800.

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3. **Spring registration is now ongoing. When does summer registration begin?**

Summer 2012	
Guide is available	May 29
General Registration	June 5, 7:30 am
Aquatics Registration	June 7, 7:30 am
League Registration	June 8, 7:30 am
Registration for Persons with a Disability	June 8, 9:30 am

5. **How can I get a copy of the current Activity & Program Guide?**

The Guide is delivered to Kelowna residents with the Capital News paper prior to registration and is available online at [kelowna.ca/recreation](http://kelowna.ca/recreation).

5. **What are some tips on how to search for programs?**

Go to the Programs tab and either: Enter a Course Barcode or Search by guide section. All programs being offered will be displayed with a brief description.

6. **How can I verify/see what programs my family members are currently registered in?**

Click on My Account (Log-In) tab and sign in. Once you have successfully signed in, the My Account page will contain the names of all of your family members. Click on the family member to view current registration and history of account.

7. **My child is not in the age range required for the program. Are there exceptions?**

Instructors are aware of the development needs of children and tailor specific classes to meet these needs. Allowing children that do not meet the requirements into programs could potentially cause distractions and lower the quality of the program for all participants. However, some exceptions may apply. Contact Recreation & Culture to see if your situation is applicable.

8. **How do I register for a recreation program that has already started?**

If a program of interest has already commenced, Rec-Connect registration is no longer available. Please telephone Recreation & Culture at 250 469-8800 for further assistance.

9. **Can I register online without a credit card?**

If you do not want to use a credit card, you may drop into Recreation & Culture in advance of registering online to put a credit on your account. The credit will automatically be applied to the balance due for online registration. Please note: This does not guarantee a spot.

10. **Why isn't there a "ADD" button on the class I am interested in?**

The class is not available for online registration at this time. It may be full, cancelled, or the program has already started. Please telephone Recreation & Culture for further assistance.

11. **What is a "Drop-In" program?**

A Drop-In program is one that you may attend without pre-registering. It can be accessed by paying a drop-in fee just prior to the start of the class, if space is available.

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- 12. Why do programs get cancelled?**  
Programs are dependent on instructor availability and program demand.
  
- 13. Program Availability - Are there programs that are not available through Rec-Connect?**  
Some programs will not be available through this registration system because of complex registration procedures, and the need for additional information. These programs include some aquatic lessons, specialties programs, and other selected programs. If the Add button is not available; the course is restricted from online registration.
  
- 14. What is your Withdrawal & Refund policy?** [See Refunds & Credits](#)