

Active Living and Culture

Recreation registration

How to guide | *Updated: May 2023*



Learn how to:

- > Set up an account
- > Setting up your password
- > Register (two ways)
- > Payment
- > Find a specific program (advanced search)
- > Register someone else
- > Get on a waitlist
- > Reserve Public Skating
- > Check or cancel a registration
- > Account settings
- > Questions or issues

About Active Living and Culture

Active Living and Culture provides a wide variety of recreational, cultural, and sport related amenities and opportunities at different locations throughout Kelowna, including but not limited to Parkinson Recreation Centre, neighbourhood activity centres, and some School District 23 sites.

Registration for programs and reservations for most City activities can be made over the phone, in person, or online using our online registration system.

Purpose

In this document, you will find some step by step instructions for common services including how to find, register, and pay for City recreation classes and programs through the online registration system (rec.kelowna.ca).

This document is not exhaustive, but does provide an overview of how to complete the most popular tasks when registering online. If you have a specific question, please don't hesitate to reach out to one of our staff directly.

Set up an account

1. **If you don't have a recreation account** that allows you to login to rec.kelowna.ca yet, you can create a customer account by selecting the "New Customer" feature. Once created, you can add to your family through the "My Groups/Family" feature or contact Active Living & Culture at 250-469-8800 or please call 250-469-8800 and speak to one of our helpful Recreation Clerks, or email recreation@kelowna.ca to request an account. You will be asked to provide the following:

- Name
- Address
- Phone number and email address
- Birthday
- Gender
- Names and birthdays of anyone else in your family you would like added to your account and contact information for any other adults.

Active Living

1800 Parkinson Way
Kelowna, B.C. V1Y 4P9
kelowna.ca/recreation
recreation@kelowna.ca
250-469-8800

- Once you have an account, you can login to rec.kelowna.ca, which is where you will register for and manage your recreation programs, registrations, and reservations.

Tip: Not sure if you already have an active online account?

Try entering in your e-mail in the [Create/Reset your password screen](#) under "Log in". It will prompt you to reset your password if you already have an account set up.

Setting up your password

- If you already have an active recreation account, but have never accessed it online, you'll need to create a password. This step also applies if you have accessed your account in the past, but have forgotten your password.
 - Go to rec.kelowna.ca, select the Login option in the top right of the screen, and click on the link to reset your password.
 - OR
 - Call 250-469-8800 to ask one of our Recreation Clerks to reset your password.
- Once you have received your password reset email, click the link in the email to bring you to rec.kelowna.ca to set up your password.



Caution: this link will expire after six hours, so don't delay!

- Create a password that you will be able to remember, then enter the Security Check code, and click on Reset Password. Once the system has accepted your password, you are ready to go!

To register for a program

There are a number of different ways to register for a program. The best place to start depends on whether you want to browse first, or if you already know what program you want (and have the associated barcode):

If you want to browse first:

- Go to kelowna.ca/recreation and open the current Activity & Program Guide (usually the first button on the page).
- To browse the guide, you can:
 - Flip through the pages one by one, by clicking on the arrows midway down the right and left edges of each page

- o Zoom in to see content better, by clicking your mouse when the cursor looks like a plus sign
 - › Use the **Table of Contents** and click on activity names to get to that spot in the guide
3. When you find the program that you are interested in, click on the barcode underneath the program description.

Drawing & Watercolour for Children & Youth
 Instructor: Sara Gagnon
 Location: Kinsmen Media Centre & Canyon Falls Middle School

This course is for beginner to intermediate artists and will be custom fit for each student's skill level. The first class will cover the foundations of drawing what you see. Then we will complete a step-by-step painting each week, ensuring you learn the most techniques in the shortest amount of time. This is a well-organized, very encouraging learning environment. All supplies included. All classes held before Oct 30 will be held at Canyon Falls Middle School and all classes held after Oct 30 will be held at Kinsmen Media Centre.

Age: 6Y-9Y

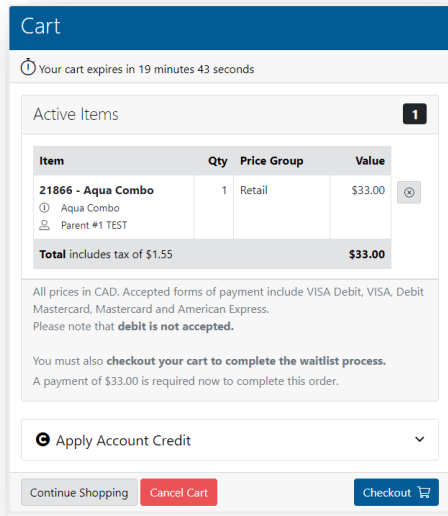
21554	Sa	Sep 25-Oct 30	9:30 AM-11:30 AM	\$122.50
21556	Sa	Sep 25-Oct 30	12:30 PM-2:30 PM	\$122.50
21555	Sa	Nov 6-Dec 11	9:30 AM-11:30 AM	\$147
21558	Sa	Nov 6-Dec 11	12:30 PM-2:30 PM	\$147

Book Course

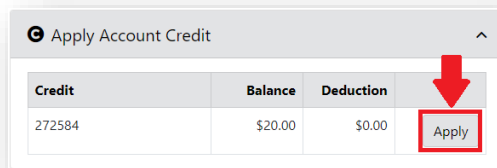
Login To Register

4. This will take you to rec.kelowna.ca so you can register for the program.
5. Further down the page, you will see the Login to Register button. Click here.
6. At the next screen, you will be prompted to enter your Email Address and Password to login to register. Fill in your login details and click the Login button. If you need an account, please see the beginning of this document for instructions to request one. If you're already logged in, you will see an option to book instead.
7. This will add the program to your online Shopping Cart, and bring you to your cart to review the programs that you want to register for. From here, you have the option to:
- › Checkout and pay for your selections to complete the registration process;
 - › Continue Shopping for other programs; or
 - › Cancel your registration (which will clear your Cart and stop the registration process).

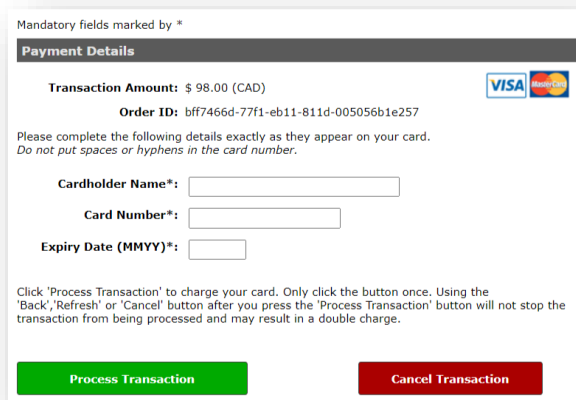
Note: there is a time limit on your shopping cart, if you have not completed the payment process after this time, your cart will expire and you won't be registered.



If you have Account Credit, at this screen is when you can apply the credit towards the cost of your registration before proceeding to the Credit Card payment screen.



8. If you select Checkout, a page will load (screenshot below) where you can fill in your Credit Card details and click the Process Transaction to complete your registration.



SEARCH OPTIONS

Browse Programs

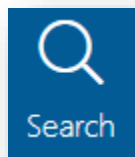
1. From the main page of rec.kelowna.ca, select from any of the photo tiles to search the category of course you are looking for OR click on the Browse Programs button in the top left-hand corner. At the next course category, select another option.
2. If you don't want to refine your search further, click the Search button at the very bottom to view all the results you've filtered so far.

Advanced Search

1. Click the Search icon at the top of the page, then leaving the "Courses by keyword or ID..." section blank, simply click the search button again to be taken to the advanced search. You will then be given options to refine your search.
2. When you click Search, the results presented will be in alphabetical order, and limited to 50 results. If nothing comes up, you might have to deselect some options.

If you already know the program you want & have a barcode:

1. Go to rec.kelowna.ca and login. Click on the Search icon at the top of the page.



2. Enter the barcode into the Course Search field and click on the magnifying glass (search icon) or hit Enter on your keyboard to search for your program.
3. Click on the Register button (or Waitlist if the program is full).

Aqua Combo

ID: 21866 Price: \$39.60 # Spaces: 3 From: Fri, Nov 05, 2021 To: Fri, Dec 10, 2021

Day	Start	End	Instructor	Location	Venue
Friday	8:30 AM	9:15 AM	Not specified	Parkinson Recreation Centre Main Pool	Parkinson Recreation Centre

[Register >](#)

4. Follow the same steps as above to complete registration.

Registering someone other than yourself

1. Make sure that you are already logged in to the website to be given the choice who you would like to register. If you do not first log in, the system by default will try to register you.
2. Click the "Register" button beside the activity you would like to register for.

Refine your search using the options below

Course Types

Time Of Day

Day Of Week

Class From Date

Class To Date

Start Month

Age

Venues

Search By

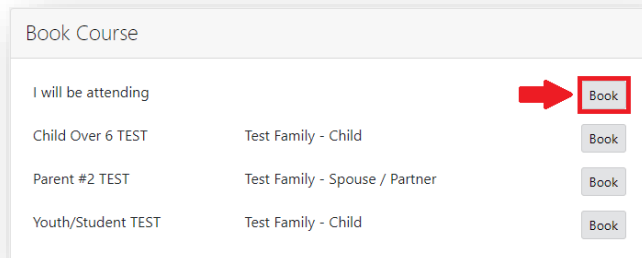
Sort By

Default

Hide Fully Booked Courses

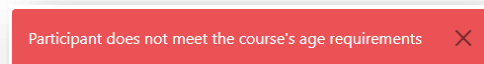
[Start Over](#) [Search](#)

3. Scroll down the page until you see the option to select who you would like to register for the program. Anyone connected to your family group will be listed here, if there is anyone missing, please contact the Recreation Clerks at 250-469-8800 or recreation@kelowna.ca to have them added. To register yourself in the program, click the Book button next to "I will be attending".



Participant does not meet the course's age requirements

If the participant you are trying to register is not the correct age for the program, you will receive the following notification:

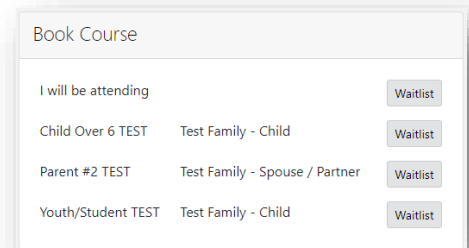


If you believe you are getting this message in error, please contact the Recreation Clerks at 250-469-8800, it is possible your birthday may be entered incorrectly in the system.

If a program is already full

If a program is already full, you won't have the option to "Book" someone into the program, the only option that will be displayed will be "Waitlist".

1. Select the person you wish to put on the Waitlist. (see screenshot below)
2. This will add the Waitlist entry to your cart. ***Ensure that you check your cart out to be added to the waitlist!**



Reserve Public Skating

Depending on the season, some drop-in activities may require a reservation in advance. These are listed on the front page at rec.kelowna.ca. During the winter season, for example, public skating times are available to reserve in advance.

1. Before you begin, ensure you are logged in to the system.
2. Select Public Skating from the list of categories on the front page.

- From the list that you are shown, find the day that you are wanting to skate, and click Book Now to select this date.

Schedule

<< 1 2 3 4 >>

Date	Time	Class	Instructors	Location	Venue	Spaces	Availability
Thu 18 Nov	1:15 PM - 2:15 PM 60 mins	Seniors Public Skate Memorial	Not specified	Memorial Arena Ice Rink	Memorial Arena	57	Completed
Fri 19 Nov	6:30 PM - 7:45 PM 75 mins	Public Skate Capital News Centre	Not specified	Capital News Centre Ice Rink 1	Capital News Centre	83	Book Now

- You will then be shown the list of members of your family group. Click Book Now beside the person you would like to make the reservation for.

Select User

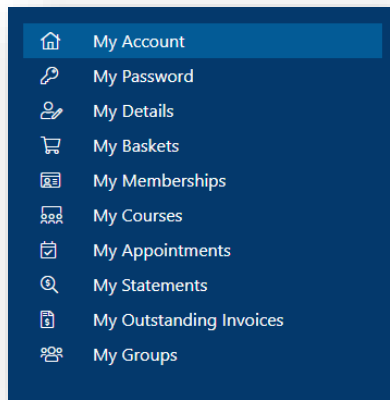
Parent #1 TEST		Book Now
Child Over 6 TEST	TEST Parent #1 - Child	Book Now
Child Under 6 TEST	TEST Parent #1 - Child	Book Now
Parent #2 TEST	TEST Parent #1 - Spouse / Partner	Book Now

- This will add the reservation to your cart, at this point you have a choice to make more bookings, or to complete your transaction.

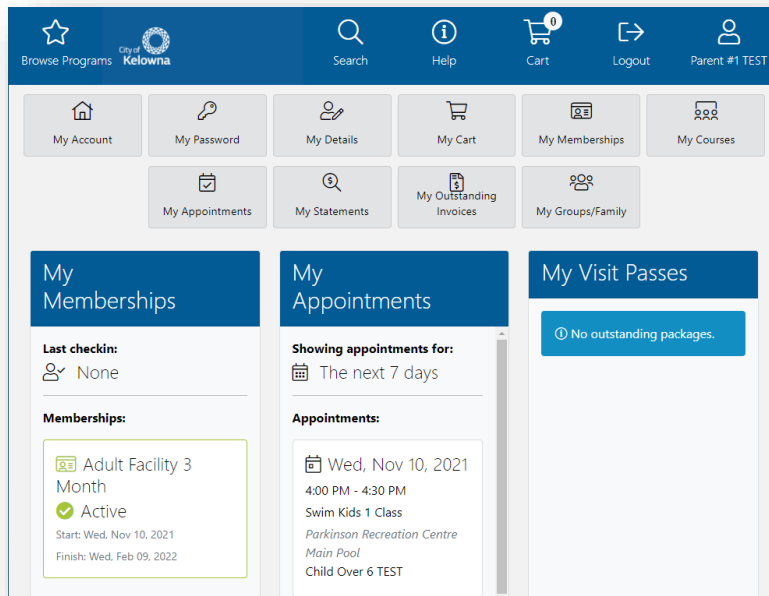
My Account Settings

If you would like to see your current registrations, memberships, bookings, or update your contact information, the registration system gives you the opportunity to view all this information through My Account.

- In the top right-hand corner of the screen, click on Login if you are not already logged in, or if you are already logged in, click on your name. You will be offered the following menu:

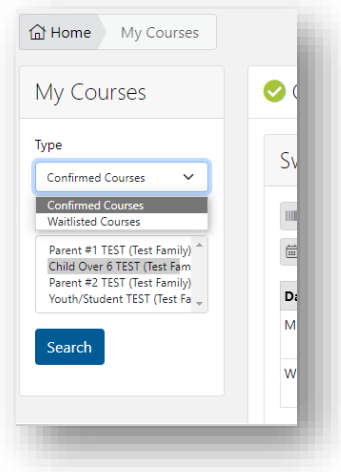


2. Selecting My Account will give you an “At-a-Glance” overview of all your activity, or your families activity with the City of Kelowna Active Living and Culture facilities and programs.



Viewing your registered or waitlisted programs

1. From My Account, or from the menu pictured above, click on My Courses.



2. From this screen, you can select to view either Confirmed Courses, or Waitlisted Courses for a specific participant. Click Search when you have selected the Type of course you would like to view and for which participant.

Questions or need assistance?

If you are having any trouble or need assistance, please get in touch with Active Living and Culture at 250-469-8800, or email us at recreation@kelowna.ca and we would be happy to help!