

Register Anywhere Anytime



Customer Support Manual

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Creating an Account



Online Recreation Registration

Internet Browser

Please note that the new Online Recreation Management System runs best in **Google Chrome**.

Why create a new account?

Existing Family Accounts will not work in the new Registration System. In the new system, all **User ID's are email addresses**, so in order to interact with us online, your email needs to be updated and correct with your new account before you can access our Online Registration.

*If you do not have an email address, you can call 311 to register over the phone or visit a recreation facility or any Citizen Service Centre.

1. Click on the **“Create an Account”** button at the bottom of the Log In Box:

Greater Grand Sudbury

Login to Your Account

Email

Password

Login

[Forgot your password?](#)

[Not a Member Yet? Create an Account](#)

2. Fill out the **“Not a Member Yet?”** page. Once all the fields have been completed, click the Submit button at the bottom.

This will “auto-generate” an email with a **temporary password**.

Greater Grand Sudbury

Not a Member Yet?

Miss

First Name *

Last Name *

Email *

Primary Phone *

Birthday(DD)* Month * YYYY*

Street *

City *

Country/Region *

State/Province *

Zip/Postal Code *

Medical Conditions

First Emergency Contact *

First Contact Phone *

Emergency Contact Extension

First Emergency Contact Relation *

Mailing Address 2

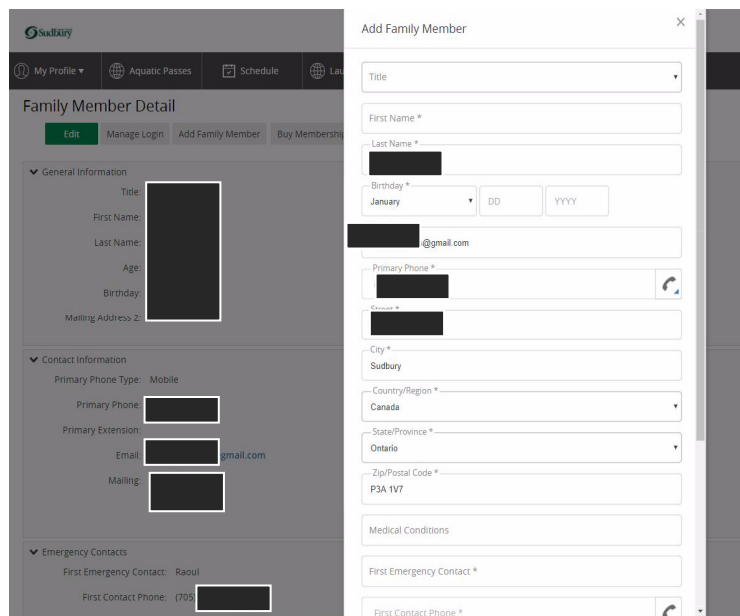
Submit

[Already have an Account? Login Here](#)

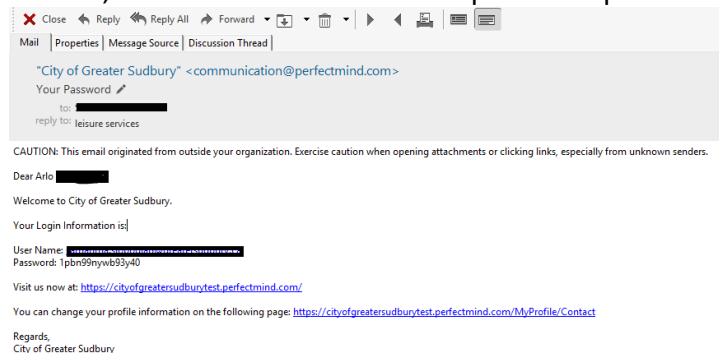
Online Recreation Registration

- After clicking the submit Button, a new screen opens where you can edit your account and add 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.

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



- Check your email and look for an email from **The City of Greater Sudbury**. Click on the link in the email, and use the username and password provided in that email to log in.

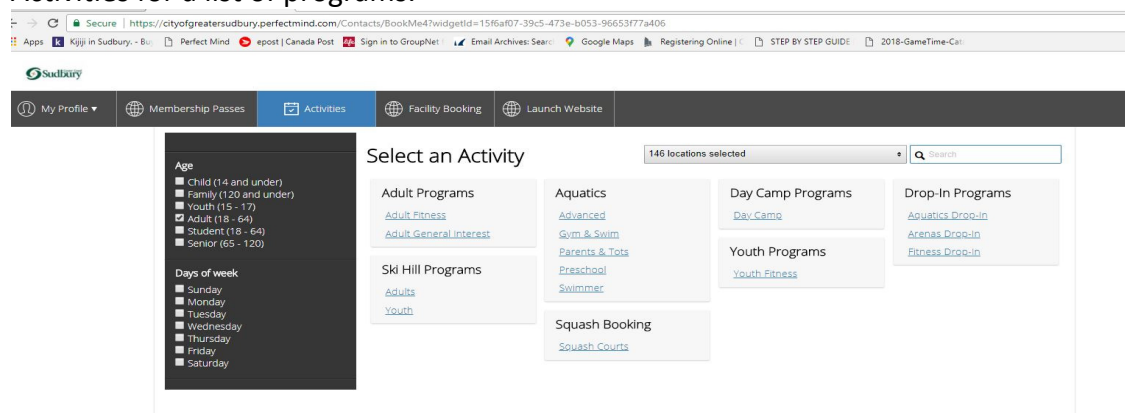


- When you log in using the username and password emailed to you, it will ask you to reset your password. Choose a password that is familiar to you so you will remember next time you log in.

Once you click save, a notification will appear that your password has been successfully changed. Then log in using your username and updated password.

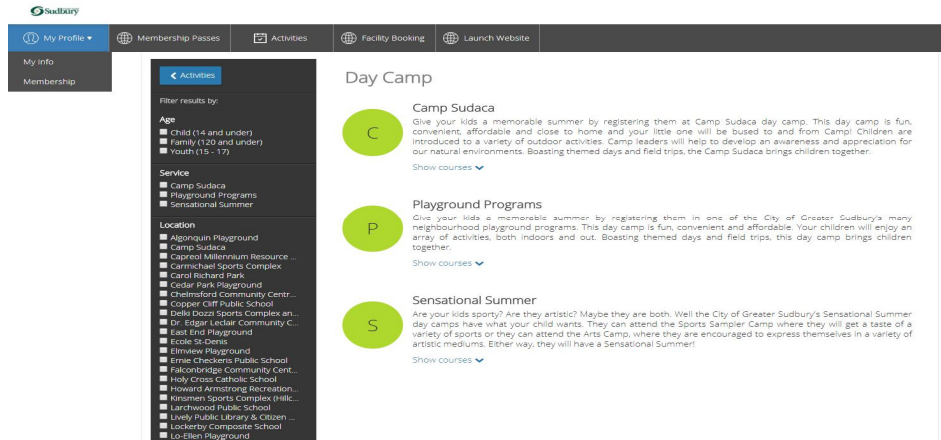
Finding Programs

- Along the top of the page, you will see five different options: My Profile, Membership Passes, Activities, Facility Booking and Launch Website. Click on Activities for a list of programs.



- Programs are organized into categories such as Adult Programs, Ski Hill Programs, Aquatics etc. Each category has program types beneath it, such as Adult Fitness, Youth Fitness etc. (see diagram above).
- Click on the program that you are interested in. This will then open a new page (see example below) that shows all the courses listed within that program type. Use the scroll bar on the right side to scroll down for more programs, or filter using the check –boxes in the black sidebar on the left. If you don't see the program you're looking for, click on the blue activities button to go back to the main "Select an Activity" page.

Online Recreation Registration



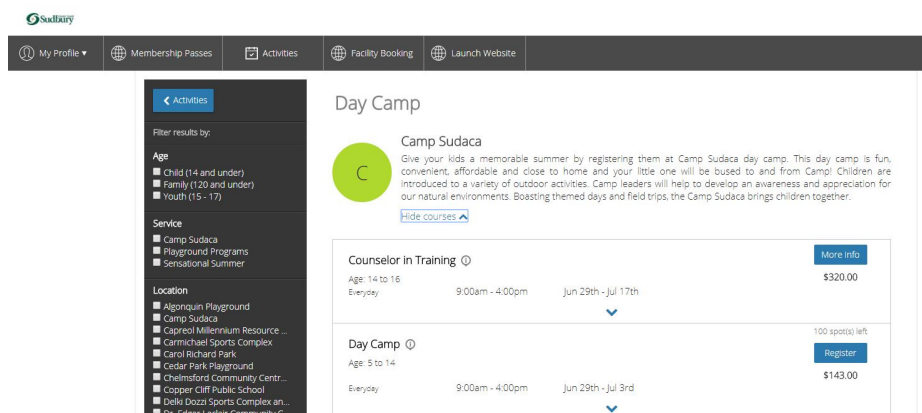
Day Camp

Camp Sudaca
Give your kids a memorable summer by registering them at Camp Sudaca day camp. This day camp is fun, convenient, affordable and close to home and your little one will be bused to and from Camp! Children are introduced to a variety of outdoor activities. Camp leaders will help to develop an awareness and appreciation for our natural environments. Boasting themed days and field trips, the Camp Sudaca brings children together.
[Show courses](#)

Playground Programs
Give your kids a memorable summer by registering them in one of the City of Greater Sudbury's many neighbourhood playground programs. This day camp is fun, convenient and affordable. Your children will enjoy an array of activities, both indoors and out. Boasting themed days and field trips, this day camp brings children together.
[Show courses](#)

Sensational Summer
Are your kids sporty? Are they artistic? Maybe they are both. Well the City of Greater Sudbury's Sensational Summer day camps have what your child wants. They can attend the Sports Sampler Camp where they will get a taste of a variety of sports or they can attend the Arts Camp, where they are encouraged to express themselves in a variety of artistic mediums. Either way, they will have a Sensational Summer!
[Show courses](#)

- Once you find a program you are interested in, click “Register”. Please note that if the blue box says “More Info” it means that this particular program is not yet open for registration. If you click on “More Info” you can view the registration dates. “Waitlist” indicates that the program is full, but you can choose to go on the waitlist. “Call 311 for assistance” means that the program has already begun and registration is closed.



Day Camp

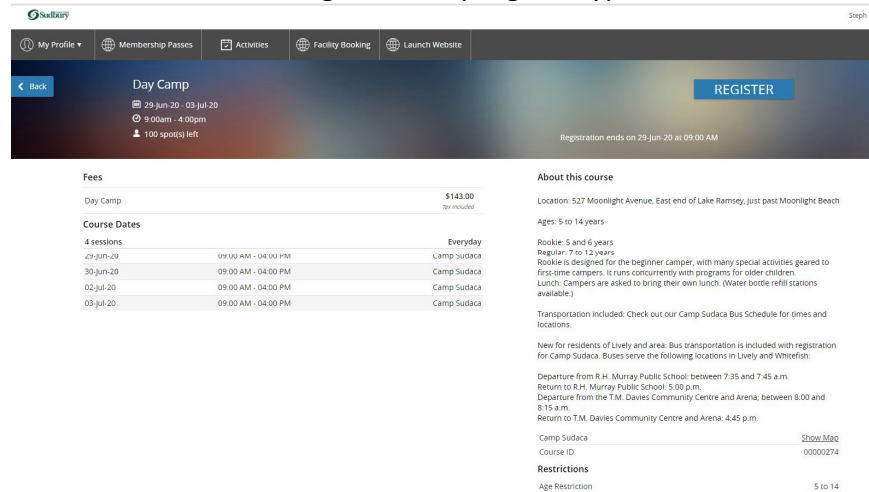
Camp Sudaca
Give your kids a memorable summer by registering them at Camp Sudaca day camp. This day camp is fun, convenient, affordable and close to home and your little one will be bused to and from Camp! Children are introduced to a variety of outdoor activities. Camp leaders will help to develop an awareness and appreciation for our natural environments. Boasting themed days and field trips, the Camp Sudaca brings children together.
[Hide courses](#)

Counselor in Training ⓘ				More info
Age: 14 to 16	9:00am - 4:00pm	Jun 29th - Jul 17th		\$320.00
Everyday		▼		
Day Camp ⓘ				100 spots left
Age: 5 to 14	9:00am - 4:00pm	Jun 29th - Jul 3rd		Register
Everyday		▼		\$143.00

- A new tab will open that provides detailed information about that program, such as dates, a course description, fees, age restrictions, etc. Click the blue **REGISTER**

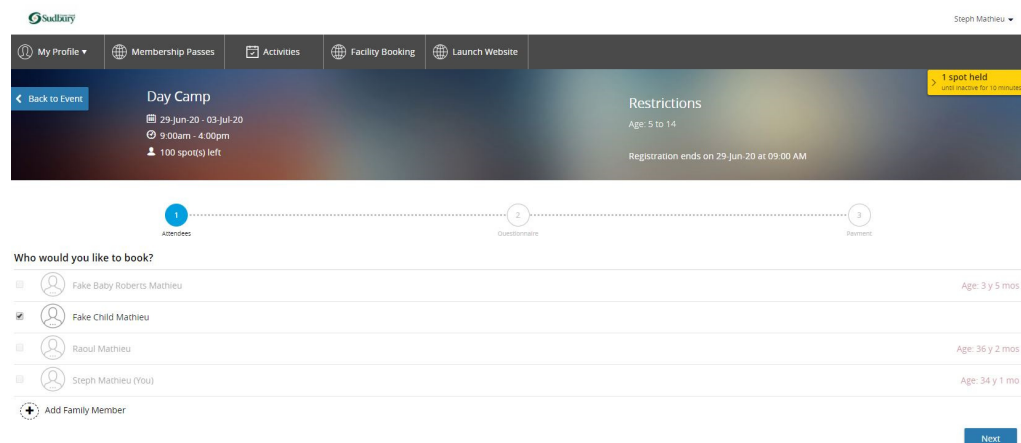
Online Recreation Registration

button on the top right to register for the program, or click “Back to Event” to go back to the course listings for that program type.



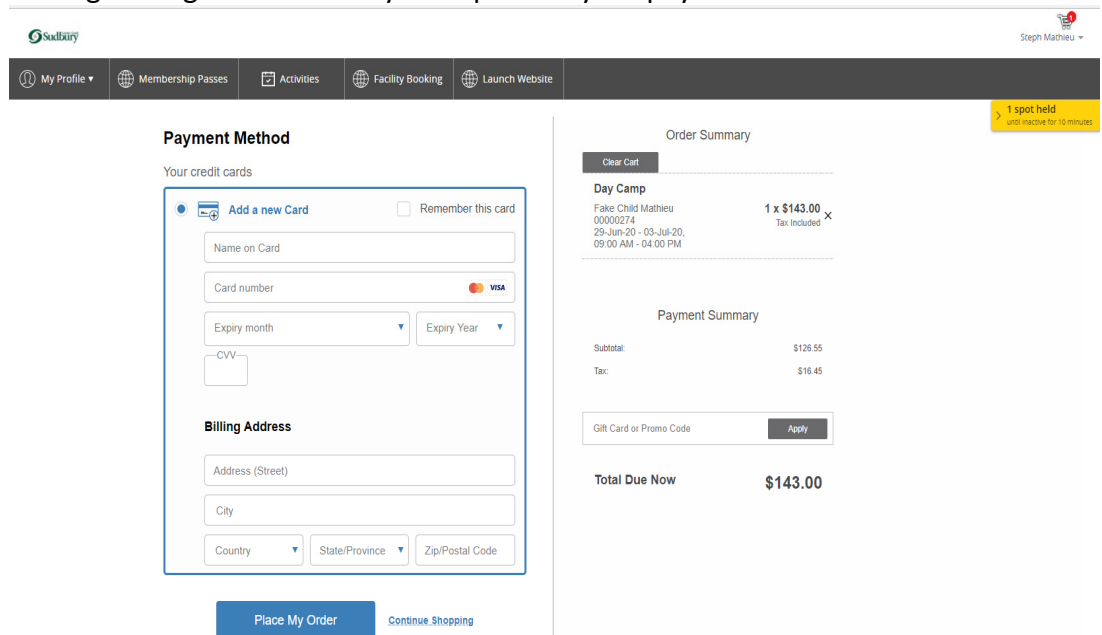
The screenshot shows the 'Day Camp' registration page. At the top, there's a navigation bar with links: My Profile, Membership Passes, Activities, Facility Booking, and Launch Website. The main header for 'Day Camp' includes the dates '29 Jun-20 - 03 Jul-20', the time '9:00am - 4:00pm', and '100 spot(s) left'. A 'REGISTER' button is prominently displayed. Below the header, there's a 'Fees' section showing '\$143.00 (tax included)'. The 'Course Dates' section lists four sessions from June 29 to July 3, all from 9:00 AM to 4:00 PM, at 'Camp Sudaca'. The 'About this course' section provides details about the location (527 Moonlight Avenue), age range (5 to 14 years), and includes a 'Show Map' link. A 'Restrictions' section at the bottom indicates an age restriction of '5 to 14'.

- 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”. Once logged in, **Step 1** of the registration process, called “Attendees” opens under “who would you like to book”. Choose which of your family members you would like registered for this program by checking off the box beside their name. You will see a yellow “1 spot held” box at the top. Your spot is held for 10 minutes.



This screenshot shows the 'Attendees' step of the registration process. A progress bar at the top indicates three steps: 1. Attendees (current), 2. Questionnaire, and 3. Payment. A yellow banner at the top right states '1 spot held' and 'Link expires for 10 minutes'. The 'Who would you like to book?' section lists four family members with checkboxes: 'Fake Baby Roberts Mathieu' (unchecked), 'Fake Child Mathieu' (checked), 'Raoul Mathieu' (unchecked), and 'Steph Mathieu (You)' (unchecked). Each name is followed by their age. At the bottom right, there is a 'Next' button.

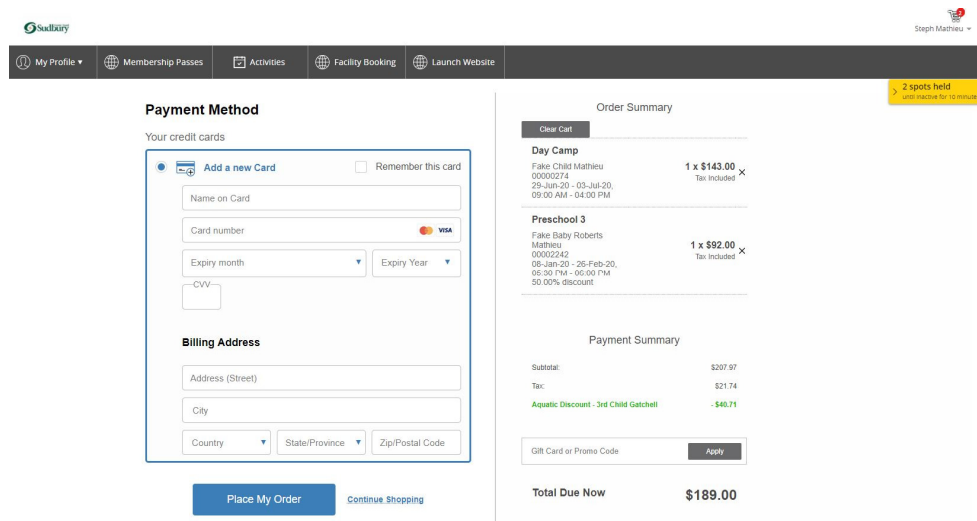
7. After choosing the family member to attend, **Step 2** is the Questionnaire. You will see a Program Waiver/Consent. Please read through and check off the “I Agree”/ “I Disagree” or “Not Applicable” boxes, and then click the blue “Next” button at the bottom of the page. **Step 3** is the Fees & Extras page which will allow you to select any add on’s that might be required for the program. **Step 4** will show you what you are registering for and allow you to process your payment.



At this step, if you’d like to register for another program, or register another family member for another program, click the “Continue Shopping” link underneath the payment information box, on the right. (See example in picture above). This will bring you back to the main page, and will keep your current program in your cart until checkout. Follow the steps above. The next time you get to the review page, it should show more programs listed. Once you have chosen all of your programs, click on the “Place My Order” button in blue at the bottom. Remember the spots are held for 10 minutes only so complete your shopping in a timely manner.

Online Recreation Registration

8. Should you not want to proceed with the order simply click “clear cart” at the top of your order summary.
9. At the checkout page, please enter your credit card number and all of the required fields. Once you press the Place my Order button, the transaction will go through.




Payment Method

Your credit cards

☒ Add a new Card ☐ Remember this card

Name on Card

Card number 

Expiry month Expiry Year

CVV

Billing Address

Address (Street)

City

Country State/Province Zip/Postal Code

[Place My Order](#) [Continue Shopping](#)

Order Summary

[Clear Cart](#)

Day Camp

Fake Child Mathieu
00000274
25-Jun-20 - 03-Jul-20
09:00 AM - 04:00 PM

1 x \$143.00
Tax Included

Preschool 3

Fake Baby Roberts
Mathieu
00002242
05-Jan-20 - 26-Feb-20
05:30 PM - 06:00 PM
90.00% discount

1 x \$92.00
Tax Included

Payment Summary

Subtotal:	\$207.97
Tax:	\$21.74
Aquatic Discount - 3rd Child Gatchell	-\$40.71
Total Due Now	\$189.00

Gift Card or Promo Code [Apply](#)

2 spots held until inactive for 10 minutes

10. Once you have paid for the course or courses, transactions will appear on your account that you can review or print. The programs will appear in your own custom calendar. To view this Go to My Profile, My Info, click on the person’s schedule you want to view, scroll down to Schedules.