

Online Recreation Account

Individuals and families can set up an online portal to view your registration/booking schedule, add finance info and make payments online. To learn more about features of the Online Portal and how to set this up for you or your family please see the resource guide below.

Online Recreation Account Set Up and Login

Create your Online Recreation Account

- Create your account online. The link can be found [here](#).
- Create your account by contacting our Customer Experience Team
 - Email | registration@mapleridge.ca
 - In Person | Maple Ridge Leisure Centre or Albion Community Centre
 - Phone | 604-467-7422

Login to your Online Recreation Account

- Navigate to the [login](#) page
- Enter your username and password
- You're in!

Understand the Features of your Online Recreation Account

My Profile

From your Online Portal you can:

- Register for programs and/or book a facility
- View your memberships
- View scheduled and/or past due invoices
- Make payments
- View your registrations and/or bookings
- View your 'Activity Outcomes' (Program Prerequisites)
- View your transactions
- View/Add/Change your Finance Information

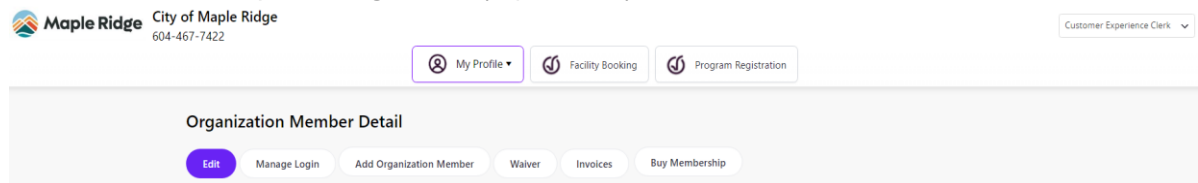
Register for Programs or Book a Facility

Program Registration

- Click the **Program Registration** button (top right)

Facility Booking

- Click the **Facility Booking** button (top middle)



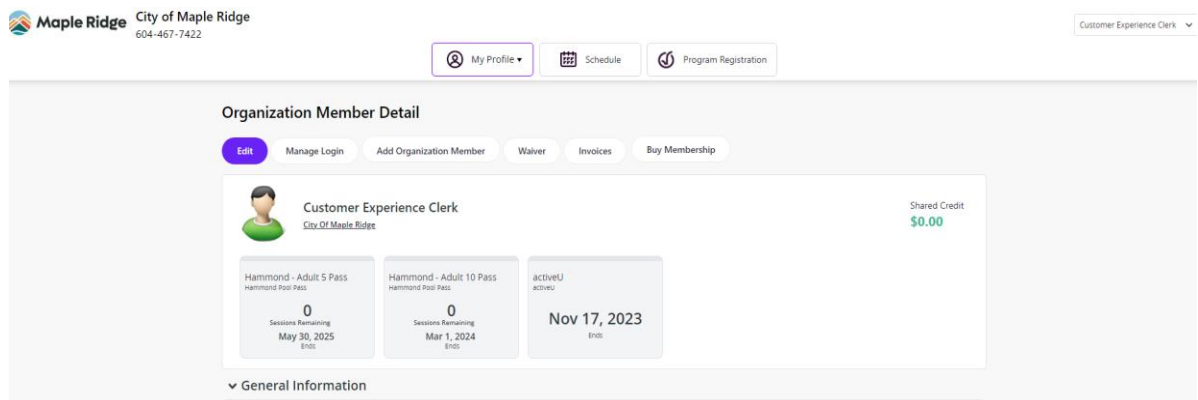
View your Memberships

View your membership history including active and expired memberships.

- Green = Active
- Grey = Expired or Frozen

View your membership navigation:

- The main landing page will display your memberships, the expiry date and/or how many visits you have remaining.

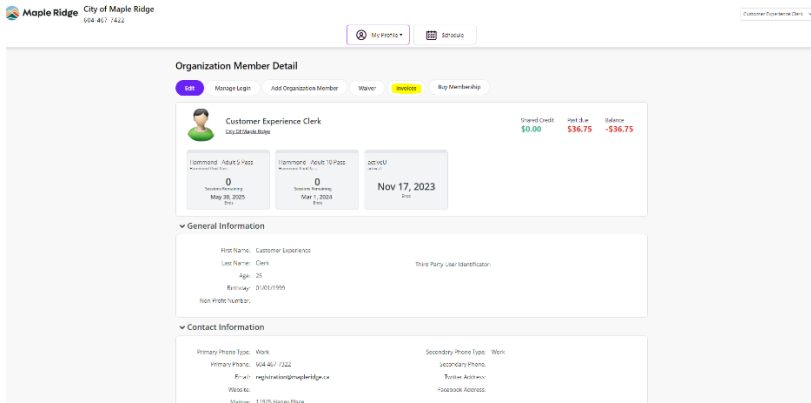


View your Invoices

Here you can view active, scheduled, or past invoices.

View your Invoices Navigation:

- Select **Invoices** button



Organization Member Detail

Customer Experience Clerk
CU0000000000

Unpaid Credit: \$0.00 | Paid & Due: \$36.75 | Balance: -\$36.75

Unpaid: 0 | Paid: 0 | Due Date: Nov 17, 2023

General Information

First Name: Customer Experience
Last Name: Clerk
Age: 25
Birthdate: 01/01/1998
Third Party User Identification:
Non Profit Number:

Contact Information

Primary Phone Type: Work
Primary Phone: 604-661-1022
E-mail: hq@cityofmapleridge.ca
Website:
Address: 11925 Haney Place

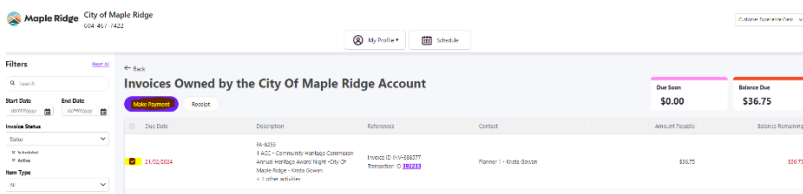
Secondary Phone Type: Work
Secondary Phone:
Business Address:
Postcode Address:

Make Payments

Make payments for active or scheduled invoices.

Make Payment Online Navigation:

- Select **Invoices** button
- Select **checkbox** beside invoice you would like to pay
- Select **Make Payment**



Invoices Owned by the City Of Maple Ridge Account

Due Date: \$0.00 | Balance Due: \$36.75

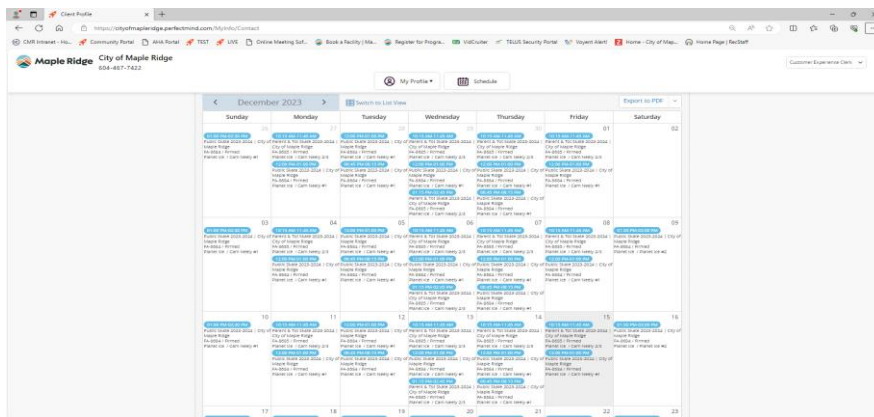
Invoice Number	Due Date	Description	Reference	Contact	Amount Paid	Balance Remaining
21-02004	11/17/2023	1-4-2023 Community Workshop Commission Annual Workshop Award Night - City Of Maple Ridge - Video Screen	Invoice ID: INV-0000000000 Transaction ID: 000000	Planner 1 - Data Base	\$0.00	\$36.75

Schedules

View your booking schedule laid out in a monthly calendar or in a list view

Monthly Schedules Navigation:

- Navigate to **My Profile** (main landing page)
- Scroll down to **Schedules**
- Select the individual(s) who hold the registration/booking(s)
- Toggle from calendar view to list view by selecting **switch to list view**

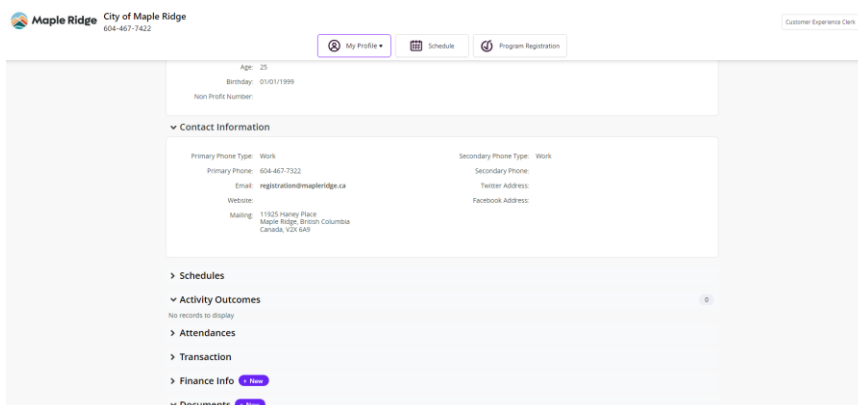


Activity Outcomes

View the Activity Outcomes from your lessons.

Activity Outcome Navigation:

- Navigate to **My Profile** (main landing page)
- Scroll down and select '**Activity Outcome**'
- Here it will display the course, level and if the level was completed



Add Finance Information

If you choose, a Credit Card can be added to the account for ease of payment

Finance Info Navigation

- Navigate to **My Profile** (main landing page)
- Scroll down to **Finance Info**
- Select **New**
- Fill in the required fields and select **Save**