

Frequently Asked Questions

Using the new Program Registration and Facility Booking System

Why is the Town launching a new Registration and Booking System?

The previous system used for registration and facility bookings will be retired and no longer supported by the vendor. This has created the opportunity for the Town to implement a new system that includes many new features and is more user and mobile friendly for our residents.

What can I do with the registration and booking system?

Residents can use the online registration system to request a facility and register for swimming lessons.

Is the system secure?

The new system is the industry standard for encryption and security measures to protect individuals' personal information.

I am uncomfortable using a credit card over the internet. Can I still use the new system to register?

Payments to your account can be made in person at the Qplex. When the credit is applied to your account, you can register online. The cost of the registration will be drawn from the amount of funds you have deposited into your account. You must ensure you have sufficient funds to cover the full cost of your registration, to successfully complete the transaction. Upon checkout, select Apply Credit Balance to pay and the payment will be drawn from the credit on your PerfectMind account.

Can I access the registration and booking system from any computer, tablet, or phone?

The new system can be accessed from any device that has access to the internet, including your computer, tablet, or phone and whether it be Microsoft, Android, or Apple technology. The system will operate in any internet browser, however for best results, use Chrome browser.

Accessing my account

I am already a customer with an account. Why do I need a new account?

All customers require a new account in the new program and booking system to benefit from the online booking in-person registration and reservation services. Your new account will allow you to request facilities and register for swim programs. It will take only 5-10 minutes to create an account.

I forgot my password. How do I reset it?

When you log into your account, click on the "forgot password" link, and an email will be sent to you at your designated email address. Check your Junk Mail folder for an email. Click on the link inside the email and reset your password.

My Account

Do I need an account to search for programs?

No. You can search for programs without having an account. However, if you would like to register for a program or reserve a facility, you will need to create an account. You can create an account at the time of registration if you have not created one already.

How do I add family members to my account?

Once you log in, select the My Profile tab, then My info to see your leisure account information. Select Add a Family Member. You may add the family members who permanently reside at the same address. If you purchase

a family membership/season pass or punch card online, proof of residency will be required at your next visit to a town facility.

How do I remove someone from my account?

To have someone removed from your account call the Qplex during business hours at (506)-848-5900.

Can I manage my own information in this system?

Yes, one of the features of the new registration and booking system is that you can send a message and manage your own information. This includes adding family members, emergency contacts and important medical information. It is also possible to store credit cards to your account if you do not wish to re-enter this information each time you register.

To see information, proceed as follows: Log In, select My Profile, and select My Info to see your account information. Click the family member for whom you would like to update the information, then select Edit to change the necessary fields.

How can I see the credit balance on my account?

If you have a credit balance on your registration and booking account, the credit will appear as a payment option during checkout. You may choose to use the credit, or to leave it on your account for a future transaction. Please note: the credit is not visible on your My Info tab but is visible on the Checkout page. If you have any questions about a credit on your account, please contact the qplex or visit us in person.

What e-mail address should my family provide for registering online?

You may use any email address you wish when creating an account. Once you have created your account, use the same email address and password log in, register for programs, or reserve a facility. Any time your family account requires adjusting, call the qplex for assistance or email qplex@quispamsis.ca.

What can I do if I am denied access to my account?

Call the qplex or email qplex@quispamsis.ca

We are here to help! If you require assistance or have a question about the new registration and booking system, please let us know!