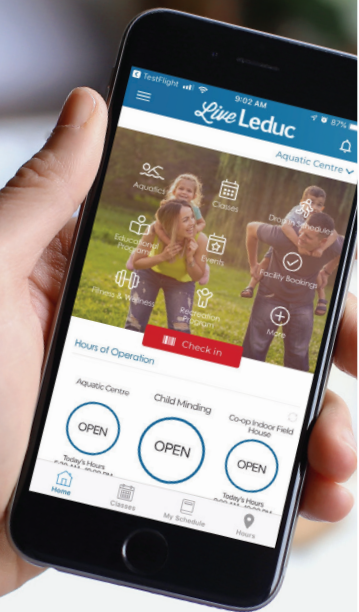


FAQ

Follow us for more information!

 @leducrecreationcentre



Live Leduc

Q: How do I download the app?

- On your smartphone/tablet open up the App Store or Google Play.
- In the search bar, type in "Live Leduc".
- Press the download button to install the app onto your phone.
- Exit the app store and wait for the download to finish.
- Open up the Live Leduc App and enter your login details.

Q: I forgot my password, how do I log back into my account?

If you forgot your password please go to the login screen and click "forgot password". You will be sent an email to the email address used when creating your account. The email will contain a 6-digit pin number. In the app, create a new password, confirm the new password and enter the 6-digit pin number. Click "Login".

Q: What devices can I use to access my account?

You can download the app from any smart device from the App Store or Google Play.

Q: Having an issue with your account?

Reach out to us! Send us an email at support@upace.zendesk.com and include: Name, email, Recreation Centre, device and description of the issue.

Q: How do I logout of the app?

Click on the top left menu icon. Under "General" click "Account". An account page will open where you can select logout.

Q: Why should I turn on push notifications?

- To stay connected with the Leduc Recreation Centre.
- Direct updates
- First to know about closures, holiday hours, events, etc.
- Group fitness class notifications
- Appointment scheduling reminders

Q: I turned off push notifications, but now I want to access them. How do I do this?

Follow these steps:

1. Go to the phones "Settings"
2. Scroll down to apps and look for "Live Leduc"
3. Click on "Live Leduc" App
4. Click "Notifications"
5. Swipe Notification On (button should turn to green)



Live Leduc

HOW TO MAKE YOUR LIVE LEDUC APP APPOINTMENT

1. Click on Appointment Scheduling
2. Select Indoor Track Lanes or Fitness Centre
3. Select your start time, duration and then click Reserve
4. You will receive a confirmation, Reservation complete.
5. You can then add the appointment to your calendar or share it with friends and family.

NEED TO CANCEL YOUR APPOINTMENT

1. Go to My Schedule to cancel your appointment at least one hour in advance of your start time
2. Go to the day and time you are looking to cancel
3. Click Cancel
4. There will be a confirmation question to make sure you want to cancel, then Click Yes, cancel.
5. You will receive a confirmation, Reservation Canceled.
Would you like to make another reservation? You can choose Close or Yes.

FITNESS CENTRE AND INDOOR TRACK APPOINTMENTS - THINGS YOU NEED TO KNOW

Q: How long are the pre-booked appointments?

All the pre-booked appointments for both the Fitness Centre & Indoor Track Lanes are one hour in length.

Q: Can I book for more than one hour per day?

No, you can only book a maximum of one hour per day to ensure fair & equal opportunity to access for all patrons.

Q: Do I have to pre-book ahead of time to access?

We will be holding 25% of available spots for walk-in patrons, but we recommend booking ahead as this is the only way to guarantee access when you want.

Q: Do I get to access the Fitness Centre or Indoor Track Lanes for one hour from the time I enter?

Not necessarily. If you come as a walk-in, you will have to adhere to the same booking appointments as pre-booked patrons. This means if you come to use the facility half way through the allotted appointment time, you will still have to leave at the end of that appointment, shortening your access time.

Q: What if I'm running late for my pre-booked appointment?

Unfortunately, we can only hold pre-booked spots for 10 minutes past the start time. If you are more than 10 minutes late, your spot will be released for a walk-in patron.

Q: Can I book multiple days at one time?

Yes, you may book up to 3 days in advance for a maximum of one appointment per day.

Q: Can I book access to the Fitness Centre and Track Lanes on the same day?

Yes, you can book up to one hour of each amenity in the same day, but you cannot book both amenities at the same time.