



## ***New Live Leduc Recreation Software***

### **Why is the recreation software changing?**

Our old software served us well for over 20 years but is no longer being updated or supported by the manufacturer. Our new Live Leduc recreation software will support future technology advancements by allowing us to serve the future needs of the City of Leduc.

### **What is the new software?**

After an extensive procurement process, we have landed on a recreation software company named IntelliLeisure™ which helped us to create our Live Leduc software.

### **How does this new software affect me?**

This new software will allow you to:

- Create and manage your account online.
- Easy online registration and payment for LRC Programs.
- View upcoming LRC class/program schedules online.
- Ability to purchase and renew your LRC memberships online.
- Pay for booking invoices online.
- Improved customer communication tools.

### **Additional benefits:**

1. You can now create an online account with your own login information (the username will be your email address and you choose your password)
2. You can now earn points for being a member and using our facility with the launch of our NEW Member Loyalty Program (Coming Fall 2018).
3. Ability to pay for our new “continuous” membership with either your credit card or directly from your bank account.

### **Will my old Recreation account work with the new system?**

Yes, we have transferred your account information over to the new system as long as in the last two (2) years you have:

- Registered in a LRC Program
- Purchased a membership/flex pass
- Made a facility booking

### **Do I need a new membership card?**

No, existing memberships will be transferred over with each client number so your current membership card will work with the new system. If you wish to have a new member card though, please ask guest services for one. These new membership cards will be available on April 6, 2018.

**How can I view or register for recreation programs online?**

We are excited to launch our Live Leduc Online website which will go live May 15, 2018. This website will replace the existing ezRec site and will provide citizens with streamlined access to all programs, registration, services, and amenities offered by the City of Leduc. We will not be able to provide online registration between April 5<sup>th</sup> – May 15<sup>th</sup> until our new site is up and running. You can visit the LRC in person or call Guest Services at 780-980-7120 to register.

**How do I get started?**

You will be able to access your account on our online portal starting May 15, 2018. Your email address will now become your login id and you will get to create your own password. Please stop by guest services to verify and update your account information.

**Can I choose my own pin and user name?**

The current "pin and client id#" will no longer be necessary as your username is your email address and you will create your password.

**How can I book a facility?**

With our online improvements and new Live Leduc online portal, the facility search function will be available to view venues. To book a facility or venue, please complete our online application form from the [LRC Facility Rentals](#) page or call 780-980-7118.

**What if I require assistance?**

If you require any assistance with the online website/portal, please contact our Leduc Recreation Centre Guest Services at 780-980-7120.