



## LET'S GET YOU READY TO REGISTER ONLINE

1. Activate your account OR Login to your Live Leduc account prior to the registration dates
2. Ensure that you remember your password
3. Confirm all family members are listed on your account

*Please call Guest Services at 780-980-7120 if you have any trouble accessing your account, need to verify your email or add any family members to your account prior to registration.*

[Live.leduc.ca](http://Live.leduc.ca)

 [@leduc\\_recreation\\_centre](https://www.facebook.com/leduc_recreation_centre)

REGISTRATION  
and your  
*Live Leduc*  
ACCOUNT

CITY OF  
**Leduc**

 **LEDUC**  
RECREATION CENTRE

**FAQ**

### 1. I am a new Customer. What do I need to do to get ready for registration?

To set up your Live Leduc account, contact the Leduc Recreation Centre Guest Services at 780-980-7120. We will require an email address which you will use to login, your full address, telephone number and names and birth dates of all patrons to be entered on the account.

### 2. I have registered in programs in the past. How do I know if I have an existing account?

If you believe you already have an account, visit the Forgot Password page at Live.Leduc.ca and enter your email address to request a password reset link. If your email is associated with an existing account, you will be able to reset your password and won't need to call in to set up an account.

If you receive an error message or are unsure if you have an existing account, contact the Leduc Recreation Centre Guest Services at 780-980-7120 to set up an account.

### 3. I would like to change my account information. How do I do this?

Once you are logged in, you can change some of your account information in the "Edit Details" section in the left column, though there is a limit to what can be changed.

Contact the Leduc Recreation Centre Guest Services at 780-980-7120 for inquiries about changing locked account information.

### 4. I forgot my User Login. What should I do now?

Click on the "Forgot Password" link on the Login Page at Live.Leduc.ca.

Enter your email address and click send. If you have an existing account, you will receive an email with further instructions.

If you receive an error message, you may not have an existing account, contact the Leduc Recreation Centre Guest Services at 780-980-7120.

### 5. Can I change my password?

Click the "Login" tab at the top of the screen.

Enter your Email Address and Password.

Select "Change Password" on the left hand of the screen and enter your current password, your new password and confirm new password.

Click "Change password".

Click "Login" button.

### 6. How do I use a credit that I have on account?

If you have a credit on your account, you can apply that credit by contacting the Leduc Recreation Centre Guest Services at 780-980-7120. At this time credits cannot be applied online.

### 7. How do I search for a registered program?

On the top right corner there is a "Course Search". In this box you can type a keyword, and it will bring up all upcoming courses with that word in it.

Example: "Barre" will bring up "Fitness at the Barre" and "Rears and Gears" because rears and gears has Barre in the description.

Once you have clicked on Search, select the course in the Course Type box and then that will select the specific course you are looking for. You can also select the time frame and day of the week to further filter the results.

### 8. What do I need before registering for a program?

Before you register for a program, you will need to ensure that you have an account created in our system with all of your family members added. See question 11 on how to add family members to your account or contact the Leduc Recreation Centre Guest Services at 780-980-7120.

### 9. How do I register for a recreation program that has already started?

If a program has already started, you might be able to register online at a pro-rated rate. If you are unable to do so, the program may have been cancelled, be outside the enrollment dates or completed for the season. Contact the Leduc Recreation Centre Guest Services at 780-980-7120 for further assistance.

### 10. How can I verify/see what programs my family members are currently registered in?

Go to Live.Leduc.ca and "Login".

Once you have successfully logged in, click on your name.

From the drop down menu, click on "My Courses". The My Courses page will contain the names of all of your family members.

Click on the family member to view current programs they are enrolled in. If you don't see the program listed, expand the search dates.

### 11. How do I add family members to my account?

If the account was previously created, you can go to "Families and Groups", and click add.

To add this person to your family group, provide all of the required information for the person on this screen.

If "Add" is not available or you don't have an existing account you will need to contact the Leduc Recreation Centre Guest Services at 780-980-7120.

### 12. How do I remove a course from my cart online if I change my mind during registration?

Once you select a course and add it to your cart you can remove the course by clicking the "Cart" at the top of the screen.

Click the "Remove" button to remove the course from your cart.

### 13. How do I transfer or withdraw from a program?

To transfer or withdraw from a program, contact the Leduc Recreation Centre Guest Services at 780-980-7120.

### 14. When I try to register I receive an alert that "The client is below/above the minimum/maximum age for this course" what does that mean?

Your account information may not be complete, or the information on your account may be incorrect. To review your personal information, click "Login" and click "Edit Details". From here, you can verify your account information and make any changes.

If you are registering for a family member who is within the age range for the course, you need to click "Select User". Once the correct family member is selected, the alert should disappear. The account holder is automatically selected as the default customer. If you accidentally register the wrong family member for the course, contact the Leduc Recreation Centre Guest Services at 780-980-7120 for assistance.

### 15. My child is not in the age range required for the program. Are there exceptions?

The age limit is set for the program and if you do not meet the required age at the time of registration, a message displays to let you know you will not be able to register. Our programmers design the programs based on the needs of specific ages. This enables us to provide quality programs for customers within a certain age category. However, some exceptions may apply. If you have any questions contact the Leduc Recreation Centre Guest Services at 780-980-7120.

### 16. Why isn't there a "Register" button on the class I am interested in?

The class is not available for online registration at this time. There are several possible reasons for this:

- Not every program is available for online registration (e.g. slo-pitch, private swim lessons, etc.).
- The program may have already started and is not accepting late registrations, or it may be full.
- Registration may not yet have begun.

To inquire about a course that isn't available online, contact the Leduc Recreation Centre Guest Services at 780-980-7120.

### 17. How do I get added to a waitlist?

If the selected course is full contact the Leduc Recreation Centre Guest Services at 780-980-7120 to be added to the waitlist.

### 18. Will I receive a confirmation receipt?

Your receipt will automatically be emailed to you if your Email address is in our system - see the "Edit Details" page to verify.