



## Frequently Asked Questions

Kingsville Click & Play is our New Program Registration and Facility Booking System

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

The previous system used for facility bookings is retired and no longer supported by the merchant. The Town has invested in this new "user-friendly" system that offers advanced features.

### **What can I do with the new system?**

You'll be able to view and register online for programs offered by the Town, purchase memberships/ passes/ tickets, view facility availability and book venues.

### **How secure is the new system?**

The Town's new system provides a stable and secure platform to ensure the highest level of long-term security, protecting all client information.

### **Can I access the new system from any computer or device?**

You can access this system from any computer or device connected to the internet. The system is user-friendly with Microsoft, Android or Apple Technology; it will operate with any browser but recommends Chrome for best results.

### **Can I register for a course without an email address?**

No. You need an email address to register online. If you cannot provide an email address, registration will still be available at the Kingsville Arena in person or over the phone.

### **Do I need to create an account to register online?**

Everyone will be required to create an account with an active email address to register online. Your account will give you access to view and register for programs, purchase memberships/ passes/ tickets and view facility availability.

### **Do I need to have an account to search for programs?**

An account is not required to search for programs. However, if you would like to register for a program, purchase a membership or view facility availability you will be required to create an account. An account can be created at the time of registration, if one does not exist.

### **What email address should my family provide for registration?**

Any email address may be used when creating an account. Use the same email address and password to log in. For assistance email [recreation@kingsville.ca](mailto:recreation@kingsville.ca).

### **I forgot my password. How do I reset it?**

In order to reset your password click on the "forgot password" link. This will send an email at your designated email address. Retrieve your email and check your Junk Folder. An email will appear from [communications@perfectmind.com](mailto:communications@perfectmind.com), click on the link found in the email and reset your password.

### **Can I manage my own information in this system?**

Yes, clients are able to manage their own information. This feature allows clients to add family members, emergency contacts and medical information. Clients will be able to view credit balances, which may be used on future transactions.

For any assistance or questions regarding the new registration system, please email us at [recreation@kingsville.ca](mailto:recreation@kingsville.ca).