This USER GUIDE explains how to use Gatineau’s online registration and reservation site and indicates what you will need to have on hand.

One website, two functions:

Register for Culture and Recreation program activities or for day camps .......... Pages 3 to 6
Reserve arenas or playing fields ................................................................. Pages 7 to 8

ONLINE REGISTRATION FOR CULTURE AND RECREATION ACTIVITIES HAS SEVERAL ADVANTAGES:

- Simple, user-friendly searches for activities
- Simplified registration for members of a same family
- Quickly register the same person for multiple activities
- Print or save your receipt at the end of the registration process.

REQUIRED FOR ALL ONLINE TRANSACTIONS:
1. An Accès Gatineau or Accès Gatineau + card number for every person for an activity. The Accès Gatineau card must be valid and not expired to register. (Resident and non-resident.)
   - To get an Accès Gatineau card, go to any Gatineau public library point of service and show a valid ID and proof of residence.
2. A home telephone number
3. A Visa or MasterCard credit card, if you wish to pay online
4. A valid email address where your receipt can be sent. Please note that receipts will not be mailed out.
HOW TO REGISTER FOR CULTURE AND RECREATION ACTIVITIES

If the maximum number of online users is reached, the site will direct you to a virtual waiting room. This is our way of managing user access to the online registration page.

In the waiting room, you must leave your browser window open to keep your priority. Do not refresh the page; you will be taken automatically to the registration page.

The length of your waiting time will depend, of course, on how quickly the users already online complete their transactions.

If there is no waiting, the online registration page will be displayed immediately.

Step 1: Search

Choose the appropriate tab for your search:
- “Activities” (this is the site’s default tab)
  or
- “Day Camps” (Shown only during the registration period for day camps.)

1. By ACTIVITY CODE (quick registration): The simplest method is to search by entering the 6-digit activity code you can find in the Culture and Recreation Program guide.

2. By KEYWORD: Enter one or more keywords (e.g., aquaforme) or the first four digits of an activity code.

3. By CRITERIA: Select your search criteria (type of activity, day, times, age of participant, and so forth). You can combine several criteria.

4. Click SEARCH.

Viewing the search results

All activities matching your keywords or criteria are displayed in a table that lists them in alphabetical order by name of activity. You can sort your search results in alphabetical or reverse alphabetical order by name, location or sector. Just click on the column title.

PLEASE NOTE!

- The system will retrieve no more than 200 search results.
- No more than ten activities will be displayed per page.
Step 2: Select activities

Select the activities for which you wish to register your family members. Once selected, the activities will appear in your cart.

1. **Click the** 🖒 to the left of an activity to add it to your cart. When you select an activity, the green circle will become red.

2. **Click the** 🖒 to remove an activity from your cart. The cart will again become green, indicating it has been deselected and removed from the cart.

3. To view an activity's description, click on its **name**.

4. Click **NEW SEARCH** to choose more activities.

5. Once you have selected your desired activities, click the “**NEXT**” button or the “**CART**” tab in the main menu to complete your transaction.

Step 3: Identify the participants

1. At the right of the page, in the “**Identification**” column, for each activity in the cart, enter the Accès Gatineau card number and the phone number of the person to be registered.

   This person's name will be displayed under the numbers you provided.

   No place will be reserved until you provide an Accès Gatineau card number and a phone number for the person to be registered.

   - Click 🖒 to add another person to the same activity.
   - Click 🖒 to register the same person in all the other activities in the cart.
   - Click 🖒 to remove a person from the activity.

   **Waiting List** | If the activity is sold out, you can add your name to a waiting list, if there is one. If a place becomes available, we will contact you by telephone.

2. Once you have identified all the individuals to be registered, click “**NEXT**” to go to the confirmation page.

Please note! At this point, the items in your cart will be held for you for **no more than 15 minutes**. The time when the hold will be removed is indicated on the Cart page. Once your time has expired, the items are released and become available to other users.
**Step 4: Confirmation ✓**

Before you can choose your method of payment, you must confirm your selection of activities.

1. **Confirm** that you have read and agree with the administrative policies by checking off the appropriate box.

2. When registering a child, **identify who is paying** by entering the payer’s Accès Gatineau card and telephone numbers.

3. **Review** the items in your cart and make sure that they are the ones you want before proceeding to the payment page. If you want to make any changes, click “Edit cart contents”.

4. Once you are fully satisfied with your choices, choose how you want to pay: PAY LATER or CREDIT CARD.

5. If you select “CREDIT CARD”, write down your cart number before proceeding to the payment page; you will need this number to recover your cart if difficulties arise. Click “OK”. Expect to wait a few seconds for the secure payment page to be displayed.

**Step 5: Payment $**

You can pay in one of two ways:
- Pay online with a credit card
- Pay later (this option is available only during the first round of registration)

1) **PAY ONLINE with a credit card**

If you click “CREDIT CARD”, you will be taken automatically to the secure payment site managed by Transphere.

At the Transphere site:

1. **Enter** your credit card number, its expiration date and your email address.

2. **Click** “PAY”. You will receive an electronic confirmation of your payment by email. You will then be taken back to Gatineau’s web site where your registration receipt will be displayed.

2) **PAY LATER**

The Pay Later option is available only during the first round of registration. This option lets you confirm your registrations without a credit card.

1. The following message will be displayed: “You have until (date and time) to send us your payment.”

2. Read the Pay Later conditions displayed in the “Conditions of Use” window and check the box next to “I have read the Pay Later conditions and I agree with them.”
3. Click “Complete the transaction” to end the registration procedure.

You must pay for your registrations in full in one of the following ways before the deadline indicated:

- In person or by telephone: contact a Gatineau service centre or the Centre sportif de Gatineau (cash, Interac, Visa or MasterCard). Cheques are accepted only for summer day camps.

- Payment by fax with your VISA or MasterCard credit card, by completing and faxing the payment form provided in the Culture and Recreation Program guide.

If you use the Pay Later feature, the online registration system will cancel your registrations without notice if they are not paid before the deadline.

Step 6: Receipt

1. The payment system will return you to Gatineau’s website and a page confirming your transaction will be displayed.

2. Enter your email address to receive your registration receipt. You can also print your receipt or save it as a PDF document.

This is your official receipt; you can use it for income tax purposes.

Gatineau will not issue any other confirmation of payment or registration.

You have successfully completed your registration.

To exit the online registration site securely, close your Internet browser.
HOW TO RESERVE AN ARENA OR PLAYING FIELD

REQUIRED to reserve online

1. The Accès Gatineau card number of the person reserving the ice time or playing fields. **Registration is possible only if the Accès Gatineau card is valid and has not expired.** (Resident or non-resident.)
   - To get an Accès Gatineau card, go to any Gatineau public library point of service and show a valid ID and proof of residence.

2. A VISA or MasterCard **credit card** (mandatory).

3. A valid **email address** where your receipt can be sent. Please note that receipts will not be mailed out.

**Step 1: Search**

Click the “**Arenas and Playing Fields**” tab to make a reservation.

You can search for available facilities by entering dates and times or by selecting among the various criteria: type, facility and sector.

**Step 2 : Selection**

From the search results, select the desired ice times or playing fields. When you make a selection, the reservation is added to your cart.

1. To reserve, simply **click the cart** to the left of your selection. When you select an ice time or playing field, the green circle will turn red.

2. You can **undo a selection** by clicking the cart with the red circle. It will again become green, indicating that it has been deselected.

3. When you are satisfied with your selections, click the **“Reserve My Selections”** button or the **“Cart”** tab in the main menu to complete your transaction, or click **“New Search”** to make additional selections.

Please note!

Do not use your Web browser’s back or forward arrows as using them might affect the information you have already entered.
Step 3: Identification

The “Cart” tab displays the list of the ice times or playing fields you selected. No ice time or playing field will be reserved unless you provide an Accès Gatineau card number and a phone number for the person to be registered.

In the “Identification” column, enter the Accès Gatineau card number and telephone number of the person making the reservation for each item listed. Once identification has been entered for every item, click “Confirm” to go to the Confirmation page.

Step 4: Confirmation

Before you can pay online, you must confirm your list of items.

1. Confirm that you have read and agree with the electronic payment purchase and use policy by checking off the appropriate box.

2. Review the items in your cart and make sure they are the times and places you want before proceeding to online payment. If you want to make any changes, click “Edit cart contents”.

3. Once you are fully satisfied with your choices, click CREDIT CARD.

Step 5: Payment

You must pay by Visa or MasterCard to reserve an arena or playing field. Paying later is not an option.

When you click CREDIT CARD, you will be taken automatically to the secure payment site managed by CT-Paiement.

At the CT-Payment site:

1. Enter your credit card number, its expiration date, and your email address.

2. Click “PAY”. You will receive an electronic confirmation of your payment. You will then be taken back to Gatineau’s web site.

Step 6: Receipt

The payment system will return you to Gatineau’s website and a page confirming your transaction will be displayed. Here you can ask to have a receipt sent to you by email, print the receipt or save it as a PDF document.

You have successfully completed your registration.

To exit the online registration site securely, close your Internet browser.