

# CLIENT SUPPORT MANUAL



## Table of Contents

Finding Programs.....	2
Creating an Account.....	5

## Finding Programs

1. Programs are organized into categories, such as Adult Recreation or Children. Each category has sub-categories beneath it, such as Education & Training, Indoor Recreation or Special Interest.

**CATEGORY**

**Sub-CATEGORY**

2. Click on the sub-category that you are interested in. This will then open a new page that shows all the courses listed within that category. Use the scroll bar on the right side to scroll down for more programs, or filter using the opens in the black box on the left side. If you don't see the program you're looking for, click on the blue activities button to go back to the main **"Select an Activity"** page.

3. Once you find a program you are interested in, click **"Show courses"** to see when the program is running, and to register.

### Day Camps



#### Community Center Summer Day Camp

Jump into Summer with Penticton Summer Day Camp! Campers will enjoy games, sports, and crafts all based around the theme of the week! Each week is packed full of adventure, out trips, swimming and creating lifelong friendships and memories.

[Hide courses](#)

School of Magic ⓘ	Age: 6 to 12 Everyday	9:00am - 4:00pm	Aug 12th - Aug 18th	<a href="#">More Info</a> \$145.00
Space Station Vacation ⓘ	Age: 6 to 12 Everyday	9:00am - 4:00pm	Aug 19th - Aug 23rd	FULL - Waitlist Available <a href="#">Waitlist</a> \$145.00
Camp Olympics ⓘ	Age: 6 to 12 Everyday	9:00am - 4:00pm	Aug 26th - Aug 30th	5 spot(s) left <a href="#">Book Now</a> \$145.00

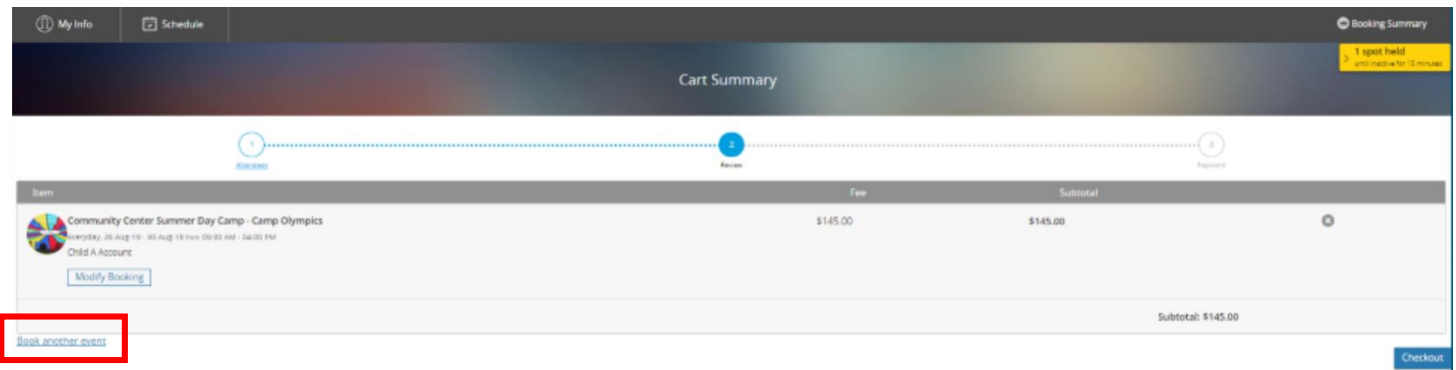
[Load More](#)  
Showing Activities until 12-Feb-20

- A new tab will open, that provides detailed information about that program, such as dates it is running, a course description, fees, age restrictions, etc. Click the blue **BOOK NOW** button in the top right to register for the program, or click **“Back”** to go back to the course listings for that sub-category.

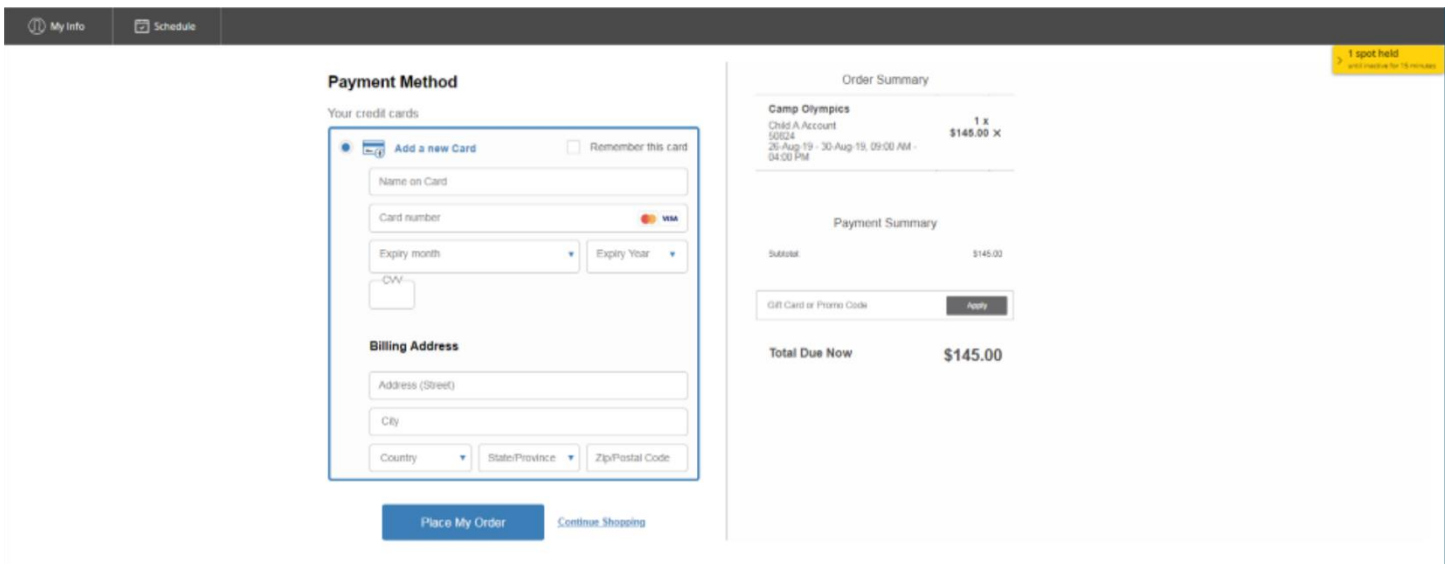
- After clicking the **BOOK NOW** button, if you have not already logged in, the log in page will appear. If you have not created a log in before, please review the steps for **“Creating an Account”**. Once logged in, Step 1 of the registration process called Attendees opens. Choose which of your family members you would like registered for this program. Note, the yellow **“1 spot held”** box at the top. Your spot is held for 15 minutes.

6. After choosing the family member to attend, the review page will show you what you are registering for. Sometimes, there will be a Questionnaire step, which is a series of questions required for that course, to provide the course instructor with important information prior to the program starting.

At this step, if you'd like to register for another program, or register another family member for another program, click the **"Book another event"** link on the bottom left. This will bring you back to the pain page, and will keep your current program in your cart for later purchase. Follow the steps above. The next time you get to the review page, it should show more programs listed. Once you have chosen all of your programs, click on the Checkout button in blue at the bottom.



7. At the checkout page, please enter your credit card number and all of the required fields. Once you press complete, the transaction will go through. Once you have paid for courses, transactions will appear on your account that you can review, and programs will appear in your calendar.



## Creating an Account

### Internet browser

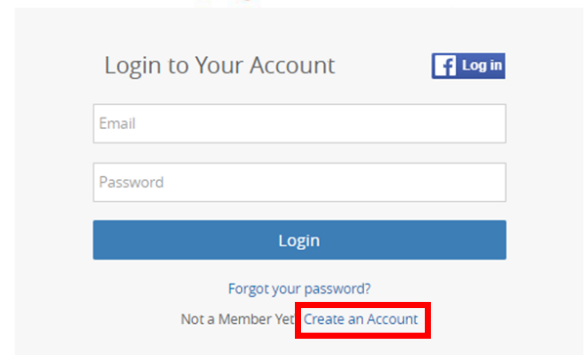
Please note that PerfectMind runs best in Google Chrome or Firefox.

### Current Penticton Community Centre members

If you are experiencing any issues with your account, please call Reception at 250-490-2426 ext. 6.

### New Penticton Community Centre members

1. Click on the **“Create an Account”** button at the bottom of the Log In Box:



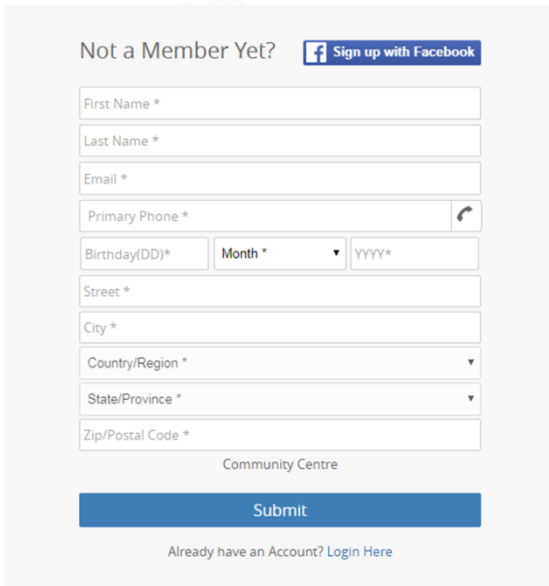
Login to Your Account [Log in](#)

Email

Password

[Forgot your password?](#)

Not a Member Yet? [Create an Account](#)



Not a Member Yet? [Sign up with Facebook](#)

First Name \*

Last Name \*

Email \*

Primary Phone \*

Birthday(DD)\*  Month \*  YYYY\*

Street \*

City \*

Country/Region \*

State/Province \*

Zip/Postal Code \*

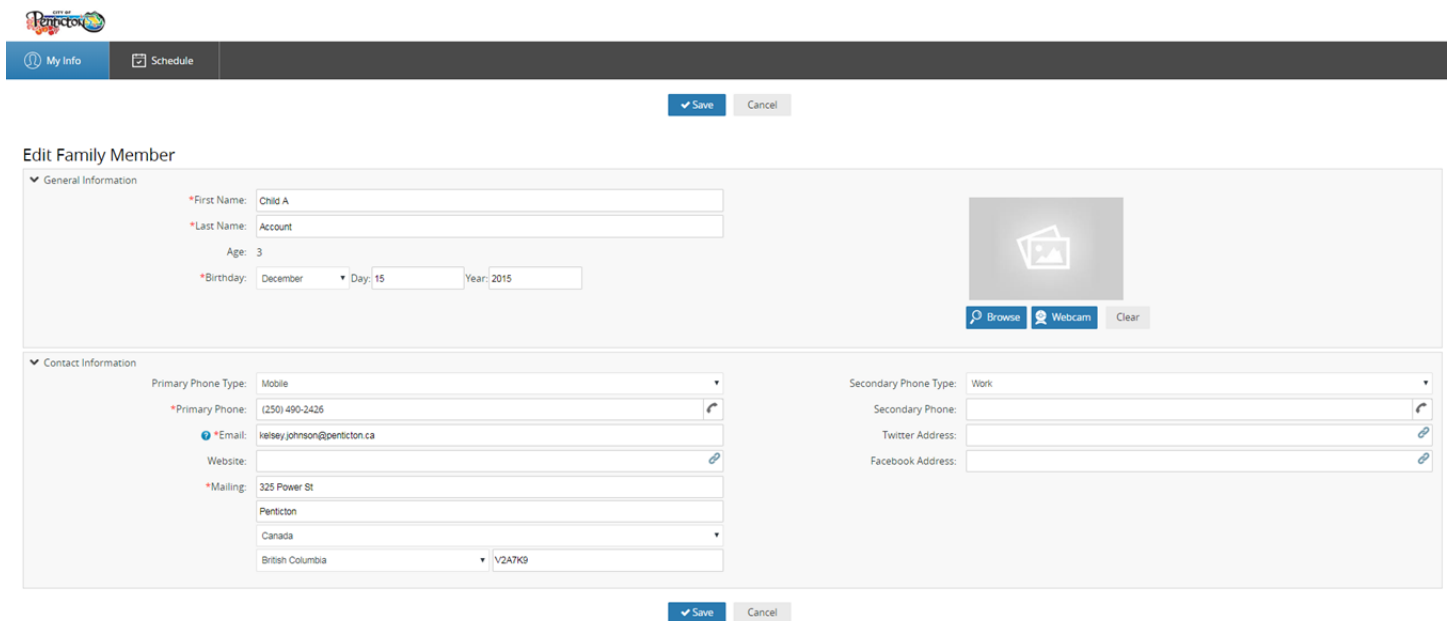
Community Centre

[Already have an Account? Login Here](#)

2. Fill out the **“Not a Member yet?”** page. Once all the fields have been completed, click the Submit button at the bottom.

PerfectMind will then send a new password to your email.

- After clicking the submit button, a new screen opens where you can edit your account and add family members. At this time, please add all family member information so your account is up-to-date. Family members must be listed under your account for you to register them for programs. Once everyone is updated, click on your name in the top right corner, log out and exit the web browser.



The screenshot shows the 'Edit Family Member' web form. It has a navigation bar with 'My info' and 'Schedule' tabs. Below the navigation bar are 'Save' and 'Cancel' buttons. The form is divided into two main sections: 'General Information' and 'Contact Information'. The 'General Information' section includes fields for First Name (Child A), Last Name (Account), Age (3), and Birthday (December 15, 2015). There is a photo upload area with 'Browse', 'Webcam', and 'Clear' buttons. The 'Contact Information' section includes fields for Primary Phone Type (Mobile), Primary Phone ((250) 490-2426), Email (kelsey.johnson@penticton.ca), Website, Mailing Address (325 Power St, Penticton, Canada, V2A7K9), Secondary Phone Type (Work), Secondary Phone, Twitter Address, and Facebook Address. 'Save' and 'Cancel' buttons are at the bottom of the form.

- Check your email and look for an email from The City of Penticton. Click on the link in the email, and use the username and password provided in that email to log in.

From: **City of Penticton** <communication@perfectmind.com>  
Date: Tue., Aug. 13, 2019, 2:27 p.m.  
Subject: Your Login Information for City of Penticton.  
To: <your.name@gmail.com>

Dear Your Name,

Welcome to City of Penticton.

Your Login Information is:

**User Name:** [your.name@gmail.com](mailto:your.name@gmail.com)  
**Password:** m2ju34c

Visit us now at: <https://cityofpenticton.perfectmind.com/>

You can change your profile information on the following page: <https://cityofpenticton.perfectmind.com/MyProfile/Contact>

Regards,  
City of Penticton

5. When you log in using the username and password emailed to you, it will ask you to reset your password. Choose a password that is familiar to you so you will remember next time you log in. Once you click save, a notification will appear that your password has been successfully changed. Then log in using your username and updated password.

## Password Reset

You've logged in with a temporary password. Please enter a new password below.

Save