

ACTIVE LLBC

FOR COMMUNITY, RECREATION, AND PARKS PROGRAMS AND SERVICES ONLINE

Q & A's

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What is “Recreation Software,” and why is it important?

Lac La Biche County is fortunate to have first class facilities, programs, parks, and services that contribute to community vibrancy and our quality of life. This recreation software system provides County staff a platform to accept registrations, memberships, admissions, and facility bookings, and to manage the programs and services online.

Why switch to a new system?

The County's new system, called PerfectMind, is a Canadian company and offers enhanced functionality and cost savings.

Will account information from the old system automatically be transferred into the new system?

Current membership holders and any accounts with existing credits will be transferred to the new system. County staff have been calling current members to update their information.

Organization accounts for user groups for facility bookings will be transferred or created by County staff as needed.

All other customers are encouraged to set up their accounts online at www.boldcenter.ca/activellbc or in person at the Bold Center or Portage Pool after August 4th.

How do I create an account?

Click [here](#) for more information.

Where do I log in?

Visit www.boldcenter.ca/activellbc.* Click **Login** or **Create Account**.

Do I need to have an account to search for and view programs?

You do not need an account to search and view programs, services and facility availability. A login is needed if you click to register for a program or purchase a membership. To search for programs, visit www.boldcenter.ca/activellbc, click on the **Active LLBC** photo, and use the search function by entering a key word or navigating through the categories.

Can I still register in-person at a County facility or by phone?

Yes, you can still register in-person by visiting the Bold Center or Portage Pool or by phone with a credit card by calling 780-623-3829 (Bold Center) or 780-623-6777 (Portage Pool).

*We recommend using the Google Chrome web browser.

What can I manage on my online account?

- Create and link members of your family under one account.
- Manage your personal information.
- Register for programs, fitness classes and memberships!
- View family activities and programs to stay on top of your family schedule.
- View facility availability.
- View products sold at any of our facilities.
- View transaction history, account balances, and reprint receipts.

Is my personal and credit card information secure?

The PerfectMind system meets industry and legislated standards for encryption and security measures to protect your personal information.

We also encourage the use of a strong password that contains 10 characters, one uppercase letter, one number and does not contain a sequence (i.e. 123456), and for users to be diligent in protecting their personal information.

Electronic communication will be sent to the email used for your log in. You can unsubscribe from receiving promotional emails if you wish, but you will receive notifications for program-related information (e.g. changes to a registered program).

I want to register online, but don't want to give my email address or birthday. What should I do?

The new system requires your birthday to verify your age for programs and services, along with your email. If you have any challenges with sharing this information, please contact 780-623-3829 for assistance.

I made my account but forgot my password. What should I do?

Use the **Forgot password** link on the login page. You can also visit or call the Bold Center or Portage Pool for assistance.

Why can't I book facilities online?

There are many variables for each facility booking, so to provide the best customer service, these are done by our Booking and Events staff. Please contact bookings@laclabichecounty.com or call 780-623-6370.

Still have questions? Call 780-623-3829.