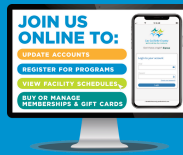


ACTIVE LLBC



FOR REGISTER, RECREATION, AND PROGRAMS AND SERVICES ONLINE

What is “ACTIVE LLBC,” and why is it important?

ACTIVE LLBC is a recreation software system that accepts registrations, memberships, admissions, and facility bookings. It’s a quick, convenient way to register for County recreation services and programs and see all that we have to offer.

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. We recommend using the Google Chrome web browser.

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 keyword 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 Centre or Portage Pool or by phone with a credit card by calling **780-623-3829** (Bold Centre) or **780-623-6777** (Portage Pool).

What can I manage on my online account?

- Create and link members of your family under one account.
- Manage your personal information.
- Register for activities and fitness classes, and purchase memberships!
- View family activities and programs to stay on top of your family schedule.
- View facility availability.
- View products sold at our facilities.
- View swim lesson history/ record of completion.
- View transaction history, account balances, and reprint receipts.
- Book a Bold Centre Campsite.

Why can't I book facilities online?

There are many variables involved in each facility booking, so to ensure the best customer service, these are handled by our Booking and Events staff. Please contact us at bookings@laclabichedcounty.com or call 780-623-6370. Note: The Cenovus Child Mind Centre and Portage Pool Party bookings are managed separately and must be booked directly through them.

Is my personal and credit card information secure?

The XPLOR Recreation 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. Electronic communication will be sent to the email used for your login. 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 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 Centre or Portage Pool for assistance.



Still have questions?
Call 780-623-3829.