

PlayYourWay! ONLINE

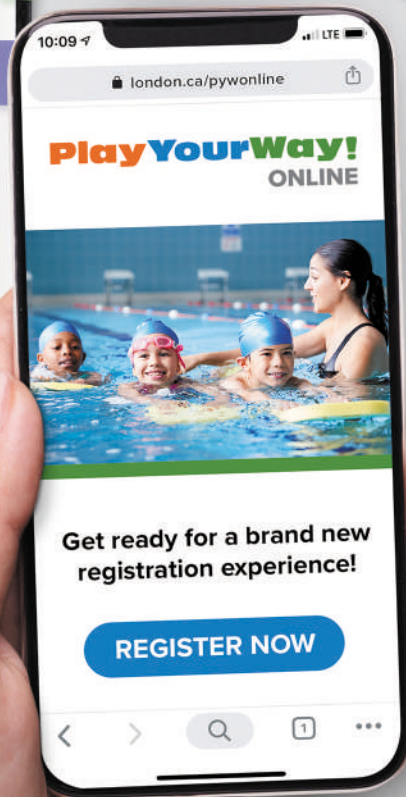
SIGN UP
TODAY!

Important Dates:

- **March 2, 2020** – City of London Recreation Guide courses available to view online
- **March 5, 2020** – Create or modify your new Play Your Way Online account
- **March 10, 2020 at 10:00am** – Summer Day Camp Registration begins
- **March 11, 2020 at 8:30am** – Adult 55+ Program Registration begins
- **March 12, 2020 at 8:30am** – General Program Registration begins

Getting ready for Spring/Summer 2020 registration checklist:

- View Spring & Summer courses online
- Go to www.london.ca/PYWOnline to watch our how to videos and view frequently asked questions
- Create your Play Your Way Online account
- Register for a City of London recreation program



What is Play Your Way Online?

Play Your Way Online is our new registration system for Recreation Guide courses, membership purchases and City of London facility availability, information and some booking opportunities.

Why are we changing how you register?

The City of London has been using their current program registration system for over 20 years and is upgrading to modernize your customer experience. Play Your Way Online will be launching for Spring & Summer 2020 registration. See Important Dates on page 2 for more details.

What's different about Play Your Way Online?

Featuring a streamlined and simplified service, Play Your Way Online will make finding and registering for courses faster than ever, ensuring everyone who logs in will be instantly connected.

- Easy access from your computer, tablet or smart phone 24/7, 365 days a year
- Option to store your credit card information securely on your account for faster payments
- Login with your e-mail address and create your own password
- Advanced search options to find courses and facility information

Can I use my old client ID and family pin number from Spectrum Online?

No. Our new registration system will require a new login based on your e-mail and a password of your choosing.

I do not have an e-mail, how do I register for a new account?

You are able to register in person at one of our 8 customer service locations or by phone (519-661-5575).

How will I get my new login?

All customers will be given the opportunity to create a new account and login to Play Your Way Online starting March 5th, 2020. However, some customers will have accounts created for them (see below for details). We will be following up with all of our current customers with more information on how to create your new account and login to view upcoming courses.

Accounts will be automatically created in the new system for customers who meet one or more of the following criteria:

- Customers with term memberships expiring on or after March 10th, 2020. Examples include 3-month aquatic passes, annual seniors centre, community centre and Storybook memberships
- Customers with an active punch pass purchased since July 1st, 2018. Examples include senior fitness, aquatics and community centre drop-in passes
- Users with active Play Your Way funding expiring on or after March 10th, 2020
- Customers with unused account credits dating back to July 1st, 2018
 - **PLEASE NOTE:** If you have a credit on your current account from prior to July 1st 2018 you will have to contact customer service (519-661-5575) to have it brought over to your new account.

For more information please visit www.london.ca/PYWOnline or contact City of London Parks & Recreation Customer Service at **519-661-5575**.

