



Frequently Asked Questions New Online Recreation Services

What is happening?

The Halifax Regional Municipality is excited to launch our new online recreation services. This will replace the old RecConnect platform. This new tool is easy to navigate, efficient and quick, providing residents with streamlined access to thousands of programs and services offered by Halifax Parks and Recreation.

Why are you changing the recreation software?

Our old software served us well for over 20 years but is no longer being updated or supported by the manufacturer.

How do I get started?

On July 18, 2018, you can go to Halifax.ca/myREC to set up your new Client Account. While there, you'll also be able to view all our fall course offerings.

This site will have helpful video tutorials to guide you through this process. RecConnect client accounts will no longer be functional. All users of the new system must create a new client account.

When is Fall Registration?

As of mid-August 2018, residents will be able to use their new Client Account to complete online registration for all their favourite fall programs. Registration dates are as follows:

- August 14 – Preschool, Child & Youth Programs
- August 16 – Aquatics Programs
- August 21 – Adult and Skating Programs

Program registration will continue to be available onsite at our facilities but creating your new online client account will make online registration from your computer or tablet quick, easy, and far more convenient! Setting up your new account will save you time on registration day.

Will my RecConnect account work with the new system?

To adhere to legislative requirements protecting the collection and use of personal information, all recreation customers will need to create a new Client Account to access the full features of

the new system. Your new account will allow you to quickly access program searches and to easily book the programs and services you and your family members want.

Will I need to create separate accounts for my family members?

As part of this new system you'll be able to easily add and manage your family members recreation accounts all under one group.

Will there still be a print catalogue?

Moving forward, we will no longer be printing our recreation catalogue. However, a PDF version for Fall 2018 programs will be available at Halifax.ca/myREC in August. If you require a print version, staff at your local recreation center will be happy to print a section for you or you can simply print a section from the comfort of your own living room. Alternatively, you can easily search for and view programs online through our new software.

Are all recreation facilities on the new system in August 2018?

No. But we are working toward that goal. The facilities listed below will be folded into the new system throughout 2019; expanding your access to online course searches and registration.

- Canada Games Centre
- Cole Harbour Place
- Dartmouth Sportsplex
- St Margaret's Centre
- Halifax Forum
- Centennial Pool
- Alderney Landing

Can I go online to book a room in a facility?

Booking facility or school rooms/space is not available online at this time. For now, visit www.halifax.ca/recreation/facilities-fields for information on how to book our facilities.