

## CREATE/UPDATE YOUR BGC GH ONLINE ACTIVE Net ACCOUNT

1. Clients who already have a BGC GH online account, log in with account credentials. Update account as applicable **DO NOT CREATE A NEW ACCOUNT IF YOU FORGOT YOUR LOGIN/PASSWORD INFO!** Contact the Administration Lead for assistance at [registration@bgcgh.ca](mailto:registration@bgcgh.ca)
2. New clients, go to online registration site; <https://ca.apm.activecommunities.com/bgccgh/Home> (Laptop or Desktop required)
  - Create the account in your name (Parent/Guardian). The person who creates the account is considered the “Head of Household”.
  - Add your family members/friends as applicable.
  - Add 2 emergency contacts for each child (**should not be the parent/guardian**)
3. Ensure you have added/updated all authorized pickups to your child/ren’s information as applicable. **Children will not be released to anyone not on their authorized pickup list.**
  - **Step 1**
    - Select Change information about Family/Friends
    - Add New Family Member. Complete as applicable. Hit Submit (Repeat for each family member/friend being added)
  - **Step 2**
    - Select Change authorized Pickup next to child's name
    - Add existing family Members/Friends, select desired people, add all selected, then done.
4. Add/Update a parent/guardian email to each child/ren’s info. **If you do not include an email, you will miss out on important correspondence from the Club.**

### Under ACCOUNT SETTINGS

- A) Select Change Information About Family Friend
  - B) Select the child
  - C) Scroll to Contact Information and add 1 email address (should be the parent/guardian - Account holder/Head of Household email address)
  - D) Scroll to bottom and click on Save
  - E) Repeat steps A through D or each child as applicable
5. Include any medical/behavioral information as applicable to you child/ren. Children and youth with special needs (medical or behavioral) are not be admitted until all necessary resources are in place to ensure the child will be successful in the program. Caregivers must meet with the Director of Program (or designate) to ensure our organization has the capacity to provide services. All cases are based on an individual basis.

**6. THE ACCOUNT REQUIRES BANKING INFORMATION FOR PAYMENT PROCESSING.**

**Add or review for accuracy.**

Under Account Activities;

- Select List Saved Credit Cards/Electronic Checks
- Select which option you would like to use for payment
- Electronic Check is a checking or savings account. Requires the account # and Routing # **(3 digit institution # and 5 digit branch # combined in that order)**

**7. PURCHASE PROPER TERM MEMBERSHIP & REGISTER FOR PROGRAMS (once open);**

- Purchase a membership for your child/ren.
- Proceed to register for desired programs (based on availability).
- Ensure you select the Payment option you want;
- **"Payment Plan"** Fees for service are processed via auto withdraw on the 21<sup>st</sup> of each month as applicable. If you register after the payment due day, fees would be due in full at the time of registration.
- **"Pay in Full"** Fees for all selected services will be processed at the time of checkout

**8. WAITLIST (PROGRAM FULL TO CAPICTY)**

- If the desired program/activity is full to capacity, you can place your child/ren on the waitlist. Once on the waitlist they will be in "queue" for space if or when it becomes available as applicable. In the event space becomes available, the child/ren will be added on the backend and you will receive an email notification that they have gotten into program they were waitlisted.
- If you no longer require the service that your child/ren is waitlisted for, the parent is required to notify the Administration Lead via email at [registration@bgcqh.ca](mailto:registration@bgcqh.ca) indicating the service/space is no longer required and want them removed from the waitlist.

**9. THIRD PARTY BILLING CLIENTS;**

- Are required to create an online account as per the above instruction
- Written confirmation from client's DCS worker or third party responsible for payment of services on clients behalf must be provided prior to registration of any services, via email to [registration@bgcqh.ca](mailto:registration@bgcqh.ca)
- Once the required documents are received, the client can proceed to register for the desired weeks for fall/winter/spring term services via written request to [registration@bgcqh.ca](mailto:registration@bgcqh.ca) Any service in excess of maximum monthly allotted by DCS/Third party is the sole responsibility of the client via auto withdrawal from client account as applicable. Note the registration dates/time/deadlines/procedures are applicable to all families.

**If you require assistance or have any questions regarding your registration or online account, contact the Administration Lead, Lisa Reid at [registration@bgcqh.ca](mailto:registration@bgcqh.ca)**