HOW TO REGISTER ONLINE FOR A WOODCRAFTERS SESSION

You must have an active Woodcrafters membership in order to book into Woodcrafters sessions.

If your Woodcrafters membership has expired contact Monterey Reception to renew your membership 250-370-7300, you cannot renew your membership online.

You are able to book into as many sessions as you like for the remainder of the year. If you do not see a session available this means, there is no session open i.e. the Woodcrafters room is closed.

Step 1

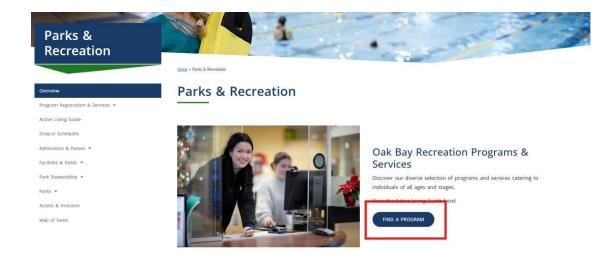
Go to the District of Oak Bay's website home page. https://www.oakbay.ca/

Once on the home pack click on the Parks & Recreation Icon.



Step 2

You are now on the Parks & Recreation page of the Oak Bay website. Click on FIND A PROGRAM



You are now on the Program Registration & Services page. Click on LOGIN/CREATE AN ACCOUNT

Note: If you have not logged in online before you will need to have a Receptionist, send your login credentials.

Call 250-370-7300.

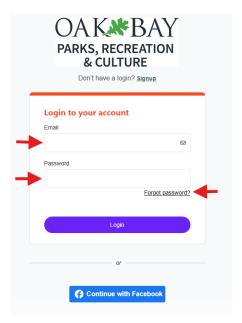


Step 4

You are now on the Oak Bay Recreation Patron Login Page. **Enter your email address** associated with your Oak Bay Recreation account. **Enter your password.** Click **LOGIN.**

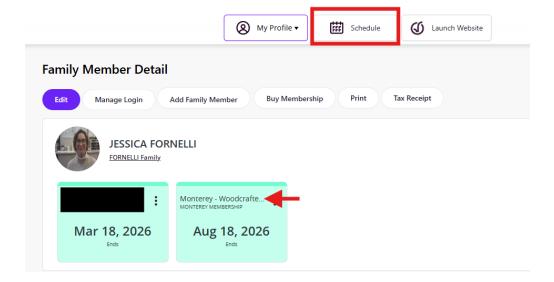
Do not create a new account as this will not be linked to your Woodcrafters profile

If you have forgotten your password, select **Forgot password?** and you will receive an email with a link to reset your password.



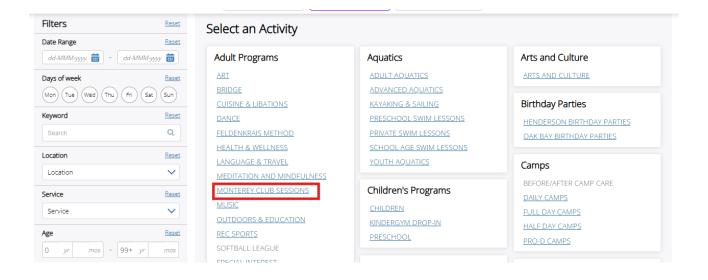
You are now on your personal profile page within Oak Bay Recreations member software program. To view and book into a Woodcrafters Club Session click on **Schedule.**

Note: You must have an active Woodcrafters Membership in order to book into Woodcrafters Club Sessons. If you're membership has expired, you will need to see a Receptionist. You cannot renew or purchase a membership online.



Step 6

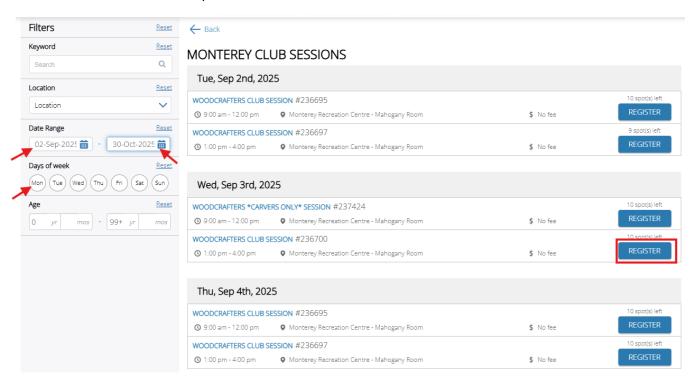
You are now on the Select Activity page of the Oak Bay website. Click on MONTEREY CLUB SESSIONS



You are now on the Monterey Club Sesson page. You see the soonest available sessions to book, and you can also set your search parameters to look for future bookable sessions (see red arrows). Each day is then separated into the available sessions that day.

You can only register for 1 session from this page. Further steps will show how to register for additional sessions in 1 transaction.

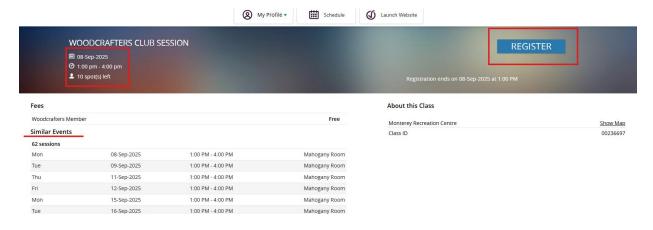
Click on **REGISTER** to book a specific session.



Step 8

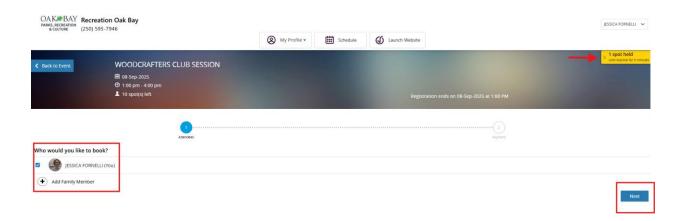
You are now on the session confirmation page. Review the date and time of the session. If correct click on **REGISTER** to proceed.

Note: the system will show you similar events to this session, but you will not be automatically booked into these similar event's



You are now on the patron confirmation page. Ensure that the correct person is selected to be booked into this session. Click on **NEXT**

Note: Until completed this spot will be held for 5mins. If you share a profile with a spouse/family member who is also a Woodcrafters Member their profile would be show here too and you can select their name as well to book both of you into this session.

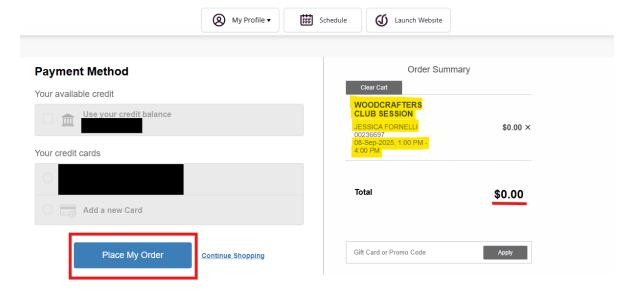


Step 10

You are now on the Payment page. If you are only booking 1 session and all session details are correct proceed to complete booking/transaction by clicking **PLACE MY ORDER.**

If you want to book more than 1 session in this transaction, do not place order instead proceed to Step 10b.

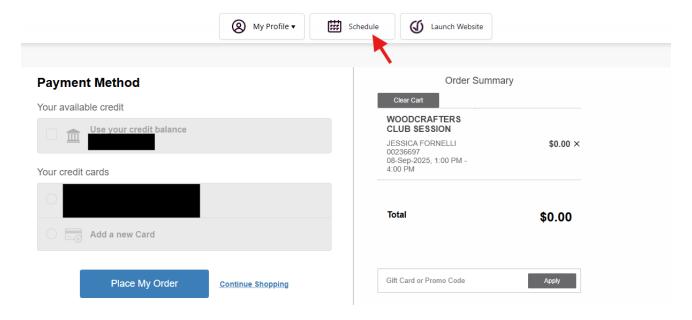
Your booking is now complete. Continue to step 11 for instructions on how to on how to view your bookings from your profile.



Step 10 b

If you want to book more than 1 session in this same transaction, for example you'd like to book for 3 sessions in a week. Once the first session is in your cart then click on **SCHEDULE** again. **Proceed to follow steps 6-9 until you are ready to Place My Order.**

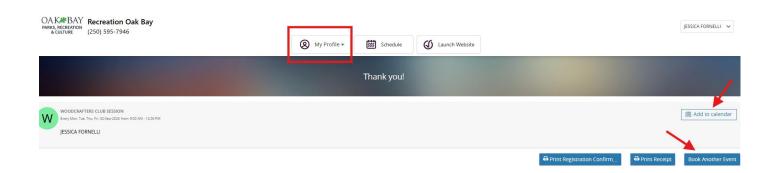
Reminder: Your spots will only be held for 5mins once in your cart.



Step 11

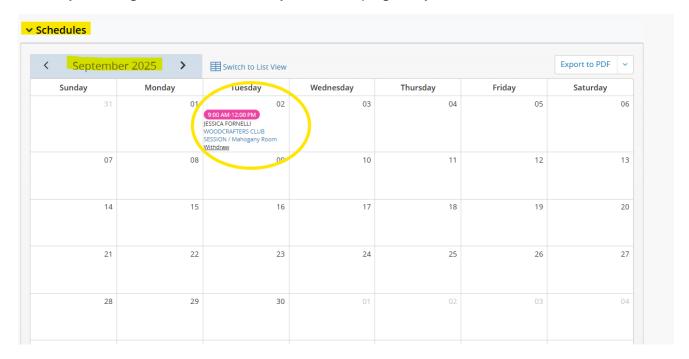
Yay! You have booked a Woodcrafters Session!

After your order is placed you can view your bookings by selecting My Profile > My Info > Schedules



You are now back to your My Profile page. Scroll down the page until you see **SCHEDULES.** Click the drop-down arrow and you will see a calendar view of your Woodcrafters bookings.

Note: if you are registered in other Oak Bay Recreation programs you will see them on this calendar as well.



Cancelling a session

To withdrawal from a session from the Schedules list on your profile. Go to the session you wish to withdrawal from and click on **WITHDRAWL.** Double check this is the correct session you want to withdrawal from. Click on **WITHDRAW.** This booking as now been cancelled for you and it will be removed from your calendar.

Frequently Asked Questions about the online booking system:

- 1. When is the latest I can book a time slot?
 - a. The cut off time is 3:30pm daily for the next day's timeslots. For example, if you want to book a time slot on Tuesday, you will need to sign up prior to 3:30pm on Monday.
- 2. What happens when only 1 person is booked in a timeslot?
 - a. After the registration cut off time Reception will review next day's registrations, if only 1 club member is registered in a timeslot, Reception will call that club member to notify that they will not be able to come in as that "timeslot" will not run, Reception will recommend another timeslot (if any) that have more than 1 club member registered.

- 3. Are we able to see the names of other people who have registered?
 - a. No, unfortunately, the registration software is designed to protect registrant's privacy. It is important to remember that these online woodcrafters' sessions are visible to the public though our website.
- 4. Can the woodcrafters have their own section under "Select an activity"
 - a. No, our registration systems Categories-Calendars-Services are laid out to match our programming and marketing structure.
- 5. Why is there a payment screen if I don't have to pay anything?
 - a. This is part of the software's design. The fee (\$0.00) is part of the set up that only allows qualified woodcrafters to register for these sessions.
- 6. What are the online password requirements?
 - a. Minimum of 8 characters
 - b. At least one uppercase letter
 - c. At least one lowercase letter
 - d. At least one number
 - e. Include a special character (e.g., ! @ #)
- 7. Is there a separate time for the woodcarvers?
 - a. Yes, the woodcarvers' timeslots are labeled as such. On Wednesday Mornings from 9:00a.m. 1:00p.m.
- 8. If 2 woodcrafters show up without registering online, can we still get the key?
 - a. Yes! As long as both people are members they can show up and use the woodshop, Monday- Friday 9:00a.m. 4:00p.m. (statutory holidays are excluded)
- 9. Can club members show up without having registered for a session?
 - a. Yes, Reception will add them into a timeslot if there are 2 club members present.
- 10. Am I able to call to book a slot?
 - a. Yes, you can call Monterey Reception at 250-370-7300 to book a time slot or stop by the reception desk in person.
- 11. I'm following the How-To steps, but it won't let me register online.
 - a. Your Woodcrafters membership may be expired. Contact Reception to have your Woodcrafters membership renewed for the year.