

## Using the Book King Public Access Website




### What can I do Online?

You can use the Book King system to view or request a facility booking, register for courses, purchase memberships and pay online using a credit card. You can update your account information including family members, view past invoices or a history of your facility bookings, course registrations and memberships, view facility calendars, course calendars or your own Personal calendar (must be logged on) or view additional information about the services we provide. \*Available features may vary.

### I am a new customer. What do I need to do?

To use Book King you must have an active "Client Account". If you are a first time user that has never made a purchase in the past you can create a new account online.

 FOR NEW CUSTOMERS
If you have <b>NEVER</b> registered for a program or rented a facility, please follow the instructions below.
✓ Click on the <b>Click here to create a New Account</b> link at the top of this screen and choose to create an Individual Account or Family Member Account.
✓ To create an <b>Individual Account</b> , complete the Billing Contact form by providing all required information and then click the Next button. Note: You can still add family members to your account later by logging on to your account and clicking on the Family Members Tab.
✓ To create a <b>Family Member Account</b> , complete the Billing Contact form by providing all required information. Click the Next button to continue to the Add Family Member Screen. Complete all required fields for the family member and then click the Save & Add Another button to save the family member and proceed to enter another family member to your account. Click the Finish button once you have added all of your family members to your account. Note: You can add additional family members to your account later by logging on to your account and clicking on the Family Members Tab.
✓ Once you have completed the above steps, you will be sent an <b>Account Activation Email</b> . To activate your account, click on the link provided in the email.

### FOR EXISTING CUSTOMERS

✓ If you have participated in a program or rented a facility in the past but do not have an online account or cannot access an existing account, please DO NOT create a new account. Please contact us at 519-287-2015 to activate your existing account. Once we enable your online access, you will receive an Account Activation Email. Follow the instructions to access your online information.

### HOW DO I ADD A FAMILY MEMBER TO MY ACCOUNT?

✓ Logon to your existing [account](#) to access your information.

✓ Click on "Add New Family Member" at the top of the page and fill in their contact information

✓ Click on "Add New Family Member" at the bottom of the page to add a group or family member to your account

 If you experience problems creating or updating your account please click on FAQ at the top-right page for helpful information. If you are still experiencing problems, please call 519-287-2015 or email [kdewaele@southwestmiddlesex.ca](mailto:kdewaele@southwestmiddlesex.ca).

## How do I add family members to my account?

Choose the "Create Family Member Account" option when first creating your account. Add the Billing Client and then proceed to add each of your family members during the account creation process. You can also add or update assigned Family Members at any time by logging on to your account and clicking on the Family Members Tab.

## I forgot my Book King Account information.

If you have made a "walk up" facility, course or membership purchase in the past and have provided us with your full contact information including an email address or created a client account online and can't remember your logon information you can look up your existing account: [here](#)

or

If you have made a "walk up" facility, course or membership purchase in the past but you are not able to logon or lookup your account please contact us for assistance. \*  
Please Note: it is important that you do not create a duplicate account so we can ensure

all of your history and billing is contained within a single user account. If you proceed and have duplicate client accounts you will need to contact us to merge your client accounts.

### **What web browser can I use with the system?**

Book King works equally well with recent versions of all modern web browser such as Microsoft Internet Explorer, Firefox, Chrome or Safari (for Mac users). As Book King uses a SGC (Server Gated Cryptography) SSL certificate to encrypt transaction information NOT browser based encryption you can be confident that all transactions are processed using 128 bit strength encryption regardless of your web browser encryption capabilities.

### **Is this site secured?**

Yes, we have taken many steps to ensure the security of your transaction and personal information. Security is provided using the highest encryption strength available. Once you log in, you should notice an icon that resembles a locked padlock in your browser, showing that all data is being encrypted. Double click on the locked padlock to view further information about the digital certificate.

### **What if I don't have or, don't want to use a credit card?**

You can use this website to identify the courses or memberships you wish to purchase and call us to complete the purchase.

### **I am unable to login.**

You stopped using Book King for a period of twenty (20) minutes or longer. Please "refresh" your system and log back in.

**or**

You added a course or membership to your "Shopping Cart" and you did not "Checkout" to complete the transaction, then stopped using the system for a twenty (20) minute period or longer. Please "refresh" your system and log back in.

**or**

Your account may have been frozen by us. Please contact us for assistance.

## **Course Registration**

### **How do I register for a Course?**

1. Click on "Courses" in the menu at the top of the screen.
2. Select a "Season" you wish to view offered courses.
3. Optionally you may click the "Available Courses Only" checkbox to only view courses that you can immediately enroll into online.
4. Click on a "Course Subcategory" within the "Course Category" Tree to view offered courses..
5. Click on the "View Details" button to view course details..
6. Click the "Register Now" button to enroll in the course. If your account has family members added the "Participant Selection" screen will be displayed (otherwise the "Shopping Cart" screen is displayed). Select the participant name(s) from your account that you wish to enroll into the selected course and click the "Continue" button. If a "Register Now" button is not clickable; this course is not currently available for internet registration or you have already added this course to your "Shopping Cart" or you (and all your family members) are already registered in this course..
7. To register for additional courses, click on "Keep Shopping" button from the "Shopping Cart" screen or click the "Process Payment" button to proceed to the "Process Payment" screen to complete your registration purchase. You may have to agree to "Terms of Service" documents before proceeding to payment..
8. Once you have successfully completed the payment transaction a receipt will be displayed with complete details about the course registrations you have made and a confirmation email will be sent to you..

### **How do I withdraw from a Course?**

To withdraw from a Courses please contact us for assistance. Please refer to our [Refund Policy](#).

### **How do I get added to a course waitlist?**

To be added to a course waitlist please contact us for assistance.

### **How do I view my course session times?**

You can view all course session times by clicking on "Calendars" in the menu at the top of the screen and then clicking on the "Course Calendar" link. To view your own personal course session times click on "Calendars" in the menu at the top of the screen and then click the "Personal Calendar" link. You can also view your course session times by viewing your enrollment receipt by logging on to your account, clicking on "My Account" in the menu at the top of the screen and then clicking on the "History" tab and selecting the "Courses" radio button option.

# How to Access the Facility and Course Calendar

Log On | FAQ



Home Courses Facilities **Calendars** My Account

## Welcome to Municipality of Southwest Middlesex

### Public Access Website

Municipality of Southwest Middlesex is a charming small town with rural communities, full of local tastes, enchanting shops, historic and natural sites, delightful fairs and events.

Home Courses Facilities Calendars My Account

## Course Calendar

View Facility Calendar

View Personal Calendar

JANUARY 2022		Course	Day	Week	Month	
Jan	28	2022	All Locations	All Categories		
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
26	27	28	29	30	31	1
						Southwest Middlesex Facilities - Glencoe Memorial Arena - Ice Pad 10:00AM-04:00PM Public Skating - PUBSKATE21
2	3	4	5	6	7	8
Southwest Middlesex Facilities - Glencoe Memorial Arena - Ice Pad 11:00AM-01:00PM Kids Stick and Puck - CHILDSTICKPUCK 03:00PM-05:00PM Public Skating - PUBSKATE21	Southwest Middlesex Facilities - Glencoe Memorial Arena - Ice Pad 05:00PM-06:00PM Kids Stick and Puck - CHILDSTICKPUCK 08:00PM-09:30PM Adult Pick-Up Hockey - HOCKEY-F21-2	Southwest Middlesex Facilities - Community Halls - Wardsville Masonic Lodge 09:00AM-11:30AM Wellness and Walking Group - WELL-WINTER-1	Southwest Middlesex Facilities - Community Halls - Arena Auditorium 03:00PM-04:25PM Chair/Beginner Yoga - W21-YOGA-01			
9	10	11	12	13	14	15
			Southwest			