



mon espace

**LOISIR
EN LIGNE**



**Simplified
user guide**

longueuil.quebec/loisir

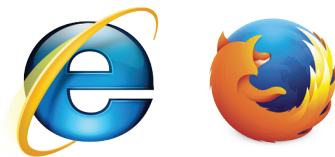
This **USER GUIDE** explains the steps to take and the tools required to register online for activities in Ville de Longueuil.

The advantages of registering online include:

- Simplified registration for members of the same family;
- Option of registering a given individual for several activities;
- Self-serve validation of the Accès Longueuil card;
- Easy consultation of the list of courses for which you are registered;
- During busy periods, a virtual waiting room will display your position in the queue. Stay online to maintain your priority.

COMPATIBLE BROWSERS

The online registration site is compatible with both Mac and PC computers.



This site has been tested using two free downloadable software tools from the Internet: **Internet Explorer 9 to 10 (PC)** and **Firefox 4 to 29 (Mac and PC)**. The use of any other software versions or of a different browser may cause problems.

The use of a mobile device (e.g. tablet, smartphone) **is not recommended**.

TELEPHONE ASSISTANCE

Click **“Nous joindre”** (Contact Us) in the **“Aide et liens utiles”** (Help and Useful Links) section for the contact information of our call agents. Telephone assistance is available Monday to Friday from 8:30 a.m. to 8 p.m., and until 9 p.m. during registration evenings.



REQUIRED FOR ONLINE REGISTRATION

- A valid **Accès Longueuil card** for every participant registered for an activity, regardless of age. Available at any Longueuil public library;
- A Visa or MasterCard **credit card**;
- A valid **email address** to access the online payment step and to receive payment confirmation.

VIRTUAL WAITING ROOM

This function helps to prioritize access to the online registration site. The principle of “first come, first serve” applies here. This ensures better stability during peak busy periods, in particular during the first minutes of registration. When you are directed to the virtual waiting room, the system will assign a priority number to you and will indicate your position in the queue for access to the online registration module. The wait time depends on how quickly users complete their transaction and leave the site.

If there is no waiting period, you will bypass the virtual waiting room and be automatically directed to the online registration site.

CAUTION!

Do not use your browser’s “Back” and “Forward” arrows as this may cause your entered data to be lost.

STEP 1 – SEARCH

There are three tabs from which you can do a search:

- **Activités** (Activities): You will automatically be directed to this page.
- **Organismes** (Organizations): For the contact information of sponsoring organizations.
- **Installations** (Facilities): For information on the various locations.

Searching for an activity

You can search by keywords or specific criteria.

1. **KEYWORDS**: Enter the keyword (e.g. Junior 1).
2. For better results: Select search criteria such as **DOMAINES** (SECTORS), **DISPONIBILITÉS** (AVAILABILITY), **INSTALLATIONS** (FACILITIES), **ORGANISMES PROMOTEURS** (PROMOTERS) or **LOCALISATIONS GÉOGRAPHIQUES** (GEOGRAPHIC LOCATIONS).




Reading the search results

When the activities correspond to the search criteria submitted, you get a list of results in the form of a table showing the activities in alphabetical order. You can sort these results by activity, area, location or sector. Simply click on the column header.

STEP 2 – ACTIVITY SELECTION



This is the step where you select the activities (to register yourself or a family member).






1. **Click the cart at the left of the table.**
Once the activity has been selected, the plus sign  will change to a minus sign .
2. **If you make a mistake, you can delete the activity by re-clicking the cart.** The minus sign will change back to a plus sign.
3. Once you have selected the desired activity(ies), click **“Inscrire aux sélections”** (Reserve Activities) or **“Panier”** (Cart)  in the main menu to complete your transaction, or click **“Nouvelle recherche”** (New Search) to select other activities.





STEP 3 – IDENTIFICATION

 Click **“Panier”** (Cart)  to view the list of activities you selected. **Your selection will not be reserved until you enter the Accès Longueuil card number and phone number of the person you wish to register.**

1. In the **“Identification des personnes à inscrire”** (Identification of persons to be registered) column, enter the participant’s **Accès Longueuil card number** and **phone number** for each activity selected.
2. To add a participant to an activity, click .
To carry over the information (Accès Longueuil card number and phone number) to the other activities, click .
To cancel a selection or delete a person from a selected activity, click .
3. Once you have identified every person you want to register, click **“Valider pour payer”** (Confirm) to go to the confirmation screen.

STEP 4 – CONFIRMATION OF REGISTRATION

 Before you proceed and pay for your registration online, you must **confirm the activities you selected.**

1. **Confirm** that you have read and agree to the terms and conditions of the electronic payment purchase and use policy by checking off the appropriate box.
2. **Review** the activities in your cart and make sure that they are the ones you want and that the activity times are correct before proceeding to online payment. If there is an error, click **“Modifier le panier”** (Change Cart). .
3. Once you are fully satisfied with your choices, click **“Paiement”** (Payment).

CAUTION!

The items in your cart are held for a limited time. The time remaining is indicated on the cart management page. You can request up to two extensions. Once your time has expired, the activities are released and become available to other users.

STEP 5 – PAYMENT

There are two payment methods: **ONLINE BY CREDIT CARD** and **OFFLINE**.

“Passer à la caisse” (Online payment by credit card)

When you click **“Passer à la caisse”** (Online Payment by Credit Card), you will automatically be directed to the secure Acceo Transphere site. On the Acceo Transphere site, **enter your credit card number, the expiration date, and the name**. Click **“Payer”** (Pay). You will receive an email confirmation of your payment. You will then be redirected to the municipal website, where you can view your registration receipt.

“Païement différé” (Offline Payment) (see Appendix 1)

Allows you to confirm purchases without using a credit card. **Payments, by cheque only, must be dated the day of registration and received within four days (including mailing time) of your online registration** either by mail or in person, at any one of the municipal service centres listed below. **After this period, your registration will be cancelled.**

Make your cheque payable to *Ville de Longueuil*. One cheque per participant only. Write the following on the back of the cheque:

- Participant’s name
- The Accès Longueuil card number
- The name and number of the activity selected
- If possible, attach the receipt

STEP 6 – RECEIPT

1. Once you have been redirected to the municipal website, you will be at the transaction confirmation page. You will be given the choice of **receiving your receipt by email, printing it, or creating a PDF document**.
2. If there is a problem with the payment, feel free to contact technical support under the **“Nous joindre”** (Contact Us) section.

CAUTION!

No other payment or registration confirmation will be sent by Ville de Longueuil.

APPENDIX 1

DEFERRED PAYMENT

Payment by cheque only. Cash payments will not be accepted.

We must **receive your payment within 96 hours of your registration**. After this time, your registration will be cancelled without any further notice.

You must send your cheque by mail or drop it off in person (at the administration counter during regular business hours or in the mailbox after hours) at one of the hôtel de ville de Longueuil.

Only one participant per cheque is allowed

Make your cheque payable to **Ville de Longueuil**. Date your check from the day of registration (no postdated check accepted). On the back of the cheque, write:

- **the participant's name;**
- **the Accès Longueuil card number;**
- **the name(s) and code(s) of the activity(ies) selected.**

BY MAIL or IN PERSON*

Hôtel de ville de Longueuil - Direction des finances

Inscription aux activités de loisirs

4250, chemin de la Savane, Longueuil (Québec) J3Y 9G4

***SCHEDULE :**

From November to April

Monday to Friday, 8:30 a.m. to 12:00 p.m. and 1:00 p.m. to 4:30 p.m.

From May to October

Monday to Thursday, 8:30 a.m. to 12:00 p.m. and 1:00 p.m. to 4:30 p.m.

Friday, 8:30 a.m. to 12:00 p.m.

Closed (statutory holidays)

Good Friday

Easter Sunday and

Easter Monday

National Patriots' Day

Fête nationale du Québec

Canada Day

Labour Day

Thanksgiving

Holiday season

- Outdoor mailbox accessible at all times