Frequently Asked Questions

What can I do with the registration and booking system?
Customers can use the online registration system to request a facility booking and register for swimming lessons and public swims.

Is the system secure?
The system is the industry standard for encryption and security measures to protect individuals' personal information, alway keeping up with new technologies to insure safety.

I am uncomfortable using a credit card over the internet. Can I still use the new system to register?
Payments can be made on your account in person at the qplex or by calling 506-848-5900 and making a payment over th phone.

Can I access the registration and booking system from any computer, tablet, or phone?
The system can be accessed from any device that has access to the internet, including your computer, tablet, or phone and whether it be Microsoft, Android, or Apple technology. The system will operate in any internet browser, however for best results, use Chrome browser.

I forgot my password. How do I reset it?
When you log into your account, click on the "forgot password" link, and an email will be sent to you at your designated email address. Check your Junk Mail folder for an email. Click on the link inside the email and reset your password.

Do I need an account to search for programs?
No. You can search for swimming lessons, public swims & facility booking requests without having an account. However, if you would like to register or request a facility booking, you will need to create an account. You can create an account at the time of registration if you have not created one already.

How do I add family members to my account?
Once you log in, select the My Profile tab, then My info to see your leisure account information. Select Add a Family Member. You may add the family members who permanently reside at the same address. If you wanted to purchase a family membership can be purchase at the qplex Pool office, proof of residency will be required at your next visit to a town facility.

How do I remove someone from my account?
To have someone removed from your account call the qplex during business hours at (506)-848-5900 or email communityservice@quispamsis.ca.

Can I manage my own information in this system?
Yes, one of the features of our system is that you can send a message and manage your own information. This includes adding family members, emergency contacts and important medical information. It is also possible to store credit cards to your account if you do not wish to re-enter this information each time you register.

To see information, proceed as follows: Log In, select My Profile, and select My Info to see your account information. Click the family member for whom you would like to update the information, then select Edit to change the necessary fields.
https://townofquispamsis.perfectmind.com/SocialSite/MemberRegistration/MemberSignIn

How can I see the credit balance on my account?

If you have a credit balance on your account, the credit will appear as a payment option during checkout. You may choose to use the credit, or to leave it on your account for a future transaction. Please note: the credit is not visible on your My Info tab but is visible on the Checkout page. If you have any questions about a credit on your account, please contact the qplex or visit us in person.

What e-mail address should my family provide for registering online?

You may use any email address you wish when creating an account. Once you have created your account, use the same email address and password log in, register for swimming lessons, or request a facility booking. Any time your family account requires adjusting, call the qplex for assistance or email communityservice@quispamsis.ca.

What can I do if I am denied access to my account?

Call the qpex or email communityservice@quispamsis.ca

We are here to help! If you require assistance or have a question about the new registration and booking system, please let us know!