

NEWS RELEASE

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Recreation Nanaimo Software Set to Launch August 22

Parks & Recreation transitioning to new registration system software

City of Nanaimo Parks & Recreation staff has been working behind the scenes to replace the current registration and facility booking software with a new system. Recreation Nanaimo, a more user and mobile friendly registration system, will go live on August 22, 2018, in time for fall and winter program registration.

The current software system that has been used for over 20 years is no longer supported, which resulted in a joint search with other municipalities for a new software system. This spring, staff began training and loading content into this new system.

"We are very excited to get the new program up and running," said Elizabeth Williams, Manager Recreation Services. "Change was needed, and for the past several months, we have been customizing this software for Nanaimo. It will have enhanced search features, allowing our customers to more easily manage their accounts online and view registered programs in a calendar format."

It is important for current customers to ensure their correct email is on file as a series of email instructions will be sent to our current clients with details on setting up a new account. Instructions will also be available soon on our website.

Elizabeth added, "We are asking the community to please 'bear' with us during this transition. It may take a little longer to register the first time as staff are learning the new system. However, once accounts are set up, future registration will be much more streamlined."

A launch celebration is planned for Thursday, August 16, 2018 at Beban Park Pool Lobby from 2-4 pm. The community is invited to learn about new fall/winter programs, chat with recreation coordinators, ask questions about setting up their new account, pick up a copy of the new Fall and Winter Activity Guide and enjoy treats!

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