**What is happening?**

The City of Yellowknife is excited to launch our new **YKrec** online recreation services. This will replace the old eConnect platform. This new tool is easy to navigate, efficient and quick, providing residents with streamlined access to all our programs and services offered.

**Why are you changing the recreation software?**Our old software served us well for over 15 years but is no longer being updated or supported by the manufacturer.

**What does this mean?**This means that all residents will be required to create a new account. You are able to create your account NOW! **Watch this video tutorial on “How to create a new account”.**

**Will I need to create separate accounts for my family members?**

No, as part of this new system you’ll be able set up all family members at one time and you can easily add and manage your family members’ recreation accounts under one group.

**What’s changing for Flexi Passes and other admission fees?**

The 10 punch passes will now be referred to as vouchers. These vouchers can only be used during the following time period at the Ruth Inch Memorial Pool and or Field House.  7 days a week from 9:00 am – 9:00 pm.

If you currently have a Ten Punch pass please return it to one of our friendly staff at City Hall, the Fieldhouse or the Ruth Inch Memorial Pool. They will assist you by requesting a refund for the portion of your pass that has not been redeemed.

If you paid for your Flexi Pass by any other method, our staff will work with you to make arrangements for a refund. Please be aware that debit card refunds can only be processed at City Hall.

**What about existing bookings, like swimming lessons or facility bookings?**

If you have registered for a swim program that is starting after January 1, 2020 the City will transfer your enrollment into the new **YKrec** system for you.  Please call the Ruth Inch Memorial Pool at 920-5683 for more information.

All previously confirmed facility bookings will be transferred over to the new **YKrec** system. If you have already booked a facility after December 2, 2019, your rentals will be transferred over to the new **YKrec** system.  Please call 669-3457 for more information.

**What about my gift cards or certificates?**

Anyone who wants to redeem an unused Gift Card from the eConnect system must bring it to City Hall from Monday to Friday between 8:30 am and 5:00 p.m. A Customer Service Representative will help you redeem the card for credit on your new **YKrec** account.

In our new **YKrec** system we will be selling Gift Certificates. In order to buy someone a Gift Certificate you must provide us with the person’s name and information prior to the purchase. A credit for the value of the Gift Certificate will be applied to the person’s account and will be immediately available for their use. The certificate provided by the City will show the value of the credit available for use by the recipient.

**What will happen to any credit that I may have in my old eConnect account?**

If you think you have a credit on your eConnect account and are not sure if you have been refunded or if you have a question about the balance on your old account, please email customerservice@yellowknife.ca or call us at 920-5600 Option (0) and one of our Customer Service Representatives will assist you.

**What will happen to my Access for All account?**

Residents with an access for all pass can bring their existing pass to any of the facilities listed below during the specified hours to set up their new **YKrec** account.  Your bus passes remain unchanged.

**How can I go book a facility rental?**

All facility rentals now require a[**Facility Booking Request Form.**](https://forms.yellowknife.ca/City-Website/Community-Services/Facility-Booking-Request)Once your request has been reviewed and approved you will be emailed with a booking confirmation. Alternatively, you can request a booking by visiting any of the facilities listed below at the designated times or by contacting the booking clerk at 669-3457.

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| **City Hall** | **Monday through Friday** | **8:30 a.m to 4:30 p.m.** |
| Yellowknife Fieldhouse | Monday through Friday | 9:00 a.m. to 5:00 p.m. |
| Ruth Inch Memorial Pool | Monday through Friday | 9:00 a.m. to 5:00 p.m. |