

Instructions for Creating an Online Family Account

- Go to the Spokane Valley Pools page on the City website: www.spokanevalley.org/Pools
- On right hand toolbar click the **Online Program Registration Link**
- Once you are on the Online Program Registration page, click the **Account tab** at the top of the screen.
- Select the – ***"I would like to create a New Account"*** option – enter your email address.
- If you receive the red message indicating that you already have an account with us associated with that email address, this could be because we have input your email address from previous years of registering for Swim Lessons or Swim Team, or because you have utilized our online registration for recreation program registration through Spokane Valley Parks and Recreation.
 - *If the system indicates you already have an account, enter your password or reset your password to gain access to your account information.*
 - *Verify your account information to make sure it is correct and that your account has all of your FAMILY members listed on the account with their correct information.*
- **If the system does NOT recognize your email** address it will bring you to the Add a New Person screen.
- **IMPORTANT INFORMATION** – In this screen you are creating your FAMILY ACCOUNT. So please fill out the information correctly and completely including birth date information.
 - *The Resident/ Non-Resident information is nothing you have to be concerned with; it is a feature of the software that we do not utilize.*
- After you have completed the information for yourself, click save and continue - you will then be asked if you want to Add a New Member.
- **Please Click ADD NEW MEMBER** so you can add all of your children and any other members of your family to your account.
- It will bring you back to the Add a New Person screen.
- Change the information listed to that of the new family member. Make sure to change gender and birthday information
- When you click - save and continue - it will again bring you back to the Account Information screen
- Now under the drop down box at the top you should see multiple family members.
 - Continue this process until all of your family members are listed in that drop down box.
- **Once you have set up your account, you will be ready to go for when registration opens.**
- Please set up your account prior to June 1st for your convenience, as classes fill up fast.
- This will also give you time to get familiar with the site and how to register for a program.
- When registering, make sure you are registering at the correct pool and for the correct session time, as there are many options.

Online Registration Basics

- Click on the Register Tab to navigate through the options for registration.
- When you select the session dates you wish to register for, all the lesson options will appear.
- When you highlight a lesson level on the left, you will see all the options for that level on the right.
- The times and dates will be listed directly above the blue bar for each class.
- Make sure you are registering for the correct class time as there are many options.
- Also make sure that you are registering the correct family member for the lesson, as the classes are age sensitive.