

## **Why did PoMoArts move to a new registration system?**

As of February 1, 2023, the new registration system, XplorRec, provides users with easier access to registration and program information, overall improved functionality, ability to register for music classes and book rentals online, and is the same system as the City of Port Moody, so it might look familiar to you.

## **Why is this new registration system important to me?**

This is the way you register for programs, music classes, book rentals, and pay your membership, as of February 1<sup>st</sup>. You are now able to access more art experiences with PoMoArts online, including improved account customization.

## **When does it come into effect?**

The new registration system came into effect February 1st, 2023.

## **I received an email from [communication@perfectmind.com](mailto:communication@perfectmind.com). Is this from PoMoArts?**

The email [communication@perfectmind.com](mailto:communication@perfectmind.com) is not spam, it was automatically sent out from XplorRec and contains your temporary password to sign up for your new account. XplorRec used to be called PerfectMind, so you will see that name in some parts of the system, including the sending email address for this message.

## **I previously had a PoMoArts account. Has account information from the previous system been automatically transitioned to the new system?**

If you have had any transaction (membership purchase, course registration, facility rental) with PoMoArts since 2017, your client and account information has been moved to the new system, XplorRec. This includes your address, phone number(s), and email. Each of your family members who are associated with your family account have been moved over as well. Also, we have transferred any account credits, balances, and active memberships.

Please visit [pomoarts.perfectmind.com/](https://pomoarts.perfectmind.com/) and click the “Forgot your password?” link and check the email address you used in our old registration system. A password reset email will be sent to you from our new registration system, XplorRec ([communication@perfectmind.com](mailto:communication@perfectmind.com)).

If you are still having issues or you have never had an email associated with your account, please email our team at [info@pomoarts.ca](mailto:info@pomoarts.ca) with the email subject line “XplorRec Account Log In” and include the email address you would like to add to your account.

**Important note:** Accounts that do not have up-to-date information or that do not have an email address associated with them might not have been migrated to the new system. If you have not received an email from [communication@perfectmind.com](mailto:communication@perfectmind.com), you can create a new account. If you are creating a new account, contact our Customer Service Representatives to ensure any unused credits and active memberships on our old account are moved over to your new account. You can contact our Customer Service Representatives at [info@pomoarts.ca](mailto:info@pomoarts.ca).

## How do I set up an account?

PoMoArts account holders who received an email from [communications@perfectmind.com](mailto:communications@perfectmind.com) need to follow the instructions in that email to log-in to our new registration system XplorRec on February 1, 2023.

PoMoArts account holders who did not receive an email from [communications@perfectmind.com](mailto:communications@perfectmind.com) can follow these steps to set up a new account:

- Visit [pomoarts.perfectmind.com](http://pomoarts.perfectmind.com)
- Click the 'forgot password?' link
- This will trigger a new temporary password email from our vendor ([communication@perfectmind.com](mailto:communication@perfectmind.com)) with a temporary password.

New members to PoMoArts who want to set up an account can visit [pomoarts.perfectmind.com](http://pomoarts.perfectmind.com) and click on **“Signup”**

## How do I log into my account?

To log in to your account, visit [pomoarts.perfectmind.com](http://pomoarts.perfectmind.com) and enter your account email and password. If you have forgotten your password, click on the “Forgot your password?” link and follow the steps to reset your password. Note the password reset email will be sent to you from [communication@perfectmind.com](mailto:communication@perfectmind.com). If you do not see the email in your inbox, please check your Junk and Spam mail folders.

## How do I find out if I have an existing PoMoArts account?

If you had an account in our previous registration system, it was called ASAP, your account was migrated to the new system, it is called XplorRec.

Alternatively, you can visit [pomoarts.perfectmind.com](http://pomoarts.perfectmind.com), click “Forgot your password?”, and type in the email you would have used in our old registration system.

## How do I add family members to my account?

When you log into your account at [pomoarts.perfectmind.com](http://pomoarts.perfectmind.com), go to the “My Info” page and click the “Add Family Member” button. Follow the prompts to add a family member to your account. If you would like to add an existing client to an account, please email [info@pomoarts.ca](mailto:info@pomoarts.ca).

## Do I have to register online or are there alternative methods I can use?

You can visit us in person at 2425 St Johns St., Port Moody, and speak to one of our Customer Service Representatives who can assist you or call us at (604) 931-2008.

## I am having difficulty registering online, why?

**BIRTHDAYS:** A birthdate is required to register for a class as there are age restrictions to many programs. If you have an account but are having difficulties registering on-line this is likely the reason. These can NOT be changed online. You will need to either call us or come in-person to update/change it.