

eReg - Let's Get Going

I have my Family ID. Now what?

- Go to the City website www.medicinehat.ca Pull down e-Services, e-Reg.
- Click Continue under **New e-Reg User?** A security alert pops up. Click Yes to continue. ☺**TIP: You may have to press Continue twice.**
- Enter the required information into the text boxes. Press **Submit**.
- A message informs you that your request has been submitted successfully.
- Within 24 hours, your UserID and Password will be e-mailed to you.

I have my User ID and Password. What's next?

- Go to the website www.medicinehat.ca. Pull down e-Services, e-Reg.
- Click Continue underneath the **Already an e-Reg User**. A security alert pops up. Click Yes to continue. ☺**TIP: You may have to press Continue twice.**
- The e-Reg Login screen appears. Enter the user id and password you were e-mailed. Click Login. ☺ **TIP: passwords are case sensitive, watch your Caps Lock.**

How do I change my Password?

- Click on the **Change Password** link in the upper left corner of the webpage.
- Fill in the UserID and Current Password boxes with the information emailed to you.
- Enter a new password into the New Password and Confirm Password boxes.
☺ **TIP: Your password must be 6-13 characters long, contain no spaces and have each of the following: an upper case letter, a lower case letter and a number.**
- Click Submit. A confirmation will be e-mailed to you.

TROUBLESHOOTING:

Nothing happens when I click Submit on the e-Services Access Request page...

- Make sure your browser is configured to allow pop-ups for our website.


I haven't received my UserID and Password...

- Did you get a "Successful Submission" pop-up? You may have to enable pop-ups on your internet browser.
- Has it been 24 hours since you submitted your information?
- Please resubmit your e-Reg access request. Is your email address correct?

My Password doesn't work...

- Cut and paste the password from your email. Remember your password is case sensitive ... watch your Caps Lock.
- Use the "Forgot your password?" option to have a new password sent to you.

There are no classes available for my child...

- Check  Program Guides (top right corner) to view classes coming up. The first day of registration is displayed on the title page.

If you require assistance please e-mail webmaster@medicinehat.ca with a detailed description of the problem, including your web browser make, version and operating system. You will receive a reply within 24 hours, Monday to Friday.