

SIX NATIONS of the GRAND RIVER

CUSTOMER RESOURCE GUIDE

Six Nations of the Grand River's Parks and Recreation and the Department of Well-Being partnered with a software company called Xplor Recreation to launch an online platform which will allow community members to access programs and book facilities.

Use this step-by-step guide to learn how to:

CREATE/MANAGE AN ACCOUNT

ADD A FAMILY MEMBER

ADD FINANCIAL INFORMATION

BOOK A FACILITY

REGISTER FOR PROGRAMS

WITHDRAW FROM PROGRAMS

Questions? Email us at:
sngrprbookings@sixnations.ca



WE LOOK FORWARD TO SEEING YOU!



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SIX NATIONS of the GRAND RIVER

Customer Resource Guide – OVERVIEW:

CREATING/MANAGING AN ACCOUNT

Step ONE:

Log into Six Nations of the Grand River's Booking system at: <https://sngr.perfectmind.com/>

Step TWO:

If you do not have an account, select the blue hyperlink that reads "signup."

TIP: To find out if you have a Six Nations of the Grand River Bookings account, please contact us at sngrprbookings@sixnations.ca with the email subject line "Account Status." Alternatively, you can also visit sngr.perfectmind.com, click "Forgot password?" and try the email you would have used.

Step THREE:

Fill out all required information. Ensure you have reviewed and accepted the "Terms and Conditions." When you are done, click "Submit."

TIP: An email is required to use the online functionality. If you do not have an email visit the primary department you wish to book with to set up an account with no email address.

Step FOUR:

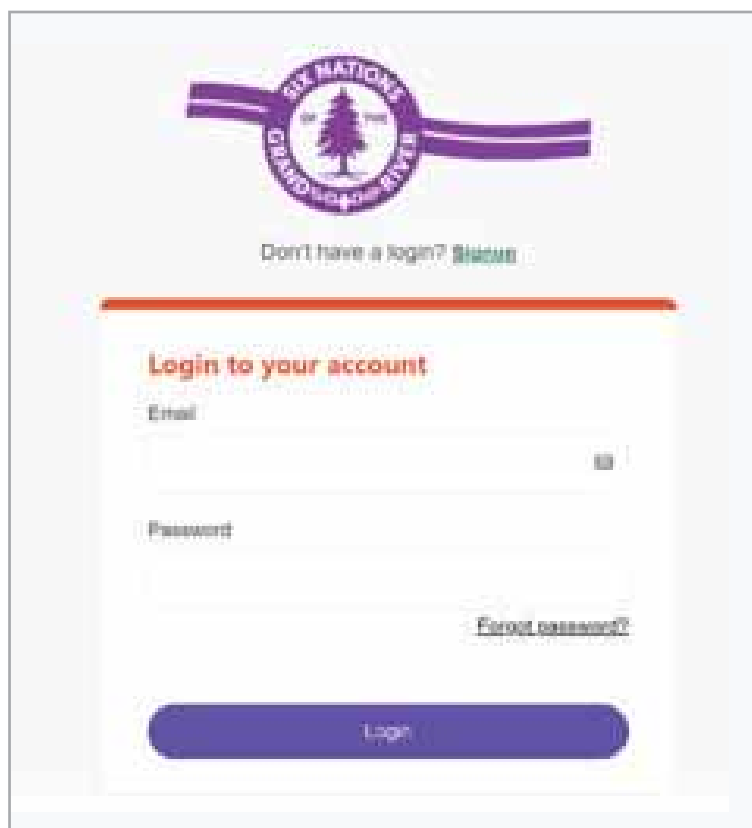
You will automatically be logged into your new account! You will also be emailed a temporary password to your email from our vendor, communication@explorerecreation.com. Be sure to check your junk folder. Follow the instructions via the link in the email to complete the sign-up process.

SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: **CREATING/MANAGING AN ACCOUNT**

STEP ONE:

Log into Six Nations of the Grand River's Booking system at <https://sngr.perfectmind.com/>



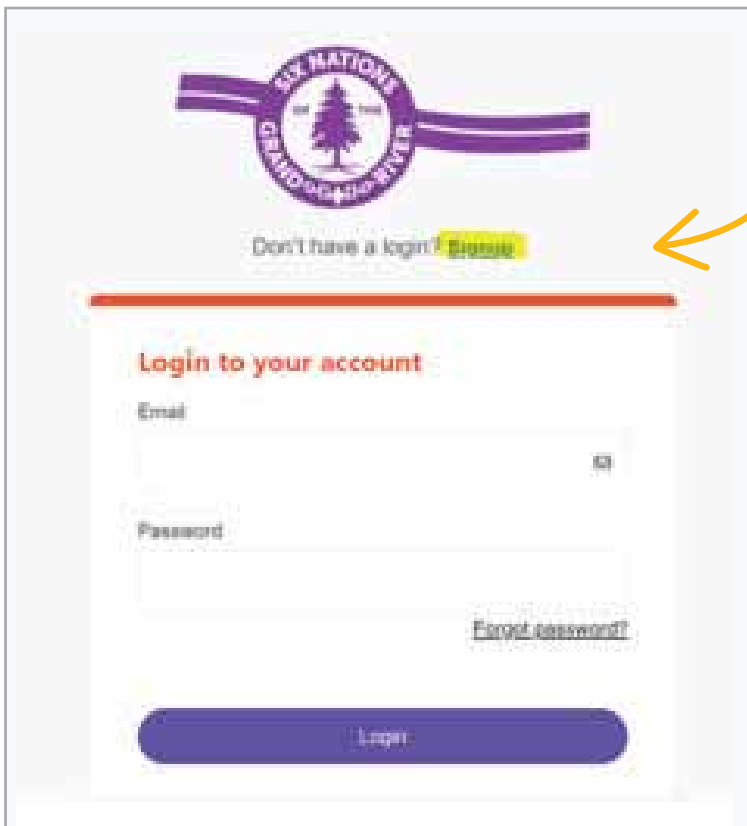
The screenshot shows the login interface for the Six Nations of the Grand River. At the top is the organization's logo, which features a tree inside a circular emblem with the text "SIX NATIONS OF THE GRAND RIVER" around it. Below the logo is a link that says "Don't have a login? [Sign up](#)". The main content area is titled "Login to your account" and contains two input fields: "Email" and "Password". There is a "Forgot password?" link next to the password field. At the bottom of the form is a blue "Login" button.

SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: **CREATING/MANAGING AN ACCOUNT**

STEP TWO:

If you do not have an account, select the blue hyperlink that reads "signup."



The screenshot shows the login interface for Six Nations of the Grand River. At the top is the organization's logo. Below it, the text "Don't have a login?" is followed by a blue hyperlink "Signup" which is highlighted with a yellow box and a yellow arrow. The main section is titled "Login to your account" and contains two input fields: "Email" and "Password". To the right of the "Password" field is a "Forgot password?" link. At the bottom of the form is a blue "Login" button.

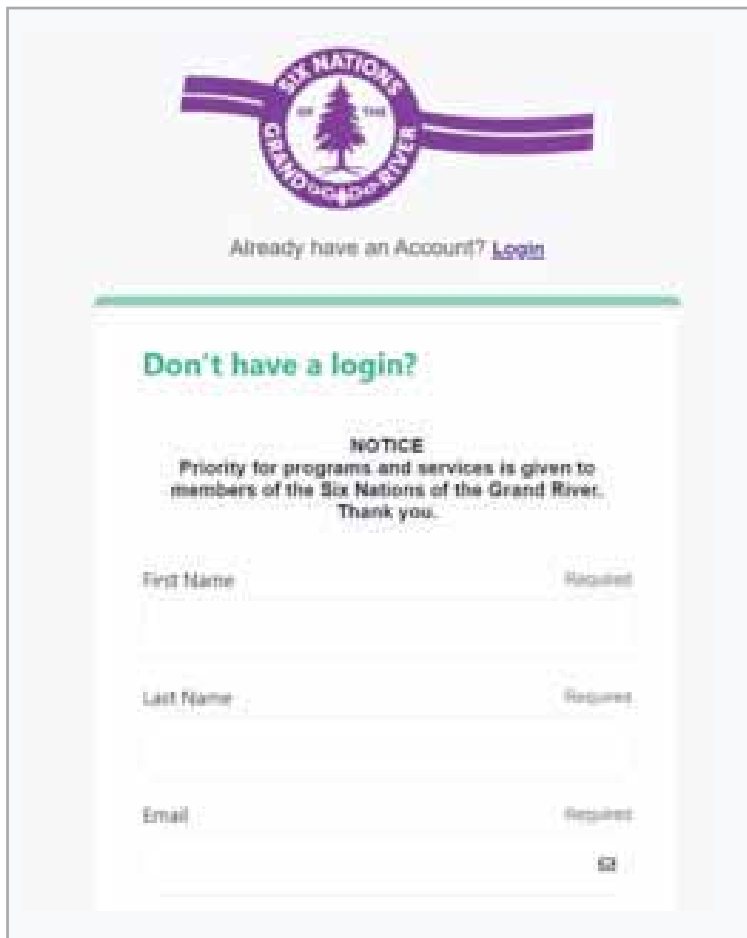
TIP: To find out if you have a Six Nations of the Grand River Bookings account, please contact us at [sngprbookings@sixnations.ca](mailto:sngrprbookings@sixnations.ca) with the email subject line "Account Status." Alternatively, you can also visit sngpr.perfectmind.com, click "Forgot password?" and try the email you would have used.

SIX NATIONS of the GRAND RIVER

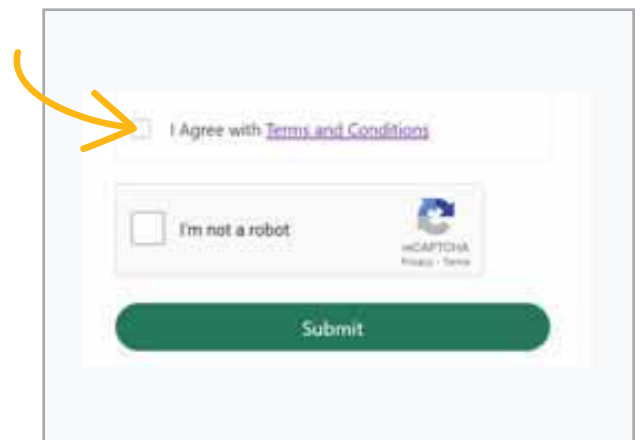
STEP-BY-STEP: CREATING/MANAGING AN ACCOUNT

STEP THREE:

Fill out all required information. Ensure you have reviewed and accepted the "Terms and Conditions." When you are done, click "Submit."



The screenshot shows the account creation page for the Six Nations of the Grand River. At the top is the organization's logo, a circular emblem with a tree in the center and the text "SIX NATIONS OF THE GRAND RIVER" around it. Below the logo is a link: "Already have an Account? [Login](#)". A green horizontal line separates this from the main form area. The form has a heading "Don't have a login?". Below this is a "NOTICE" section: "Priority for programs and services is given to members of the Six Nations of the Grand River. Thank you." The form contains three input fields: "First Name" (Required), "Last Name" (Required), and "Email" (Required). A "Submit" button is located at the bottom right of the form.



This is a close-up of the bottom section of the form. It features a checkbox next to the text "I Agree with [Terms and Conditions](#)". Below this is another checkbox labeled "I'm not a robot" with a reCAPTCHA logo to its right. At the bottom of this section is a large green "Submit" button. A yellow arrow points to the checkbox for "I Agree with Terms and Conditions".

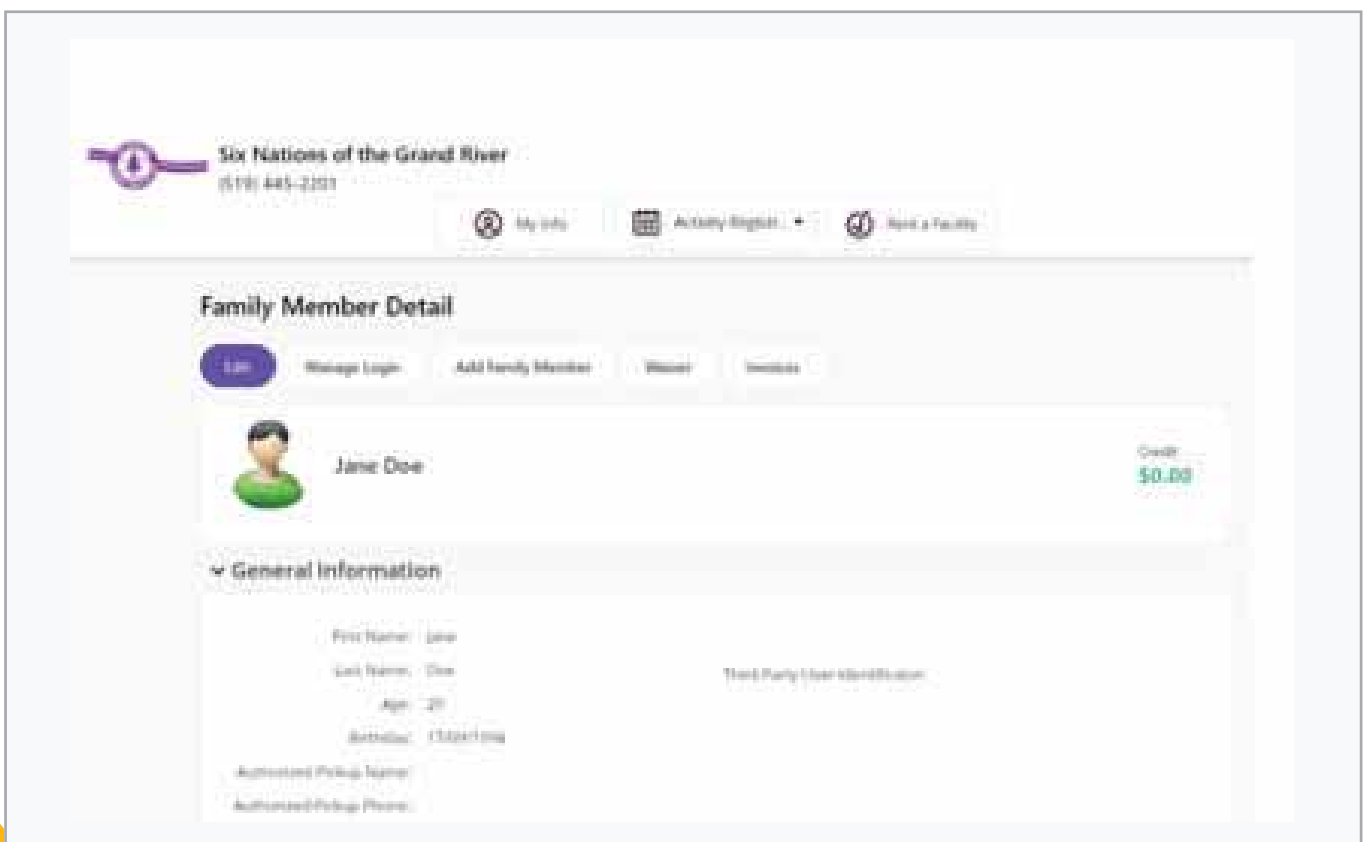
TIP: An email is required to use the online functionality. If you do not have an email visit the primary department you wish to book with to set up an account with no email address.

SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: **CREATING/MANAGING AN ACCOUNT**

STEP FOUR:

You will automatically be logged into your new account! You will also be emailed a temporary password to your email from our vendor, communication@explorrecreation.com. Be sure to check your junk folder. Follow the instructions via the link in the email to complete the sign-up process.



SIX NATIONS of the GRAND RIVER

Customer Resource Guide – OVERVIEW:

ADDING A FAMILY MEMBER

Step ONE:

Log into Six Nations of the Grand River's Booking system at: <https://sngr.perfectmind.com/>

Step TWO:

Go to the "My Info" tab at the top of the screen to view your account details. From the Family Member Detail Page, select, "Add Family Member."

Step THREE:

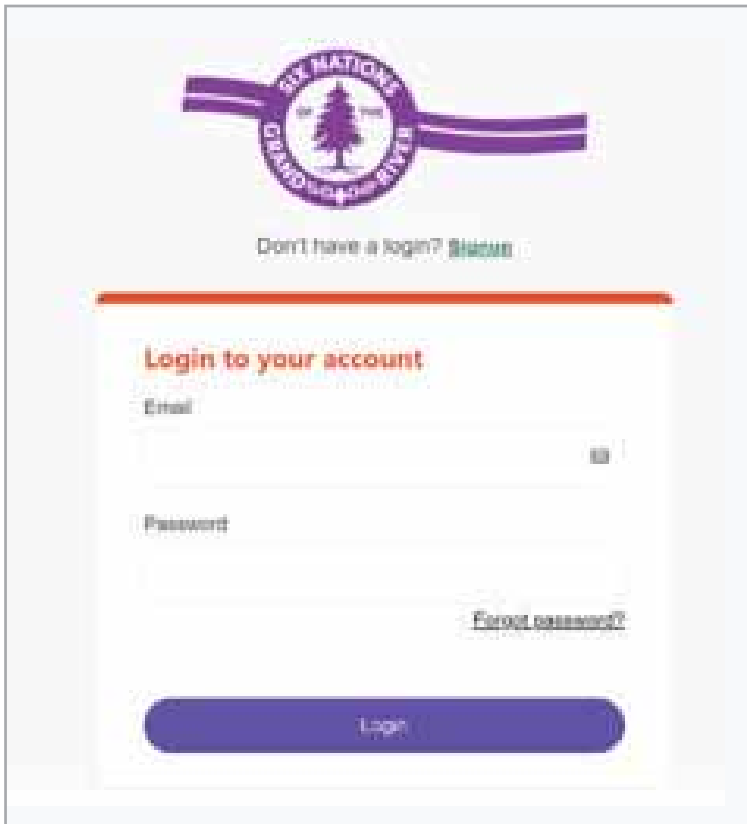
After hitting "Add Family Member", enter all the required fields and hit "Submit" to add your new family member.

SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: **ADDING A FAMILY MEMBER**

STEP ONE:

Log into Six Nations of the Grand River's Booking system at: <https://sngr.perfectmind.com/>



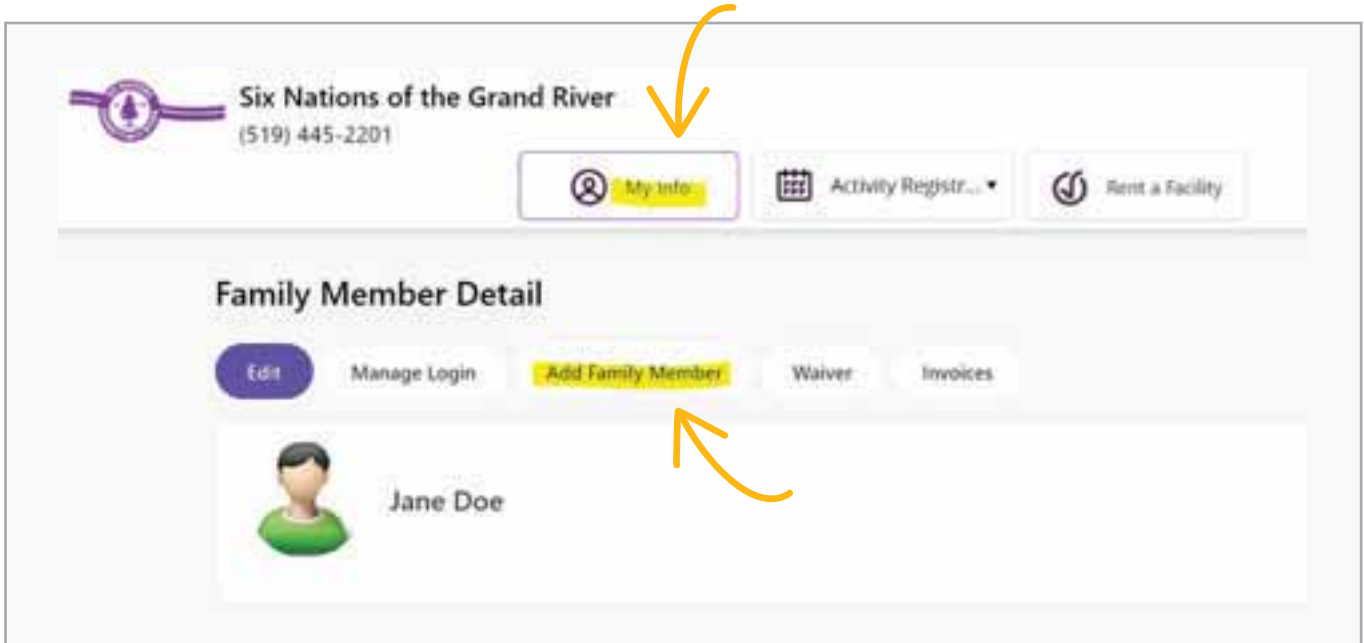
The image shows a screenshot of the login page for the Six Nations of the Grand River's Booking system. At the top center is the organization's logo, which features a stylized tree inside a circular emblem with the text "SIX NATIONS OF THE GRAND RIVER" around it. Below the logo, there is a link that says "Don't have a login? [Sign up](#)". A horizontal red line separates this from the main login form. The form has the heading "Login to your account" in red. It contains two input fields: "Email" and "Password". To the right of the password field is a link that says "Forgot password?". At the bottom of the form is a blue button labeled "Login".

SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: **ADDING A FAMILY MEMBER**

STEP TWO:

Go to the "My Info" tab at the top of the screen to view your account details.
From the Family Member Detail Page, select, "Add Family Member."



SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: **ADDING A FAMILY MEMBER**

STEP THREE:

After hitting "Add Family Member", enter all the required fields and hit "Submit" to add your new family member.

The image shows a mobile application form titled "Add Family Member" with a close button (X) in the top right corner. The form contains several input fields, each with a yellow "Required" label to its right:

- First Name:** An empty text input field.
- Last Name:** A text input field containing the name "Doe".
- Birthday:** A date selection interface with three dropdown menus labeled "Birthday", "Day", and "Year". The "Birthday" dropdown is set to "January".
- Email:** A text input field containing "janedoe@hotmail.com".
- Primary Phone:** A text input field containing "(444) 444-4444".
- Primary Phone Type:** A dropdown menu set to "Mobile".

At the bottom of the form, there are two buttons: "Cancel" and "Submit". A yellow arrow points from the "Submit" button in the form to the "Submit" button in a separate box below it.

SIX NATIONS of the GRAND RIVER

Customer Resource Guide – OVERVIEW:

ADDING FINANCIAL INFORMATION

Step ONE:

Log into Six Nations of the Grand River's Booking system at: <https://sngr.perfectmind.com/>

Step TWO:

Go to the "My Info" tab at the top of the screen to view your account details. Scroll down the screen until you see "Finance Info." Select the "+ New" button to start adding new financial information to your account.

Step THREE:

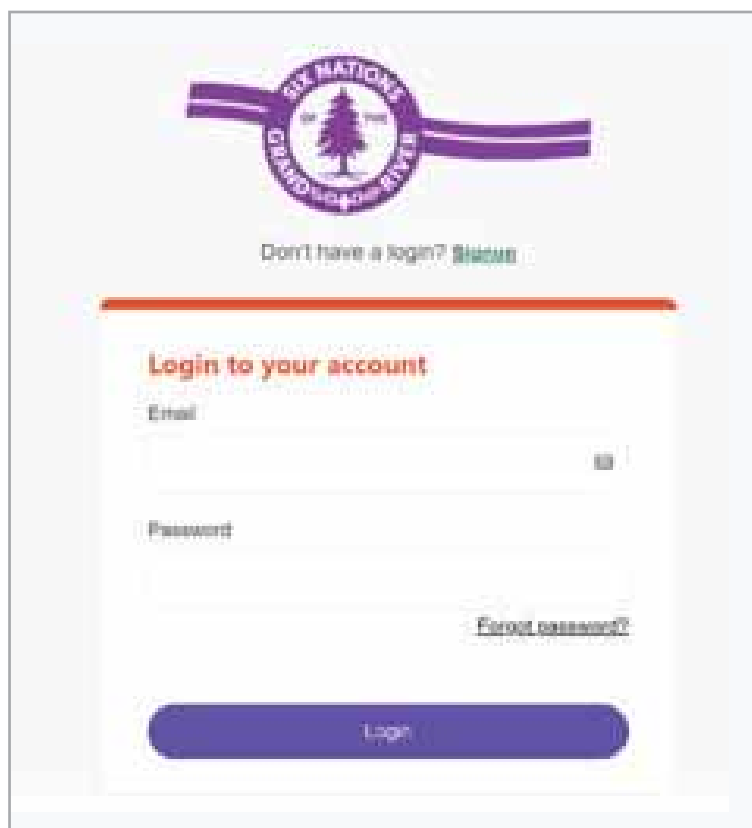
Enter the Credit Card information, as well as your Billing Address. Once all the required fields are completed, select "Save" to add the card information to your profile.

SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: **ADDING FINANCIAL INFORMATION**

STEP ONE:

Log into Six Nations of the Grand River's Booking system at: <https://sngr.perfectmind.com/>



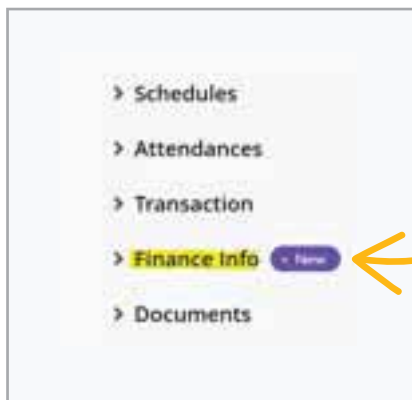
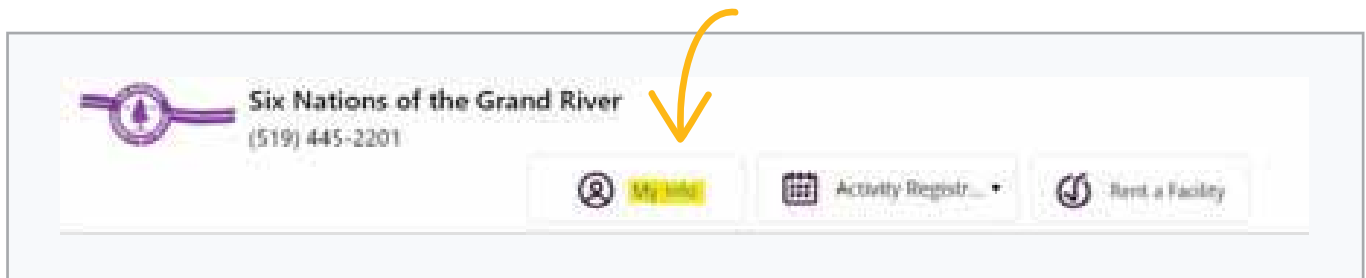
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SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: **ADDING FINANCIAL INFORMATION**

STEP TWO:

Go to the "My Info" tab at the top of the screen to view your account details. Scroll down the screen until you see "Finance Info." Select the "+ New" button to start adding new financial information to your account.



SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: **ADDING FINANCIAL INFORMATION**

STEP THREE:

Enter the Credit Card information, as well as your Billing Address. Once all the required fields are completed, select “Save” to add the card information to your profile.

Detail

Type Required Holder Name Required
Credit Card

Default × Status
Valid

Times Failed
0

Notes

Credit Card Detail

Credit Card Type Required Expiry Month Required
Visa --None--

System Info

Parent Record
Jane Doe

Cancel Save

SIX NATIONS of the GRAND RIVER

Customer Resource Guide – OVERVIEW:

BOOKING A FACILITY

Step ONE:

Log into Six Nations of the Grand River's Booking system at: <https://sngr.perfectmind.com/>

Step TWO:

Go to "Rent a Facility."

Step THREE:

After selecting, "Rent a Facility" you can utilize the filter options on the left to narrow down your results. Here, you can filter by days of the week, keywords, service, age, and facility. To view facility options, select the facility category you are interested in.

Step FOUR:

Search for availability using the filters. Choose a facility that has availability based on your filters. Select "Choose."

Step FIVE:

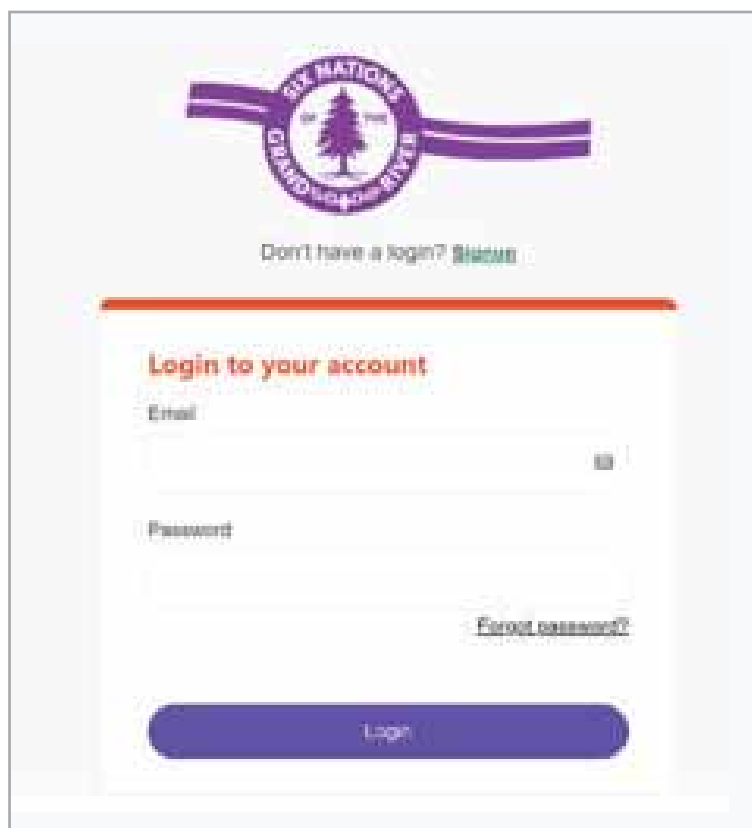
Enter in how many people are attending, then select the date and time you would like to book. Select "Reserve" to finalize your reservation and make payment. After completing the transaction, a receipt will be sent to your email.

SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: **BOOKING A FACILITY**

STEP ONE:

Log into Six Nations of the Grand River's Booking system at: <https://snggr.perfectmind.com/>



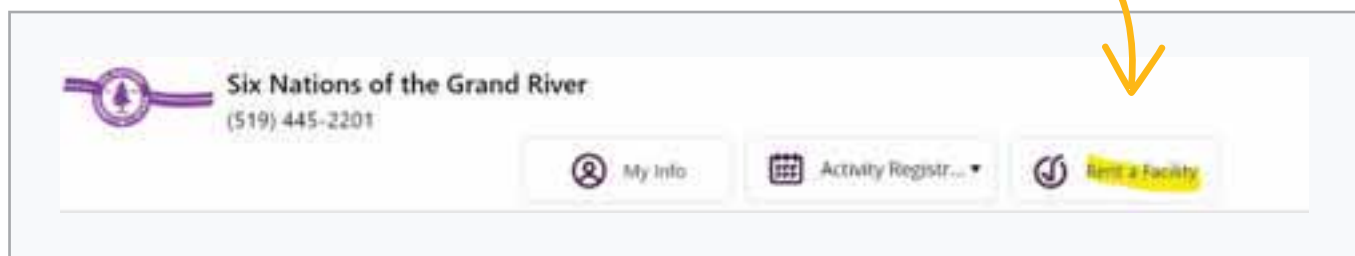
The image shows a screenshot of the login page for the Six Nations of the Grand River booking system. At the top center is the organization's logo, which features a stylized tree inside a circular emblem with the text "SIX NATIONS OF THE GRAND RIVER" around it. Below the logo, there is a link that says "Don't have a login? [Sign up](#)". A horizontal red line separates this from the main login form. The form has a white background and is titled "Login to your account" in red. It contains two input fields: "Email" and "Password". To the right of the password field is a link that says "Forgot password?". At the bottom of the form is a large, rounded blue button labeled "Login".

SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: **BOOKING A FACILITY**

STEP TWO:

Go to "Rent a Facility."

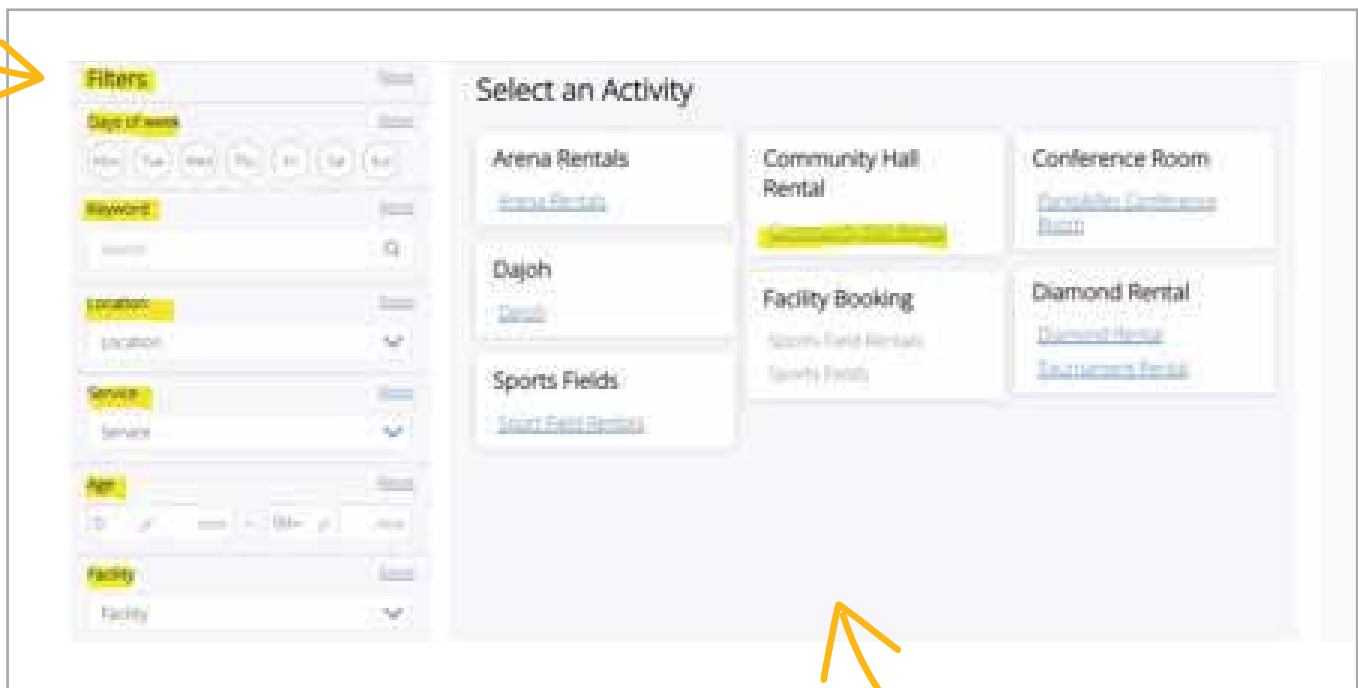


SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: **BOOKING A FACILITY**

STEP THREE:

After selecting, "Rent a Facility" you can utilize the filter options on the left to narrow down your results. Here, you can filter by days of the week, keywords, service, age, and facility. To view facility options, select the facility category you are interested in.



FACILITY CATEGORIES:

Arena Rentals, Community Hall Rental, Conference Room, Dajoh, Facility Booking, Diamond Rental, and Sports Fields.

SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: **BOOKING A FACILITY**

STEP FOUR:

Search for availability using the filters. Choose a facility that has availability based on your filters. Select "Choose."

Date within:
2024-08-1 & 2024-08-1

Time within:
8:00 AM & 11:00 PM

Length:
hrs: /mins

Sat Mon Tue Wed Thu Fri Sat

Check Availability **Reset**

Service:

- Birthday Party Rental
- Community Hall
- Bereavement Gatherings
- Community Hall Rental

Facility Types:

- Gym
- Meeting Space

Community Hall - All Rooms

Meeting Space
All bookings are for a 30 hour duration.
Location: Parks & Rec

Choose

SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: **BOOKING A FACILITY**

STEP FIVE:

Enter in how many people are attending, then select the date and time you would like to book. Select “Reserve” to finalize your reservation and make payment. After completing the transaction, a receipt will be sent to your email.

The screenshot displays a two-step booking process. Step 1, 'Activity and duration', shows 'Court Tennis' selected. Step 2, 'Number of people to attend', features a dropdown menu currently set to '1'. Below this is a calendar for the week of August 24-28, 2023. The calendar grid shows time slots from 7:30 AM to 1:30 PM for Thursday (Aug 24), Friday (Aug 25), and Saturday (Aug 26). Most slots are blue with 'Book Now' text. The 11:30 AM slot on Friday, August 25th, is highlighted in green and contains a checkmark and the text 'Book Now', indicating it has been selected. Two yellow arrows are overlaid on the image: one points to the 'Number of people to attend' dropdown, and the other points to the selected 11:30 AM slot on Friday.



SIX NATIONS of the GRAND RIVER

Customer Resource Guide – OVERVIEW:

REGISTERING FOR PROGRAMS

Step ONE:

Log into Six Nations of the Grand River's Booking system at: <https://sngr.perfectmind.com/>

Step TWO:

Once logged in, toggle over "Activity Registration" and select what department program you would like to see.

Step THREE:

After selecting the department, you can utilize the filter options on the left to narrow down your results. Here, you can filter by days of the week, keywords, service, age, and facility.

Step FOUR:

To view program options, select the program category you are interested in.

Step FIVE:

Find the program category you're interested in, click "show" to view all programs in full detail.

Step SIX:

If interested in a program, click "register."

Step SEVEN:

The next page will provide you with more details of the course, including any applicable fees and the list of dates and locations per session. Once you are satisfied with your selection, click "register."

SIX NATIONS of the GRAND RIVER

Customer Resource Guide – OVERVIEW:

REGISTERING FOR PROGRAMS, cont'd...

Step EIGHT:

Select the participant you would like to register by checking the box beside their name and then click "next."

Step NINE:

If the program you are registering for requires you to submit an acknowledgement or questionnaire, please complete it before you click "next." If a fee is required, review that the correct fee has been selected then click "next."

Step TEN:

You will now be taken to your cart where you can review your selection. If you would like to add another registration, click "continue shopping" and repeat this process. To remove a program from your cart, click the "X." To clear your cart completely you can click, "clear cart." Once finished your selection, enter in the desired payment method. You can add a new card to your account or choose one that is already on file. Once complete click, "place my order."

Step ELEVEN:

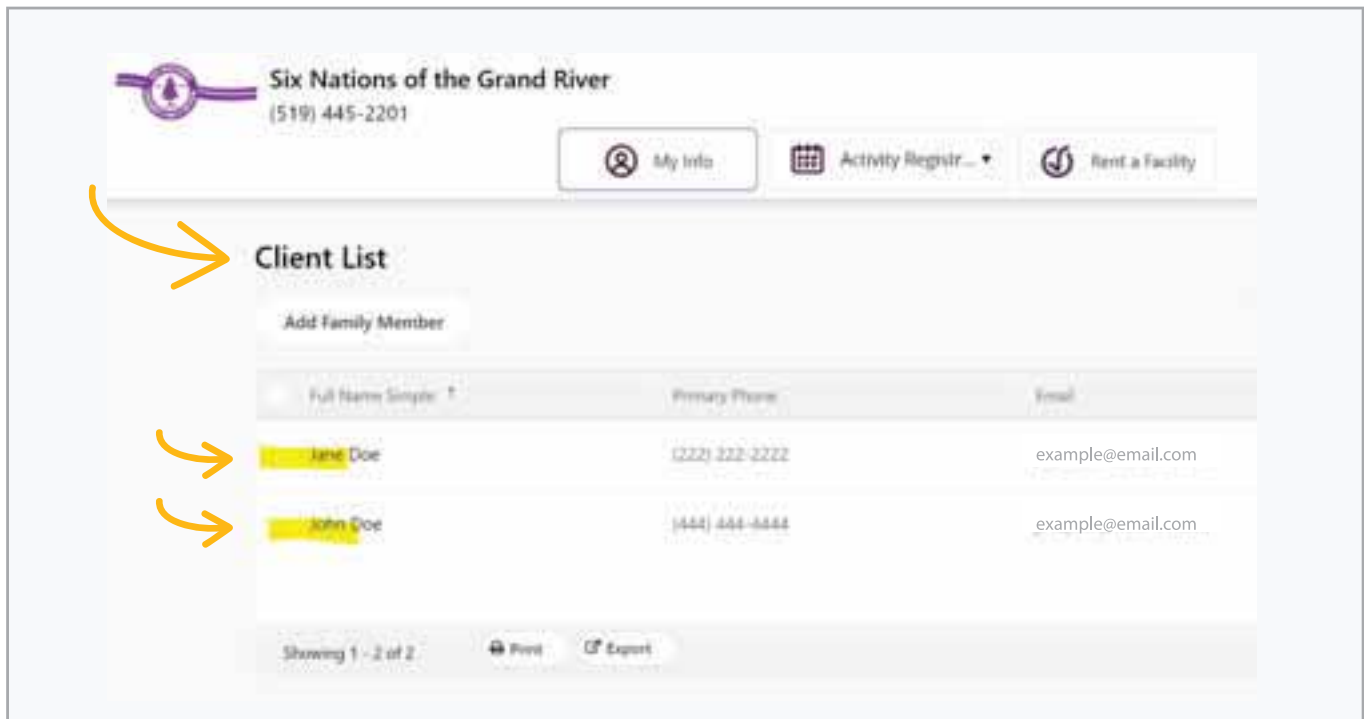
Your registration is now complete! You can add to your calendar by clicking, "add to calendar." You can also print your registration confirmation, registration receipt or book another course.

SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: REGISTERING FOR PROGRAMS

STEP ONE:

Log into Six Nations of the Grand River's Booking system at <https://sngcr.perfectmind.com/>



NOTE:

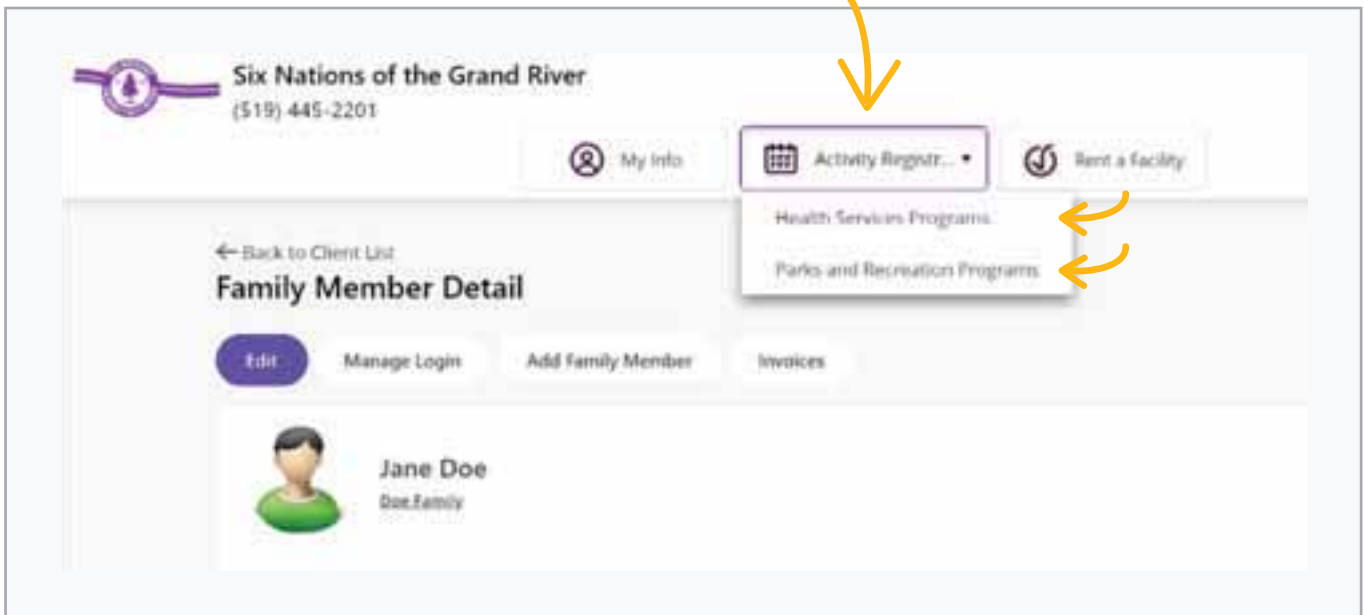
If there are multiple clients on your Family Account, you will be required to click the client you wish to view.

SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: REGISTERING FOR PROGRAMS

STEP TWO:

Once logged in, toggle over “Activity Registration” and select what department program you would like to see.

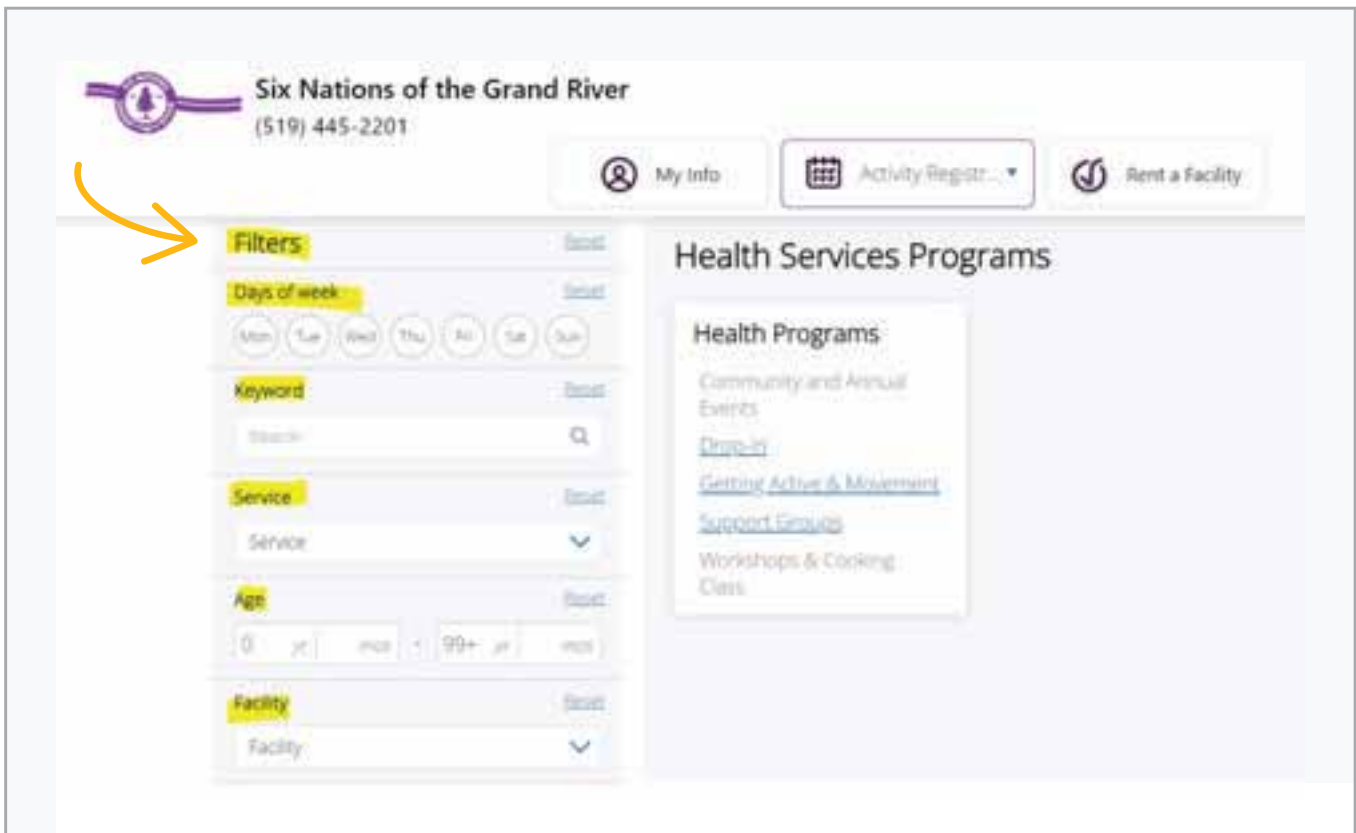


SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: REGISTERING FOR PROGRAMS

STEP THREE:

After selecting the department, you can utilize the filter options on the left to narrow down your results. Here, you can filter by days of the week, keywords, service, age, and facility.

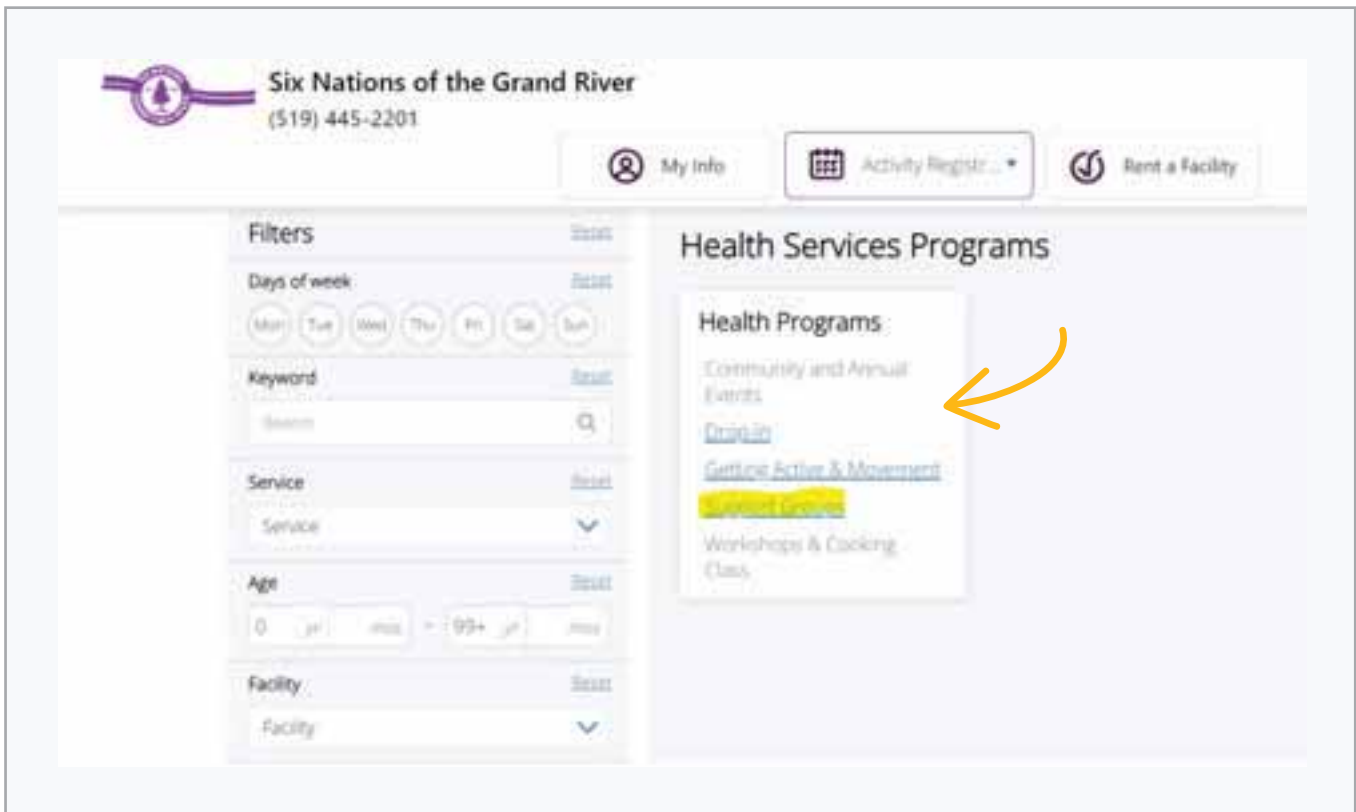


SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: REGISTERING FOR PROGRAMS

STEP FOUR:

To view program options, select the program category you are interested in.

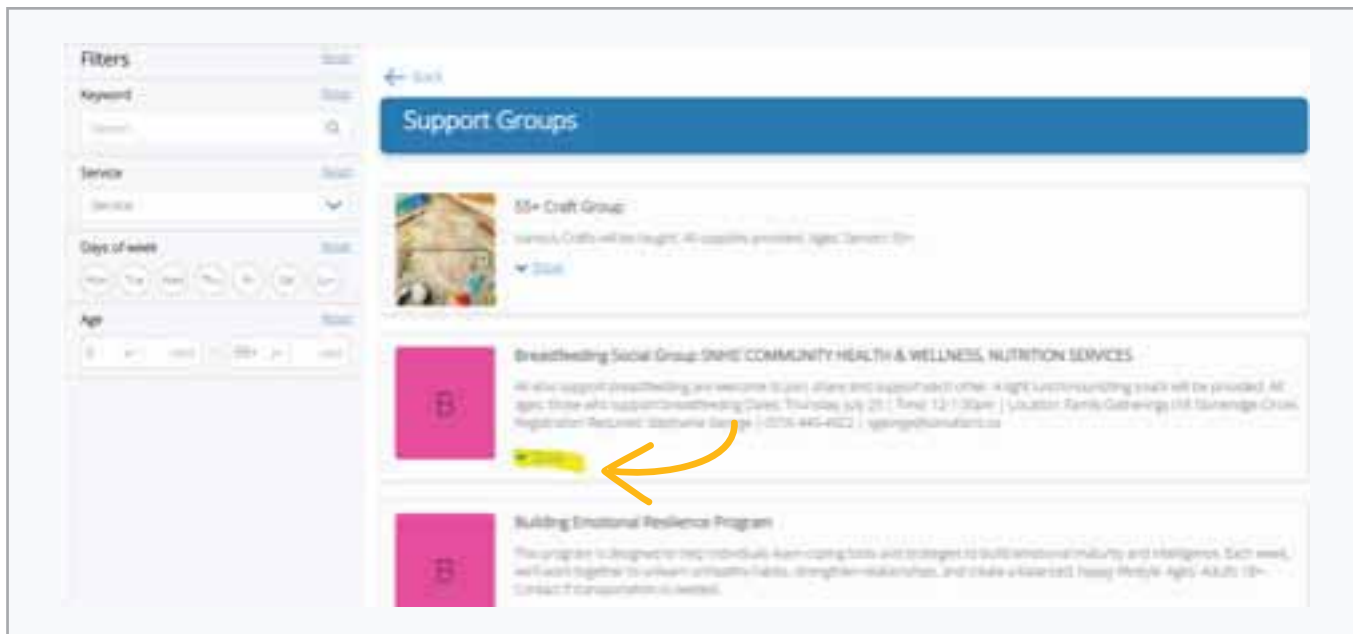


SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: REGISTERING FOR PROGRAMS

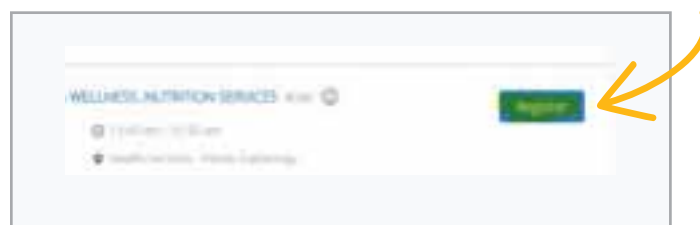
STEP FIVE:

Find the program category you're interested in, click "show" to view all programs in full detail.



STEP SIX:

If interested in a program, click "register."



SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: REGISTERING FOR PROGRAMS

STEP SEVEN:

The next page will provide you with more details of the course, including any applicable fees and the list of dates and locations per session. Once you are satisfied with your selection, click “register.”



Breastfeeding Social Group SNHS' COMMUNITY HEALTH...

25/06/2024
12:00 am - 01:30 am

Registration ends on 25/06/2024 at 12:00 AM

REGISTER

Course Dates

Sessions	Time	Location
1 sessions	12:00 AM - 01:30 AM	Once Family Gatherings

About this Course

All who support breastfeeding are welcome to join, share and support each other. A light lunch/nourishing snack will be provided. All ages; those who support breastfeeding

Date: Thursday, July 25 | Time: 12-1:30pm | Location: Family Gatherings (18 Stoneridge Circle)

Registration Required: Stephaine George | (519) 445-4022 | sgeorge@snhsnhs.ca

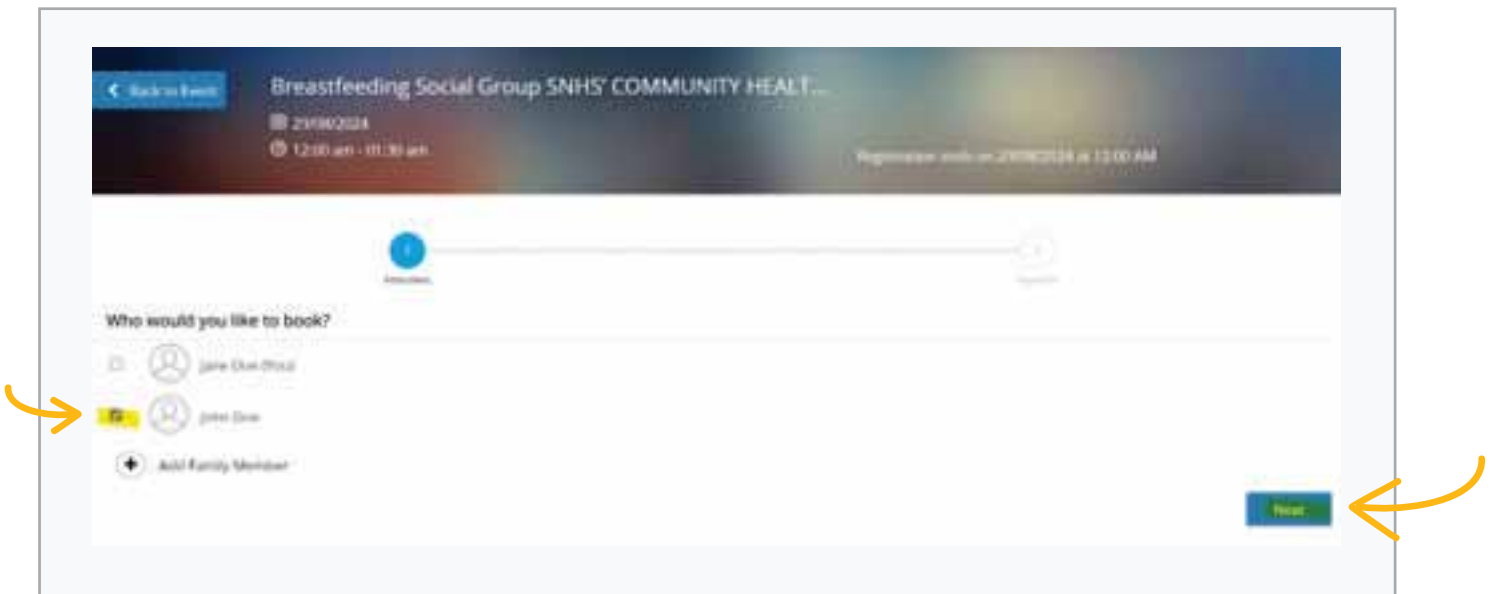
Health Services
Course ID: 00001291

SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: REGISTERING FOR PROGRAMS

STEP EIGHT:

Select the participant you would like to register by checking the box beside their name and then click "next."

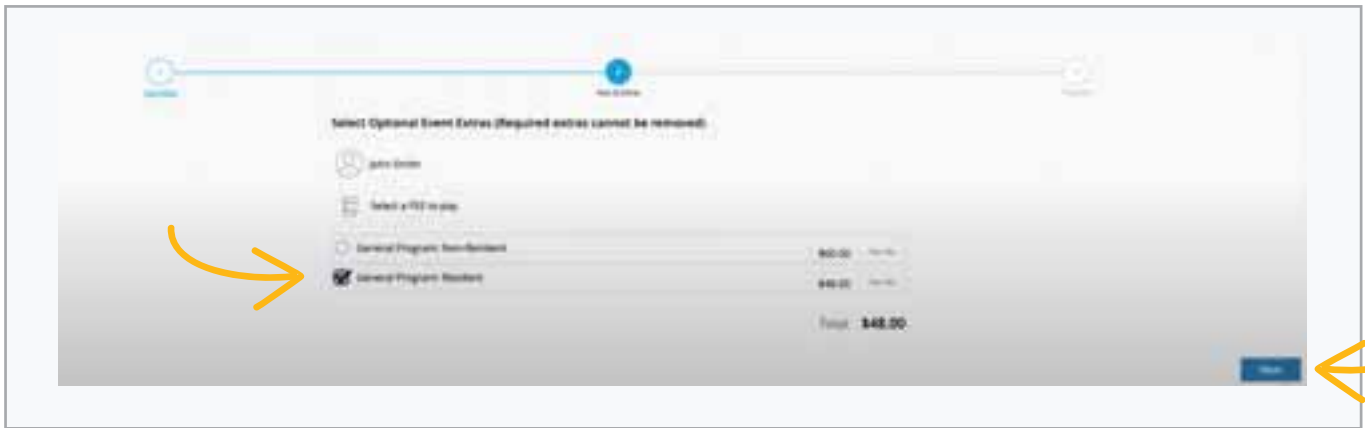


SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: REGISTERING FOR PROGRAMS

STEP NINE:

If the program you are registering for requires you to submit an acknowledgement or questionnaire, please complete it before you click "next." If a fee is required, review that the correct fee has been selected then click "next."



The screenshot shows a registration interface with a progress bar at the top. Below the progress bar, there is a section titled "Select Optional Event Extras (Required extras cannot be removed)". This section contains a list of items with checkboxes and associated fees:

Item	Fee
<input type="checkbox"/> Late Entry	\$0.00
<input type="checkbox"/> Select a T-Shirt	\$40.00
<input type="checkbox"/> General Program Non-Resident	\$48.00
<input checked="" type="checkbox"/> General Program Resident	\$48.00

At the bottom right of the form, there is a blue "Next" button. A yellow arrow points to the "Next" button, and another yellow arrow points to the "General Program Resident" option in the list.

SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: REGISTERING FOR PROGRAMS

STEP TEN:

You will now be taken to your card where you can review your selection. If you would like to add another registration, click “continue shopping” and repeat this process. To remove a program from your cart, click the “X.” To clear your cart completely you can click, “clear cart.” Once finished your selection, enter in the desired payment method. You can add a new card to your account or choose one that is already on file. Once complete click, “place my order.”

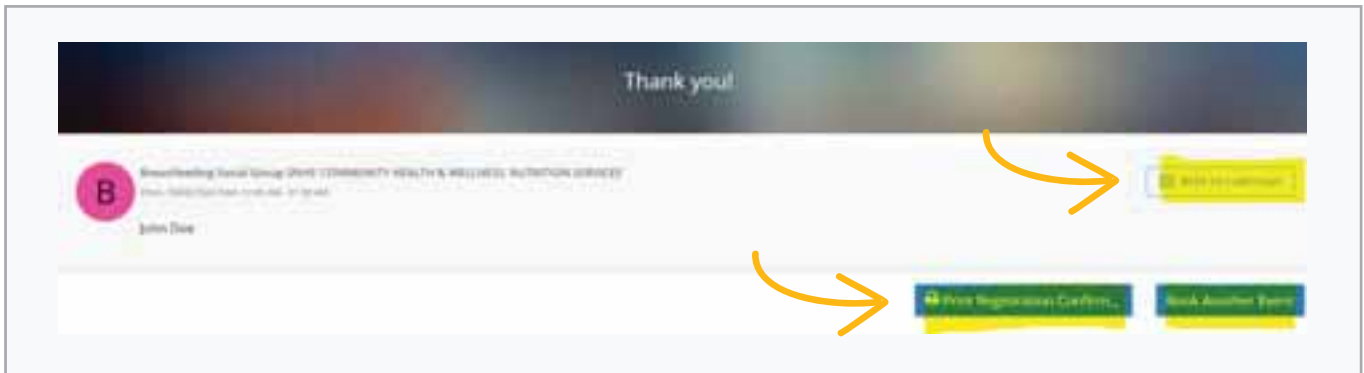
The screenshot displays a payment interface with two main sections: "Payment Method" on the left and "Order Summary" on the right. The "Payment Method" section includes options for "Your available credit" (with a "Use your credit balance" option showing \$50.00 available) and "Your credit cards" (with an "Add a new Card" button and a "Remember this card" checkbox). Below these are input fields for "Name on Card", "Card number" (with a Visa logo), "Expiry month", "Expiry Year", "CVV", "Address (Street)", "City", "Country", "State/Province", and "Zip/Postal Code". At the bottom of this section are "Place My Order" and "Continue Shopping" buttons. The "Order Summary" section shows a "Spanish Conversation" item for \$48.00 with a yellow "X" icon. Below it is a "Payment Summary" table with "Subtotal" at \$48.00 and "Tax" at \$6.24. A "Total Due Now" of \$54.24 is displayed at the bottom right. A yellow arrow points to a "Checkout" button at the top of the "Order Summary" section, and another yellow arrow points to the "Place My Order" button at the bottom of the "Payment Method" section.

SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: REGISTERING FOR PROGRAMS

STEP ELEVEN:

Your registration is now complete! You can add to your calendar by clicking, “add to calendar.” You can also print your registration confirmation, registration receipt or book another course.



SIX NATIONS of the GRAND RIVER

Customer Resource Guide – OVERVIEW:

WITHDRAWING FROM PROGRAMS

Step ONE:

Log into Six Nations of the Grand River's Booking system at: <https://sngr.perfectmind.com/>

Step TWO:

Once logged in, scroll down to the section titled "Schedules" and click on "Switch to List View." Here, you will see all programs you are registered for today and later. Select "Actions" on the program you would like to withdraw from and click "Withdraw."

Step THREE:

A summary window will pop up, displaying the amount paid and withdraw fee, if applicable. Click "Withdraw."

Step FOUR:

A confirmation document will display.

Step FIVE:

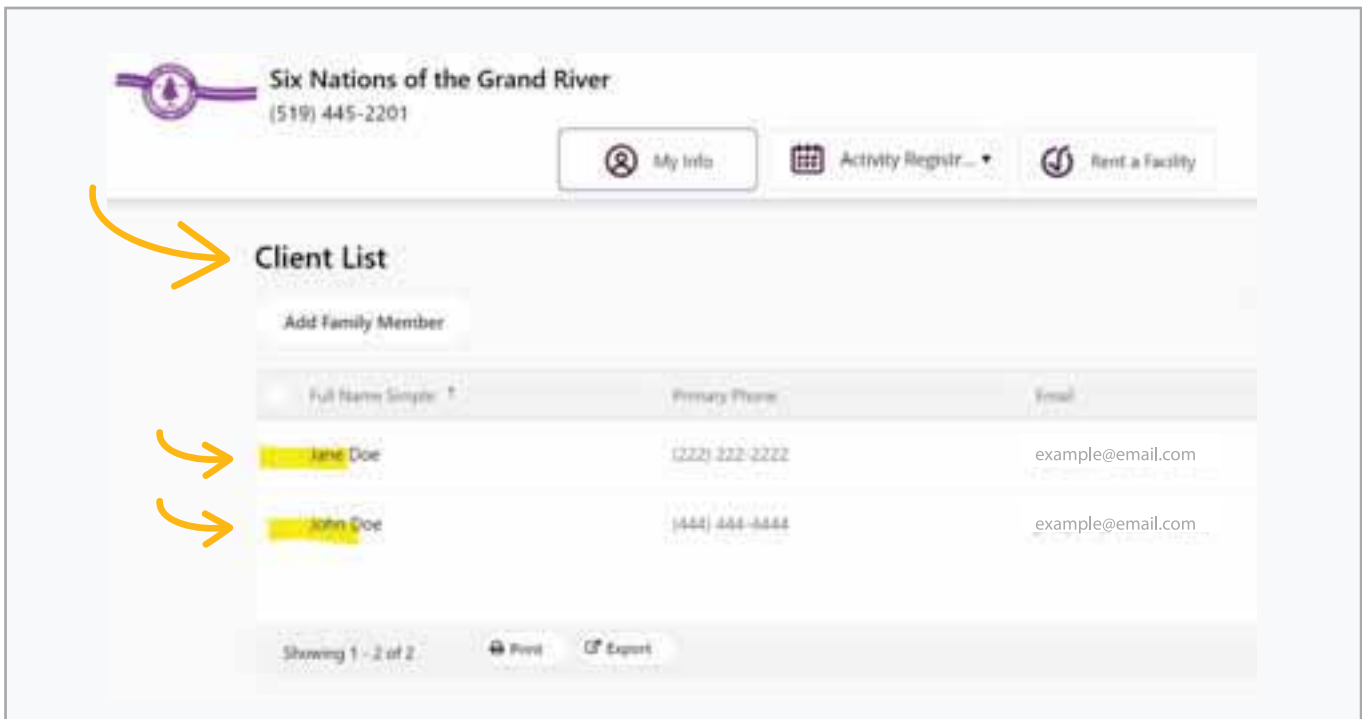
Once completed, you will see the program listed as "Cancelled" under attendance status.

SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: WITHDRAWING FROM PROGRAMS

STEP ONE:

Log into Six Nations of the Grand River's Booking system at <https://sngcr.perfectmind.com/>



NOTE:

If there are multiple clients on your Family Account, you will be required to click the client you wish to view.

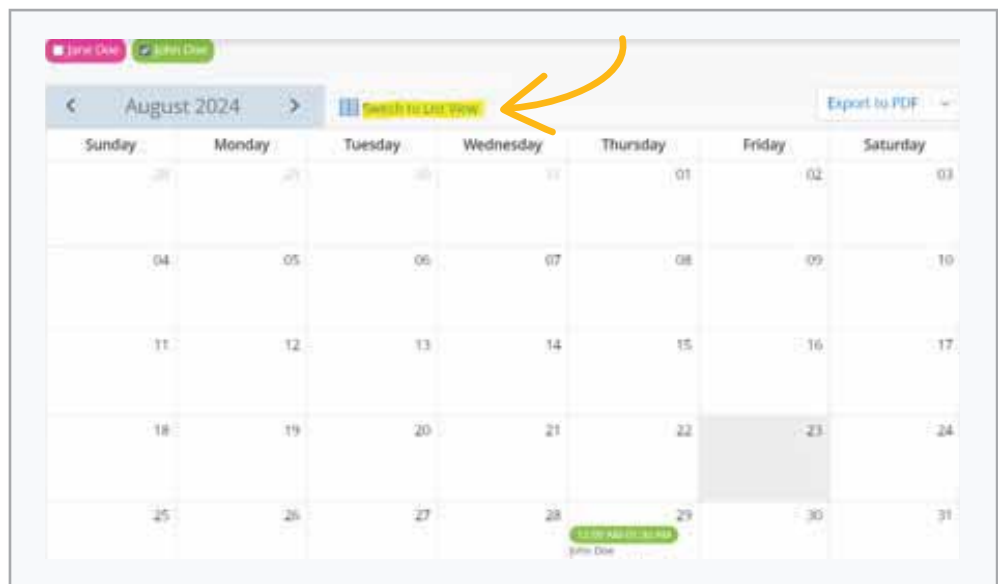
SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: WITHDRAWING FROM PROGRAMS

STEP TWO:

Once logged in, scroll down to the section titled "Schedules" and click on "Switch to List View." Here, you will see all programs you are registered for today and later. Select "Actions" on the program you would like to withdraw from and click "Withdraw."

- > Schedules
- > Attendances
- > Transaction
- > Finance Info New
- > Documents

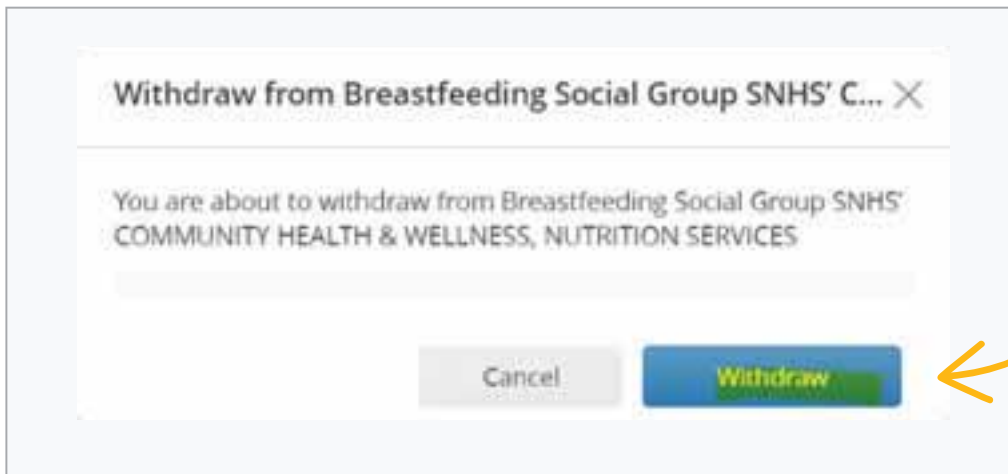


SIX NATIONS of the GRAND RIVER

STEP-BY-STEP: WITHDRAWING FROM PROGRAMS

STEP THREE:

A summary window will pop up, displaying the amount paid and withdraw fee, if applicable. Click "Withdraw."



WE LOOK FORWARD TO SEEING YOU!

Questions? Email us at:
sngrprbookings@sixnations.ca

