

How to Use Vivo's Online Portal

Our online guest portal is your one stop shop for conveniently managing your profile, updating payment info, managing your activity schedule and making bookings and registrations — any place, any time.

You can activate your account by going to vivo.ca/online-portal.

1. If you **have** visited us before, enter your email that is associated with your account and click 'reset password'.
2. If you **have never** visited us, click 'Create an Account'.

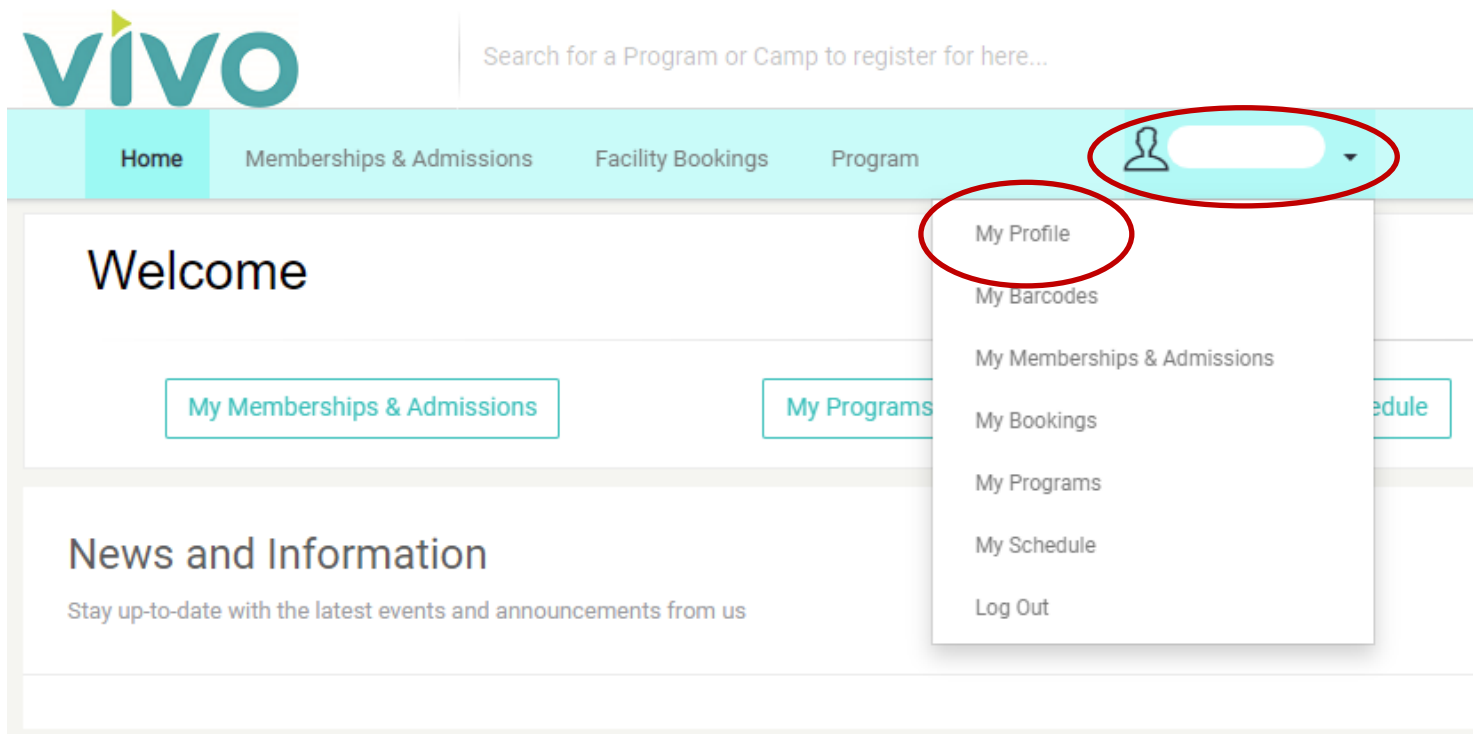
Once in the Portal you can completely customize your profile to fit you and your family's needs!

When looking at your profile or the portal you can view notifications, update contacts, review waivers and forms, adjust payment information, and review your purchase and transaction history.

Customize Your Profile

Getting started is simple. Begin by clicking on your profile icon at the top of the screen.

Select [My Profile](#) then select [Edit Account](#) on the left-hand side. From here, you can navigate through the different tabs to edit or review your account information.




VIVO Search for a Program or Camp to register for here...

Home Memberships & Admissions Facility Bookings Program

User Profile

Overview **Edit Account**



Personal Information

On this page you can also review your purchase history, member information, forms and waivers, contact information, and transaction history by selecting the designated tab.

Notifications

Member Information

Forms

Payment Method

Order History

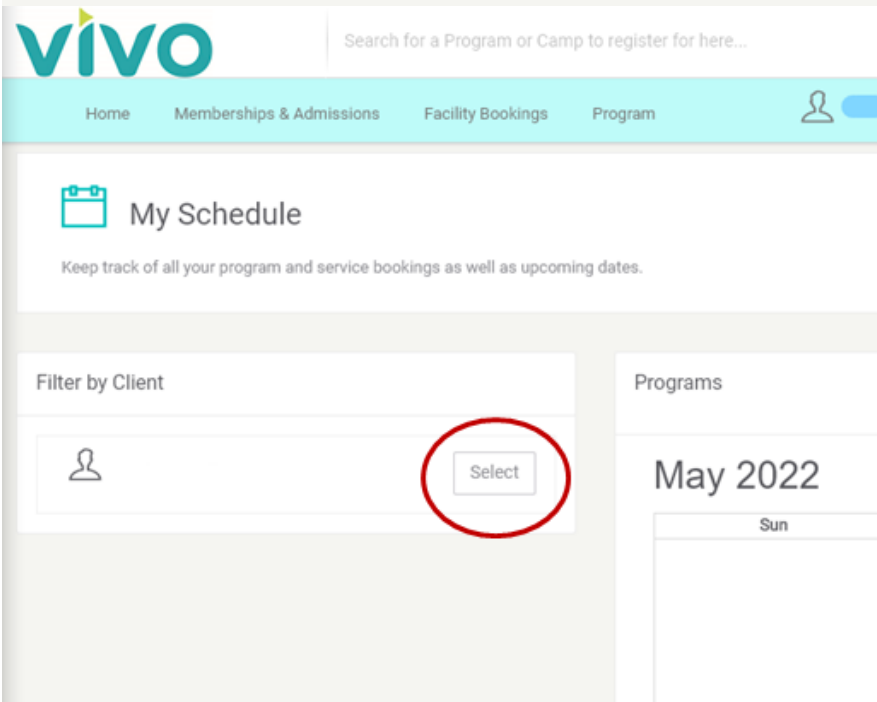
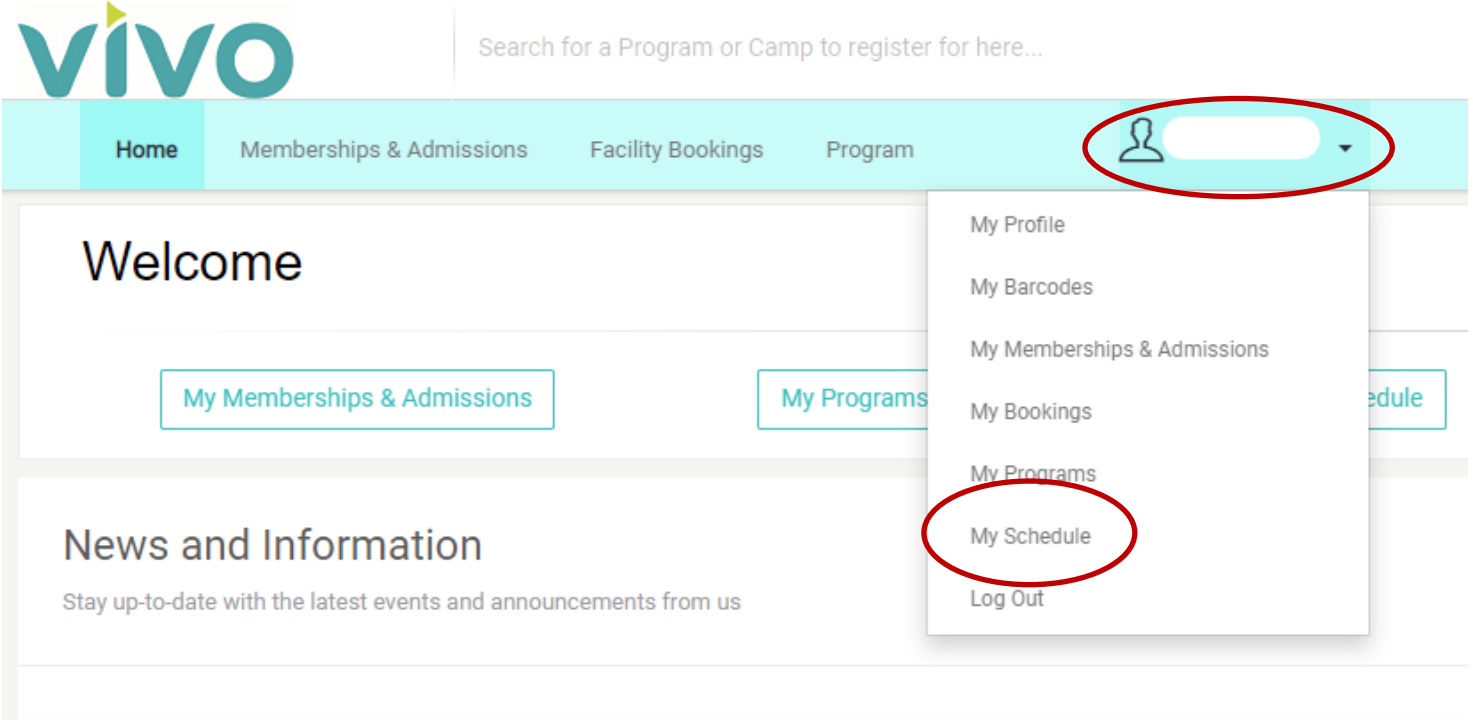
Transaction History

Current account balance = \$0.00

Check Your Schedule

Keeping the entire family organized just got easier! View your and your family's schedule in one spot.

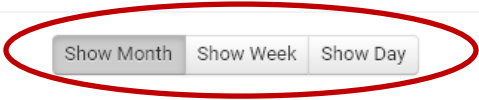
Just click on the profile drop down at the top right of the screen. Click on [My Schedule](#) then select the family member you would like to view.



You can now see your bookings by choosing [day](#), [week](#), or [month](#) view.

Programs

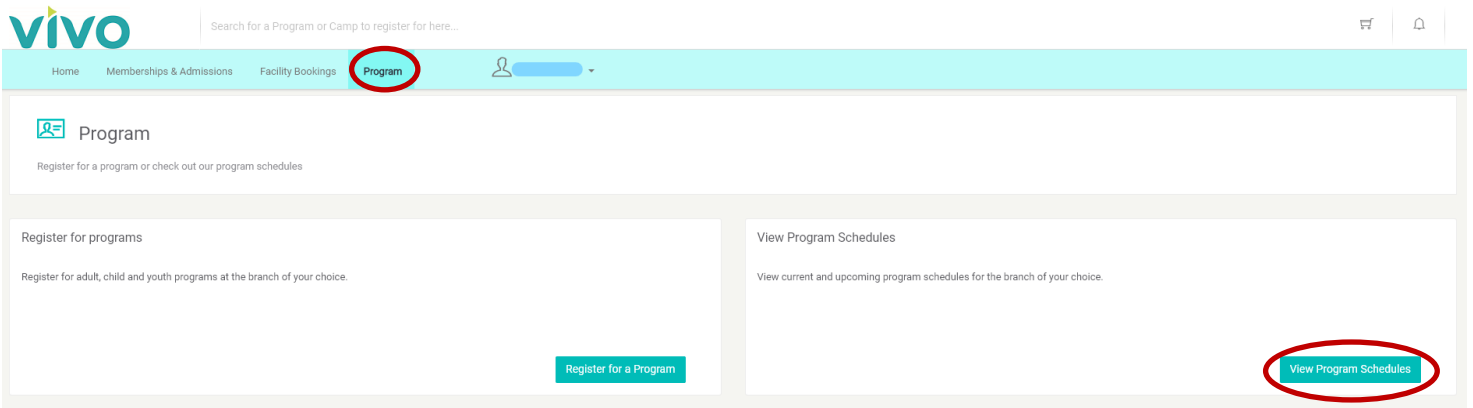
May 2022



Sun	Mon	Tue	Wed	Thu
1	2	3	4	5
8	9	10	11	12

Register For A Program or Service

Click on [Program](#) or [Service](#). The easiest way to see what programs are available is to click [View Program Schedules](#), then search for the program you are looking for, i.e. Skate level 1. Select [Week](#) view and follow the prompted instructions to complete registration. A similar process applies to services.



Search for a Program or Camp to register for here...

Home | Memberships & Admissions | Facility Bookings | **Program** | User Profile

Program

Register for a program or check out our program schedules

Register for programs

Register for adult, child and youth programs at the branch of your choice.

[Register for a Program](#)

View Program Schedules

View current and upcoming program schedules for the branch of your choice.

[View Program Schedules](#)

Program Schedules

View schedules for current and upcoming programs for the branch of your choice. Select an area of interest or filter by age group to focus on programs that interest you!

Search for Programs

Search (Name / Barcode)

Location

Session

Age -

Only show programs that are open for registration

Only show programs that do not require registration

Only show available programs

Vivo Thursday, May 26, 2022

Mobile Day Week

	Leisure Pool (Full)	Leisure Pool Lane 1	Leisure Pool Lane 2	Leisure Pool Deep End	Leisure Pool Lazy River	Leisure Pool Beach Entry	Leisure Pool Full	Lap Pool Lane 1	Lap Pool Lane 2	Lap Pool Lane 3	Lap Pool Lane 4	Lap Pool Lane 5	Lap Pool Lane 6	Arena West	Arena East	Arena East Dry Pad	Red Gym A	Red Gym B	Red Gym B	Yellow Gym A	Yellow Gym B	Yellow Gym B	Blue Gym A	Blue Gym B		
5am																										
6am																										
7am																6:30 - Private Book										
8am																										
9am																										

Book A Facility

Click on [Facility Bookings](#) from the top menu. Type the area of Vivo you would like to book and click You can also scroll down the page until you find the facility you are interested in. Choose the facility you are looking for, then follow the instructions to book the facility.

Facility Bookings

Select the facility you would like to book!

To select a facility, click the [calendar icon](#) beside the designated facility.

Search for a Program or Camp to register for here...

Home Memberships & Admissions **Facility Bookings** Program

Search for facilities

Search by Facility Name Location Type Filter by Date

Search

Results

FACILITY	LOCATION	TYPE	BOOKING CALENDAR
Arena East	Vivo		[Calendar Icon]
Arena East Dry Pad	Vivo		[Calendar Icon]
Arena West	Vivo		[Calendar Icon]
Blue Gym	Vivo		[Calendar Icon]
Blue Gym A	Vivo		[Calendar Icon]
Blue Gym B	Vivo		[Calendar Icon]

Fill out the information for the booking and click [submit booking request](#).

7am

8am

Location: Vivo

Facility: Cloud Studio

Booking Status: New

Pricing: [Dropdown]

Unit Price: \$ [Input]

Number of Attendees: 1

From: Monday 5:00 AM - 10:00 PM
May 23 2022

To: Monday 5:00 AM - 10:00 PM
May 23 2022

Duration (hour): 1

03 : 30 AM

04 : 30 AM

Submit Booking Request

Close

Vivo's Community Events and Bookings Coordinator will ensure everything is in order with your request and email you a confirmation at the email address you used to log into the portal.

Make sure you **keep that confirmation email handy** – you will need it in order to access the facility!