

FAQ

Frequently Asked Questions

Q: What is Amilia Smart Rec?

Amilia Smart Rec is an all-in-one recreation management platform designed to streamline your experience. It allows you to register for MFRC's programs, manage memberships, and make payments with ease.

Q: Why are we switching platforms?

We've transitioned to Amilia Smart Rec to provide a more user-friendly, efficient, and reliable experience. This platform offers improved features such as streamlined registration, enhanced payment security, and real-time updates on program availability.

Q: How will this change impact me?

You'll enjoy a more intuitive interface, quicker registration processes, and better tools for managing your account. Additionally, the platform provides easier access to your program history and payment records

Q: Why do I need a personal Amilia account?

Your personal account keeps track of purchases (registration) you make for you and your family and helps you stay on top of MFRC's Program Calendar. You only need one personal account to shop at **any** MFRC's SmartRec store. To create a personal account, please follow the instructions. (Click [here](#))

Q: What if I create an account and used the wrong email address?

No worries! Your personal account isn't created until it's verified. You can simply (*Change*) the email address and then resend the verification email.

Alternatively, you can refresh the page and **create an account** again from scratch, providing the correct email address to send the verification code.

If you already have a verified personal account but want to change your email username and/or password, [click here](#).

Q: I'm not receiving an email with the verification code. What should I do?

Click the resend button and after a minute or two, carefully check your inbox and spam folder. You can (*Change*) the email address if you see there's a mistake.

If you're still not receiving a verification email from Amilia, please contact us at support@amilia.com.

Q: How do I log in with Facebook, Google or Microsoft 365?

If you want, you can ignore both the '*create an account*' & '*log in*' form and use your Facebook, Google or Microsoft account to automatically create and access your Amilia account.

Say you want to log in with Facebook. Just sign into FB and anytime you access www.amilia.com or an MFRC's SmartRec store, you'll be automatically logged into your personal Amilia account. No need to provide a username or password because we'll use your third-party email and password as authentication that it's really you.

If this is your first time using Amilia, click on the logo of the third-party service that you want to use and follow the 2-step setup. No verification email will be sent because you're already signed in to the secure, third-party service.

Q: Why do I need to register as a member?

By becoming a member of MFRC, we want to allow our members to access an increased number of quality programs and services, receive more resources and support from our trained staff team, build strong relationships with your community, and advocate on behalf of yourself and family at meeting and events.

Here are benefits to becoming a MFRC Member:

- **Access to Programs and Services:** MFRC drop-in & registered programs for children, youth, newcomers, women, and seniors' programs; discounts on paid programs, access to members' only programs and events.
- **Support for Well-being:** Members gain access to workshops, counseling, and resources that promote physical, mental, and emotional well-being for all age groups.
- **Community Engagement:** Membership connects you with a vibrant network of community members, fostering opportunities for networking, collaboration, and friendships.

- **Voice in Decision-Making:** Members can actively contribute to shaping the direction of MFRC through participation in meetings, feedback sessions, and voting rights in annual general meetings.
- **Strengthening the Community:** By becoming a member, you support initiatives that empower individuals and families, create opportunities for growth, and address local challenges.

We continue to strive to grow as an organization and want our members to be engaged and active in the organization and provide valuable feedback, and ideas. By becoming a member, your participation can help the organization achieve its mission of becoming an essential and trusted Community Hub that connects, engages, and takes collaborative action in supporting our communities to thrive.

To become a member, please follow the instructions. (Click [here](#))

Q: What is the cost of the membership?

MFRC's Annual membership fee is \$10.00 per person. Family Membership (max of 6 people per household) is \$30.00. Cost will never be a barrier to participating in MFRC's programs. If cost is a barrier to you or your family, please feel free to contact your program coordinator or mail@mfc.org.

Q: Can I register multiple family members under one account?

Yes, Amilia Smart Rec allows you to register and manage multiple family members from a single account (household), making it easier to register for programs and handle payments.

Q: What payment methods are accepted?

Amilia Smart Rec accepts major credit cards, debit cards and direct deposit information. We do accept debit payments at both locations. For debit payments on Amilia, please select "Offline" payment. You will be required to follow up with Program Team to make payment at site.

Q: Is my payment information and data secure?

Amilia SmartRec is committed to protecting your privacy and personal information. Any data you provide is collected and stored securely and is used only for purposes related to program registration, membership management, and communication. Amilia follows strict privacy standards and complies with applicable data protection laws. Personal information is never sold and is shared only when required to deliver services or meet legal obligations. You can review Amilia's full Privacy Policy at any time by visiting the Legal section in the footer of the Amilia website and selecting the Privacy tab.