

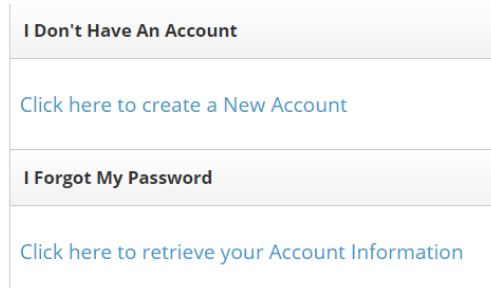
# How to Create a New Online Account

There is always process to creating an online account. However, once your account is created you will be able to easily register yourself for work out time slots and other programs with much more ease moving forward. We encourage all participants to create an online account prior to the day you wish to register.

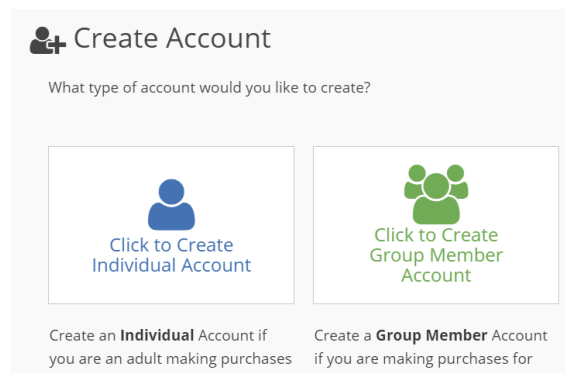
1) Go to our online registration platform

- <https://bkk.cfmws.com/northbaypub/account>

2) Select "Click here to create a New Account" on the rights side of the screen

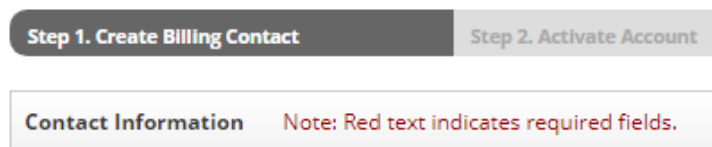


3) Select whether you are building a family account (more than 1 person) or a Single account



4) Fill out your personal information and create a password

- Note that all the Red Criteria are mandatory
- Scroll to bottom of page and select "next" when all information has been added



## Security Check

Please enter the characters below in the textbox provided. [What's This?](#)  
Can't read this? [Try another.](#)



Enter Text:

Next

5) The following Screen will show up your screen

- Check the email account you provided in step 4 (**Note: The email may go to your junk mail**)

Step 1. Create Billing Contact

Step 2. Activate Account

Step 3. Account Activated

Account Activation Status: **Pending**

**\*\* Please Read The Following Important Information. \*\***

Thank you for creating your account. As an additional security measure we've sent an account creation confirmation email to the email address you provided. Please click on the link contained in the email message during the next 24 hours to complete the account creation process.

### Next Steps:

1. Check your email account.
2. Click on the link provided in the Account Activation email.
3. Activation will be completed and you will be logged on to the system.

NOTE: If the Account Activation email is not in your inbox please check your Junk Email folder or contact your mail administrator.

6) Click the link provided in the generic email you were sent (example below)



PSP Online  
22 Wing CFB North Bay  
29 Duxford Road  
Hornell Heights, ON P0H 1P0  
Phone: (705) 494-2011 x2613

## Account Activation

Hello **Firstname Lastname**,

This email was sent to you to validate the account you created for: PSP Online. Please click on the link below to activate your account and complete the account creation process.

[https://bkk.cfmws.com/northbaypub/account/activate.asp?  
link\\_id=1473&action\\_id=efa7007984a64ac3b3b88769045df329](https://bkk.cfmws.com/northbaypub/account/activate.asp?link_id=1473&action_id=efa7007984a64ac3b3b88769045df329)

7) Your account is activate although it doesn't seem like (see image below)

## Account Activation Status: Failed

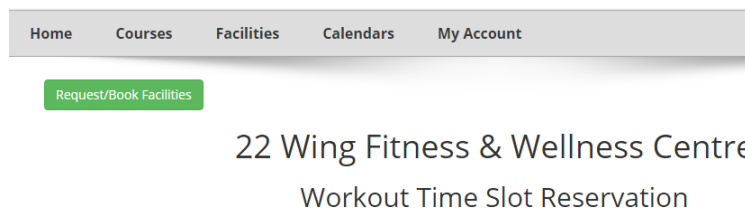
The following error occurred while attempting to activate your account:

**Error:** Invalid Account

**Description:**

The account that you are trying to activate does not exist or has already been activated. Please contact us for more assistance or to report this error. [Click here for contact information.](#)

- The message indicates there was an error but there wasn't. Clients can click on the link that says "[Click here for contact information.](#)" and it will bring you to your new account...but there's one more step.
- The additional step is to contact [22FitWellCenter@forces.gc.ca](mailto:22FitWellCenter@forces.gc.ca) or call 705-494-2011 ext. 2610 and indicate you have created a new account and require an organization code on your account.
- This is done to respectfully distinguish our various membership categories:
  - **Military:** You may be asked to provide service number, and/or CFone number and/or NDI20
  - **Military Dependent:** You may be asked to provide the military members name (ie. your spouse or parent) and/or your CFone number
  - **Veteran:** You may be asked to provide your CFone number (or veteran's card if you prefer).
  - **DND employee:** You may be asked to provide your CFone number, and/or a copy of your ordinary pass and/or NDI21
  - **Recreation Associate Members (RAM)/Civilian Associate Members:** No ID required but please contact us so we can code your account so you receive member benefits and pricing.
  - **General Public:** No action required.
- Once your account is coded to the proper category you can then start receiving your category benefits.
  - To Book yourself for a workout time slot in the facility visit "Facilities" from your online profile (image below)



- To register for programs (ex: swim lessons, summer camp, fitness classes...) visit "Courses" from your online profile (image below)

