

ONLINE REGISTRATION PROCEDURE

Before registering, you must have already created your account.
To do so, click [here](#).

IMPORTANT:

The account must be created in the name of the adult responsible for registration and not in the child's name.

We recommend that you keep this procedure handy so that you can easily follow each step during your registration.

You must have your Visa or Mastercard credit card (if applicable fees) with you.

For registration dates, visit the [Registration and Reservations page on the City's website](#).



STEP 1 – ACCESS THE MULTI PLATFORM

Go to multi.pointe-claire.ca

Click on **Sign In**.



STEP 2 – ACCESS YOUR ACCOUNT

Enter your e-mail address and password, then click on **Sign In**.

A screenshot of the "Access to your account" form. It contains two input fields for "E-mail" and "Password", a blue "Sign in" button, a "Remember me" checkbox, and links for "Forgot your password?" and "No account? Create an account".

Access to your account

E-mail

Password

Sign in

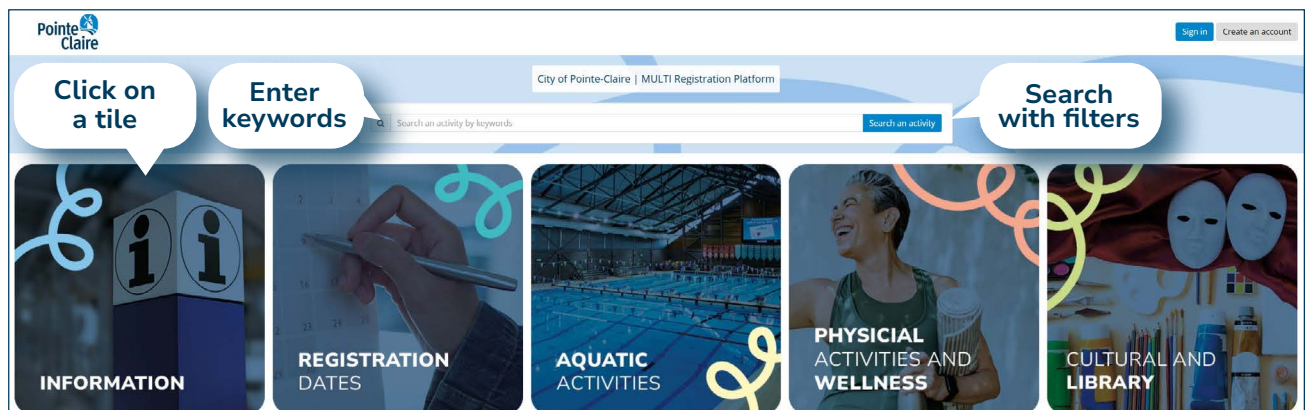
Remember me

[Forgot your password?](#)
No account? [Create an account](#)

STEP 3 – FIND AN ACTIVITY

Find an activity using one of the following options:

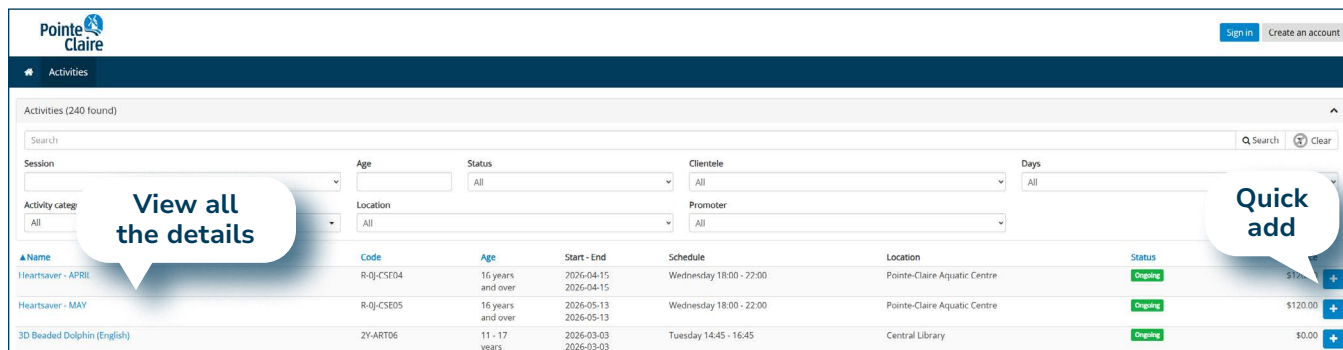
- Click on a **tile** corresponding to the type of activity you are looking for;
- Enter keywords in the **Search for an activity** bar;
- Click on **Search for an activity** without entering words to use the filters (session, age, location, etc.).



STEP 4 – SELECT AN ACTIVITY

Select the desired activity, then click on the + symbol on the right side of the screen to quickly add it to your basket.

Alternatively, click on the activity title for details. From this page, click on + Register to proceed to registration.



The screenshot shows the Pointe-Claire website's 'Activities' page. At the top, there are 'Sign in' and 'Create an account' links. Below the header, there are search and filter options. A table lists activities with columns for Name, Code, Age, Start-End, Schedule, Location, Status, and Price. Callouts highlight 'View all the details' and 'Quick add' buttons.

Name	Code	Age	Start - End	Schedule	Location	Status	Price
Heartsaver - APRIL	R-0J-CSE04	16 years and over	2026-04-15 2026-04-15	Wednesday 18:00 - 22:00	Pointe-Claire Aquatic Centre	Opening	\$120.00
Heartsaver - MAY	R-0J-CSE05	16 years and over	2026-05-13 2026-05-13	Wednesday 18:00 - 22:00	Pointe-Claire Aquatic Centre	Opening	\$120.00
3D Beaded Dolphin (English)	2Y-ART06	11 - 17 years	2026-03-03 2026-03-03	Tuesday 14:45 - 16:45	Central Library	Opening	\$0.00

STEP 5 – SELECT THE PERSON TO REGISTER

Click on **Select** under the name(s) of the person(s) linked to your family, displayed on the left side of the screen.

To enter another activity, click on **Continue shopping**, then make new selections.

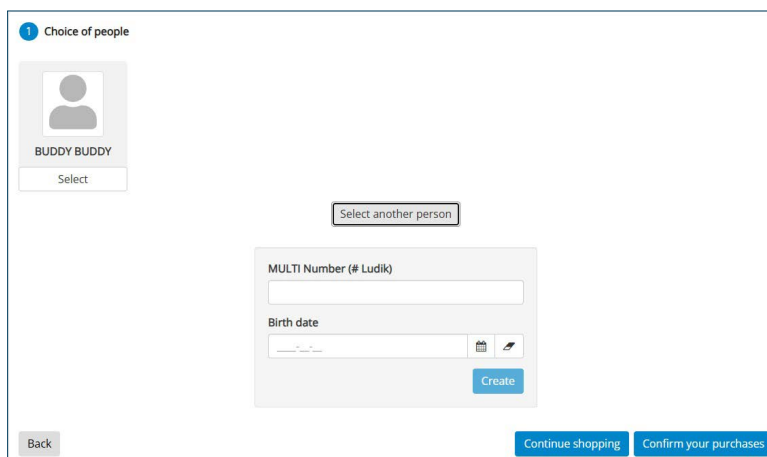
Check the **basket** at the top of the screen at any time to see the number of registrations, the total cost and the remaining connection time.

To register a person not related to your family (e.g. a friend), use **Select another person**.

Enter valid **MULTI number** and **date of birth**, then click on **Add**.

The name will be temporarily displayed in dotted lines, during the registration process only.

Click on **Continue shopping** to add more activities or click on **Confirm your purchases** to finalize your registration.



The screenshot shows the 'Choice of people' registration screen. It features a 'BUDDY BUDDY' selection option with a 'Select' button. A 'Select another person' button is also present. Below, there are input fields for 'MULTI Number (# Ludik)' and 'Birth date', followed by a 'Create' button. At the bottom, there are 'Back', 'Continue shopping', and 'Confirm your purchases' buttons.

STEP 6 – VERIFY REGISTRATION

Check the contents of the basket by clicking on the basket icon in the top right-hand corner of the screen.

To remove an activity, click on the **X** symbol in the top right-hand corner of the box.

Click on **Proceed to Checkout** to continue.

The screenshot shows a shopping cart confirmation page. At the top, there are navigation tabs: 'Cart' (selected), 'Confirmation', and 'Summary'. Below the tabs is an orange banner with a warning: 'Items in your shopping cart are reserved for 28:50 minutes. This time is adjusted according to your shopping activity and it includes the time to pay for your purchases. It is visible at all times at the top of the page.' The main content area is titled 'Cart items' and contains a table with one item:

Registration	7A-AR-AQU	
Watercolour - Beginners Stewart Hall Cultural Centre Stewart Hall	From 19 Jan 2026 to 20 Apr 2026 Monday 13:00 to 16:00	
BUDDY BUDDY		312.00

At the bottom right, there is a summary table:

Subtotal	\$271.36
GST	\$13.57
QST	\$27.07
Total	\$312.00

A 'Proceed to Checkout' button is located at the bottom right of the page.

STEP 7 – CONFIRM REGISTRATION

Under **Select a payment method**, choose **By credit card**.

Read the **conditions of use for online purchasing**, then click on **I have read the conditions of use and I accept them**.

Click on Confirm.

STEP 8 – PAYMENT

You will be automatically redirected to the **Acceo Transphere** secure payment gateway.

Under **Payment method**, fill in the required fields, then click on **Pay**. You will receive **confirmation by e-mail**. View transaction details in the **Transactions** section of **My Profile**.

Download confirmation if required.

The screenshot shows a payment confirmation page. At the top, there are navigation tabs: 'Cart', 'Confirmation' (selected), and 'Summary'. The page is divided into sections: 'Payer' and 'Payment'. The 'Payer' section contains the following information:

BUDDY BUDDY
94, Avenue Douglas-Shand
Pointe-Claire, Quebec, H9R 2A8

The 'Payment' section contains the following information:

Select a payment method
 By credit card
 I have read the Terms of Use for Online Purchases and accept them.

At the bottom left, there is a 'Previous' button, and at the bottom right, there is a 'Confirm' button.

CANCEL REGISTRATION FOR A FREE ACTIVITY

Please free up your spot if you are unable to attend.

Free activities can be cancelled online at any time before the start date.

To do this, you need to:

Log in to **your account**.

Click on **My File**.

In the **Activities and Purchases** section, click on **Actions** for the activity you wish to cancel.

Click on **Cancel**, then **Confirm**.

The space will then be made available for another person.

VIEWING YOUR FILE

- Go to the platform (**multi.pointe-claire.ca**)
- In the top right corner of the screen, click your name, then select « **My File** ».
- In your file, you will have access to your personal information, family members linked to your account, activity registrations, as well as your history.

NEED HELP?

Please visit the **MULTI Account** page on the City's website.

Information

Culture, Sports, Leisure and Community Development Department

- Telephone: **514-630-1214**
- Email: **multi@pointe-claire.ca**