



# FAQ

## KEYON digital registration and sign-in system for EarlyON in St. Thomas-Elgin

### 1. What is KEYON?

KEYON is a digital registration system that allows you to pre-register for and sign into EarlyON programs in St. Thomas and Elgin County. Visit [www.keyon.ca](http://www.keyon.ca) to register an account and pre-register for programs.

If you want to attend an EarlyON program in another municipality, they may use KEYON too. You can use the same KEYON login for any region that uses KEYON.

Currently, the Province of Ontario requires that everyone pre-registers for EarlyON programs.

### 2. How do I find the calendars?

You can find the calendars at [www.keyon.ca](http://www.keyon.ca). You can also find the calendars on our website <https://stthomaselginearlyon.ca/> under the link for “Programs”.

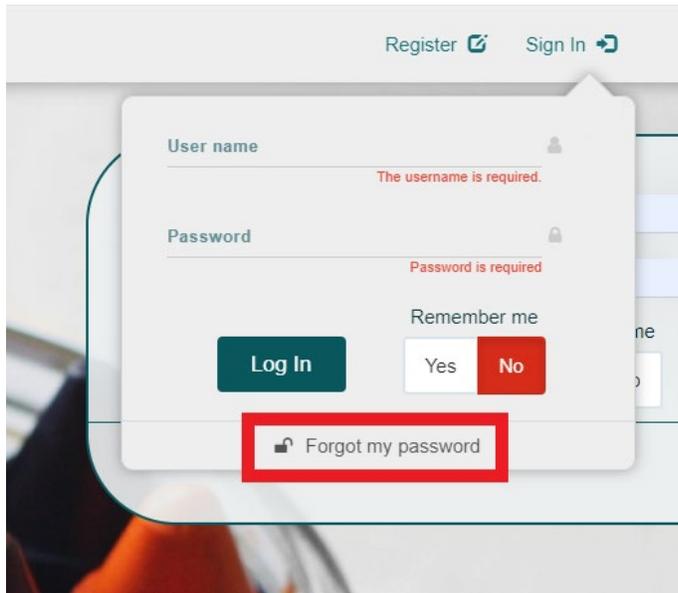
On the KEYON site, select “St. Thomas-Elgin” under Region and then use the drop-down menu to select the EarlyON Centre to view the calendar for that location.

If you are on the St. Thomas-Elgin EarlyON site, you will only need to select the EarlyON centre.

The screenshot shows the KEYON website interface. At the top, there are navigation links: Home, Learn, Calendar, Search for a program, Register, and Sign In. Below this, there are two dropdown menus highlighted with red boxes. The first dropdown menu is labeled "Region:" and has "St. Thomas-Elgin" selected. The second dropdown menu is labeled "EarlyON Centre:" and has "Virtual Programs" selected. A dropdown menu is open below the "EarlyON Centre:" dropdown, showing the following options: Virtual Programs (checked), Central Zone Parks & Outreach, East Zone Parks & Outreach, and West Zone Parks & Outreach. Below the dropdown menus, there is a "Calendar" section with a calendar icon and the text "Click here to find a KEYON-enabled centre near you". At the bottom, there is a capacity filter bar with four categories: Workshop (Low Capacity), Drop In (Medium Capacity), Event/Activity/Other (High Capacity), and Max Capacity. Below the capacity filter bar, there are buttons for "month", "list", "week", and "today". At the bottom, there is a calendar grid with columns for "in", "Mon", "Tue", "Wed", "Thu", "Fri", and "Sat". The date "1" is visible under "Fri" and "2" is visible under "Sat".

### **3. *I forgot my password. How do I reset it to log in?***

You can reset your password at [www.keyon.ca](http://www.keyon.ca). You will need to know the username that you used to register your account and answer the security questions that you set up at that time. For security reasons, we can't look up your password for you.



### **4. *I forgot my username. How can I find it?***

An EarlyON staff member can help. See the contacts at the end of this FAQ and contact the EarlyON office that is in the community where the program you want to register for is being held. For virtual programs you can contact any location.

You will need to provide:

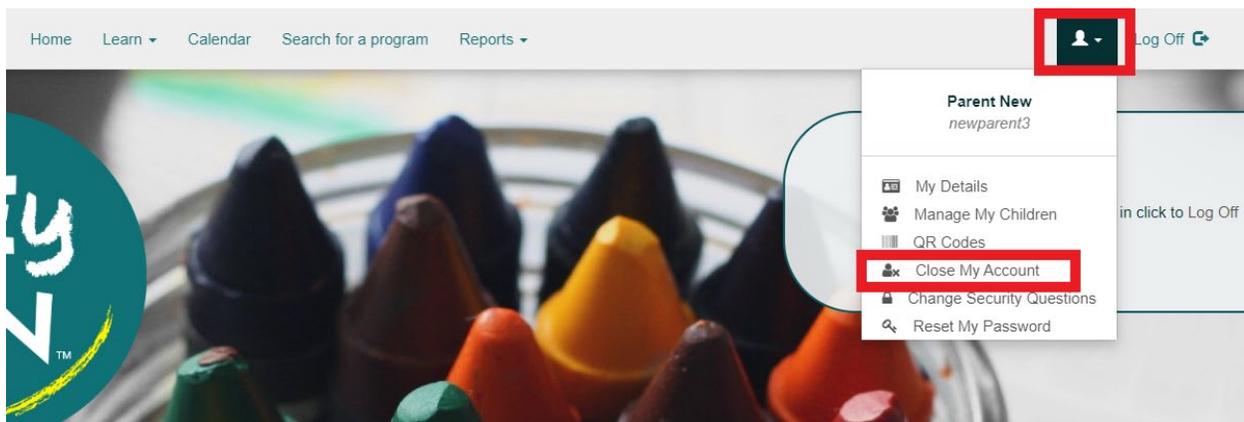
- First or Last Name
- Phone number, Postal Code, or Email Address

**5. I forgot my password and set up a new account. Now I have 2 accounts. What should I do?**

Please cancel one of your accounts. This will avoid any confusion when pre-registering and signing into an EarlyON program.

You will need to retrieve your username and password for the account you wish to cancel (see FAQ #3 and #4).

Then, log into [www.keyon.ca](http://www.keyon.ca) with the account you wish to cancel. Click on the account menu at the top of the screen and select “Close My Account”.



**6. I tried to register, but it says the pre-registration window is closed or that I have pre-registered for the maximum number of programs. Why is that?**

The pre-registration window opens 14 days before the program starts and closes 24 hours before it starts.

You can pre-register for a maximum of 5 programs at a time. Note: if you register for a program that is part of a series, like Infant Massage, that counts as a single program.

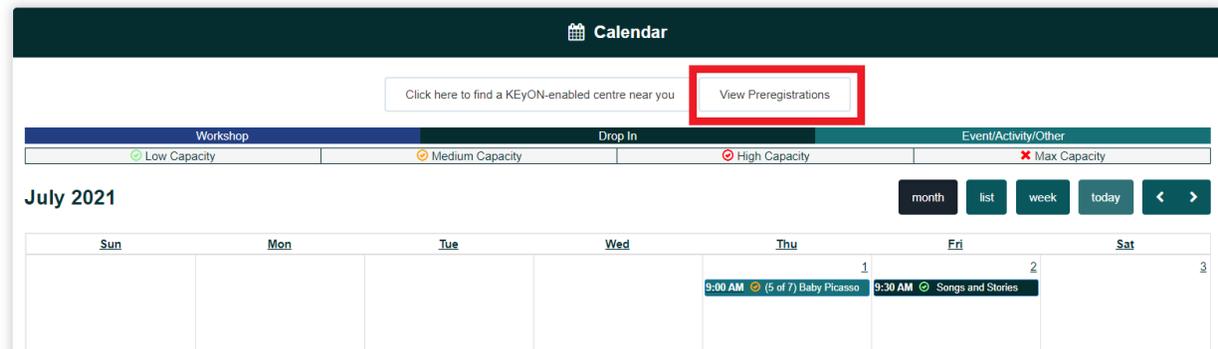
**7. What if I do not want to or cannot use the internet to register for an account, or to pre-register for a program?**

An EarlyON staff member can help. See the contacts at the end of this FAQ and contact the EarlyON office that is in the community where the program you want to register for is being held. For virtual programs you can contact any location.

## 8. ***I pre-registered for a program but can no longer attend. What should I do?***

If you can no longer attend a program that you have pre-registered for, please cancel your pre-registration. This will open up the space to allow others to pre-register, and also help the EarlyON staff know who is coming to the program.

To cancel, when logged into KEyON and on the Calendar page, click on “View Preregistrations”.



The next page shows all your pre-registrations. You can cancel pre-registrations for any programs that you can no longer attend. You can also edit the number and ages of the children that you are bringing with you to the program.

Note that the total number of children still cannot exceed the maximum capacity if the program is full.

## Pre-registrations

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Region ↓	EarlyOn Centre ↓	Event ↓	Event Date ↓	Num Children ↓	Event Type ↓	Location ↓	
Sault Ste. Marie	Greenwood's	Nature Walk and Learn	July 8, 2021 10:00 AM	2	Event	Outdoor	<a href="#">Edit</a> <a href="#">Cancel</a>
Sault Ste. Marie	Greenwood's	Stories in the Park	July 14, 2021 10:00 AM	2	Event	Outdoor	<a href="#">Edit</a> <a href="#">Cancel</a>

## 9. ***Can I bring another adult (e.g. father, grandmother) with me and my child(ren) to the EarlyON program?***

Currently, it is required that everyone pre-registers to attend. If you wish to bring another adult with you and your child(ren), they should register for a KEyON account and pre-register for the program. They should indicate that they are bringing 0 children with them when pre-registering.

## **St. Thomas-Elgin EarlyON Contacts**

<b>Municipalities</b>	<b>St. Thomas-Elgin EarlyON Zone</b>	<b>Email</b>	<b>Phone</b>
St. Thomas Central Elgin Southwold	Central Zone	<a href="mailto:earlyonelgin@swo.ymca.ca">earlyonelgin@swo.ymca.ca</a>	226-927-1997
West Elgin Dutton-Dunwich	West Zone	<a href="mailto:earlyonwest@gmail.com">earlyonwest@gmail.com</a>	519-785-2164
Aylmer Malahide Bayham	East Zone	<a href="mailto:eastelginearlyon@gmail.com">eastelginearlyon@gmail.com</a>	519-631-9496