PerfectMind FAQ

How do I set up a new account?
In your web browser (preferably Google Chrome), visit our login page at www.cityofsammamish.perfectmind.com . The process is simple and only takes a few minutes.

You can create an account by clicking on the **"Create an Account"** button at the bottom of the **"Log In"** Box. Fill out the "Don't Have a Login Yet?" page. Once all the fields have been completed, click the **"Submit"** button at the bottom. An email will then be sent with a new password to your email address.

Forgot your password?
Visit www.cityofsammamish.perfectmind.com and use the **"Forgot your password?"** link, and a new temporary password will be sent to the email address we have on file within a few minutes. When you log in using this temporary password, you will be prompted to replace it with a permanent password. Your new password must contain at least 8 characters, at least 1 number, at least 1 upper case, and cannot be any of the last 5 passwords that you have used.

Need to Add a family member, add member to organization or change your contact information?
Visit www.cityofsammamish.perfectmind.com and log in to your account to make the desired changes.

Is PerfectMind mobile friendly?
Yes, and click on switch to desktop view to get the best experience.

How do I rent or view availability for a facility? Can I book online?
Please visit www.sammamish.us/parks-recreation/rentals-reservations/ , then click **"Book Online".** If you have an account, please visit www.cityofsammamish.perfectmind.com, then click **"Facility Booking"**

Yes, you can request a facility online. All facilities requests are pending approval which means staff will review the request after it is submitted. If approved, you will receive an email and be directed to make payment on account within 24 hours.

What features does my PerfectMind account offer?
Your online account will allow you to access invoices, receipts, and contracts; pay invoices online with credit card; view availability and request bookings online; add family and organization members to the account; and upload banquet permits and special liability insurance.

Facility Booking - To find availability and to reserve a Facility online
- Select a Facility under Lodge & Pavilion; Picnic Shelters; Natural Athletic Fields; Turf Athletic Fields
- Select **"Choose"** button located on right side of the page to move to next page with facility map
- Select your specific field, facility or timeframe by scrolling down and click the **"Choose"** button on the desired field
- Select date and time you want reserve the facility on the calendar.
- Proceed to request for your booking with appropriate information

Payment Methods that are Accepted?
Credit or Debit Card - Online
Cash - at City Hall, Monday - Friday between 8:30 am - 5 pm
Check - at City Hall, Monday - Friday between 8:30 am - 5 pm

What do I do if you haven't answered my question in the FAQ?
If you have any questions or concerns about our new online facility software system, please call us at 425-295-0586 or send an email to fmonitor@sammamish.us .

Important Note
If you don't receive an email with your login information or response after tentatively booking a facility, be sure to check your spam/junk folder. If you do not find this email in such a folder, please add communication@perfectmind.com to your address book to ensure you receive <u>PerfectMind</u> emails. Please call the Facility Rental Desk if you need help at 425-295-0586

<u>Making Online Payment</u>

- Click on **Invoice** tab located on top bar above general information

- Click on **Invoice Number** you want to pay

- Then click to **Make Payment** to proceed with payment by card