

## Online Registration Information

The Recreation Department presents our new online activity registration and park/facility reservation system. To begin this journey into our online system, we have provided you with some important information and directions to assist you in maneuvering through the system for program registration or park/facility reservations.



First, here's the information you must know before you start...

- ✚ An adult must establish an online account for each household. Each family member is added under their family account (other adults and/or children). The form will be self-explanatory. **IMPORTANT:** The form will ask for a "Birth Date" or an "Age Category." **Children must have the birth date filled in.** Adults can select either. (If you do not include a birth date for children you will not be able to register the children for any programs.) Once the adult has completed the online account request form for themselves/family an email will automatically be sent to the Recreation Department requiring approval. You can still browse but not register for a program or reserve a facility until approval. The Recreation Department reviews the provided information, determines residency and approves or denies the family account request as necessary. An email will be sent back to the family explaining the approval status. Once your family account has been approved, you will be able to skip this step. Now let's get started!
- ✚ Access the online services. Select the action you desire (access your account, request an account, enroll in programs, reserve a park or facility, make a donation or to review some frequently asked questions).
- ✚ Individuals can browse through the activities; if after browsing you would like to register for a program, click the "register now" button which will enable you to review and select programs, add them to your "shopping cart" and proceed to the "checkout." At the checkout you review your selections. You are given an opportunity to add, remove or update any information.
- ✚ Confirm all of the information in the cart. Click "continue" to proceed with payment.
- ✚ All registrations or reservations require full payment by credit card in order to complete the transaction. The accepted credit cards include: Visa, MasterCard, Discover or American Express. There is a processing fee (percentage of the total transaction) for online registration and reservation services. The processing fees are non-refundable.