WebTrac Instructions

WebTrac Instructions for First Time Log-ins

1. Click Log-in and enter your log-in credentials.
   a. If you have had any transactions with Parks & Recreation in the past 7 years, you should have an account in our system. If this is the case and it is your first-time logging into WebTrac:
      i. Your User Name & Password is your Household ID number for both fields.
      ii. You can find your Household ID on any receipt from a previous transaction with Parks & Recreation.
      iii. If you do not have an old receipt, please contact us at 859.873.5948 and we can give you this information.
   b. If you are new to Parks & Recreation or have not had any transactions within the past 7 years, please click "If you're a brand-new patron with us, please click here to register for a new account," and set up an account with your household information.
2. Once you are logged in for the first time, please click on "My Account" and then click on "Account Settings" under the "UPDATE" column to update your username and password.
   a. Enter your new username where it says "New Log-in" and then re-enter it on the line that reads "Re-Type Login"
   b. Please set your new Password where indicated.
   c. If you would like to change your Primary email address, you can do so in the bottom section where it says, "Change your Email".
   d. Click submit to save changes.
3. Next, please click on My Account again and then click on Household & Member.
   a. Please verify and make any changes to your address, phone numbers and other items as necessary.
   b. Please note that if you answer NO to Authorize Contacts Via Email, you will not receive email updates regarding upcoming program registration periods or pass promotions. Please note that we do not send frequent blanket email blasts (usually less than once a year). Most emails are directly related to programs or passes you have registered for in the past, so if you want to continue to be informed on upcoming deadlines for programs you've participated in or programs similar to those you've participated in before, please click YES to this question.
4. Please makes sure your family member and emergency contact information are up to date.
5. You may add family members, but you cannot delete them. If you need to have a family member removed from your household, please contact our office.
6. Once you have finished verifying your household info, please click save.

WebTrac Instructions for Activity Registration

1. To register for an activity, select the "Search" option on the left sidebar and then select "ACTIVITY SELECTION."
2. Type the name of the program you are looking for in the search bar. Sometimes fewer letters the better.
3. To search all activities, leave the Keyword Search bar blank, do not select any other parameters, and click "SEARCH."
4. Find the program you would like to enroll in, click the "+" sign to the left of the activity and click "ADD TO CART" in the lower left-hand corner of your screen.
5. On the next screen, please click the box next to the names of the people you would like to register in this activity and click continue.
6. Answer any questions that are asked for this program for each person, click that you've read agree to the waiver and click "CONTINUE".
7. On the Shopping Cart screen, please check the charges and make sure they are what you expected, add any coupon codes you might have and then click "PROCEED TO CHECKOUT" to finish your transaction or click "CONTINUE SHOPPING" to select additional items.
8. Review the summary of charges. If you have old balances showing and you aren't sure what they are for, please contact the office at 859.873.5948.
9. Type in the amount you are paying today (full payment is required to complete registration).
10. Select your payment type
11. Apply any Coupon or Gift Certificate codes you might have that you did not apply on the previous screen.
12. Enter your Billing Information as indicated.
13. Click "CONTINUE" to initiate payment authorization and generate a receipt or click "BACK TO SHOPPING CART" to go back to the cart to make changes or add items.
14. If you continue to the payment screen, please add your credit card payment information as indicated and click "PAY." If you do not wish to complete the transaction, click "CANCEL."

If you experience difficulties, please call our main office at 859-873-5948.