WebTrac Registration instructions

Patrons can have the convenience of registering for a program online from our department's website or by clicking on this link: http://webtrac.cityofwestlake.org/vsiwebtrac103.html. You will need a user name and password to register online.

- HOUSEHOLD ACCOUNTS: Patrons who have registered for a program or a membership with us in the past have a current account. To use the online registration system, you need your User Name and Password (For first time use ONLY: your user name is your home phone (10 digits, no punctuation marks) and last name is your password- it is case sensitive). You will then be prompted to change your User Name and Password. NOTE: If you wish to register a new family member you must come into the Recreation Center to register. Accounts will only list those family members who have been previously registered with us.
- NEW HOUSEHOLD? If this is your first time registering for one of our programs, you will need to register in person at the Recreation Center or complete the New Household form located on our website under FORMS. Either way, you will receive a temporary User Name and Password.
- SIGNING IN AS A GUEST: This is another way to browse the current program listing. You cannot register for a program as a guest.
- OTHER WAYS TO REGISTER: You may also choose to download a registration form to Mail, Fax, or Drop Off to the Recreation Center.

What Can I Do with WebTrac™?
WebTrac™ allows everyone to:
- Browse current activity listings.
- Search for activities by type, age range, and other criteria.
- Look up details about any activity, (e.g. prices, dates, times,or even current enrollment numbers).

Registered individuals and households can:
- Enroll in our classes and activities.
- Check on class availability.
- Print a transaction history.
- Pay for programs.
- Reprint old receipts.
- Create a household calendar known as the "frig report".

WebTrac™ DOES NOT allow you to:
- Register individuals from other households or add individuals to your household.
- Register children who do not meet the specific requirements for a class.
- Refund a program.
- Transfer to another program.
- Use Rewards Points to pay for programs.
- Override any criteria set by the department (i.e. age restriction, gender, class limits, etc)

PLEASE NOTE:
- Not all activities are available online.
- To print receipts from the WebTrac™ system, you must have Adobe Reader™ installed on your computer.
- We currently only accept credit cards (Visa, MasterCard, Discover or American Express only) as the form of payment.

Home page to log into WebTrac for online registration#

Http://webtrac.cityofwestlake.org/vsiwebtrac103.html

LOGIN SCREEN:

To log into account for the first time:

1. Your user name is your home phone number that is on file with our office (no dashes or other punctuation marks).
2. Your password is the primary adult's last name (it is case sensitive)
3. After you log in, it will prompt you to change your user name and password.

Enter current password (your home phone #), change your user name and password (complete all of the boxes). Confirm the current email on file. Save Changes. ***This will now become your secured user name and password. Do not share this information with anyone. Staff at the Recreation Center will NOT be able to access this information should you forget it.***

Your household information currently on file will appear in the next screen. Review all of the information and make any changes necessary.

Once you have entered all information, select FINISH.

Once your information has been updated, you may begin selecting classes.

At this point you may browse activities, check out the monthly event calendar or review your account. If you have any questions, please contact our office at 440.808.5700 or email recinfo@cityofwestlake.org. Someone will assist you during regular business hours or allow 24-48 hours for a response.

ACTIVITIES TAB: To register for Activities
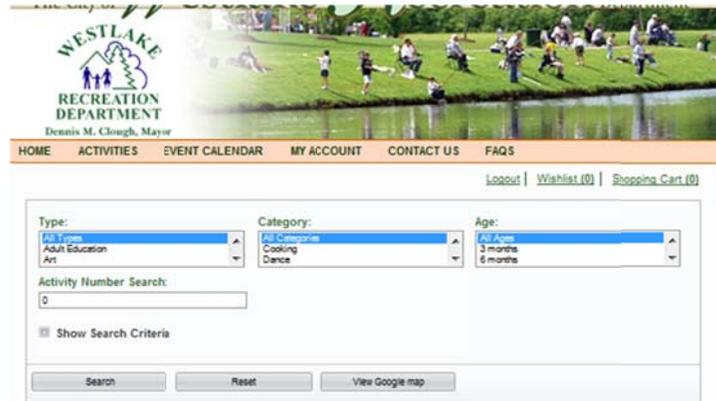
- You can search by activity type, category, age or activity number (the first 3 search criteria have drop down menus to select from). If you are searching by activity number, enter the first 6 digits of the activity number (i.e. Kids in the Kitchen is 405511). Once you have inputted your parameters, hit SEARCH.
- All of the programs that fit your search parameters will appear on the screen.


- To register for a class, select the activity section by clicking on the shopping cart to the left of the icon. For complete list of icons, check out the FAQ's page. Once you have selected to place it in your cart, an "ENROLL NOW" box will appear on the bottom of the screen.
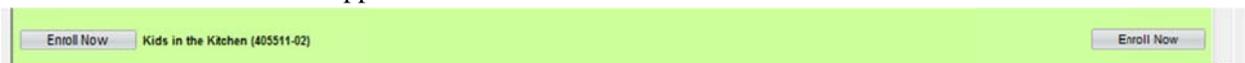
- Select the ENROLL NOW, box and a list of all family members will appear. Select which family member will be registering for this class (click on the box under their name). Add to cart when selecting all members.

- The waiver disclaimer will appear on the first registration ONLY. Select AGREE to continue (this is found on the second page of our current program registration form).
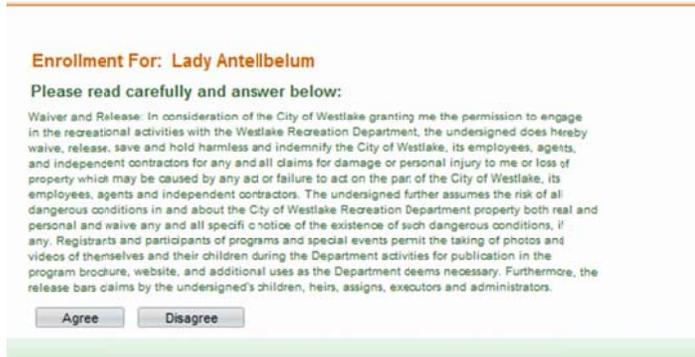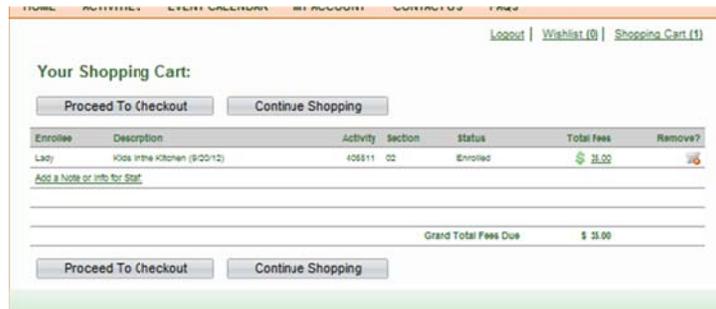

- Any questions that are required for the activity will appear after you select AGREE. Complete all fields in order to continue.

Once all fields are completed, select SUBMIT.

- Your shopping cart will appear. Please review all information to make sure that you have enrolled in the correct classes. After reviewing, you may proceed to CHECKOUT or continue shopping.

- If proceeding to CHECKOUT, complete all of the credit card information. We accept VISA, MASTERCARD, Discover or American Express. DEBIT cards will NOT be accepted. When all of the information is correct, select FINISH. Credit card information is NOT retained on-file with our department. Rewards points may NOT be used on-line.
- This payment screen will appear. You must complete all of the fields to continue. Select credit card type and hit FINISH to proceed to the payment page.

- You will be forwarded to the payment page where you will enter your credit card information. Once you have entered in the credit card number, expiration date and CVV number, then press SUBMIT.


- The following screen will appear during the processing of your transaction. Do not CLOSE or REFRESH your web browser while your credit card is being processed.

Your credit card is being processed.

To avoid Duplicate Credit Card charges,

Do NOT CLOSE or REFRESH your web browser or click the BACK button.

Please be patient and wait for your receipt / confirmation in order to complete your transaction.

You will be redirected momentarily.
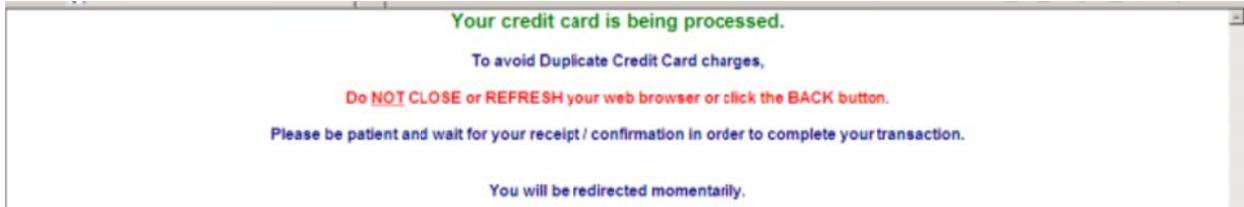
- Once your credit card transaction has been processed an email confirmation of your purchase will be sent to your email address that is on file with us.

EVENTS CALENDAR TAB: Search activities by month (select month/ year). Click on specific event to get more details or to register.
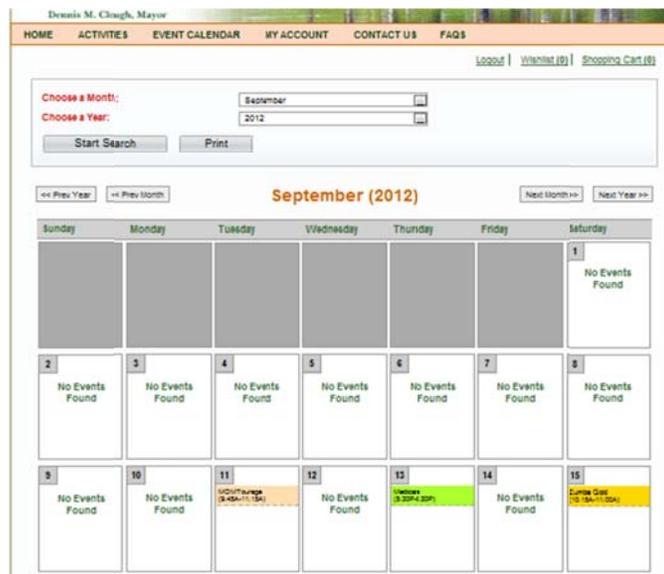
MY ACCOUNT TAB (all reports/ receipts are created in .pdf format- you must have Adobe Acrobat Reader on your computer):

Options:

1. My History: Enrollment history for all family members
2. Childcare statements: print childcare statement for tax purposes for specific time period (currently only applies to Summer Day Camp program). Complete all fields to generate report.

3. Household Calendar: Print a calendar of activities per month/ year

4. Reprint a receipt: reprints all household receipts since 2005.

5. Change login data: change user name and password

Please update the following information about your household:

Household ID Number:: 18127
Current User Name: ladya

Please fill in the answers to update your login information.

Current Password:
New User Name:
Retype User Name:
New Password:
Retype New Password:

Please fill in the answers to update your email address.

Current Primary Email Address: recinfo@cityofwestlake.org
Retype Primary Email Address: recinfo@cityofwestlake.org
* REQUIRED DATA

Save Changes   Clear Form

6. Change Household data: update all household information including mailing address, phone numbers and email address

Please complete the following information about your household

* REQUIRED DATA
Your Household Number is - 18127

Head of Household Information

Name of Primary Guardian (First) | Lady
Name of Primary Guardian (Last) | Antellbelum

Secondary Guardian Information

Name of Secondary Guardian (First) |
Name of Primary Contact (Last) |

Email and Phone Information

Primary Email Address | recinfo@cityofwestlake.org
Retype to Confirm Email Address | recinfo@cityofwestlake.org
Alternate Email Address |
Home Phone w/ area code (xxx)xxx-xxxx | (440)808-5701
Cell Phone w/ area code (xxx)xxx-xxxx |

Address Information

Mailing Address | 12340 Main Street
Street Address if different |
City | Westlake
State/Province | OH
Postal/Zip Code | 44145
Country | US

Misc Info

7. Activity Evaluations: participate in activity evaluations that are currently offered.

Logout | Wishlist(0) | Shopping Cart (0)

Activity Evaluations

None of the activities you have taken are setup for evaluations at this time.

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Refund Policy
Site best viewed with 1024 by 768 resolution. Recommended browsers are IE 8, FireFox 3, Safari 4, Google Chrome.

Forgotten user or password (you will receive 2 separate emails):

You have requested your User Name and Password for our web registration site. Please follow the instructions below. If you have any questions or problems, write to us at <mailto:recinfo@cityofwestlake.org>. DO NOT REPLY to this message.

1. Make a note of your User Name: ▮▮▮▮▮

2. Wait for a separate email with your Password

Thank you.
Customer Service
Westlake Recreation Department
<mailto:recinfo@cityofwestlake.org>

Note: If you did not request your User Name and Password for your account, someone has mistakenly entered your e-mail address when requesting their Password. Simply ignore this message, or if you wish, you may login and select a new Password for your account.

You have requested your User Name and Password for our web registration site. Please follow the instructions below. If you have any questions or problems, write to us at <mailto:recinfo@cityofwestlake.org>. DO NOT REPLY to this message.

1. Make a note of your Password: ▮▮▮▮▮

2 Next, login to our online registration site. Then you may begin to use this website's features.

Thank you.
Customer Service
Westlake Recreation Department
<mailto:recinfo@cityofwestlake.org>

Note: If you did not request your User Name and Password for your account, someone has mistakenly entered your e-mail address when requesting their Password. Simply ignore this message, or if you wish, you may login and select a new Password for your account.

CONTACT US TAB:

To contact us for any reason, simply complete this form. It will be sent via email to our recinfo@cityofwestlake.org address. Please allow 24-48 hours to process request. If you have any comments or suggestions for new programs, please use this form to email your thoughts to us.

FAQ's Tab: Under this tab, you will find instructions on how to log into WebTrac along with an explanation of the icons that are used on this site.