

## 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](http://webtrac.cityofwestlake.org/vsiwebtrac103.html)

## LOGIN SCREEN:

Welcome to the City of Westlake Recreation Department's NEW on-line registration site. By signing in, you acknowledge that you are over the age of 18.

User Name:

Password:

Remember Me? (If this is a public machine it is recommended that you do NOT turn this on).

If you do not have an account with us, we ask that you register in person at the recreation center. After that, you will be given a user name and password to use on this site.

- [If you have an account with us, but you've forgotten your password, please click here for a reminder email.](#)
- [If you are unsure of your User Name or Password, you may also wish to contact our office.](#)

### 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.

Please update the following information about your household:

Household ID Number:: 18127  
Current User Name: 4408085701

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:

Retype Primary Email Address:

\* REQUIRED DATA

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.

Please complete the following information about your household

**\* REQUIRED DATA**  
Your Household Number Is - 18127

**Head of Household Information**

Name of Primary Guardian (First)   
 Name of Primary Guardian (Last)

**Secondary Guardian Information**

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

**Email and Phone Information**

Primary Email Address   
 Retype to Confirm Email Address   
 Alternate Email Address   
 Home Phone w/ area code (xxx)xxx-xxxx   
 Cell Phone w/ area code (xxx)xxx-xxxx

**Address Information**

Once you have entered all information, select FINISH.

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

**RECREATION DEPARTMENT**  
Dennis M. Clough, Mayor

HOME ACTIVITIES EVENT CALENDAR MY ACCOUNT CONTACT US FAQs

[Logout](#) | [Wishlist \(0\)](#) | [Shopping Cart \(0\)](#)

Welcome  
You can:  
Browse Offerings

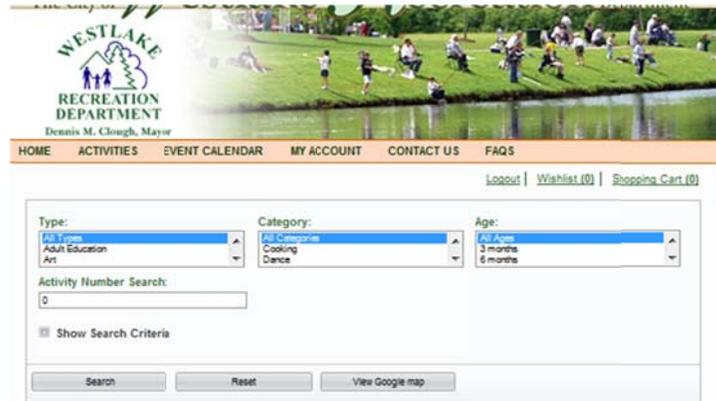
**Quick Links**  
Browse Activities  
Event Calendar  
Contact Us

Recreation Center Programs	Meadowood Golf Course Programs	Peterson Pool Programs
Adult Education		
Arts		
Dance		
Group Exercise		
Sports		
Swim Lessons		
Water Aerobics		
Youth Fitness		

Internet | Protected Mode: Off

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](mailto:recinfo@cityofwestlake.org). Someone will assist you during regular business hours or allow 24-48 hours for a response.

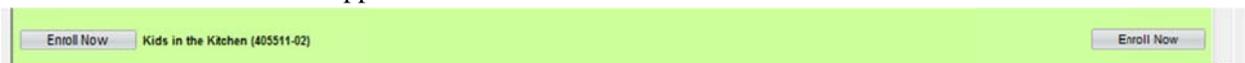
**ACTIVITIES TAB:** To register for Activities



- 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.



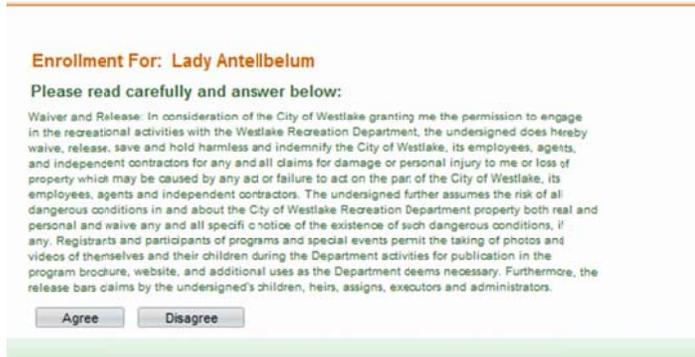
- To register for a class, select the activity section by clicking on the shopping cart to the left of the icon. For complete list of icons, check out the FAQ’s page. Once you have selected to place it in your cart, an “ENROLL NOW” box will appear on the bottom of the screen.



- 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).

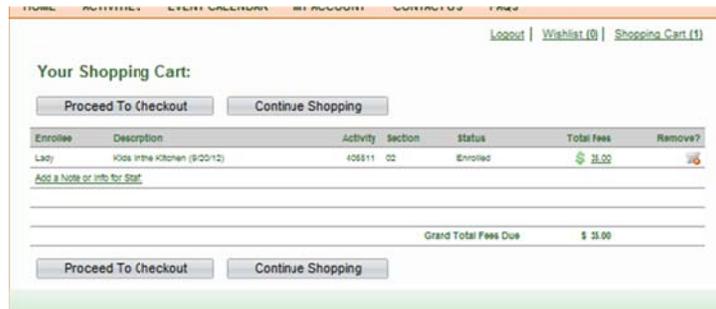


- Any questions that are required for the activity will appear after you select AGREE. Complete all fields in order to continue.



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.

**Begin Checkout**

**Summary of Charges**

New Charges in Shopping Cart:	\$ 35.00
Old Balances in Shopping Cart:	\$ 0.00
Total Balance for household:	\$ 35.00
Minimum Amount Due Today:	\$ 0.00
Maximum Amount Due today:	\$ 35.00

**The Following Information is Required to Complete Your Transaction**

Amount To Be Paid Today: \$ 35.00

Credit Card Type:

**Billing Information**

First Name:

Last Name:

Address:

City:

State/Province:

Postal/Zip Code:

Home Phone area code:

Email:

Reenter Email:

Click 'Finish' to complete your transaction and generate a confirmation receipt.

- 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.

**Payment Page**

CITY OF WESTLAKE RECREATION • WESTLAKE • OH

Please enter your credit card information and your billing information in the fields below and press the *Submit* button.

Name on Card:

Card Number:

Card Type:

Expiration Date:

Address:  Road

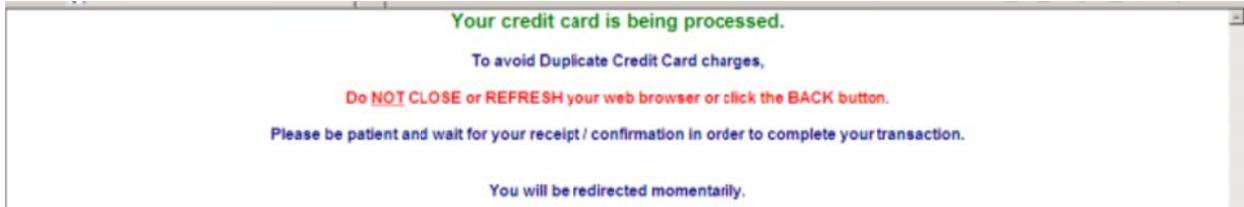
Zip Code: 5

CVV / CID:  [Explain This](#)

Amount: **\$1.00**

\* All Transactions are processed in US Dollars

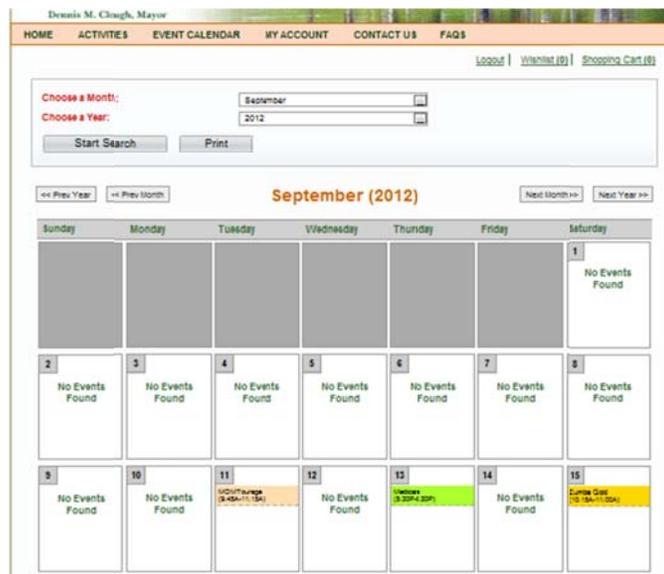
- The following screen will appear during the processing of your transaction. Do not CLOSE or REFRESH your web browser while your credit card is being processed.



- 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.



**Print a Childcare Statement**

For Tax Year:

Subtotal Each Month's Payments:

Send Report via Email:

Email Address:

This report takes some time to run. Please be patient when it is running.  
 All statements are in .PDF format and require Adobe Reader.  
 Your browser must allow pop-ups to view receipts correctly.  
[Click here to download free Adobe Reader software from Adobe.com.](#)

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

**Print a Household Calendar**

Select Months:

Select Year:

Print Location/Extra Information Line:

Print Waitlisted Activities:

Export to Outlook/Google/Cal Format:

All reports are in .PDF format and require Adobe Reader.  
[Click here to download free Adobe Reader software from Adobe.com.](#)

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

Your Household Receipts:

Receipt	Date
12380	08-18-2012
127430	11-02-2011
127431	11-02-2011
124252	10-14-2011
123162	09-01-2011
124710	04-13-2011
123870	12-18-2010
117814	04-21-2009
82066	02-17-2008
78278	01-09-2008
71218	10-17-2007
52083	03-01-2007
38224	10-16-2006
28968	05-31-2006
18000	01-17-2006
12124	12-14-2005
12829	12-01-2005
181	09-11-2005
1	07-07-2005

any receipt numbers not listed here are not reprintable from this website. Please contact our office for more information.  
 all receipts are in .PDF format and require Adobe Reader.  
 Your browser must allow pop-ups to view receipts correctly.  
[Click here to download free Adobe Reader software from Adobe.com.](#)

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:   
 Retype Primary Email Address:

**\* REQUIRED DATA**

- 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):   
 Name of Primary Guardian (Last):

**Secondary Guardian Information**

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

**Email and Phone Information**

Primary Email Address:   
 Retype to Confirm Email Address:   
 Alternate Email Address:   
 Home Phone w/ area code (xxx)xxx-xxxx:   
 Cell Phone w/ area code (xxx)xxx-xxxx:

**Address Information**

Mailing Address:   
 Street Address if different:   
 City:   
 State/Province:   
 Postal/Zip Code:   
 Country:

**Misc Info**

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

[Logout](#) | [Welcome!](#) | [Shopping Cart \(0\)](#)

**Activity Evaluations**

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

©Copyright 2012 The City of Westlake, Ohio [page recinfo@cityofwestlake.org](mailto:recinfo@cityofwestlake.org)  
[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: [REDACTED]
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: [REDACTED]
- 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:

HOME ACTIVITIES EVENT CALENDAR CONTACT US FAQs Login | Wishlist (0) | Shopping Cart (0)

**To contact us, please complete this form:**

To reach us by phone, please dial: (425)308-5700

Name:

Comments/Questions:

Please Respond:  By Email  By Phone  By Mail  No Reply Needed

Email Address:

Best Phone:

\* REQUIRED DATA

Fill in the Re-Captcha phrase in order to submit your request. If your answer matches the text in the image then your submission will be processed.

bike thus

Type the two words:

Submit Reset

To contact us for any reason, simply complete this form. It will be sent via email to our [recinfo@cityofwestlake.org](mailto: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.

HOME   ACTIVITIES   EVENT CALENDAR   CONTACT US   **FAQ'S**

[Login](#) | [Wishlist \(0\)](#) | [Shopping Cart \(0\)](#)

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We have tested with 1024 by 768 resolution. Recommended browsers are IE 8, Firefox 3, Safari 4, Google Chrome.  
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### Key to WebTrac Icons

	The Cart button with a green plus symbol will add the selected item to your shopping cart.
	The Cart button takes you to the screen where you begin the process to add the selected item to your shopping cart.
	The Cart button with a red minus symbol will remove the selected item from your shopping cart.
	The Cart button with a yellow warning symbol means the item is not currently available for purchase. Hover the mouse over this icon to get an applicable notice message.
	The Building icon will display location information.
	The Dollar Sign icon displays the fees for the item.
	The People icon displays enrollment counts and information.
	The Information icon displays the descriptive details for the item.
	The Images icon will display a photo of the item if available.
	The Map icon will display the location of an item on a map, using either Google Maps or Mapquest.
	The Clock icon allows you to check the availability of the item.
	The Chart icon allows you to check the schedule and standings for a league.
	The Wishlist icon with a green plus symbol will add the item to your wishlist.
	The Wishlist icon with a red minus symbol will delete the item from your wishlist.
	The Wishlist icon with a yellow warning symbol means that the item cannot be added to your wishlist.