



ONLINE PAYMENT INSTRUCTIONS

Pay Online – or VIEW Availability:  www.austintexas.gov/parksonline
Picnic Site and Facility Information, Maps, Policies:  www.austintexas.gov/parkevents

NOTE: If any member of your family has participated in a park program or youth camp, OR made a reservation in the last few years, **you already have a user account.** You likely may NOT have established a password yet. Creating a new, duplicate account will create problems when you attempt to use the online system.

Log Into Your Account

1. Under 'Member Login,' enter your username and password.
2. Your "Username" is your email!
 - **NOTE:** If you have booked a reservation, youth camp, or camping **in the last 3-4 years, you ALREADY have a user account.** You likely may NOT have established a password yet. See "Forgotten Password".
 - **If your email doesn't work, please contact us.**
3. Once logged in, review and update your contact information, or hit "cancel" if no updates are needed.

Making a Payment Once Logged In

1. Select 'Make a Payment' from the Quick Links menu.
2. Select the item to pay for (remember, reservations must be **PAID IN FULL**)
3. Proceed to checkout, then pay by Visa, MasterCard, Discover or American Express. To avoid duplicate charges, only press the 'payment' button once.

Forgotten Password

Select the option for 'Forgot your password?' Enter your email. Two emails will be sent to the address on your account, which will include a link to change your password. Once logged in, review and update your contact information.

Business/Company or Organizational Accounts

- Business/company accounts sometimes have multiple employees, and therefore multiple contacts and emails.
- These organizations should choose 1 email for servicing business accounts, typically done with an email such as: info@companyname.com, or contact@mybusiness.org.

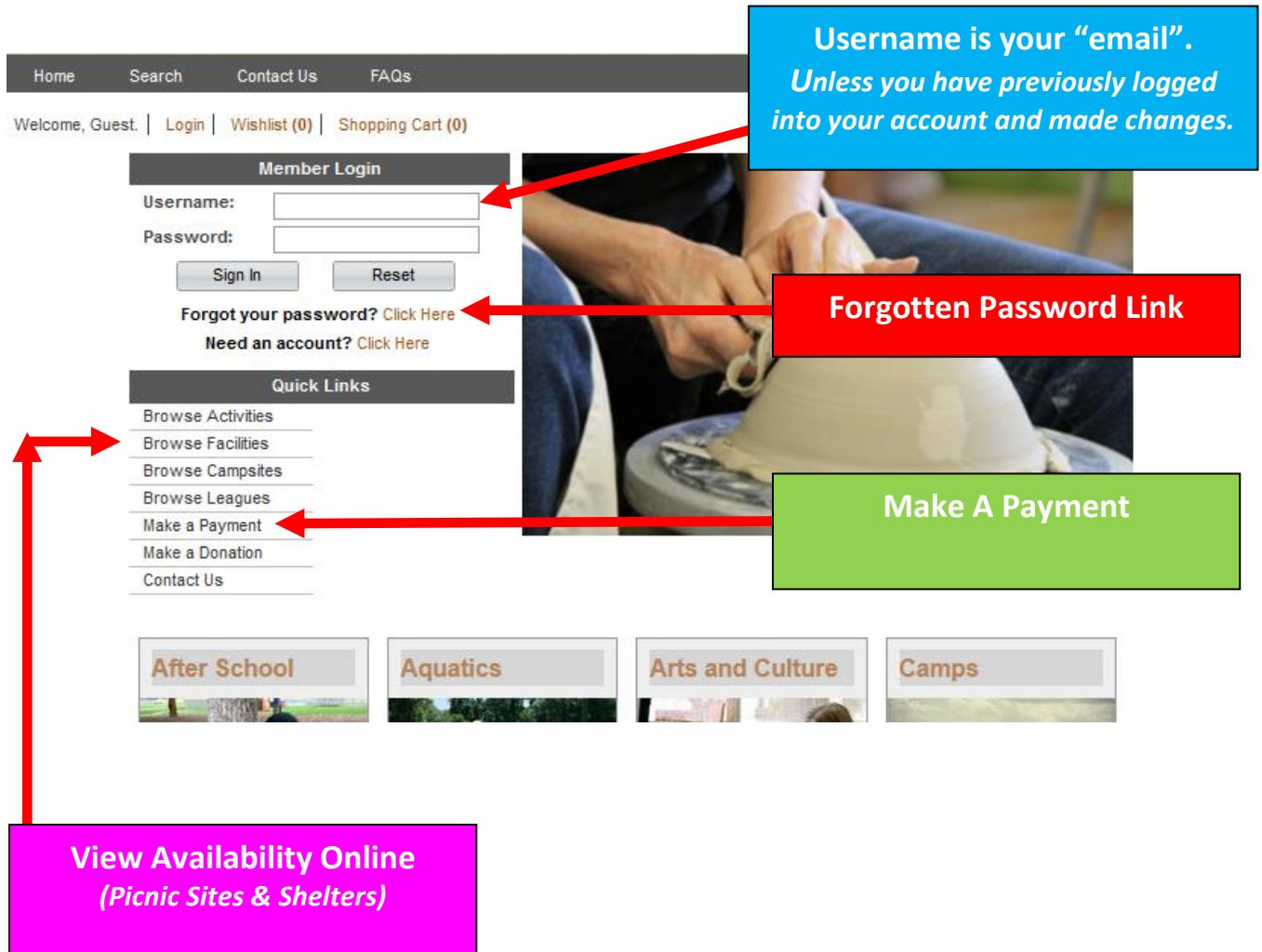
Cancellations - Cancellations and refunds can only be processed through the events office.

Important - If needed, check your SPAM folder for messages from austinparksrec@rectrac.com.

Charges appear on your credit card statement as: "PARD Online Registrat"

ONLINE PAYMENT GUIDE

Visual Guide to Common Selections



The screenshot shows the website's navigation and login sections. A blue callout box points to the 'Username' field in the 'Member Login' section, stating: "Username is your 'email'. Unless you have previously logged into your account and made changes." A red callout box points to the 'Forgot your password? Click Here' link, stating: "Forgotten Password Link". A green callout box points to the 'Make a Payment' link in the 'Quick Links' menu, stating: "Make A Payment". A pink callout box points to the 'View Availability Online (Picnic Sites & Shelters)' link, which is located at the bottom left of the page. The 'Quick Links' menu also includes: Browse Activities, Browse Facilities, Browse Campsites, Browse Leagues, Make a Donation, and Contact Us. The bottom of the page features four category buttons: After School, Aquatics, Arts and Culture, and Camps.