



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.

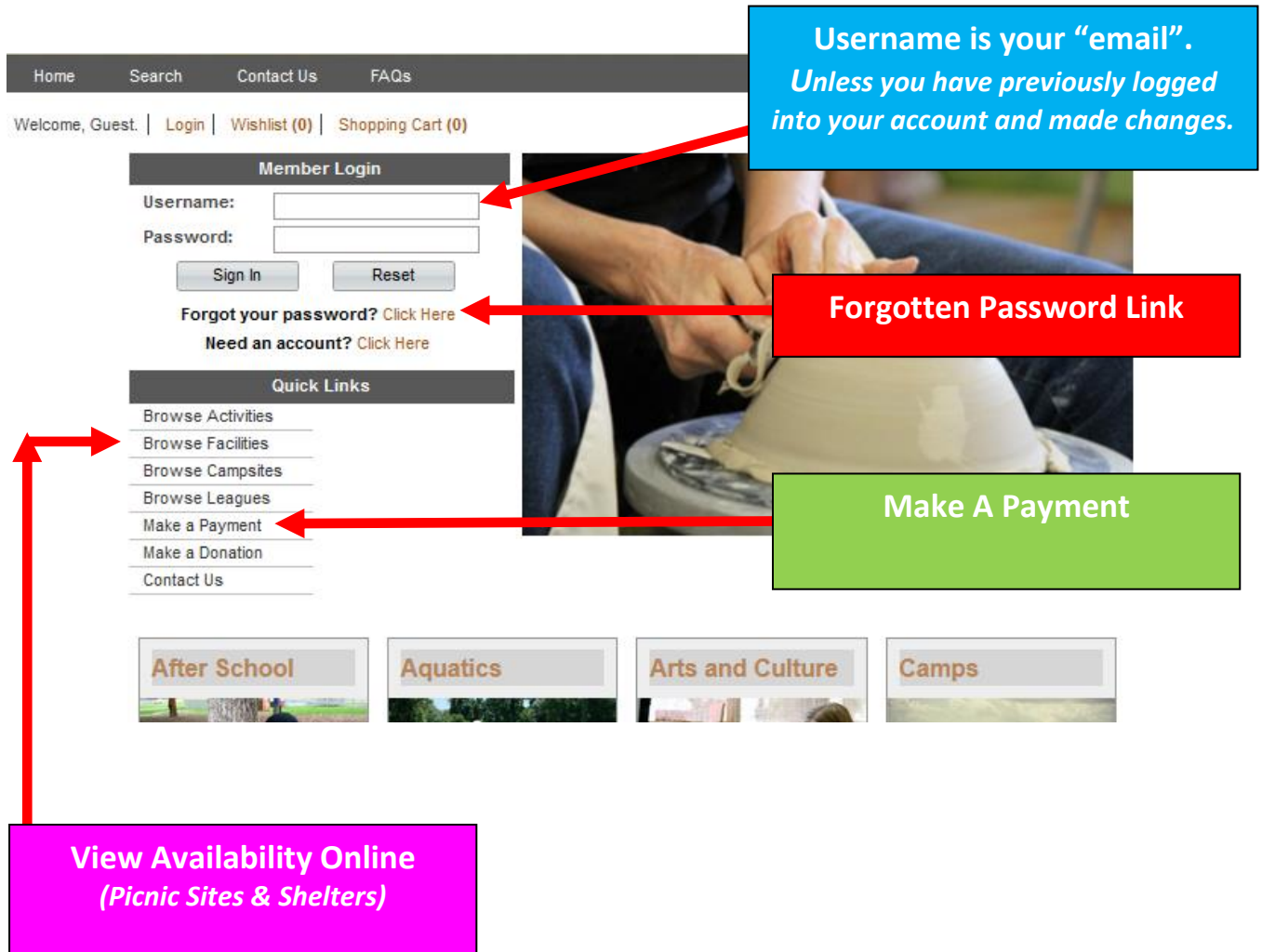
Cancellations - Cancellations and refunds can only be processed through the events office.

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 user interface. At the top, there are links for Home, Search, Contact Us, and FAQs. Below that, a user greeting 'Welcome, Guest.' is followed by 'Login', 'Wishlist (0)', and 'Shopping Cart (0)'. The 'Member Login' section contains fields for 'Username:' and 'Password:', with 'Sign In' and 'Reset' buttons. A link for 'Forgot your password? Click Here' is also present. Below the login section is a 'Quick Links' menu with options: 'Browse Activities', 'Browse Facilities', 'Browse Campsites', 'Browse Leagues', 'Make a Payment', 'Make a Donation', and 'Contact Us'. At the bottom, there are four category tiles: 'After School', 'Aquatics', 'Arts and Culture', and 'Camps'. Red arrows point from callout boxes to these specific elements: the 'Username' field, the 'Forgot your password?' link, the 'Make a Payment' link, and the 'After School' tile.

**Username is your "email".
Unless you have previously logged
into your account and made changes.**

Forgotten Password Link

Make A Payment

**View Availability Online
(Picnic Sites & Shelters)**