ONLINE PAYMENT INSTRUCTIONS

NOTE: If any member of your family has participated in an Austin park program, youth camp, OR made a reservation in the last few years, you already have a user account. IF YOU BOOKED A SITE & RECEIVED THIS, AN ACCOUNT WAS ESTABLISHED DURING THE BOOKING PROCESS. YOU DO NOT need to create a new account – it will prevent you from using the system.

Pay Online – www.austintexas.gov/parksonline

1. Enter Your Username and Password
   a) “Username” is your email (typical for first time users)
      If your email doesn’t work, email: reservations@austintexas.gov.
   b) Enter Password If you have NOT established a password, select “Forgot Your Password” link to create a password.
   c) If prompted, review & update account contact information, or hit “cancel” if no updates are needed.

2. Making a Payment Once Logged In
   a) Select ‘Make a Payment’ from Quick Links menu, OR Select ‘Shopping Cart’
   b) Select ‘Pay Old Balances’
   c) Select item(s) to pay, and ‘Add To Cart’
   d) Select ‘Proceed to Checkout’
   e) Make payment by Visa, MasterCard, Discover or American Express.
   f) Press the ‘payment’ button ONLY once.

MISCELLANEOUS INSTRUCTIONS

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 and Credit Card Statement Information
- Cancellations are processed via email us: reservations@austintexas.gov.
- Charges appear on your credit card statement as: “PARD Online Registrat”
ONLINE PAYMENT VISUAL GUIDE

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**STEP 1:**
First Time Users: Username is your “email”.
Returning Users: Use your email or unique username you created.

**STEP 2: Create/Enter Password**
- Select Forgotten Password Link to create a password for the first time.
- Enter your account password if you have previously used the system.

**STEP 3: Make Payment**
- Use “make payment”, or “shopping cart” (cart WILL SHOW EMPTY)
- Select “pay old balances” on next screen
- Choose item, add to cart
- Proceed to check out