

How do I sign up for on-line registration?

Click on How to...New Account for more information.

What happens when I first log in?

Upon first log in, the welcome screen will ask for you to update your user name and password. You will also be required to answer two security questions.

Can I change my user name and password at any time?

Yes. Click on 'My Account' and select 'Change User Name and Password'.



What if I forgot my user name and password?

- On the WebTrac Log-in page, click on the 'Having Trouble Signing In?'
- Answer the questions and an e-mail will be sent to the e-mail address on file.

Do I need to set up an account to browse class information?


No, simply click on the Guest button on the sign-in page to browse class information including number enrolled and number of openings.

How do I register for an activity?

- Click on 'Shop' and select the 'Activity Enrollment' link.
- Find the activity by either entering the activity number or using the search features.
- Click on the  **shopping cart** to the left of the desired activity.
- Once the activity is selected, select the person to register from the drop down list.
- Click on the  **shopping cart** at the bottom.
- Agree to any waivers that may appear.
- You may 'Continue to Shop' or 'View Shopping Cart' to confirm person and price or 'Proceed to Checkout'.
- Enter credit card information.

Proceed to authorize the credit card and view receipt. A receipt will also be mailed to the e-mail address on file in a PDF format.

Why can't I register for a program listed on-line?

- Most programs are available for on-line registration. Those that are not have special fees or require special processing. Programs marked with a  denotes unavailable on-line.
- Most park district programs are available to register **up to 3 days** before the class start date. It may be possible to register up to the start date of the activity in person at The Lions Community Center (1 Manor Dr.

Please Note: Only those activities with a **shopping cart**  next to them are available for on-line registration.

What if an activity is listed as full?

If a program allows for waitlist enrollment on-line, you may choose to be put on the waitlist. Although credit card information is required your credit card will not be charged to be added to the waitlist. Our registration staff will contact you if a spot opens up to verify that you would still like to be enrolled. If so, your transaction will be processed at that time.

If you are on the waitlist, please do not attend the activity unless you were contacted by our staff.

What if I change my mind about an activity prior to checking out?

When viewing your shopping cart, simply click on the remove button next to the unwanted activity.

Can I reserve a room on-line?

No, however you may view the rooms that are available

I'm supposed to have a credit on my household account. How can I check?

Click on 'My Account' and select 'View My Shopping History'. Any credit will be displayed on the screen.

How do I use my household credit to pay for classes on-line?

When you proceed to the checkout, the system will automatically deduct your credit from the total due and the new balance will be shown. If your credit is more than the total due, credit card information is still required but there will be no charge to the credit card. The rest of the credit will still remain on account for future use.

What forms of payment can I use with on-line registration?

Visa, MasterCard, American Express and Discover are accepted for on-line registrations.

How do I know if my registration was successful?

Your registration is successful when the system states that an e-mail confirmation has been sent to the e-mail address on file. If the e-mail address is incorrect, please contact our office at (815) 485-3584 to update. You will also be able to view the receipt in a PDF format. Your receipt serves as your confirmation. Please print the receipt for your records.

What if I lose my receipt?

- Click on 'My Account' and select 'Reprint a Receipt'.
- Choose the receipt you'd like reprinted.

What if I can't remember what activities I've registered for?

To see what activities you've registered for in the past, click 'My Account' and select 'View My Shopping History'.

Can I cancel or transfer to a different activity on-line?

No. Please contact our registration office at (815) 485-3584 for cancellations and transfers.

What is your refund policy?

Please see Refund Policy at bottom of Log-In page.

How do I return to the New Lenox Community Park District website?

- Select 'sign out' to return to WebTrac sign-in page.
- Select 'Return to home page'

Who should I contact with further questions?

Please contact Lions Community Center Registration office at (815) 485-3584 (M, W, F 9:00AM-4:30PM and T, Th 9:00am-6:00pm) or the Recreation Department (815) 485-1737 (M-F 9:00AM-4:00PM). You may also email us at registration.info@newlenoxparks.org.