



Online Registration FAQ

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Questions and Answers

- **What is the online registration portal?**
 - The Springfield Park District is excited to announce the arrival of our online point of sale software! Guests of the Springfield Park District will be able to - for the first time ever - sign up for classes, activities, programs, rent shelters, purchase passes, read about upcoming events, make donations, and soon purchase gift cards online! To get started, visitors will need to create an account online or even in-person with a Customer Service Representative at any one of our Recreational Facilities or our Bunn Administration Office.

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- **How do I access the online registration portal?**
 - There are currently two different ways to access the online registration portal.
 - You can go to the Springfield Park District website at www.springfieldparks.org and click on the Click Here to Register Online button You can also type into a new browser, www.springfieldparksFUN.org to access our new online registration portal.

NEW ONLINE REGISTRATION PORTAL

Create a Household Account Online Today!



FOR THE FIRST TIME EVER SIGN UP FOR:

- Classes
- Buy Passes
- Activities
- Gift Cards
- Rent Shelters
- Make Donations

Save time when you register online for our programs and events! Springfield Park District is proud to offer most everything found in our Activity Guide online at springfieldparks.org when you click on:



ACCOUNT LOG IN

User Name:

Password:

1. Click on Create an Account Link.
2. Fill out the form for New Account Request completely, including all required fields, (Birth date, Gender, Email Address, etc.) and click submit. Please submit your request only once.

Please Note: If you are registering a child for an activity, please use your own information when filling out the online registration account request form, **NOT the information of the child you wish to register for an activity.** Once you have an online registration account, you will have the opportunity to add family members.

3. You will receive an email after submitting your request for an account. Your account will be activated only after you have responded by clicking on the link provided in the email.



SpringfieldparksFUN.org – is a direct link to the Online Portal!

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- **Do I need to create a household in order to view the online registration portal?**
 - No, you can view the Park District registration portal without creating a household. In order to enroll in one of our activities, make a donation, purchase passes, rent shelters and soon purchase gift cards, you will need to set up your household account.

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- **How do I create an account?**
 - To create an account, you will need to access the Online Registration Portal at www.springfieldparksfun.org. From here, there are two ways to create your account. You can click on the “Create an Account” button on the right of the screen or you can click on the “[click here](#)” to create your Online Registration Account.



Welcome to the Springfield Park District Online Registration System!

[HOME](#)[SEARCH](#)[CONTACT US](#)[SPECIAL EVENT CALENDAR](#)

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

Please click [here](#) or click on "Create an Account" in the menu to the right and enter your household information for all family members. **IMPORTANT: ALL households must create an account to take advantage of online registration.**



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- **How do I add family members to my account?**
 - **To add a family member to your account, you will need to scroll to the bottom of the account registration page and click on "Add New Member".**

Household Primary Person Information			
First Name *	<input type="text"/>	Last Name *	<input type="text"/>
Address Line 1 *	<input type="text"/>	Address Line 2	<input type="text"/>
City *	<input type="text"/>	State *	IL
Country	--- Select A Country ---	Phone #1 *	<input type="text"/>
Phone #1 Type	--- Select A Phone Type --	Phone #2	<input type="text"/>
Phone #2 Type	--- Select A Phone Type --	Email #1 *	<input type="text"/>
Birthday *	<input type="text"/>	Authorize Contacts Via Email	No
Organization Name	<input type="text"/>	Participate in Promotions	No
Additional Primary Person Information			
Household Questions			
Additional Family Member			
Emergency Contacts			
<input type="button" value="Save"/>	<input type="button" value="Cancel"/>	<input type="button" value="Add New Member"/>	<input type="button" value="Add New Contact"/>

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- **What constitutes a family?**

- A family is defined as no more than two adults and their unmarried children, up to the age of 26, residing within the same household, full time. Children 27 years or older, other relatives and/or individuals in the same household, are not included in this definition and would need their own individual accounts to participate in online point of sale and reservation transactions.

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- **What should I do if I forget my username?**

- If you have forgotten your username, you can click the “click [here](#)” option on the Login page. From there, you will need to enter in your email address that is attached to your account and an email will be sent to you with your username.



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

 You Have Entered the Wrong Login or Password. Please retry.

WebTrac Login

Username *

Password *

If you have an account with us, but you've forgotten your username, please click [here](#).

If you have an account with us, but you've forgotten your password, please click here.

If you're a brand new patron with us, please click here to register for a new account.

- **What should I do if I forget my password?**

- If you have forgotten your password, you can click the “Forgot Password” option on the homepage. From there, you will need to enter in your email address that is attached to your account and an email will be generated with instructions and a link to reset your password.



Welcome to the Springfield Park District Online Registration System!

[HOME](#)[SEARCH](#)[CONTACT US](#)[SPECIAL EVENT CALENDAR](#)

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

Please click [here](#) or click on "Create an Account" in the menu to the right and enter your household information for all family members.
IMPORTANT: ALL households must create an account to take advantage of online registration.



- Or, you can click the “click [here](#)” option on the Login page. From there, you will need to enter in your email address that is attached to your account and an email will be generated with instructions and a link to reset your password.

Springfield, IL ✕

WebTrac Login

Username *

Password *

If you have an account with us, but you've forgotten your username, please click [here](#).

If you have an account with us, but you've forgotten your password, please [click here](#).

If you're a brand new patron with us, please click [here](#) to register for a new account.

[Login](#)

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- **What should I do if I am locked out of my account?**
 - If you are locked out of your account, please email recreation@springfieldparks.org

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- **How can I pay for registration using a credit card that is not in my name (i.e. Husband's/Wife's/Parent's)?**
 - You may complete the registration process and pay the registration fees with a card that is not in your name by using the following guidelines:
 1. You must have permission from the card holder to use the credit card for payment.
 2. The person who is the holder of the credit card must ensure that the person they are paying the registration fees for has an account within the Online Registration Portal.
 3. Once the person who is the holder of the credit card has ensured that the person they are paying the registration fees for has an account within the Online Registration Portal, or is attached to their account, if they are considered a "family" member, they may use their credit card to pay the registration fee.

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- **How many accounts should each family have?**
 - We recommend that each family establish one primary account with login credentials. The account will be created in the name of the head of household and then all family member names will be added underneath the head of household after it has been established.

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- **How do I register for an Activity online?**
 - Once your account has been established, registration for Activities is easy:
 1. Click on the Search button on the registration homepage.

2. Select the Activity Search and/or a category under the Activity Search that you would like to enroll into.
3. Click the Add to My Cart button if you wish to register for the Activity.
4. Next, sign in to your online registration account by entering your Login Name information and Password. Proceed to checkout by clicking the Continue button. From this screen you may remove Activities from your cart or view more Activities and add them to your cart. *IMPORTANT: If more than one family member will be attending the Activity, you must select their names to enroll. If you are enrolling another family member into an activity, you must select their name instead of yours when enrolling, even if you will be providing the payment. The individual who will be participating in the activity is who gets checked when adding the activity to your cart.

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- **What will happen if I try to register for an Activity that is full?**
 - If the activity you wish to enroll in has a waitlist, you will want to add your information to the waitlist. To do this, you will need to sign up the same way as you sign up for an activity. In the event that a space becomes available for the Activity or Additional Activities are added, a member of the Park District team will contact you to move forward with enrollment. If we are unable to reach you, your space will be given to the next customer on the waiting list. *If you do not want to be placed on the waiting list, click the "Remove" button that appears on the Shopping Cart Screen.
 - *IMPORTANT: Placement on a waiting list does not guarantee a spot in the Activity. It is recommended for guaranteed participation, please choose another Activity with registration space.

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- **What is a Park District Waiver?**
 - For insurance purposes, a signed waiver is required for all programs. In person registrants, please sign the waiver on the registration form. Online

registrants must agree to the waiver attached to each activity as apart of the registration process prior to enrolling for yourself or your minor child in ALL Springfield Park District programs and/or memberships. Patrons will not be able to participate in programs if the waiver is not signed and a refund will not be granted.

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- **What is the Park District Code of Conduct?**
 - All activity participants, park goers, facility patrons, and persons permitting park space for private events must adhere to the Springfield Park District's Code of Conduct.
 - Show respect to all participants & staff
 - Refrain from using foul language
 - Refrain from causing harm to other participants or staff
 - Refrain from damaging equipment, supplies and facilities
 - For a complete list of this code, click "SPD Forms" on our website.

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- **What forms of credit cards are accepted?**
 - The Springfield Park District accepts American Express, Discover, Mastercard, and Visa

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- **How can I view a schedule of my family's upcoming scheduled Activities?**
 - The "My Account" feature allows you to view a weekly schedule of your family's upcoming Activities.
 - Sing into your account and click on the My Account link. Then click on the Show Your Daily Schedule link. Highlight the family members whose schedules you would like to view and click on the top arrow button and move each family member over to the Selected Family Members column. Click on Search to proceed. A weekly schedule will display all of the activities your family members have been enrolled in and allow you to click on the activity for more information.

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- **Can I still pay at a facility?**
 - Yes, you can still pay for an activity, membership, pass, or rental at any of our facilities and/or our Bunn Administration Office at 2500 S. 11th St., Springfield, IL 62703.

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- **What is the “Wish Lit” option?**
 - The “Wish List” allows you to make a list of the activities that you would like to register for in the future. The Wish List option is only available when the class has not yet opened for online registration. The Wish List DOES NOT hold a spot for you in the class or give you priority registration for the activity when it opens for registration. You will need to log in at a later date when the class opens for registration to enroll in the class.

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- **How do I determine my residency status?**
 - The Springfield Park District is committed to serving the residents within the Springfield Park District. Springfield Park District residents may be different than City of Springfield residents.
 - A resident is defined as anyone living within the boundaries of the Springfield Park District. Residents support the Springfield Park District facilities and programs through property taxes and therefore receive preferred rates for many of the services provided by the Springfield Park District. To determine if you are a Springfield Park District resident feel free to contact our Bunn Administrative Office at 217-544-1751.

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- **What if I have special needs or require assistance?**
 - The Springfield Park District understands that not every person with a disability needs to participate in Leisure Education and Adaptive Programming (L.E.A.P.) programs. If you feel any program offered by the Springfield Park District would better meet the needs of you or your child, simply follow these steps for inclusion.
 1. Register (at least two weeks in advance) for the program of choice and check the box on the registration form that states, “I need a modification because of a disability to enjoy this program.”
 2. Contact Lauren Harbison; our Certified Therapeutic Recreation Specialist at 217-503-4576 or lhARBISON@springfieldparks.org
 3. Park District staff will complete a phone intake to assess your needs and determine how we can best facilitate your enjoyment of the program.

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- **Are there Scholarships or other assistance I can apply for?**
 - Yes, the Park District is committed to providing recreational opportunities for all members of our community regardless of their financial situation. Eligibility for assistance is based on family size and income level. Please go to our website and click on the “SPD Forms” button to download the Scholarship Application to see if you qualify. Applications must be filled out and submitted to the Bunn Administration Office at least 2-weeks prior to the start of any activity for pre-approval.

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- **Can I register for an activity with a paper form still?**
 - You may still register for an activity with one of our registration forms. However, please be advised that a Springfield Park District employee will be entering the registration information into our database and an account will be created on your behalf as all registrations need to be completed and managed through our registration software.

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- **What are Park District Minimums and Maximums?**
 - All Springfield Park District programs require a minimum number of participants five business days before a class begins. A maximum number is also listed to ensure quality instruction. Classes may be combined and times modified to facilitate better programs. Receipts are mailed or emailed to those enrolled.

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- **How can I change my address or phone number on my account?**
 - It is very important that our records are current so communication and any refunds you may apply for can be processed. If you have moved or changed any of your contact information, please ensure that your information is up to date. To change your account information, you may do so by logging into your account and click on “Update Account Details”. If you have moved outside of the Park District residency, please contact one of our Customer Service Representatives by email at recreation@springfieldparks.org or by phone at 217-544-1751.

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- **How do I change my residency status if I were to move?**
 - If you have moved outside of the Park District residency, please contact one of our Customer Service Representatives by email at recreation@springfieldparks.org or by phone at 217-544-1751.

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- **Where can I find the Park District Facility and Activity Guide?**

- A downloadable PDF version of the Park District Facility and Activity Guide can be found on the Park District homepage at www.springfieldparks.org

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- **Where can I find a facility phone or address?**

- Facility contact information can be found within the info button

Central Illinois Daylily Society Plant Show - 261102												
The Central Illinois Daylily Society will have beautiful examples of daylilies on display in an open house style setting.												
Click to Enroll	Activity	Description	Dates	Times	Meet Days	Locations	Ages	Fees (R/NR)	Info	Wishlist	Documents	Program Availability
	261102-01	Central Illinois Daylily Society Plant Show	06/29/2019 -06/29/2019	12:00 pm - 3:00 pm	Sa	Washington Park Botanical Garden	All Ages	\$0.00/\$0.00				Available

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- **What are age requirements?**

- When a class lists a minimum age, your child must be that age when the program begins. Contact the facility where the class is being held to speak with a representative if you have any questions.

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- **What is the cancellation policy?**

- If your class is cancelled, you will be notified and offered an alternate choice, if one is available. Staff reserves the right to consolidate, postpone, reschedule or cancel any program due to change in day, dates, times, instructor or insufficient enrollment. We may also cancel programs or events due to unforeseen circumstances such as inclement weather, facility emergencies or scheduling conflicts.

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- **What is the photo policy?**

- Photos and videos are periodically taken of people participating in Park District programs and activities. All persons registering for Park District programs/activities, or using Park District property thereby agrees that any photograph or videotape taken by the Park District may be used by the Park

District for promotional purposes including electronic media, videotapes, brochures, flyers and other publications without additional, prior notice or permission and without compensation to the participant.

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- **Can I reserve a picnic shelter online?**
 - Currently, the only picnic shelters that are self-serve and/or can be reserved online are those that can be found within Southwind Park. All other shelters can be reserved by contacting 217-544-1751.

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- **Can I rent a facility online?**
 - To rent any one of facilities for your next special occasion at the Springfield Park District, please contact 217-544-1751.

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- **How do I make a donation?**
 - You can make a donation to help support any one of our areas at the Springfield Park District by visiting our donation page by clicking "[here](#)"
 - To make a donation, click on the "Search" button on the homepage of the Online Registration Portal. From here, you will need to look under "Merchandise and Services" and click on "Make a Donation".

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- **What is a Springfield Park District Fun Pass?**



- The Fun Pass allows the ease and convenience of tying all your Park District memberships, punch cards, and multi- ticket skate books into one pass for year-long FUN! Once you purchase your first pass, a key fob with bar-code will be assigned to your household. Then each new pass that is purchased will get assigned to that same bar-code. All you have to do is scan your FUN Pass when visiting each facility and all of your information will pop up on our software admission screens. East, fast and FUN!

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- **How do I get a Springfield Park District Fun Pass?**
 - You can purchase a Fun Pass online by signing up for a Membership at the Botanical Gardens or Henson Robinson Zoo. You can also purchase a Fun Pass at the Nelson Center for any of their 10-punch pass cards or at Eisenhower Pool for a pool or lap pass. If you have purchased your Fun Pass online, you will need to stop by the nearest facility to pick up yours today!

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- **Where do I go to find a membership or pass on the online registration portal?**

- To find all Park District memberships and passes on the Online Registration Portal, click on the “Search” button at the top of the homepage and then click on any of our memberships or passes under “Memberships and Passes”

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- **What is the “My Account” option on the online registration portal?**
 - Once you log into your account, you will see a button at the top of the homepage that says, “My Account”. This is where all of your account information lives. Within “My Account”, you can update your account information, reprint a receipt, pay off balances, see your purchase history, and so much more!



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- **What is the “Special Events” button on the online registration portal?**
 - The “Special Events” button allows you to see what special events are happening at the Park District each month in a calendar format.

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- **What is the Park District refund policy?**
 - A full refund will be issued if the Park District reschedules or cancels a class. A refund will be issued automatically by the Park District (form is not required).

- No refund will be given once a program or session has ended.
- Program refund requests are subject to the Assistant Director of Recreation's approval. Refunds will not be approved for season passes without proof of medical needs.

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- **What is the Park District insurance policy?**
 - Springfield Park District is unable to assume responsibility for injuries or accidents occurring at programs, activities, parks and facilities. Carrying medical insurance for participants would make the program user fees prohibitive.

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- **What is the recommended browser for online registration?**
 - Our Online Registration Portal can be used with all browsers.

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- **What is the termination of participant policy?**
 - The Springfield Park District reserves the right to terminate the participation of any individual in any Park District program, event or facility for disruptive behavior or if it is considered by the Park District that continued participation of the individual is not in the best interest of the participant or others.

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- **What should I do if my enrollment/transaction will not complete online?**
 - In the case of an enrollment/transaction not completing online, do not click the refresh button and/or the back button to try the enrollment/transaction again as this may cause a double charge to your bank account. If the transaction does not process itself within 5 minutes, please proceed to

email recreation@springfieldparks.org and a member from our Customer Service Team will be happy to assist with your enrollment/transaction.

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- **What is a Springfield Park District Gift Certificate?**
 - A Springfield Park District Gift Certificate is a way to give the gift of experience throughout the district. Why not pay for a loved one's season pass, hockey, zoo class or swimming lessons...? You may purchase a Springfield Park District Gift Certificate at any one of our facilities.

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- **How do I purchase a Springfield Park District Gift Certificate?**
 - To purchase a Springfield Park District Gift Certificate, you may call or stop by any one of our facilities to purchase.

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Can't find what you are looking for?

- Please email recreation@springfieldparks.org

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Icon Key for the Park District Online Registration Portal Icons



Click the green square with a plus sign (+) in the middle to enroll in an activity



Click the square with an "i" in a circle to view item information



Click the square with a star in the middle to add an item to the wishlist



Click the square with a folder in the middle to view item documents



Click on the Springfield Park District logo in the upper lefthand corner to be directed back to the Park District website: www.springfieldparks.org

HOME

Click on the Home button to be directed to the Home page of the Online Registration Portal

SEARCH ▾

Click on the Search button to search activities, merchandise and services, facilities, memberships and passes, and tickets for events

MY ACCOUNT ▾

Click on the My Account button to view or update your account, reprint receipts or tickets, view your history and balances, or view reports

CONTACT US

Click on the Contact Us button to fill out a contact us form

SPECIAL EVENT CALENDAR

Click on the Special Event Calendar button for a calendar view of
Springfield Park District special events

TICKET SEARCH

Click on the Ticket Search button to search and or purchase tickets for
Springfield Park District events

Springfield Park District Quick Links

[Website Home Page](#)

[Parks and Facilities](#)

[Notify Me Alerts](#)

[Event Calendar](#)

[Frequently Asked Questions](#)

[Contact Us](#)