

Shadow Ranch Recreation Center

22318 Vanowen St
West Hills, CA 91307
818-883-3637

Canoga Park Senior Citizens' Center

7326 Jordan Ave.
Canoga Park, CA 91303
818-340-2633

Woodland Hills Recreation Center

5858 Shoup Ave.
Woodland Hills, CA 91367
818-883-9370



ONLINE REGISTRATION INSTRUCTIONS

How to Register Online From Home - Steps to Online Registration

Our patrons can use a fast and easy online registration process for our many classes, youth sports programs, camps, and special events. To assist you with this new system, we have provided a simple guide for all your online registration needs. In any event that this guide cannot fully answer your questions, feel free to call or come by the office for further assistance. You must have an active and valid email address for online registration to be effective.

Online Activity Catalog

1. Go to <https://lacity.org/dos/reccenter/reccenter.htm>
2. Scroll down the list of facilities and click on Woodland Hills RC
3. Click on "Online Activity Catalog" located to the lower right of the park picture.

NOTE: Until you are done with registration, DO NOT use the "Back" or "Forward" buttons on your internet browser. Clicking these will lose all of your information. If you need to go to a previous (or later) page, click on the "Previous" or "Next" buttons located on the bottom of the screen.

Activity Registration Page

1. If you want to see all the activities that our center offers, click the "Go" button next to "Browse the Entire Activities Catalog". This will bring up a page with every current and upcoming activity which is offered at our facility. If you know the number of the activity you are trying to register for you may select that option from the menu also.

Select Activity

1. Find the activity that you would like to register for. Classes and camps are split up by session (quarterly, monthly, or weekly); sports are divided by division. Not all Woodland Hills Recreation Center programs are available for online registration but the information for that activity will be displayed.
2. Click on "Add Item" next to the activity you want (the next page will let you add more activities if so desired).
3. **NOTE: The Online Activity Catalog will not let you register a student who is not the proper age for the activity.**

Shopping Cart

1. To add another activity click on "Add Item" otherwise "Check Out."
2. To remove an activity, uncheck any activities that you do want to keep in your shopping cart then click "Remove Item."

NOTE: If you are paying for multiple people for one activity, only add it to the shopping cart once.

Customer Login

1. New Customer - type in your (the payer's) birthday in this format: MM/DD/YYYY - for example 01/01/1950 - ALWAYS enter the slashes. Then click "Go."
2. Existing Customer - type in your username and password - if you don't remember it, click on "Forgot your Username or Password?" and it will be emailed to you.
3. **If you have registered using the Online Activity Catalog at any park in the City of Los Angeles, you have an existing customer profile. Please DO NOT create a new one.**

Create Customer Profile

- 1.Type in your name and BILLING address - no P.O. Boxes. If you live in an apartment or other type of unit, make sure to include your "Unit Address" - select the type and the number/letter.
2. **NOTE: This is the information that pertains to who is paying for the activity - NOT who is participating in the activity**
3. Enter your phone number with no parenthesis or dashes including the area code, for example 1234567890.
- 4.If you have an email address, enter it here. This way once you complete your registration, you will be emailed a copy of your receipt.
5. Emergency Contact - If you are registering for yourself, you can repeat your information. However if you are registering for a minor for an activity put someone else in these fields: spouse, grandparent, friend, etc .
- 6.Notes - "Parent of (participant)".. ."Paying for (name of friend/relative/etc)
7. Double check your information before you click "Next" to continue.

Participant Information

- 1.Who is participating in the activities? For example, if you are signing up your child for a preschool class, put their information here. If you are the only participant, put your information including your birth date and gender. Activities are based on age so if you put the wrong year it may not let you enroll. School name and grade are optional, however they do not automatically update from year to year.
- 2.If there is anything you want the park staff to know about this participant, put it in the "Special Instructions" box i.e. allergies, medical conditions, etc. You must also contact our office directly regarding special instructions or accommodations.
- 3.**NOTE: Only one person per participant page - you have the option to create another participant on the next page.**
- 4.Click "Next" when you are finished.

Create/Edit Participant Profiles

- 1.This page shows any participants who are tied to your account.
- 2.To register multiple participants for the same activity, hold down the "CTRL" button on your keyboard and select all of the names.
- 3.**NOTE: If a participant is not the proper age it will not let you register them for the activity.**
- 4.Click "Next" when you are done.

Select Payment Method

- 1.The Online Activity Catalog only accepts credit card payments from home. If you want to pay via cash or check you must register at the park office when specified.
- 2.Select credit card type and then click "Next."

Submit Credit Card Payment

- 1.Enter your credit card number (with no spaces or dashes) as well as the expiration date.
- 2.Once again, make sure your billing address for that specific card matches with the address on the screen.
- 3.When you are done, click "Next." This may take up to a few minutes to complete the process. **DO NOT** click on "Next" more than once - this could result in a double charge.

Customer Receipt

- 1.This is your confirmation of payment and lists the activities which you have registered for and shows any relevant information. It is YOUR responsibility to keep track of when the activities begin. If you have any questions please contact our office at 818-883-9370.

