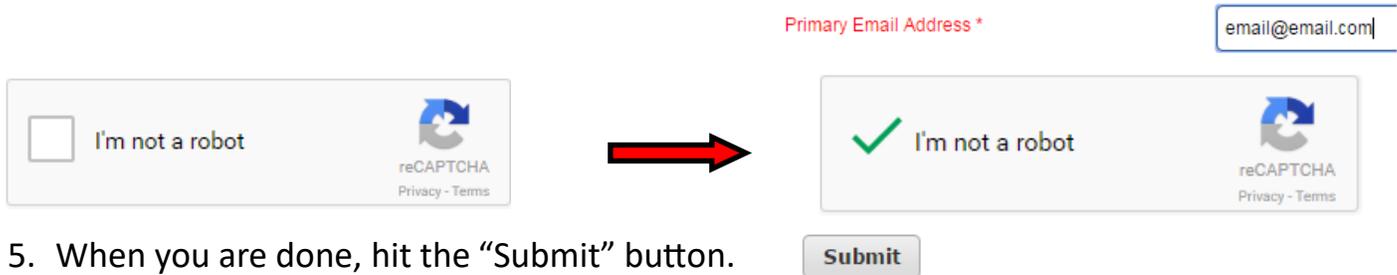


Username and Password Assistance

All patrons who have paid for an activity at a recreation center have a WebTrac account.

Forgotten Usernames

1. Visit reg.laparks.org
2. Click on the “Forgot Username” button
3. In the “Primary Email Address” box, type in your email address. If you have registered at a Recreation & Parks facility, use the email address where your last receipt was sent.
4. Place a checkmark in the box stating “I’m not a robot.” This will change to a green check once your computer/device has been verified.



Primary Email Address *

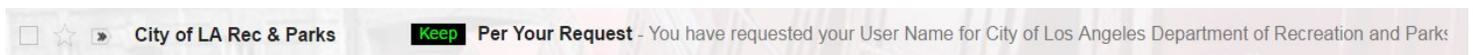
I'm not a robot  reCAPTCHA
Privacy - Terms

I'm not a robot  reCAPTCHA
Privacy - Terms

5. When you are done, hit the “Submit” button.
6. If the email address exists in the system, a green box will appear with instructions.

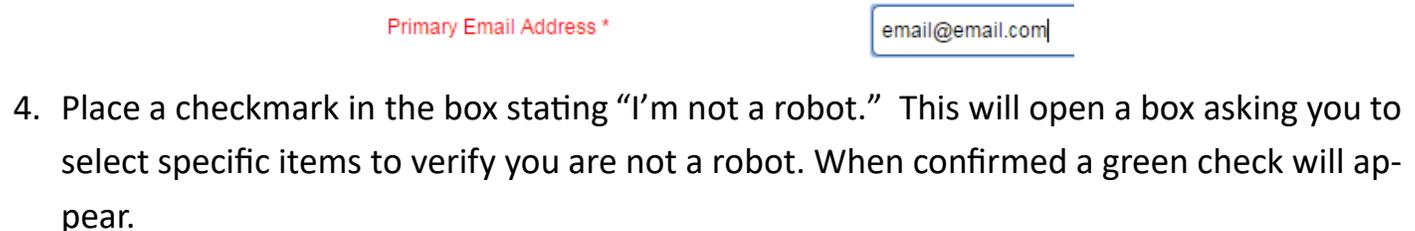
 An email has been sent to the address entered. Please check your email for your login information.

7. Check our email. It will arrive from “City of LA Rec & Parks.” Open it, and your username will appear. If you cannot locate it check your spam folder.



Forgotten Password

1. Visit reg.laparks.org
2. Click on the “Forgot Password” button
3. Type the email address associated with your account in the “Primary Email Address” box.



Primary Email Address *

I'm not a robot  reCAPTCHA
Privacy - Terms

I'm not a robot  reCAPTCHA
Privacy - Terms

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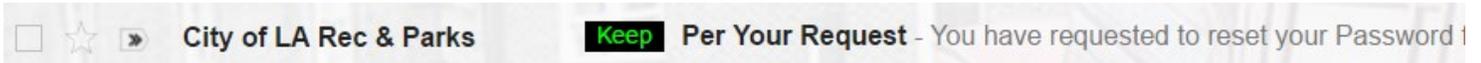
Username and Password Assistance

Forgotten Password—Continued

5. Click on the “Submit” button.

Submit

6. An email will appear in your inbox from “City of LA Rec & Parks.” Open it. If you do not see it, check your spam folder.



7. In the email there will be a link to reset your password. Click on it; this will open a new tab on your browser.

8. Type in the password you wish to use in both “New Password” and “Re-Type New Password.” If they do not match you will not be able to proceed. When done, select “Submit.”

A screenshot of a web form titled "Reset Account Settings". At the top, there is a link "Reset Your Password" in blue text. Below this are two password input fields. The first is labeled "New Password: *" in red text. The second is labeled "Re-Type New Password:". Both fields have grey buttons with "....." indicating they are masked. At the bottom of the form is a grey "Submit" button.

If you have never received an emailed receipt contact the facility and have them add your email address to your account. They may change your password at the same time.