



## Web-Trac Procedures

Now you can register 24/7 online!  
Registration for Fall Programs begins now  
WEDNESDAY, SEPTEMBER 1<sup>st</sup>, 2010

### What is Web-Trac?

WebTrac is our new online registration system, which provides our customers with an additional method of registering for select Colchester Parks & Recreation activities. Those with internet access can view program availability, register for a program, and view their program history, 24 hours a day. WebTrac is the system that enables you to browse and/or enroll online for programs and activities offered by the Colchester Parks & Recreation Department. You can use WebTrac as a Guest and browse our program listings or log on as a Registered User to enroll.

**To connect as a guest, just click the Guest button on the webtrac site.**

**FIRST TIME USER:** If you have registered for Colchester Parks & Recreation programs, but have not used WebTrac before, you are a first time user. Your User Name is your e-mail which you have placed on file with parks & recreation and your password is your home phone number do not use hyphen (example: 8022645640). If you have this information you can log onto WebTrac and follow the instructions for FIRST TIME USER. Once you are logged in it will prompt a screen that will give you the option to change your user name and password.

**NEW USER:** If you have never registered for anything at the Colchester Parks & Recreation Department, you are a new user. To receive a User Name and Password, log on and follow the instructions for a NEW USER.

**STILL NOT SURE** if you have an active account? Send us an email at [recreation@colchestervt.gov](mailto:recreation@colchestervt.gov)

### **PLEASE NOTE:**

All registrants will be considered either a RESIDENT OF COLCHESTER or NON-RESIDENT. Residents are persons living in, or owning property in, Colchester Town limits. We reserve the right to require proof of residency.

**Resident/Non-resident registration dates will still be observed for online registration.**

**Residents may register beginning. Wednesday, September 1, 2010.**

**Non-residents may register beginning. Monday, September 20, 2010.**

***Programs must be paid in full when registering online.***

### **The system will NOT allow you to:**

- Register individuals from other households.
- Register children who do not meet the specific requirements for a class. For example, if a minimum age requirement for a class is 5 years old it will not permit you to register a child who is 4 years and 11 months.
- Refund a class. If you need assistance with a refund please contact the Parks and Recreation Department at 264-5640.
- Transfer to another class. If you accidentally signed up for the wrong class or decide to change a class, please contact the Parks and Recreation Department at 264-5640 for assistance.
- Apply for scholarships.

### **NEW CANCELLATIONS & REFUND POLICY**

Programs that do not meet the minimum number of registrations may be cancelled. Registrants will be notified by phone and will receive a full refund. Requested cancellation & refunds are only available up to 10 business days prior to the start of the program with a \$6.00 administrative fee.