HOW TO

UPDATE YOUR ONLINE ACCOUNT

Parks & Recreation
CITY OF TAMPA

BEFORE YOU START

Forgot Password

If you or anyone in your family has ever purchased a pass, enrolled in a program, or reserved a facility such as a picnic shelter, an account will already exist.

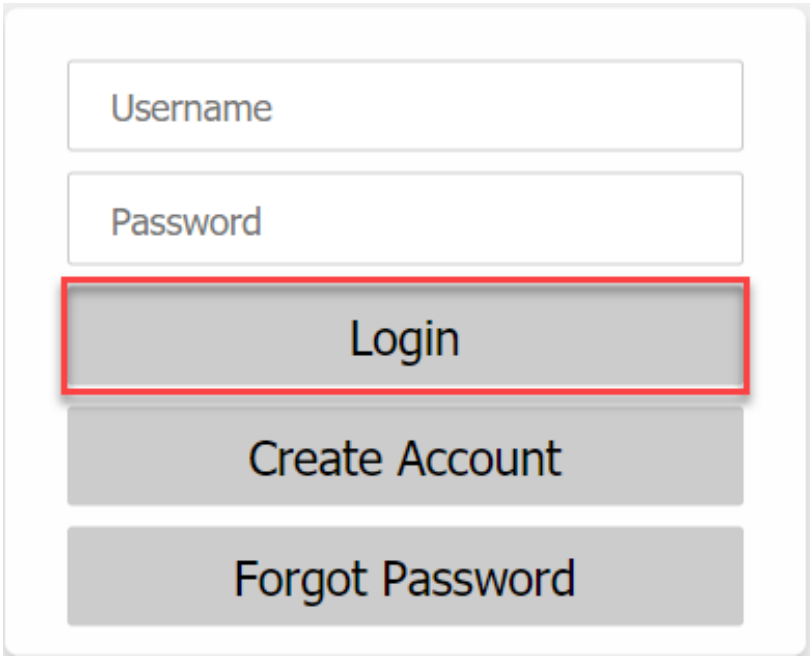
If you don't know or cannot remember your login, select "Forgot Password" to have the information emailed to the address on file.

START HERE

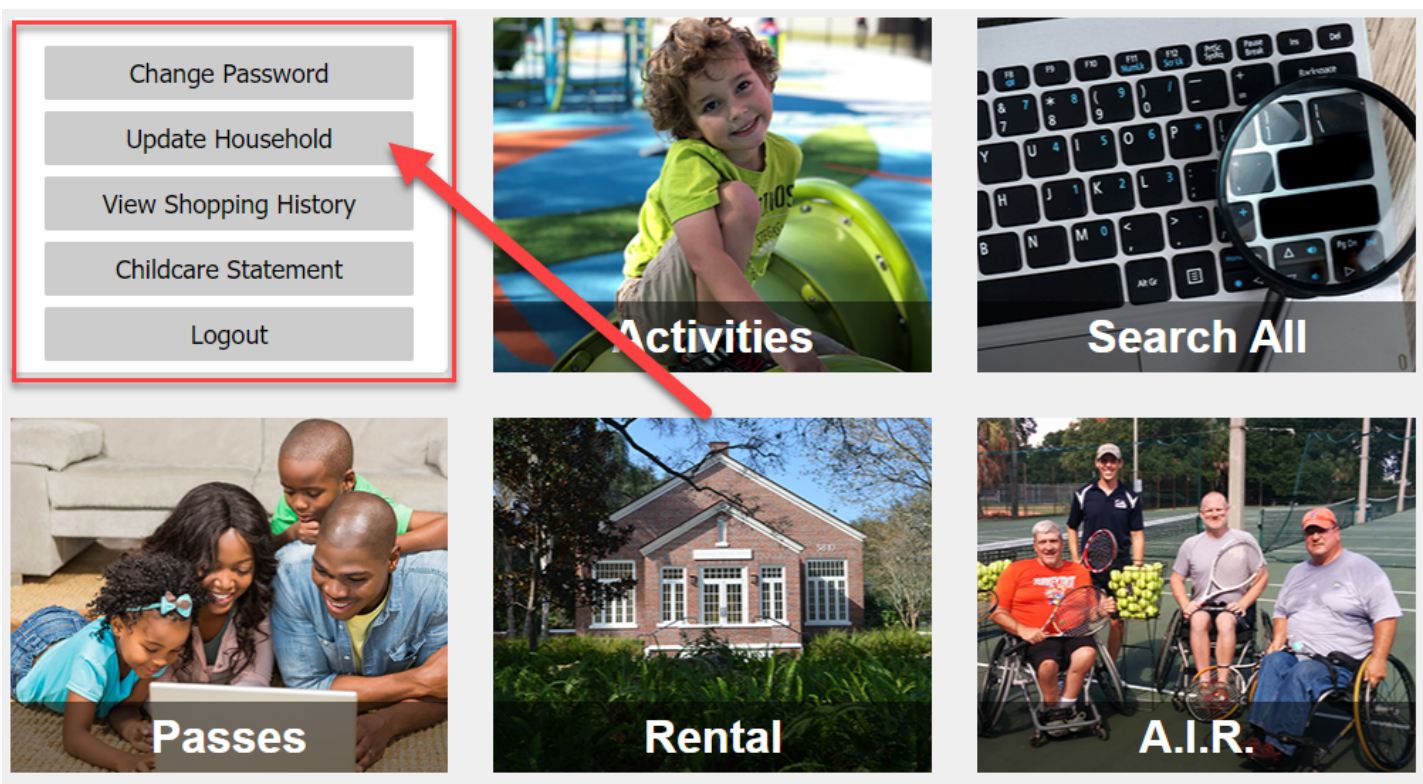
Visit the online registration page, and log in.

https://parks.tampagov.net/web/wbwsc/webtrac.wsc/splash.html

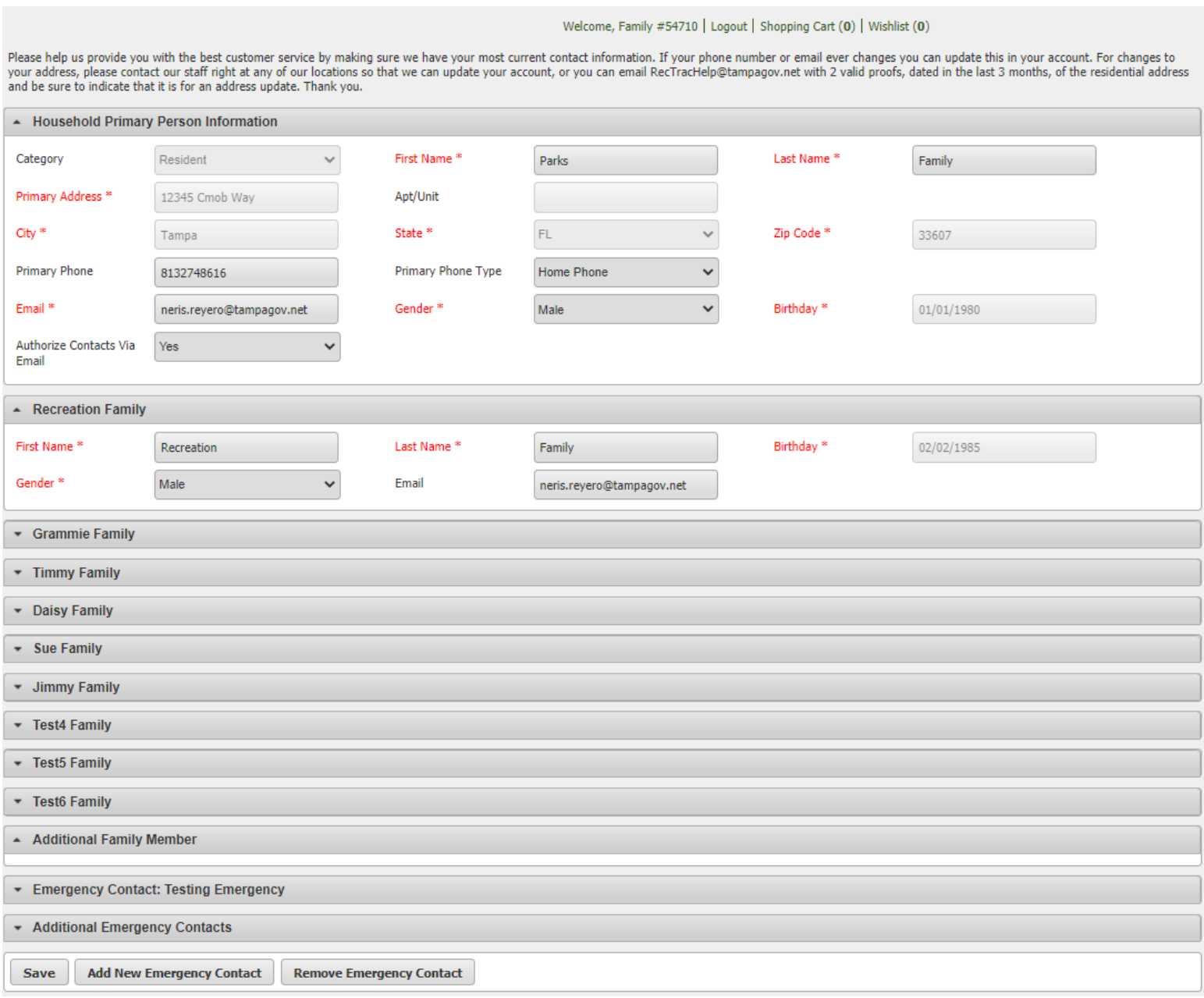
Enter your username and password, then select "**Login**".



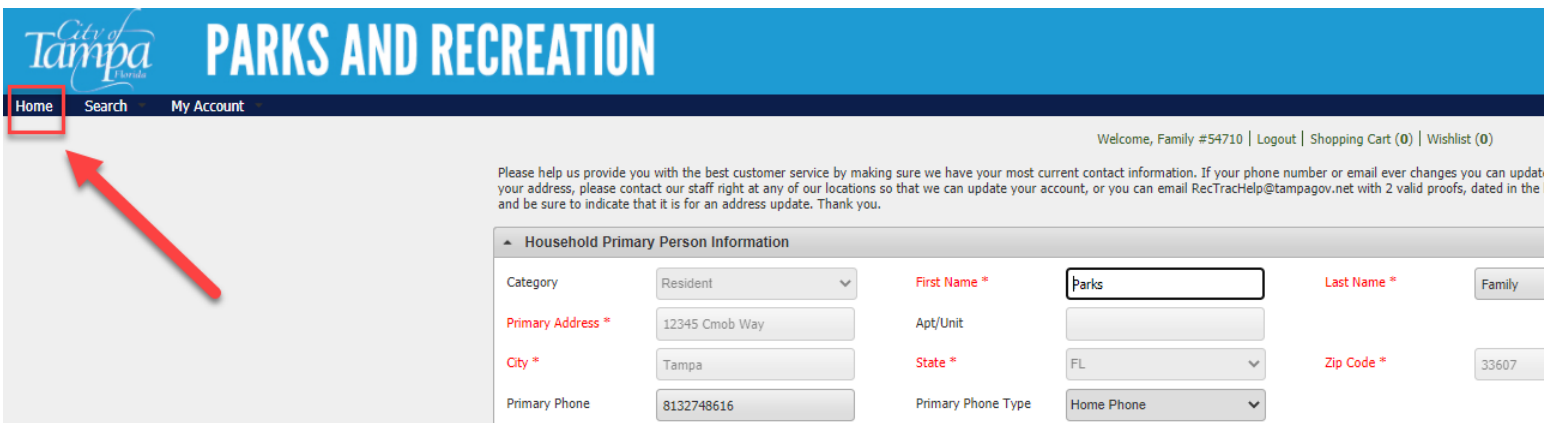
Once you are logged in, find the "**Update Household**" selection and click and/or tap on it.



The Household Update screen is as shown. Please note, the only fields that can be changed are : Phone number and email address. Once an account is created online, any address changes or family member additions will have to be made with a staff member.



Once you have completed making the necessary changes. Select "**Save**" at the bottom left of the screen. Selecting "**Save**" will *NOT* take you out of this screen. To go back to the home screen, select "**Home**" found at the top left of the screen.



If you need to add/remove family members and/or update the address you will need to provide proof of guardianship and/or birth certificate(s). For changes to the address, you will need to provide two (2) current proofs of residential address. The proofs must be dated within the last 3 months and the name and address must match both proofs. These can be done at any of our facilities.

Address changes only: You can also submit the (2) two valid proofs of the residential address to RecTracHelp@tampagov.net and be sure to address the email as "Address Update".

Still need assistance? Call us at 813-274-8615