

HOW TO CREATE YOUR ONLINE ACCOUNT



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.

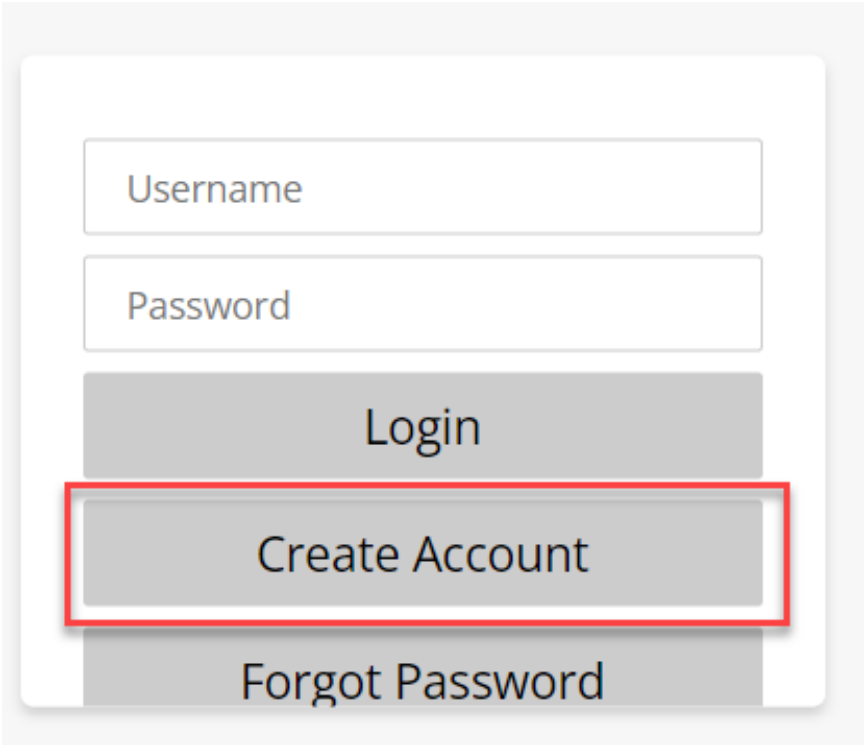
START HERE

Visit the online registration page

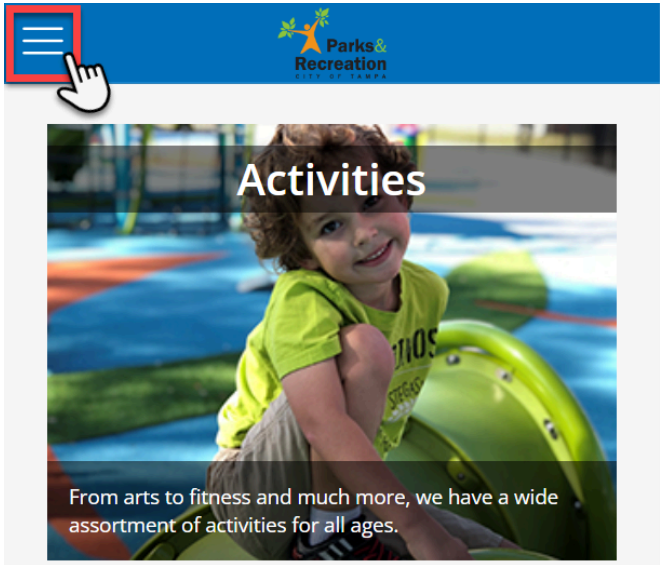
fltampaweb.myvscloud.com/

Select "Create Account".

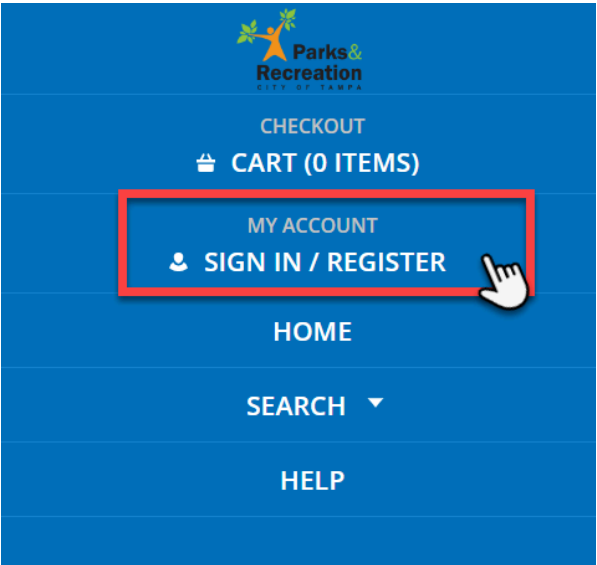
Desktop

A screenshot of a desktop login form. It has a white background with rounded corners. At the top, there's a "Username" input field. Below it is a "Password" input field. Under the password field is a "Login" button. Below the login button is a "Create Account" button, which is highlighted with a red rectangular border. At the bottom is a "Forgot Password" button.

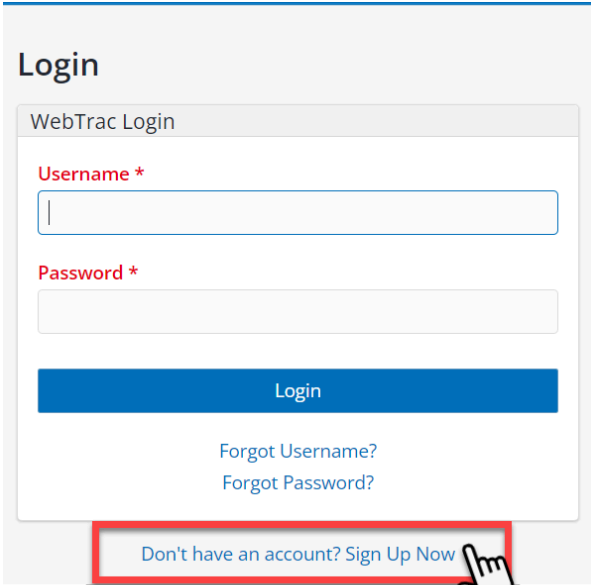
Mobile



1



2

A screenshot of a mobile app login form. It has a white background with rounded corners. At the top is the title "Login". Below it is a "WebTrac Login" section. Inside this section are two input fields: "Username *" and "Password *". Below the password field is a blue "Login" button. At the bottom of the form are two links: "Forgot Username?" and "Forgot Password?". At the very bottom, there's a link "Don't have an account? Sign Up Now" which is highlighted with a red rectangular border and a hand icon.

3

Be sure to read the form carefully and fill it out completely! To add child(ren) or additional family members to the account, "Select Add Family Member".

If you are adding two children "Select "Add Family Member" twice!
If you are adding one adult and two children "Select "Add Family Member" three times!

Desktop

HOME

SEARCH

HELP

CHECKOUT

CART (0 ITEMS)

MY ACCOUNT

SIGN IN / REGISTER

Please help us provide you with the best customer service by making sure we have your most current contact information. If your address, phone number, or email ever changes you can update this in your account.

For changes to your residency, address, and to add/remove family members, please submit an [online request](#).

Change of [residency](#) requires 2 valid proofs of address, dated in the last 3 months. Adding family members requires birth certificates or government ID.

Create New Household

▲ New Account Information

Username (up to 25 chars)

Special Characters (@, !, #) are not permitted in this field *

Password (up to 50 chars) *

Re-Type to Confirm *

▲ Household Primary Person Information

First Name *

Last Name *

Full Name *

Residential Address *

Apt/Unit

Zip Code *

City *

Tampa

State *

FL

Category

Residents live within the City of Tampa limits.

Non-Resident

Country

--- Select A Country ---

Primary Phone *

(813) -

Extension

Primary Phone Type

--- Select a Phone Type ---

Primary Email *

Confirm Email *

Gender *

--- Select a Gender ---

Birthday *

Participate in Promotions

No

Add Family Member

▲ Additional Family Member

Add Emergency Contact

▲ Emergency Contacts

im not a robot

reCAPTCHA

Privacy - Terms

Save

Cancel

Select "Save" once your information and all members are added.

Please add Family Member child(ren) to your account. You must select all persons to be added.

Be sure to read this form carefully and fill out completely BEFORE selecting "Save" at the bottom.

Enter your
information for
Primary Person.
*Must be 18 and
over

Please select "Add Family Member" to add a child(ren) or additional person(s) to your account. You must add all persons BEFORE you select "Save".

Select "Save" once your information and all members are added.

Addresses must be residential addresses for personal accounts.
PO Boxes cannot be used to determine residency.
Residency is based on City of Tampa residency, NOT state or county.

Know your residency? Use My Tampa Services to check!
<http://bit.ly/3GLHKVm>

Once you have completely filled out the form select "Save".

For mobile devices view, continue to next page...

Mobile

Please help us provide you with the best customer service by making sure we have your most current contact information. If your address, phone number, or email ever changes you can update this in your account.

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Change of [residency](#) requires 2 valid proofs of address, dated in the last 3 months. Adding family members requires birth certificates or government ID.

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(813) -

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Add Family Member

▲ Additional Family Member

Add Emergency Contact

▲ Emergency Contacts

I'm not a robot

reCAPTCHA
Privacy - Terms

Save

Cancel

Be sure to read this form carefully and fill out completely BEFORE selecting "Save" at the bottom.

Fields in RED are required.

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*Must be 18 and over

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Once you have completely filled out the form select "Save".