

HOW TO

UPDATE 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/

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

Login

Create Account

Forgot Password

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

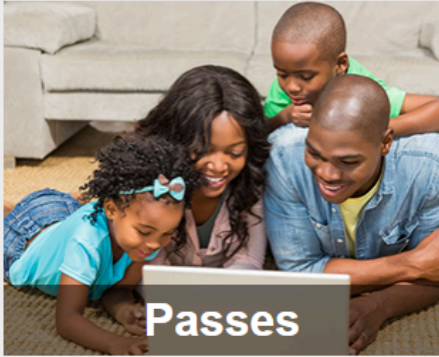
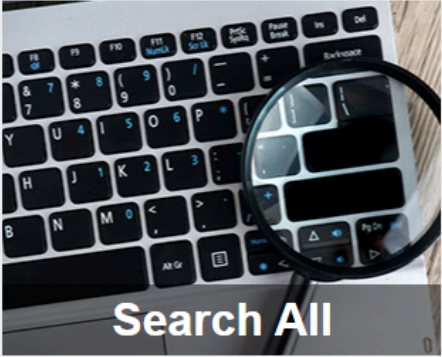
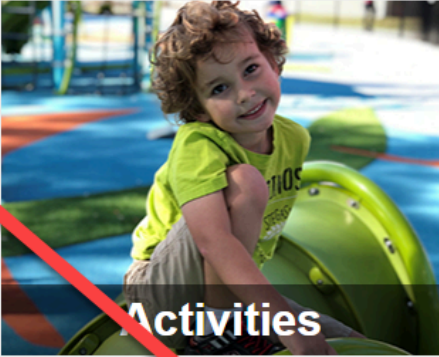
- Change Password

Update Household

View Shopping History

Childcare Statement

Logout



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.

Welcome, Family #54710 | Logout | Shopping Cart (0) | Wishlist (0)

Please help us provide you with the best customer service by making sure we have your most current contact information. If your phone number or email ever changes you can update this in your account. For changes to your address, please contact our staff right at any of our locations so that we can update your account, or you can email RecTracHelp@tampagov.net with 2 valid proofs, dated in the last 3 months, of the residential address and be sure to indicate that it is for an address update. Thank you.

Household Primary Person Information

Category

Resident

First Name *

Parks

Last Name *

Family

Primary Address *

12345 Cmob Way

Apt/Unit

City *

Tampa

State *

FL

Zip Code *

33607

Primary Phone

8132748616

Primary Phone Type

Home Phone

Email *

neris.reyero@tampagov.net

Gender *

Male

Birthday *

01/01/1980

Authorize Contacts Via Email

Yes

Recreation Family

First Name *

Recreation

Last Name *

Family

Birthday *

02/02/1985

Gender *

Male

Email

neris.reyero@tampagov.net

Grammie Family

Timmy Family

Daisy Family

Sue Family

Jimmy Family

Test4 Family

Test5 Family

Test6 Family

Additional Family Member

Emergency Contact: Testing Emergency

Additional Emergency Contacts

Save

Add New Emergency Contact

Remove Emergency Contact

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.

A screenshot of the City of Tampa Parks and Recreation website. The top navigation bar is blue with the City of Tampa logo on the left and 'PARKS AND RECREATION' in large white letters. Below the navigation bar, there's a dark blue bar with 'Home', 'Search', and 'My Account' links. The 'Home' link is highlighted with a red box, and a red arrow points to it from the left. The main content area shows a user login section with the text 'Welcome, Family #54710 | Logout | Shopping Cart (0) | Wishlist (0)'. Below this is a message about providing contact information. The 'Household Primary Person Information' section is visible, showing fields for Category, First Name, Last Name, Primary Address, Apt/Unit, City, State, Zip Code, Primary Phone, Primary Phone Type, Email, Gender, and Birthday. The 'First Name' field is highlighted with a red box.

A yellow warning triangle with a black exclamation mark inside.

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

A row of social media icons: Facebook (blue square with white 'f'), X (black circle with white 'X'), and Instagram (gradient square with white camera icon). Above the icons is a blue speech bubble with the text 'Follow us!' in white cursive.