

## Parks and Recreation: Online Services: Go to url: [www.greenwichct.gov/webtrac](http://www.greenwichct.gov/webtrac)

Click on: Parks and Recreation Logo  then 'Proceed to Site'

**Click on Forgot/New Password if you need to reset or create new**

A valid e-mail is required in your account; please contact us by e-mail at [gnpnr@greenwichct.org](mailto:gnpnr@greenwichct.org) if you need it updated.

Enter: Household number/Username (first set of numbers on park pass)

Enter: Password

Following successful login:

Verify information in **MY ACCOUNT** > Update > Household and Member

Click on: **DOCUMENT UPLOAD** (required once every year) Acceptable proofs listed and FAQ's

You may use a scanner, iPad, cell phone or computer

1. Take a photo or scan document, or save a pdf. statement and save to your desktop
2. To upload documents, scroll to the bottom of the page; select a **Family Member** using the drop down
3. Enter brief **Description**
4. Make a selection for **Document Category**
5. Click on the 'Browse' button to **Upload** a file. Please see note in yellow box: **Safe extensions to upload**
6. Click on Upload Documents

When Upload is Complete, repeat for each Family Member required to provide proof.

Don't forget to **Logout** after you have uploaded all your documents.

**Based on current volumes, e-mail response can take seven - ten (7-10) business days.**

**Please check your 'spam' or 'junk' e-mail folders for the response e-mails.**

Add our e-mails to your contacts: [greenwichct@rectrac.com](mailto:greenwichct@rectrac.com) and [gnpnr@greenwichct.org](mailto:gnpnr@greenwichct.org)

**After you have received your proof acceptance e-mail you may process your purchases online.**

To make purchases online: Accepted credit cards: Visa; MasterCard; Discover; American Express

Select:

- **PASSES** > Pass Renewal or Pass Registration (to see complete list please click on the **Search** button)
- Check  name of person renewing; Add to cart, then proceed to check out
- To pay the fee for a 'Lost Pass' you must first renew the existing pass and then purchase Lost in Pass Registration
- New passes click the  button; click **Add to Cart**; select family member ; Click **Continue**
- Review **Shopping Cart**
- Click on **Proceed to Checkout**
- Verify the information and then click **Continue**; Complete the credit card information
- When transaction is complete, your existing cards are reactivated; new passes will be mailed to your address on file

Select:

- **TICKETS** > Ticket Search
- To see complete list please click on the **Search** button
- Click the  button next to the ticket you wish to purchase
- Type the Ticket Quantity required; click **Continue**
- Review **Shopping Cart**
- Click **Proceed to Checkout**
- Verify the information and then click **Continue**; Complete the credit card information
- When transaction is complete, you may print your tickets or show them on a phone to be scanned
- Select **MY ACCOUNT**
  - Reprint
  - Reprint A Ticket

Select:

- **ACTIVITIES** > Activity Search
- Type the Activity Number or (to see complete list please click on the **Search** button)
- Click the  button; click **Add to Cart**; select family member ; Click **Continue**
- **Questions:** please complete as necessary and "sign" the **Waiver**
- Click **Continue**
- Review **Shopping Cart**
- Click on **Proceed to Checkout**
- Verify the information and then click **Continue**; Complete the credit card information