Forgotten Usernames and Passwords

*All patrons who have paid for an activity **at** a recreation center during the past few months have a WebTrac account.*
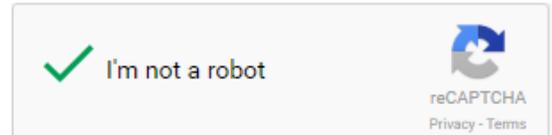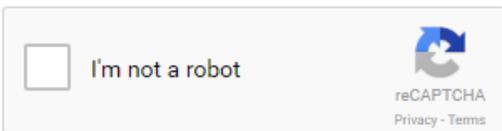
Forgotten Usernames

1. Visit reg.laparks.org

2. Click on the "Forgot Username" button

3. In the "Primary Email Address" box, type in your email address.   If you have registered at a Recreation & Parks facility, use the email address where your last receipt was sent.

4. Place a checkmark in the box stating "I'm not a robot." This will change to a green check once your computer/device has been verified.

5. When you are done, hit the "Submit" button.

6. If the email address exists in the system, a green box will appear with instructions.

> ✔ An email has been sent to the address entered. Please check your email for your login information.

7. Check your email. It will arrive from "City of LA Rec & Parks." Open it, and your username will appear.

☐ ☆ » **City of LA Rec & Parks**   **Keep** **Per Your Request** - You have requested your User Name for City of Los Angeles Department of Recreation and Parks
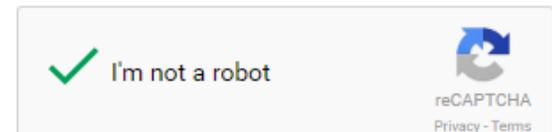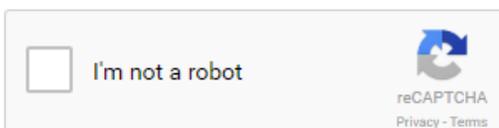
Forgotten Password

1. Visit reg.laparks.org

2. Click on the "Forgot Password" button

3. Type the email address associated with your account in the "Primary Email Address" box.

4. Place a checkmark in the box stating "I'm not a robot." This will open a box asking you to select specific items to verify you are not a robot. When confirmed a green check will appear.

Forgotten Usernames and Passwords

Forgotten Password—Continued

5. Click on the "Submit" button.

   Submit

6. An email will appear in your inbox from "City of LA Rec & Parks." Open it.

   ☐ ☆ » **City of LA Rec & Parks**   Keep **Per Your Request** - You have requested to reset your Password

7. In the email there will be a link to reset your password. Click on it; this will open a new tab on your browser.

8. Type in the password you wish to use in both "New Password" and "Re-Type New Password." If they do not match you will not be able to proceed. When done, select "Submit."

   Reset Account Settings

   Reset Your Password

   New Password: *   •••••

   Re-Type New Password: •••••

   Submit

9. After completing this process you will be taken back to the main page. You may now login.