



ONLINE PAYMENT INSTRUCTIONS

NOTE: *If any member of your family has participated in a park program or youth camp, OR made a reservation in the last few years, **you already have a user account.** You likely may NOT have established a password yet. Creating a new, duplicate account will create problems when you attempt to use the online system.*

1. **Pay Online:** www.austintexas.gov/parksonline

2. **Log Into Your Account**
 1. Under 'Member Login,' enter your username and password.
 2. Your "Username" is your email
 - If you have NOT established a password yet, See "Forgot Your Password" link
 - If your email doesn't work, please contact Office of Special Events.
 3. Once logged in, review and update your contact information, or hit "cancel" if no updates are needed.

3. **Making a Payment Once Logged In**
 1. Select 'Make a Payment' from the Quick Links menu.
 2. Select 'Shopping Cart' (may have a "0" indicating nothing in shopping cart)
 3. Select 'Pay Old Balances'
 4. Select checkbox next to the item(s) you wish to pay
 5. Select 'Add To Cart'
 6. Select 'Proceed to Checkout'
 7. Make payment by Visa, MasterCard, Discover or American Express.
 - a. To avoid duplicate charges, only press the 'payment' button once.

Forgotten Password

- Select the option for 'Forgot your password?' Enter your email.
- Two emails will be sent to the address on your account, which will include a link to change your password. Once logged in, review and update your contact information.

Business/Company or Organizational Accounts

- Business/company accounts sometimes have multiple employees, and therefore multiple contacts and emails.
- These organizations should choose 1 email for servicing business accounts, typically done with an email such as: info@companyname.com, or contact@mybusiness.org.

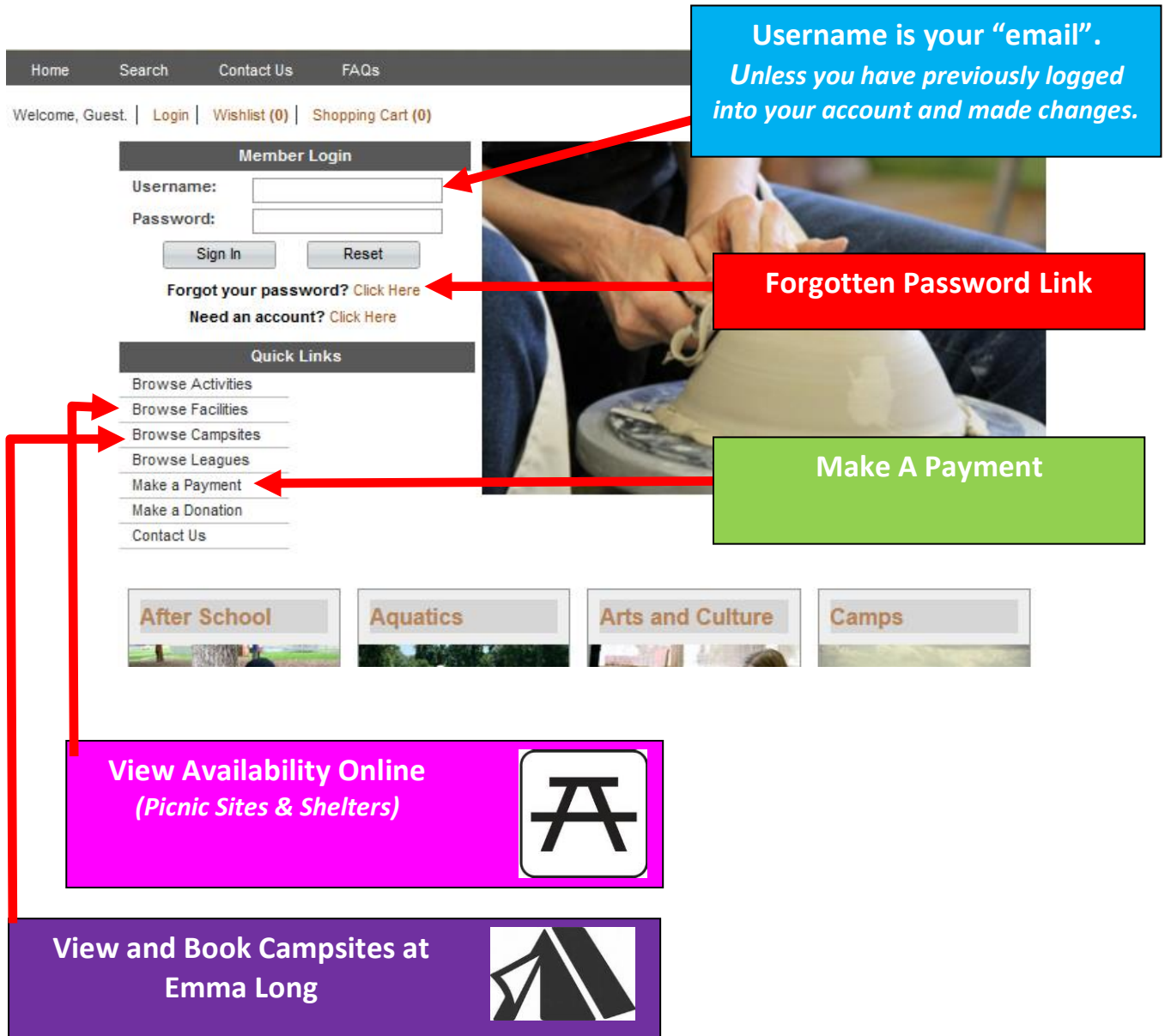
Cancellations - Cancellations and refunds can only be processed through the events office.

Important - If needed, check your SPAM folder for messages from austinparksrec@rectrac.com.

Charges appear on your credit card statement as: "PARD Online Registrat"

ONLINE PAYMENT GUIDE

Visual Guide to Common Selections



The screenshot shows the website's navigation and user interface. A red line traces a path from the 'Make a Payment' callout to the 'Quick Links' menu, then to the 'View Availability Online' and 'View and Book Campsites at Emma Long' callouts.

Member Login

Username:

Password:

[Sign In](#) [Reset](#)

[Forgot your password? Click Here](#)

[Need an account? Click Here](#)

Quick Links

- [Browse Activities](#)
- [Browse Facilities](#)
- [Browse Campsites](#)
- [Browse Leagues](#)
- [Make a Payment](#)
- [Make a Donation](#)
- [Contact Us](#)

After School **Aquatics** **Arts and Culture** **Camps**

View Availability Online (Picnic Sites & Shelters)

View and Book Campsites at Emma Long

Username is your "email". Unless you have previously logged into your account and made changes.

Forgotten Password Link

Make A Payment