



Web-Trac Procedures



Register for programs online 24/7!

What is Web-Trac?

WebTrac is our online registration system, which provides our customers with an additional method of registering for select Colchester Parks & Recreation activities. Those with internet access can view class availability, register for a class, and view their class history, 24 hours a day. WebTrac is the system that enables you to browse and/or enroll online for programs and activities offered by the Colchester Parks & Recreation Department. You can use WebTrac as a Guest and browse our program listings or log on as a Registered User to enroll. *NOTE: You cannot register for A.C.E. Before or After School Programs using WebTrac – registration is only available in-office.*

To connect as a guest, just click the “Guest” button on the WebTrac site.

FIRST TIME USER: If you HAVE registered for Colchester Parks & Recreation programs at any time in the past, but have not used WebTrac before, you are a “first time user.” Your User Name is your **e-mail** which you have placed on file with Parks & Recreation and your password is your **home phone number** - DO NOT USE HYPHEN (example: 8022645640). If you have this information you can log onto WebTrac. Once you are logged in it will prompt a screen that will give you the option to change your user name and password and update your household information.

NEW USER: If you have never registered for anything at the Colchester Parks & Recreation Department, you are a new user. At the WebTrac log in screen, click on “NEW USER” to create your household for our system and set up a User Name and Password. You do not need to be a resident of Colchester to create an online household.

STILL NOT SURE if you have an active account? Send us an email at recreation@colchestervt.gov

PLEASE NOTE:

All registrants will be considered either a RESIDENT OF COLCHESTER or NON-RESIDENT. Residents are persons living in, or owning property in, Colchester Town limits. We reserve the right to require proof of residency.

**Resident and Non-Resident registration dates follow those of the seasonal brochure.
See our current brochure for open enrollment dates!**

Programs must be paid in full when registering online. We accept VISA or MasterCard for online payments.

The system will NOT allow you to:

- Register individuals from other households.
- Register children who do not meet the specific requirements for a class. For example, if a minimum age requirement for a class is 5 years old it will not permit you to register a child who is 4 years and 11 months.
- Refund a class. Please see our *Refund and Cancellation* procedures below. If you need assistance with a refund please contact the Parks and Recreation Department at 264-5640.
- Transfer to another class. If you accidentally signed up for the wrong class or decide to change a class, please contact the Parks and Recreation Department at 264-5640 for assistance.
- Apply for scholarships. Please call our office for instructions on applying for financial assistance.

CANCELLATIONS & REFUND POLICY

Programs that do not meet the minimum number of registrations may be cancelled. Registrants will be notified by phone and will receive a full refund. Requested cancellation & refunds are only available up to 10 business days prior to the start of the program, **and will incur a \$6.00 administrative fee.**