

Dear Resident,

Starting January 11, 2021, we will be replacing our current registration software with CivicRec, a mobile friendly, easy-to-navigate system that allows for online reservations of our facilities and picnic sites in addition to program registration.

Please note your previous account will not be transferred.

Steps to Create an Account (Chrome or Firefox is preferred):

1. [Register](#) and create an account. Enter the account holder's information (must be an adult).
2. Add additional account members (e.g., your children and/or spouse).
3. Register for an activity. *When checking out, make sure you don't hit submit more than once, refresh your screen or hit the back button after your submit your payment. If you do, your card might be charged, but your registration might not be complete.*

If you have any questions about the registration process, see our Frequently Asked Questions (FAQ's) below. If you still need assistance, please contact the City of Gilroy Recreation Division at rec@cityofgilroy.org or (408) 846-0460.

FAQ's

- 1) **How do I log in to the new software?** Visit www.cityofgilroy.org/reconline and click on *Sign up/Create a New Account*.
- 2) **I have my username, but when I create a password, it's not working. Why?** Passwords must be at least 8 characters long and contain at least one number and one letter.
- 3) **I'm a resident and I typed in my address, but the system doesn't recognize me as a Gilroy resident? Why?** Did you spell out your complete street address such as Drive (instead of Dr.) or Court (as opposed to Ct.)? Do you live outside city limits? If it still does not recognize your address as a resident of Gilroy and you live within city limits, contact us (Rec@cityofgilroy.org) so we can assist you with this issue.
- 4) **How do I add another family member to my account?** You first need to create a household account (must be an adult). Once you've created an account, you'll login to your account, and then you can add a member of your household by going to "Add Account Member."

- 5) **Why am I charged \$10 extra for a class?** If you are a non-resident of Gilroy, you will be charged an additional \$10 for most of our programs.
- 6) **How do I apply for a Youth Scholarship?** First, complete the application by clicking [here](#). Once approved, then \$100 in credit will be applied to your account and can be used toward eligible youth recreation classes.
- 7) **Why don't I see facility or park reservations?** Currently, the Recreation Division is not accepting reservations as a result of the current Covid-19 restrictions. Once the restrictions ease and gatherings are allowed, we will make them available to reserve. In the meantime, you may use the picnic areas (one household per location) on a first come, first serve basis.
- 8) **When I'm creating an account,**
- a. **Do I need to include my mobile carrier? Why is that important?** If you would like to receive messages from us via text (for example, a last minute class cancelation or location change), the quickest way we can get in touch with you is by sending you a text message to your cell phone. If we don't have your mobile carrier (Verizon, AT&T), we are unable to do it.
 - b. **Should I add my email in the "preferences"?** Yes, so we can alert you about upcoming events and activities that you and members of your household might be interested in attending. It also allows us to contact you about last minute changes to a class you are enrolled in.