



Westerville Parks and Recreation Camp Registration Information

The Westerville Parks & Recreation Department is pleased to offer online registration for camps.

- Any household that has previously participated in a Parks and Recreation program, pass, or facility reservation may already have an online account.
- Those wanting to sign up for the first time will need to create an account through our online registration site www.westerville.org/registration. Click “Create an Account” and follow the prompts.
- Proof of residency is required in order to be eligible for the discounted resident rates.

With your active online account, you will be able to view camp information, process registration and reservations and make secure credit card payments from your home or office 24-hours a day! You can even make changes to your household and member’s information—fast, easy and secure. User name/passwords and household information can be changed once you log in. Click on “My Accounts.”

Update your Residency Status Before Registration Date

- Resident rates are provided to those who live or work full time within corporate City limits and pay income tax to the City of Westerville.
- Make sure to keep both departments updated with address and contact information changes to ensure this will continue in the future.
- Ensure your account information is correct **BEFORE** registration.
 - Log in using the device you plan to use for registration, we highly recommend using a computer/laptop and avoid using tablets or mobile devices. Double check your email, phone number and address are up to date. This information is essential contact information for camp.
 - Save your password in a secure location! Make sure you know your password for registration day so you are not locked out of your account.
- **Plan ahead!** Once you are registered for a camp, due to the limited number of spots available, we will be unable to transfer to another camp. ***We recommend having a backup plan for childcare this summer as we anticipate our camps to fill quickly.***

If you need assistance logging in or creating an account, please contact the Westerville Community Center at (614) 901-6500. You can also email camp@westerville.org.

Day of Registration Reminders

- Set an alarm or calendar event to ensure you login promptly at 12 p.m.
- Searching by Activity# on the registration page will bring you directly to the camp you are interested in **OR** once you are logged in, you can click on the Camps tab on the main screen.
- At 12 p.m., you should see the camp you are registering for say **Available**.
 - If you do not see this at/after 12 p.m., you may need to refresh your browser. Please give the system a few minutes as it has a high volume of visitors at this time.
 - ***Do not click in the X in the right hand corner or log out.*** By doing so during the registration process, you will lose where you are in the registration process and have to restart.
- If you are a non-resident, camps will show as **Unavailable** on resident registration day.
- **Reminder!** By placing the camp in your cart does not mean you are enrolled. You must continue to the payment screen and receive your receipt.
- Due to the high volume of visitors on registration day, please keep in the mind the website might run slower than normal. ***Please be patient!***
- Please note, waitlists will not be available for camps in 2024. If your family does not get a spot in camp, please check www.westerville.org/registration regularly to see if spots become available. If available, families may enroll on a first-come, first-served basis.

Online Registration

1. Visit www.westerville.org/registration.
2. Enter "User Name" and "Password"
 - a. If you recently had an account created at a Parks and Recreation facility, the default user name is your phone number (no spaces or hyphens).
 - b. If you have forgotten your user name or password, follow the links, "Forgot your username" or "Forgot your password" on the webpage. You must enter the email address on file with Parks and Recreation.
3. Click "Sign In"
4. To navigate the screen, click the tabs along the top or "class-type" buttons on the screen.
 - a. If you know the Activity Number, enter the first six numbers OR
 - b. Once you find the class you are interested in, click the green button (+). A pop-up box will open with "Add to Cart" or "Clear Selection". Once you add your class to the cart you can shop for additional classes.
5. Once you are done adding classes to your cart, pay for your classes and log out of the system.