



Online Registration

REGISTERING ONLINE WITH WEBY

In late July 2007, to coincide with the delivery of the fall brochure, the Park District introduced a new online registration system called "Weby" (pronounced web-e). The benefits of Weby include the ability to search for programs online, update household information, access past receipts and more. Plus, registration is processed automatically, resulting in a faster, more efficient process for our patrons. To use Weby, patrons must have a "Household ID" number (otherwise known as a Username.)

How do you find out your Household ID (Username)?

Anyone who has registered for a program in 2007 has been assigned a Household ID (Username) and password automatically by the computer system. The Household ID (Username) is also printed on any receipts issued this past summer and fall. To retrieve this number online, go to www.oakparkparks.com and select "Registration" and then select "Get a Household ID." Complete and submit a Household ID request form and within 48 business hours you will receive an email with your Household ID (Username) and password.

Anyone who has not registered for a program in 2007, will need to set up a Household ID (Username.) Go to www.oakparkparks.com and select "Registration" and then select "Get a Household ID." Complete and submit a Household ID request form and within 48 business hours you will receive an email with your Household ID (Username) and password.

What do I do once I have my Household ID (Username)?

Go to www.oakparkparks.com and click on "Registration." Then select "Online Registration with Weby." Type in your Household ID (Username) and password and you are in WebTrac and ready to register. IMPORTANT: For security purposes, it is highly recommended that you change your password immediately in the MY ACCOUNT/CHANGE PASSWORD section located in the blue navigation bar on the left side of the Weby registration screen. You should select a username and password that are easy to remember. You will also be asked to provide answers to prompt questions in case you ever misplace or forget your password.

Once you've logged into Weby and changed your username and password, feel free to explore the features of Weby. You can search for programs; update your household information; view past receipts and more.

Frequently Asked Questions

Q. I received an email with a username and password but I have not received my Household ID?

A. Username is the same as Household ID and along with the password provided, allows you access to Weby. We encourage you to change your assigned Household ID/Username and Password to something that is easy to remember. Your Household ID/Username can be changed in Weby by selecting My Account from the left blue bar.

Q. I signed up as a New User and I haven't received an email with my Household ID/Username and Password. What is going on?

A. When you submit new user information, it can take up to 48 business hours for the Customer Service Department to verify residency status and to determine if you are already in our system.

Q. I have my Weby Household ID/Username and Password and I already registered. How do I update my personal information?

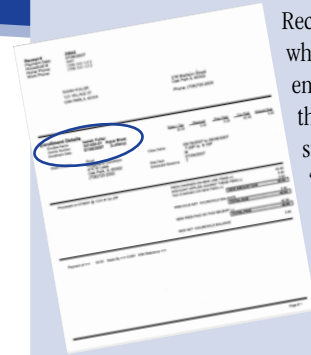
A. Select "My Account" in the blue box on the left side of the of the Weby registration screen. You can view your shopping history, reprint a receipt, print a childcare statement, and print a household roster which identifies all of the classes each member of your family has participated in. You can also change your Household ID/Username and/or Password and update your family member information.

ONLINE LINGO: Words You Should Know...

- When you log on to Weby for the first time you will be asked to select FIRST TIME USER OR NEW USER.
- FIRST TIME USER:** Someone who has registered for a program in 2007 and has an account automatically established in the Park District database but this is their first time using the online registration program Weby.
- NEW USER INSTRUCTIONS:** Someone who has not registered for a program in 2007 and has not had a household account automatically established.

New Receipts From Weby!

The examples below should help you understand what your status in a class is when you receive your enrollment receipt.



Receipts look the same whether received by email or through the mail. For class status, look under "Enrollment Details" for the portion of the receipt that's circled here for reference. Your class status is listed in

parentheses. The examples below are a closeup of the circled area above, showing different types of class status.

Enrollment Details #1

Enrollee Name:	Isaiah Fuller
Activity Number:	341450-01 Aqua Blast
Enrollment Date:	07/06/2007 (Lottery)

In Receipt #1, we see that Isaiah is enrolled in the lottery for Aqua Blast.

Lottery Enrollment Details #2

Enrollee Name:	Isaiah Fuller
Activity Number:	341450-01 Aqua Blast
Enrollment Date:	07/06/2007 (Enrolled in FIRST)

Receipt #2 indicates Isaiah has been selected for the Aqua Blast class after the computer ran the lottery. Aqua Blast was his first choice, so it's listed as "enrolled in FIRST." See more about including a second choice for classes on the next page.

Enrollment Details #3

Enrollee Name:	Isaiah Fuller
Activity Number:	312015-03 Jr Sports Camp # 3
Enrollment Date:	06/25/2007 (Enrolled)

In Receipt #3, Isaiah successfully enrolled in Jr Sports Camp. He either registered for an open space after the lottery had been completed or it is a non-lottery class.

Enrollment Details #4

Enrollee Name:	Isaiah Fuller
Activity Number:	113761-C2 5-6 Boys @ Lincoln
Enrollment Date:	07/06/2007 (Waitlist-1)

In Receipt #4 Isaiah has been placed on a Waitlist for this youth sports class. The number indicates his position on the waiting list for the class.

If you register for a class using Weby, please note that you receive an e-mailed receipt ONLY when you first register for the class. Updated receipts (indicating you've been enrolled after the lottery for example) will be mailed to your house via postal mail. Receipts for mail-in or fax registration are also mailed.

And remember, you can always call us at (708) 383-0002 to check on your class status!



Weby is Here!

See previous page for important information on how to use the Park District of Oak Park's new online registration system, called Weby (pronounced web-e).

- 1. Online with Weby** – go to www.oakparkparks.com and click on “Registration” (Visa/Mastercard)
- 2. Mail-in** to Park District of Oak Park, 218 Madison Street, Oak Park, IL 60302
- 3. In-Person** at the Administrative Center, 218 Madison Street, M-F, from 8:30am-5pm OR at Ridgeland Common, 415 Lake St. M-Sa from 9am-5pm
- 4. Fax** registration to (708) 383-5702
- 5. Auto Attendant** Call (708) 725-2000, prompt 3, prompt 1 (Please have your Visa or Master Card ready)
- 6. Drop Off** at the Administrative Center mail slot after business hours (218 Madison) and at the Dole Center drop box, 255 Augusta at Cuyler, on the 2nd floor outside the Park District office, M-Th, 8:30am-9pm and F, 8:30am-Noon Drop-off registration is no longer being accepted at the community centers.
For all drop-off registration, please allow up to 2 business days for processing.

Registration Dates

Please see box at right regarding the expanded lottery program and other important information before registering!

Resident Lottery Registration

begins as soon as you receive your brochure.

Lottery Entry Deadline

is noon on Thursday, December 13, 2007.

Non-resident Registration

begins Monday, December 17, 2007.

The same dates for lottery and non-resident registration apply whether you submit your registration via mail-in, fax, telephone, walk in or through our website.

How to Register

- Complete the registration form and include a home phone always and an emergency phone number if you are registering a child.
- List an alternate choice for programs (not mandatory) on your form in case your first choice is filled.
- Pay the fee for your first choice. You will be refunded/billed the difference if you are placed in your alternate choice program.
- Payments may be made with cash, check (no second party checks), Visa or Mastercard. If paying with cash, please drop off your registration in person so you will have receipt of your payment.
- Registration deadline and procedures for Pre-school/Early Childhood, the Gymnastics Center and other select non-lottery programs can be found on their respective pages in this brochure.
- If both your first and alternate choices are filled, you will be put on a wait list for your first choice.
- If your class is cancelled, you will be contacted by phone and all fees will be refunded.

We can link registrations!

Do you need siblings to be in different classes that meet at the same time? Do you need everyone in your car pool to get in the same class? Do two friends want to take a class together? We can do all of this by linking your registrations. Please contact the main office at (708) 383-0002 to get linked!

Refund Policy

- Unless otherwise noted, refunds must be requested before a program meets for the second time or no refund will be issued.
- Learn to swim and ice-skating lessons require a one-week notice for a refund.
- Refund requests for trips and one-day programs must be received two weeks before the program meets to be eligible for a refund. Refunds within two weeks will be considered only if the vacated spot can be filled by a wait-listed participant.
- A \$3 service fee will be charged for all refund requests unless otherwise stated.
- Refund requests will be processed within 10-15 business days.
- Refund checks will be issued in the participant's name unless the refund will be issued to a minor and the parent or guardian requests a change at the time of the refund request.
- Refunds for program fees paid by credit cards will be issued to the original credit card used.
- Adult Trips Refund Policy:** If a trip is cancelled by the Park District, a full refund will be issued. Trip refunds require the approval of the Superintendent of Recreation or his/her designee. If your registration can be filled by another patron from a waitlist, your fee will be refunded with only the service fee withheld. Unrecoverable costs (i.e., advance ticket purchases, meal purchases, etc) will be added to the service fee.

LOTTERY!

All programs listed in this brochure except those which require in-person registration or are otherwise indicated are lottery programs (these programs are noted as non-lottery in their program description). The Park District expanded the lottery system in order to ensure all residents have the same opportunity to be placed in our programs regardless of when they receive the program brochure. In the past, some brochures were delivered after program registration was opened for the season. Those who received their brochure first, had an advantage in getting into certain programs. The lottery system eliminates this advantage. It also provides more timely information for program supervisors to make arrangements, when possible, to accommodate as many registrants as our resources allow.

Here is how the lottery works:

- Only Oak Park residents are eligible for the lottery.
- To be eligible for the lottery, program registrations must be received at the Hedges Administrative Center, 218 Madison, by noon on Thursday, December 13, 2007.
- After all registrations are entered, the computerized “lottery system” randomly selects the maximum participants allotted for each program.
- Lottery results are printed on receipts and mailed using the postal service to all households. Lottery results currently ARE NOT sent by e-mail, even if you register using Weby (see opposite page).
- Resident registrations received after the lottery will be processed as received.
- Non-resident registration begins Monday, December 17, 2007.
- Note that any programs listed in the previous session's brochure will not be lotteried (and are marked as non-lottery), due to the fact that people have been registering since the previous session.

Please note that as of July 29, we will no longer be offering pool and rink passes for purchase online. Passes will still be available for purchase in person during pool or rink scheduled operating hours and at 218 Madison and Ridgeland Common during normal business hours.