

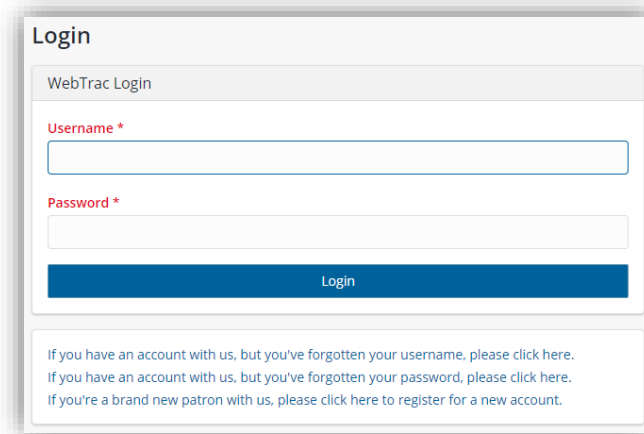
LOGGING IN/CREATING AN ACCOUNT

Username and Password:

➤ Do I have a User Name and Password?

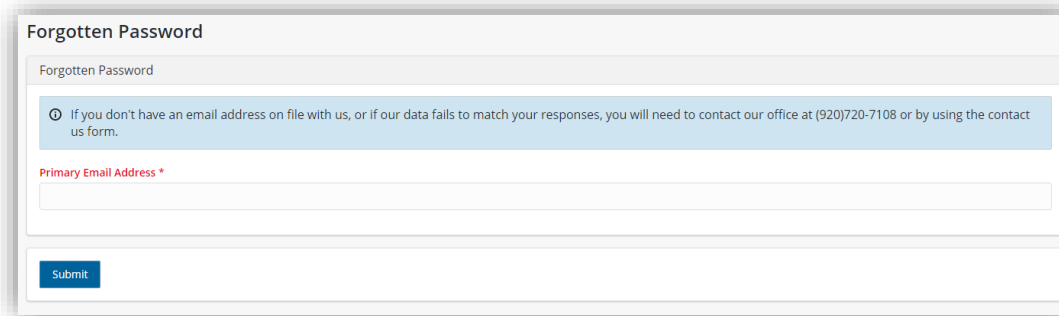
If you have ever signed up for a recreation program, rented a facility through our office, or purchased a disc golf/boat launch pass, you already have a user name and password.

If you are unsure of your user name and/or password, click the link below that reads: *"If you have an account with us, but you've forgotten your username, please click here."* or *"If you have an account with us, but you've forgotten your password, please click here."*



The screenshot shows a 'Login' form titled 'WebTrac Login'. It contains two input fields: 'Username *' and 'Password *'. Below the fields is a blue 'Login' button. At the bottom of the form, there are three links: 'If you have an account with us, but you've forgotten your username, please click here.', 'If you have an account with us, but you've forgotten your password, please click here.', and 'If you're a brand new patron with us, please click here to register for a new account.'

Both pages will request your primary email address.



The screenshot shows a 'Forgotten Password' form. It includes a message: 'If you don't have an email address on file with us, or if our data fails to match your responses, you will need to contact our office at (920)720-7108 or by using the contact us form.' Below this is a 'Primary Email Address *' input field and a blue 'Submit' button.

If the email address matches an address we have in the system, WebTrac will send you a link to reset your username and/or password.

If the email address does not match, you will receive the message below:

ⓘ If you don't have an email address on file with us, or if our data fails to match your responses, you will need to contact our office at (920)720-7108 or by using the contact us form.

➤ **I have never registered with your office, how do I create an account?**

If you need to set up an account in our system, click on the link “If you’re a brand new patron with us, please click here to register for a new account.”

The screenshot shows a 'Login' form titled 'WebTrac Login'. It contains two input fields: 'Username *' and 'Password *'. Below the fields is a blue 'Login' button. At the bottom of the form, there are three links: 'If you have an account with us, but you've forgotten your username, please click here.', 'If you have an account with us, but you've forgotten your password, please click here.', and 'If you're a brand new patron with us, please click here to register for a new account.'

From there, you will be directed to complete your household information. Please make sure to enter all household and family member information. Additional family members and contacts can be added by selecting the green buttons on the bottom of the screen.

The screenshot shows the 'Create New Household' form. It has several sections: 'New Account Information' with fields for 'Login (up to 50 chars) *', 'Password (up to 50 chars) *', and 'Re-Type to Confirm'; 'Household Primary Person Information'; 'Additional Primary Person Information'; 'Household Questions'; 'Additional Family Member'; and 'Emergency Contacts'. At the bottom, there are four buttons: 'Save' (blue), 'Add New Member' (green), 'Add New Contact' (green), and 'Cancel' (white).

If you enter a phone number or email address that is already in our system you will receive a notification that you already have a household created and will be redirected to the user recovery page:

The dialog box is titled 'Duplicate Check' and contains the text: 'Potential duplicate Household found based on phone number entered. If you do not know your username or password please click [here](#) to go to the user recovery page.' There is an 'Okay' button at the bottom.

The dialog box is titled 'Duplicate Check' and contains the text: 'Potential duplicate Household found based on email address entered. If you do not know your username or password please click [here](#) to go to the user recovery page.' There is an 'Okay' button at the bottom.

➤ **Am I a Fox Crossing Resident, City of Menasha Resident or Non-Resident?**

A Fox Crossing resident is a person living inside the village limits of Fox Crossing and paying Fox Crossing property taxes.

A City of Menasha resident is a person living inside the city limits of Menasha and paying Menasha property taxes.

A Non-Resident is a person who does not live in the Village of Fox Crossing or City of Menasha.

**A reciprocity agreement is in place to allow Menasha residents to pay the resident fee for recreation programs and facility rentals (with the exception of disc golf and boat launch passes). City of Menasha residents must wait until the non-resident registration window opens before signing up for recreation programs.*

➤ **I have created my account and submitted my information, now what happens?**

Once you have saved your information, your household information is pending in our system until our office staff approves your household. You will receive the message below:

🔔 Thank you for registering. Please wait for your household to be approved.

At this point our office staff reviews your household. We are verifying that you are not already in our system (avoiding duplicate households) and that the residency status you selected is correct. Once everything has been checked and you are imported into the system you'll receive an email indicating you may now log in to register for programs. Please note, we only activate accounts throughout the day during regular business hours (Monday-Friday, 8:00AM-4:30PM).

UPDATING HOUSEHOLD INFORMATION

➤ **How can I update my account after it has been activated?**

Once you have logged in, click the "MY ACCOUNT" tab in the top right corner of the screen. A drop-down menu will appear, and you can select different options under the "My Account" heading.

- **Household & Member:** update phone numbers and email addresses, and add additional family members or emergency contacts
- **Account Settings:** update username/login, password and primary email address

