Parks & Rec Connect

Our online registration and payment site is www.stpeteparksrec.org/parksrecconnect. If you are an existing customer, you don't need to create an account, just make sure the front desk has your current email address on file.

How do I create my Customer Account?

Note: If you are registering a child, please use your own information, NOT your child's information. Once you have an online registration account, you will have the opportunity to add family members.

1. Click on the Create an Account link.
2. Fill out all required fields, (birth date, gender, email address, etc.) and click submit.
3. Please submit your request only once.
4. You will automatically receive an email after submitting your request for an account.

How do I add family members to my account?

Add a family member under My Account, by clicking the Manage Family Member link.

What should I do if I forget my password?

1. From the Sign In page, click the Forgot your Password link.
2. Enter your email address.
3. Click Request reset password button.
4. An email will be sent containing a temporary password. Upon signing in with the temporary password, you will be prompted to change this password.

How do I register for an Activity?

1. Click the Activities tab to search for the activity or program.
2. Select enroll now next to selection.
3. Select the participant.
4. Complete any required waivers.
5. Click the Add to My Cart button.
6. Confirm activity name, date and time, enrollee, and price.
7. Click Continue to proceed with payment.
8. Once your payment has been approved, your receipt will display.

How do I register for Camp Field Trips?

1. Child must be enrolled in the camp program before you can enroll in field trips.
2. Click the Calendars tab.
3. Select the Camp Activities and Trips calendar.
4. Update the Center to your child's camp location.
5. Use the activities button to narrow down the search to youth or teens as needed.
6. Select the field trip or event from the calendar.
7. View details and then click Enroll Now.
8. Select the participant.
9. Complete any required waivers.
10. Click the Add to My Cart button.
11. Confirm your activity name, date and time, enrollee, and price.
12. Click Continue to proceed with payment.
13. Once your payment has been approved, your receipt will display.

What happens if I have an outstanding balance or credit on my account?

Outstanding balances must be paid in full prior to registering for an activity. If you have a credit, you can apply that credit to your current transaction. If the credit is large enough to cover your current transactions, you will not be required to make a payment.

What will happen if I try to register for an Activity that is full?

Your name will be placed on a waiting list. You will be contacted if a space opens for that activity. If you do not want to be placed on the waiting list, click the Remove button that appears on the Shopping Cart screen. *Note: Placement on a waiting list does not guarantee a spot in the Activity.*

How can I view a schedule of my family's upcoming scheduled Activities?

1. Sign into your account and click on the My Account link.
2. Then click on the View Family Members Schedule link.
3. Click the Family Members button to add or remove a family member's schedule from view.
4. Select Apply.
5. Choose Week or Month preference.
6. Once your family schedule is displayed, it can be printed, or select the Add to Calendar link to download a file that can be imported to your digital calendar.

Can I view my transaction history and print out my past receipts?

1. Sign into your account and click on the My Account link.
2. Open the Payment and Order Management section.
3. Select Transaction and Payment History.

How can I get a copy of my Tax Receipt?

1. Sign into your account and click on the My Account link.
2. Open the Payment and Order Management section.
3. Select Tax Receipt.
4. Choose tax year.
5. Add available family members.
6. Click Generate tax receipts.

Is my credit card number and personal information safe?

Yes. Your information is encrypted using a Secure Socket Layer (SSL) encryption technology, the highest form of encryption generally available to the public. If the website is secure, the web address will begin with https://. It is the same type of security that all the major online e-commerce websites use. All credit card transactions are encrypted and secure.

Note: The name and address must match those that are on file with your credit company. If the address shown is not your credit card billing address, click on the My Account button and change your residential address to match your credit card billing address.

How do I save a credit card or electronic check to my account?

1. Sign into your account and click on the My Account link.
2. Open the Payment and Order Management section.
3. Select Saved Credit Cards.
4. Select add a new credit card or add a new electronic check.
5. Add required information. Click Save.

How do I subscribe or unsubscribe to receive emails and/or text messages?

Note: Don't forget to add stpete@active.com and stpeteparksrec@stpete.org to your list of approved senders to make sure emails are not directed to your spam filter.

1. Sign into your account and click on the My Account link.
2. Click edit next to your name.
3. Select Contact Information page.
4. Enter Text phone and check or uncheck Agree to receive text messages.
5. Enter Email address and check or uncheck subscription lists. Click Save.