

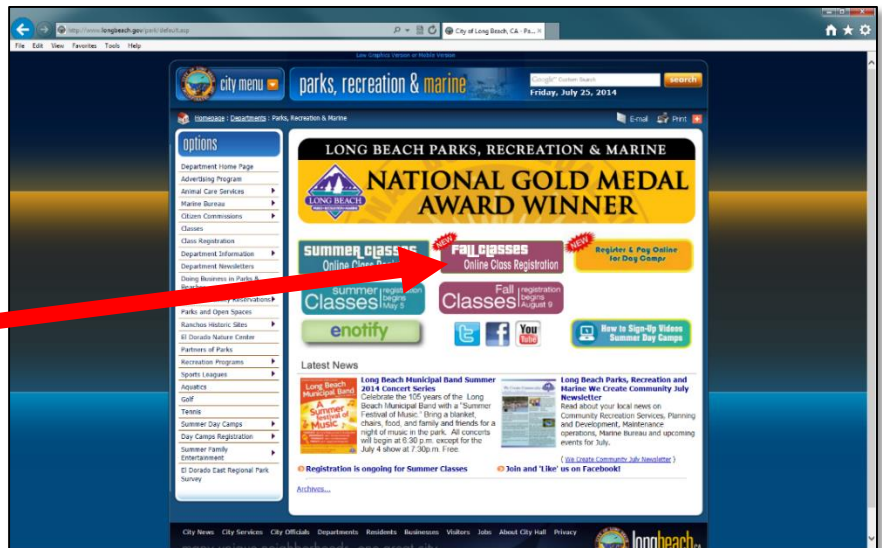
# Online Registration: Creating a New RecConnect Account

Online Registration for City of Long Beach Recreation programs begins at the Parks, Recreation & Marine website home page:

[www.longbeach.gov/park](http://www.longbeach.gov/park).

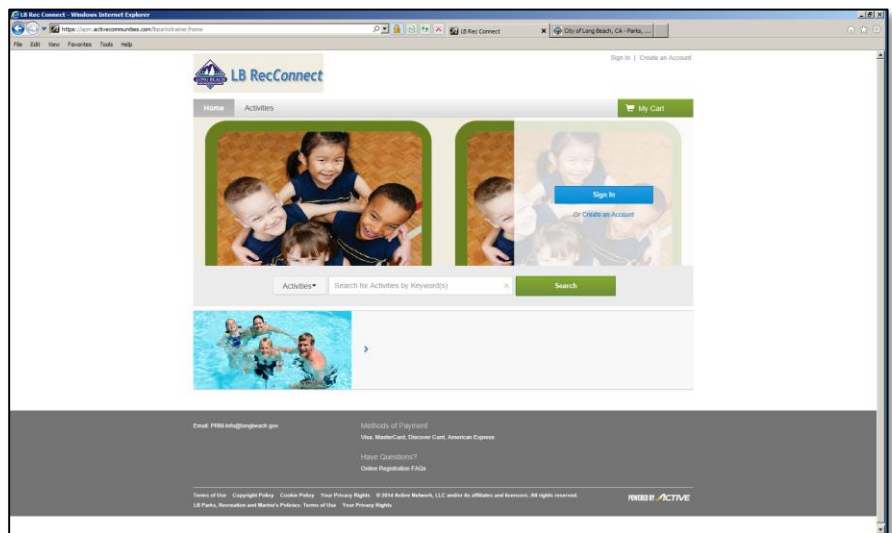
Click the button for **Online Registration**.

(Note: The look of this page changes, but there will always be a button to link you to the registration system.)



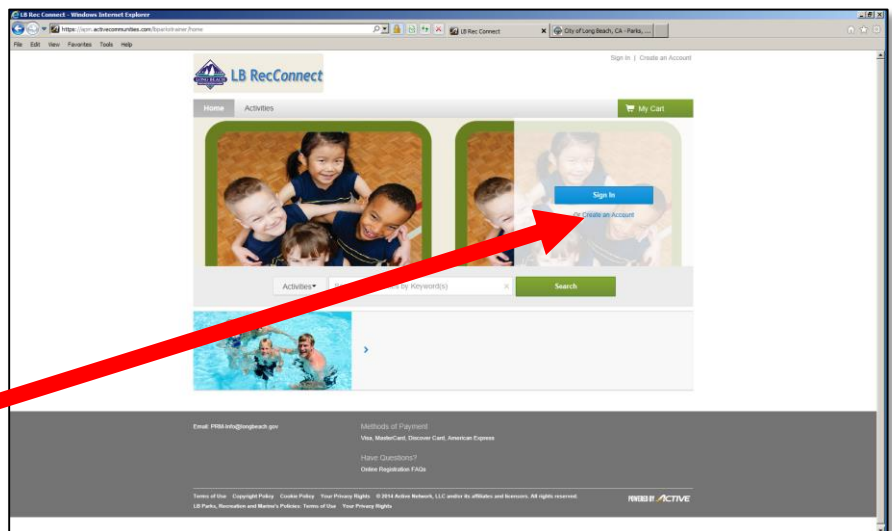
Your web browser will be re-directed to the new registration website.

From here, you can create an account, manage your existing account, or browse available activities.



Begin by creating an account in the name of the "Head of Household" – the person who will be responsible for registering and paying for classes and programs. Family members can be added later.

To begin, click the **Create an Account** link.



Please fill in all of the information to establish your account. An asterisk (\*) next to the box indicates required information – you won't be able to continue until the box is filled in. When you are ready to proceed to the next screen, click the **Next** button in the bottom right corner.

The screenshot shows the 'Create Account' page for 'LB RecConnect'. At the top, there are links for 'Home' and 'Activities', and a 'My Cart' button. The page title is 'Create Account' with a breadcrumb trail '> Home Page > Create Account'. A progress bar at the top indicates five steps: 1. name & address (highlighted with a blue circle), 2. contact information, 3. personal information, 4. emergency contact, and 5. account information. The main heading is 'Name & Address'. Below it, a grey box contains the instruction: 'To create an account, please provide the following name and address related information. Please note, that to create an account for a child you first need to create an account for an adult.' The form fields include: '\* First Name' (text input), '\* Last Name' (text input), '\* Street Address' (text input), and '\* City, State, Zip Code' (text input, dropdown for 'State', and text input for 'Zip Code'). At the bottom left is a link 'Cancel & Return Home' and at the bottom right is a green 'Next >' button.

The Primary Phone Number you list can be your home phone or your cell phone – whichever one is most answered. If you wish to receive text messages about class changes or cancellations, also fill in the Cell Phone boxes (even if it is the same as your Primary number). You'll also need to include your cell carrier information from the drop-down menu and check off the "Agree to receive text messages" box.

The screenshot shows the 'Create Account' page, Step 2: Contact Information. The progress bar at the top shows Step 1 as completed (checked) and Step 2 as the current step (highlighted with a blue circle). The main heading is 'Contact Information'. Below it, a grey box contains the instruction: 'Please enter your contact information, including email preferences.' The form fields include: '\* Primary Phone' (text input) and 'Extension' (text input), 'Cell Phone' (text input), 'Cell Carrier' (dropdown menu with 'Carrier' selected), and two checkboxes: 'Yes, I agree to receive text messages' and 'Yes, I am the main contact for my family'. Below these is '\* Email address' (text input) and a checked checkbox: 'Yes, Please mail me the latest news and information about LB Parks, Recreation and Marine.' At the bottom left is a link 'Back' and 'Cancel & Return Home', and at the bottom right is a green 'Next >' button. A red circle highlights the 'Primary Phone', 'Cell Phone', and 'Cell Carrier' fields, and a red arrow points from this circle to the 'Email address' field in the next screenshot.

The **Email Address** you enter here will become your account's Login Name. This is also where LB Parks, Recreation & Marine will send registration information, copies of receipts, etc. To continue with registration, click **Next**.

The Personal Information section asks you to identify your **Role in Family**. Choose “Adult/Guardian” or “Child/Dependent” from the drop-down menu.

Choose either “Male” or “Female” from the **Gender** drop-down menu.

**Date of Birth** information is required for all customers under age 18. For everyone else, choose either “Adult” or “Senior” from the **Age Category** drop-down menu.

The screenshot shows a multi-step registration process. At the top, a progress bar has five steps: 1. name & address, 2. contact information, 3. personal information (highlighted in blue), 4. emergency contact, and 5. account information. The main form is titled "Personal Information" and contains the following fields: "Role in Family" (a dropdown menu with the prompt "Please select your role in the family..."), "Gender" (a dropdown menu with the prompt "Please select your gender..."), "Date of Birth" (a text input field with a note "Users must be 13 years of age or older."), and "Age Category" (a dropdown menu with the prompt "Please select Age Category..."). Below these are "Subscription Lists" with checkboxes for: Adult Sports, Animal Care Services, Aquatics, Family Entertainment, Marina Information, Nature Center, Partners of Parks, Recreation Class Information, Senior Services, Volunteer Opportunities, Youth and Teen Programs, and Youth Sports. At the bottom, there is a "Questions" section with "How did you hear about us?" (a dropdown menu). Navigation buttons at the bottom include "Back", "Cancel & Return Home", and "Next".

The **Subscription Lists** and **Questions** sections are optional – but very helpful. Check the items you want to be kept up-to-date about, then click **Next**.

**Emergency Contact** information is optional, and used in the event we cannot get ahold of anyone in the family – this is especially important to include if you add any children to your account. To continue, click **Next**.

The screenshot shows the "Emergency Contact" form in a multi-step registration process. At the top, a progress bar has five steps: 1. name & address, 2. contact information, 3. personal information, 4. emergency contact (highlighted in blue), and 5. account information. The main form is titled "Emergency Contact" and contains the following fields: "First Name", "Last Name", "Relationship", "Primary Phone" (with an adjacent "Extension" field), and "Other Phone" (with an adjacent "Extension" field). A note at the top of the form states: "For children, please enter Emergency Contact information, ideally this should NOT be the parent or guardian." Navigation buttons at the bottom include "Back", "Cancel & Return Home", and "Next".

Notice that the email address you entered earlier carries over to the **Account Information** page to become your **Login Name**. In this section, you need to choose a **Password** for your account. Note the requirements for a secure password. LB Parks, Recreation & Marine staff will not have access to your password. Choose one you will remember!



### Create Account

> Home Page > Create Account

name & address    contact information    personal information    emergency contact    **account information**

Account Information

Please enter security information for the account. Please note Login name is NOT case sensitive, but password is. You will also need to select or enter a security question.

\* Email address  
jjetson@spacely.com

\* Password Contain at least eight characters in length  
Contain at least one letter and one number

\* Confirm Password

By creating an account, you are agreeing to terms of use and privacy rights.

LB Parks, Recreation and Marine:  
[Terms of Use](#) [Your Privacy Rights](#)

Active Network, LLC:  
[Terms of Use](#) [Copyright Policy](#) [Your Privacy Rights](#)

[Create Account](#)    [Create Account and Add Family Member](#)

After you choose and confirm your Password, click one of the buttons at the bottom of the page: Click **Create Account & Add Family Member** to add additional people to your account; or click **Create Account** if the account is only for yourself.

If you chose to add a family member, the next screen requests information about the new person. The system assumes much of the information will be the same as the original family member – if it is different, just make the changes required. As before, to continue, click **Next**.

### Add Family Member

> Home Page > Add Family Member

**1** name & address    **2** contact information    **3** personal information    **4** emergency contact

Current Jetson Family Members

Name	Birth Date	Role	Family
Jane Jetson		Adult / Guardian	Jetson

Name & Address

To create an account, please provide the following name and address related information. Please note, that to create an account for a child you first need to create an account for an adult.

\* First Name

\* Last Name  
Jetson

\* Street Address  
1234 Spacely Sprockets I

\* City, State, Zip Code  
State  90803

[Cancel & Return Home](#)    [Next >](#)

Each family member needs to have an Email address filled in for their account. It can be a unique address for each family member, or you can re-enter the Primary Member's email address.

### Add Family Member

> Home Page > Add Family Member

Progress: 1. name & address (checked), 2. contact information (active), 3. personal information, 4. emergency contact

Name	Birth Date	Role	Family
Jane Jetson		Adult / Guardian	Jetson

Contact Information

Please enter your contact information, including email preferences.

\* Primary Phone: (562) 555-5555 Extension:   
 Cell Phone: (562) 555-5555  
 Cell Carrier: AT&T  
 Yes, I agree to receive text messages  
 \* Email address:   
 Yes! Please mail me the latest news and information about LB Parks, Recreation and Marine.

Back Cancel & Return Home Next

Continue filling in the Personal Information for the new family member. Remember, **Date of Birth** information is required for all persons under age 18; for all others, choose the appropriate **Age Category**.

### Add Family Member

> Home Page > Add Family Member

Progress: 1. name & address (checked), 2. contact information (checked), 3. personal information (active), 4. emergency contact

Name	Birth Date	Role	Family
Jane Jetson		Adult / Guardian	Jetson

Personal Information

Please enter your personal details.

Role in Family: Please select your role in the family...  
 \* Gender: Please select your gender...  
 Users must be 13 years of age or older.  
 \* Date of Birth:   
 or Age Category: Please select Age Category...  
 Questions: How did you hear about us? Previous Customer

Back Cancel & Return Home Next

**Emergency Contact** information is particularly important for children. Choose someone that is NOT the parent or guardian (someone for us to contact should we not be able to reach the parent or guardian). You can continue to add additional family members or finish for now by choosing the appropriate button.

### Emergency Contact

For children, please enter Emergency Contact information, ideally this should NOT be the parent or guardian.

First Name:   
 Mr.  
 Last Name:   
 Spacely  
 Relationship:   
 Friend  
 Primary Phone: (562) 555-5555 Extension: 5  
 Other Phone: (562) 555-5555 Extension: 55

Create Account Create Account and Add Family Member

Congratulations! You have successfully created your new RecConnect account.

When you are ready to exit, click the **Log Off** link under “Other Services” (or “Sign Out” at the top right of the page).

LONG BEACH  
LB RecConnect

Welcome, Jane | My Account | My Wish List | **Sign Out**

Home | Activities | **My Cart**

### Account Options for Jane Jetson

- Account Activity
  - Show Your Daily Schedules
  - Show and Manage your Wish List
  - List Account Deposits
  - List Account Credits
  - List of Transactions
  - Print Waivers / Daycamp handbook
  - Print Tax Receipts
- Personal Information includes
  - Change Your Password
  - Change Account Address or Personal Information
  - Change Information about Family/Friends
- Account Payments include
  - Pay on Account
  - List of Account Payments
  - View Account Payment Details
  - Change Auto-Charge Payments
- Other Services
  - Register for Activities
  - View Your Shopping Cart
  - **Log Off**

Email: PRM-Info@longbeach.gov

Methods of Payment  
Visa, MasterCard, Discover Card, American Express

Have Questions?  
Online Registration FAQs

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