

Cary RecTrac FAQ's

For questions and information [email](#) or call 311 (inside Cary limits) or (919) 469-4000.

FAQ Items (click to go to a specific area):

[Account Creation](#)

[Passes/Memberships](#)

[Activities](#)

[Facilities/Reservations](#)

Account Creation FAQ's

Password and Username Parameters

Your **Username** should be something you can remember. There are no minimum characters or restrictions (except for less than 50 characters).

Your **Password** does have some parameters to ensure your security. Password Must be at least 8 characters, and include 1 Lower Case, 1 Upper Case, and 1 number.

These are the allowed characters ! @ # \$ % ^ & * () . + - /

The following Characters are NOT allowed in your Password = , < > ; : ' " \

Why is it showing my Household as a Non-Resident?

For the system to verify your Residency status, start typing in your address. Once you see it listed, select it from the drop-down options on the field. If you did not directly select your address from the drop down when you created your account, it may have designated you a non-resident. If you think your designation as a non-resident is incorrect, please create your account and then contact us at [311](#) or use the *Contact Us* tab in RecTrac.

Do I add family members when I create my new account?

Yes. Add everyone that lives within your household. For the *Household Primary Person*, this must be an adult over the age of 18. Then you can add *Additional Family Members* on that tab.

What does "Secondary Guardian" mean?

This is a designation of another **adult** within your household. They could be contacted regarding transactions or registrations. Secondary Guardians can also have their own username and password to log in and view, edit or manage the account. The Account Primary Guardians can grant access and invite others on the account to create their login username and password.

Where do I add minors or children from my household?

You add them in the *Additional Family Member* area with the relationship *Other*.

Do I have to add an Emergency Contact?

This information is not required, but we would appreciate it if you did add one in for reference in the case of an emergency.

Why is my Date of Birthdate required?

All activities, passes, and rentals have age criteria. To rent facilities, you need to be 21 or older. Without your birthdate we cannot verify if you (or your child) are eligible for specific programs.

I received a Verify Email Address from Cary NC, what does that mean?

This is for the system to verify your correct email address. Please confirm when received. It will verify your address and will also allow you the opportunity to subscribe to notifications and communications from the system. These notifications could include upcoming registration dates, reminders of an upcoming class, notification of a cancelled class, etc. You can always modify receipt of these in the future.

I never received a Verify Email Address from Cary NC, what does that mean?

Check your Spam/ Junk folder for an email from Cary, NC. This link expires within 24 hours. If your link expired, please contact [311](#) for a new email invitation.

Can other adults on my Household have their own login?

Yes! Go to *Household Account Management* and if you need to add them, click *Household and Member Update* and add them as *Additional Family Member*. If they are already listed on your Account Management Screen, hit the Invite button for them to be invited to create their log in. Anyone with Account Management can see and process transactions on the account. You cannot share login usernames and passwords as the system will only allow one log in at a time.

I forgot my username and/or password?

Visit the Login Screen and click *Forgot Username?* or *Forgot Password?* A reset email will be sent to you. Your username is a unique name you set up at the time you created the account



I need to make changes to my Household account or add other family members? Do I have to call Cary?

Nope. Most things you can update on your end of the system. Just login and visit your *Household Account Management* and make any changes. If you encounter any fields you cannot adjust, please contact us at [311](#) or use the *Contact Us* tab in RecTrac.

I need to change my Username, Email Address, or Password, how do I do that?

Just login and visit *My Profile* and make any changes. If you encounter any issues, please contact us at [311](#) or use the *Contact Us* tab in RecTrac.

Help! My account says I am Locked Out?

If you unsuccessfully tried to log in 5 times, the system will lock you out of your account for 10 minutes. After the 10 minutes have passed, please use the *Forgot Username/ Forgot Password* functions to reset.

Can I add a Credit Card for future payments?

The system itself will not save a credit card. This is for security reasons. You can utilize your browser Credit Card options available on Google Chrome or iWallet.

Activity FAQ's

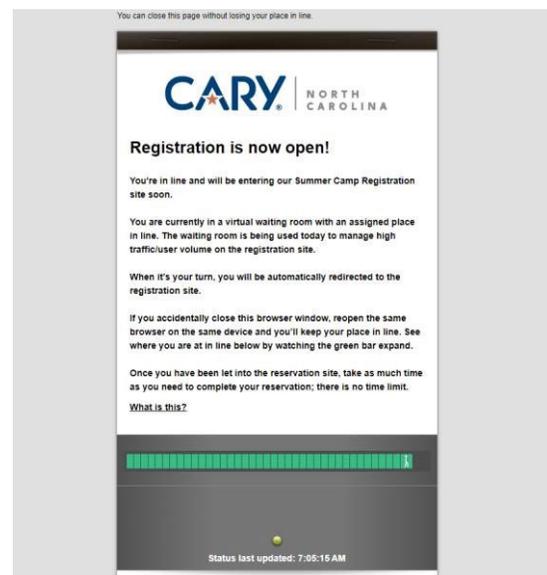
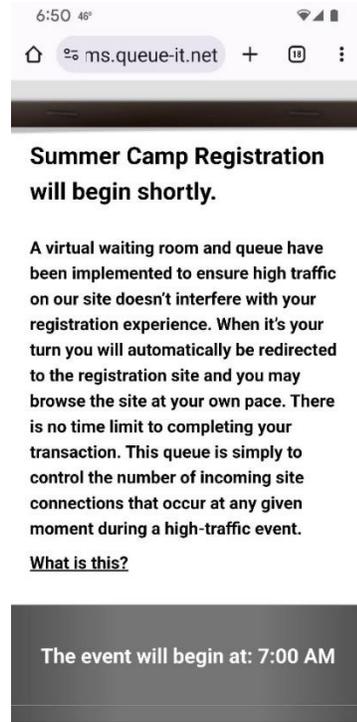
What time does Registration open for seasonal registration?

Most seasonal registrations open at 9 a.m. for Cary Residents. Check www.carync.gov/programs for upcoming season dates. Registration is open to Cary Residents only for the first *two weeks* of registration to allow for priority. After two weeks, registration opens for all Non-Residents. (*Cary Residency is defined by what city residents pay taxes.*)

Summer Camps registration will open ONLINE at 7:00 a.m. Activities will show as *Unavailable* until registration opens. *In-person registration will open when facilities open at their normal scheduled times.*

What is the Virtual Waiting Room?

This indicates that the website is experiencing high user volume. The software has implemented a **Virtual Waiting Room** to ensure that user volume does not exceed the site's ability to provide an informed and responsive registration for our customers.



Once you have entered the Virtual Waiting Room, you will retain your place in line. Rest assured that you keep your place in the Waiting Room line even if your phone goes to sleep, you lose your internet connection, or you close the Virtual Waiting Room page. When you return to the page, you will see your updated progress in the line.

- If your Waiting Room page is open when it's your turn to register, you automatically will be redirected to the registration site.
- If your Waiting Room page is not open when it is your turn to register, when you return to the website, a popup will notify you of your turn and confirm that you want to proceed to the registration site.
- Once it is your turn to register, you may browse the site and register at your own pace. There is no time limit for completing your transaction with the exception of the 30-minute cart timer. As long as you are still actively searching and adding things to the cart, it will keep the cart.

How do I add things to my Wishlist and access it later?

If you find a program that interests you or someone in your family, you can add it to your Wishlist. Basically, like marking it as a favorite. **It will stay on your Wishlist until you remove it (even after you register for it).** It's a

favorite until you don't want it there anymore. We recommend clearing it out prior to each new season of programs.

Once you locate an Activity you want to favorite and add to your Wishlist. Click the *3 dots on the right* of the Activity information and select Add to Wishlist.

Spring Litter Sweep - VOLU0003

Join us for this town-wide litter cleanup event and spend part of your Saturday keeping Cary litter-free and connecting with other community-minded volunteers. Participants will receive litter cleanup supplies and be assigned to a boat to remove litter around Bond Lake. This location meets at Bond Park Boathouse.

1 Sections

| Activity # | Description | Dates | Times | Days | Location | Ages | Cost | Availability | |
|--------------|----------------------|-------------------------|-------------------|------|---------------------|-------|---------------|--------------|---|
| VOLU0003-005 | Bond Lake with Boats | 04/13/2024 - 04/13/2024 | 2:00 pm - 4:00 pm | Sa | Bond Park Boathouse | 18-99 | \$0.00/\$0.00 | Full | ⋮ |

Navigation: |← 1 2

Dropdown menu options:
Fee Details
Enrollment Count Details
Add to Wishlist
Documents
Share

To access your Wishlist to register click your name in the top right corner of the website to access it.

CARY NORTH CAROLINA

HOME SEARCH SPORTS LEAGUES CONTACT US FAQ MAKE A PAYMENT CHECKOUT CART (0 ITEMS) JULIE COLLINS #10

| Update | Reprint | History & Balances | Reports | My Account |
|-------------|-------------------|--------------------|---------------------|------------------------------|
| Teams | Reprint A Receipt | My History | Household Calendar | Wishlist |
| Documents | My Memberships | Pay Old Balances | Childcare Statement | My Profile |
| SMS Update | | Current Balances | Member Visit Report | Household Account Management |
| Evaluations | | Cancellations | | Logout |
| | | Changes | | |
| | | Add Credit | | |

Once it is on your Wishlist, you can Add it to your cart where you will be asked which Family Member(s) you wish to enroll in the Activity. **Important:** After you have added the item to your cart, chosen the family member and answered any questions - make sure you click CONTINUE SHOPPING in order to go right back to your Wishlist!

Wishlist

| Description | Details |
|----------------------|--|
| Remove from Wishlist | Spring Daze Arts + Crafts Festival |
| | EVEN0010-003 04/27/2024 - 04/27/2024 9:00 am - 5:00 pm |

Buttons: View Shopping Cart, Continue Shopping, Clear Wishlist, Add to Cart

I have an account credit from the previous system. Is it in here and can I use it?

YES! We have moved any credits into RecTrac and added them to your account for use. **Credits will be valid for one (1) year.** By leaving the credit on the account the participant agrees that credits remaining inactive after one (1) year will be donated to the [Play it Forward PRCR Scholarship Fund](#), without further notification.

My family receives Scholarship funding for programs and classes, can I use that here?

Yes! Once your account is created in RecTrac we will add your scholarship funds to your account. Please contact us at [311](#) or use the *Contact Us* tab in RecTrac. We will verify your Credit amount and add it to your new RecTrac account for use online.

Does Cary provide financial assistance or scholarships?

In Cary, we believe all citizens should have an equal opportunity to participate in recreation. Our Play It Forward Scholarship Fund allows residents to apply for funds that can be used towards Parks, Recreation and Cultural Resources programs. More information and how to apply can be found on the [Play it Forward](#) website.

What does being on a Waitlist mean?

If a class has reached capacity, it may offer a waitlist option. You can register for this class as you normally would; you don't have to pay any fees unless you come off the waitlist and choose to attend. If a spot does become available, we will contact you. You will have a *designated time frame* to decide if you would like to accept the spot in the activity. We cannot predict when or if a spot will become available.

Why won't it let me register (or register my child) for a specific Activity?

Registration may not be open yet. If the program says *Unavailable*, hover over the selection box to see registration dates. Or most likely you may not meet the age requirement for that specific Activity. All Activities have age criteria based on the content of the program offered and may not be suitable for all ages.

How do I cancel participation in an Activity?

You can create and process your cancellation directly online as long as your request meets our Cancellation Policy listed below. If your request is less than the 7 days or 14 days prior, you must [submit a request to Cary](#) for consideration. ***Non-attendance or non-participation in an activity does not entitle the patron to a refund/credit.*

- Visit the *Cancellation* tab under "History & Balances" to see a list of eligible items for cancellation. You can process your refund directly back to your credit card or leave a credit on your account for future use. **To complete cancellation, you must go to your Cart and choose credit card or credit refund and "check out" to complete.**
- If you are cancelling activities from **different** transactions, you will have to cancel these **individually** in order to receive a credit card refund.
- If you paid by echeck, please email recreation.support@carync.gov to request a check refund.
- Any participant wishing to withdraw from an activity must do so at least **7 days prior** to the scheduled start date. Camps (Summer) require requests to be at least **14 days prior** to the scheduled start.

How do I search for an Activity?

Click the "Search" tab at the top of the screen. A drop-down menu will appear, and you can select the appropriate activity search type under the "Activities" heading on the left-hand side. If you don't see an activity type that fits your needs, select "All Activities." You can narrow your search by using filters on the left of the screen or click "Search Now" to browse through all activities. If you know the **Activity Code**, you can search by that option. The activity code is the number preceding the hyphen and the section number follows the hyphen.

How do I register for a program?

Navigate to the activity for which you would like to register. If the activity is available for registration, it will show as an "Available" status with a green circle icon. Check the box next to that activity under the "Add to Cart" heading. You can select multiple activities before adding them to your cart and checking out. As long as you are active on the system, searching activities and adding to your cart it will keep your items until you are ready to check out. Carts will expire after *30 minutes* if they remain inactive. If your cart remains INACTIVE for *30 minutes*, items will be removed and available for others to register for.

****If you are using a tablet or phone, tap on the blue icon in the top right corner of the screen to access the search filters.**

The program(s) I registered for are Free, do I have to go to the Cart and Check Out?

YES! When you select a Free Activity, the system will add it to your cart. **You still MUST CHECK OUT to complete your registration or the cart will expire in 30 minutes and cancel this spot.** You won't be prompted to enter any financial information to complete your check out for a free activity.

I'm having problems checking out, what should I do?

- Ensure your browser (Google Chrome, Edge, Firefox, Safari) is up to date.
- Login to a different device or browser to complete your transaction.
- Clear your browser cache.
- [Contact us](#) if you need assistance with completing your transaction.

How can I see my transaction history or reprint receipts?

Once you have logged in, click the "My Account" tab at the top the screen. Select "My History" under the "History & Balances" heading. Or for receipts, click "Reprint Receipt".

How do I get an official Childcare receipt for the camps I registered my child for?

If you registered for summer camps or year-round camps, you log in to your RecTrac account, click the top right corner with your Household name and # and it opens up a drop down. Under *Reports* is a *Childcare Statement* that you can access. This will only print eligible camps that are offered and is not a statement of everything your child participated in. (**[Contact Cary](#) for your 2023 or older Childcare statements)

What is a Waitlist Offer?

If someone in your household is on the waitlist for a program, you may receive an automated email (see example below) offering you a place in this activity. You will have **48 hours** to accept the automated offer and complete your payment in your RecTrac Account. To find your offer, login first, click on your name at the top of the screen, then proceed to "Waitlist Offers" under "Update". You will then be able to accept or reject the offer. Please ensure you complete the checkout process if you would like to accept the offer. If you reject the offer, the person will be removed from the waitlist for that activity. Please contact us if you have any questions about this process.

Hello participant,

This is an automated message to inform you that you have been offered enrollment into Bond Park Track-Out Camp (T1: Sept 16-20). This offer will expire in 48 hours and you will be removed from the waitlist.

Visit the Waitlist Offers page on RecTrac (www.carync.gov/register), or contact Cary Parks, Recreation & Cultural Resources to accept or reject your enrollment offer. Payment will be due at the time of acceptance.

**You must log in to view your Waitlist Offers.

Please note: For any conflicting activities, it is your responsibility to cancel those in RecTrac or request cancellation by contacting us after purchasing the waitlist offer.

Questions? Email recreation.support@carync.gov or during business hours, M-F, you can reach us by phone at (919) 469-4000.

Thank you for your participation!

Passes and Memberships FAQ's

I had a pass in the old system. Will it be moved to RecTrac?

YES! All studio passes, open gyms, tennis passes, action sports, and fitness passes that were still active have been moved onto your account in RecTrac. You will receive a new Key Tag when you visit for the first time. **Visit the facility where you use your membership to renew or get more information on your current membership.**

Tennis Memberships* are currently not available for renewal online. **Please contact the Cary Tennis Park directly at (919) 462-2061.

Do I have to purchase and renew my pass in person only?

It depends on the pass. Some passes can be purchased online, others can only be renewed due to pre-requisites required. **Tennis Memberships* are currently not available for either purchase or renewal online.

What about my Dog Park Pass?

As of July 15, 2024, the Downtown Cary Park Barkyard has transitioned to RecTrac access: Here's how to obtain your new Dog Park pass:

**If you created an online RecTrac account prior to June 16 or after receiving an invitation the week of July 8, follow the steps below.*

**If you did not create an online RecTrac account prior to June 16 or after receiving an invitation the week of July 8, please email recreation.support@carync.gov or call a [community center or Guest Services at Downtown Cary Park](#). Staff will assist you with accessing a new online RecTrac account that contains your imported dog park pass.*

After you have established your username and password:

1. Visit the Cary [RecTrac webpage](#).
2. Click on Sign in/Register in the top right corner of the webpage.
3. Once logged in, click on your name in the top right corner of the webpage.
4. In the drop-down menu that appears when you click on your name, select 'My Memberships' located under the column 'Reprint.' Your dog park pass will be listed under 'Membership Details.'
**If you do not see your dog park pass listed under 'Membership Details,' your membership could be linked to another member within your household. To access the membership barcode(s) for others in your household, click on 'All Household Memberships.'*
5. This is the barcode you will use to access the Barkyard.
**You can screenshot this barcode, print it, or save it to an app such as 'Key Ring' to avoid having to login to your account each time you visit a Cary dog park.*

If you wish to obtain your pass in the form of a key tag, we will be happy to provide this for you. Starting July 15, you can come by Guest Services at Downtown Cary Park (located under the library by the Cardinals). If you would like us to mail you a key tag, contact us at carydowntownpark.support@carync.gov or 919.653.7180. Guest Service hours are Monday-Saturday, 9 a.m.-8 p.m. or Sunday, 1-6 p.m.

Update on Godbold and Jack Smith Dog Parks

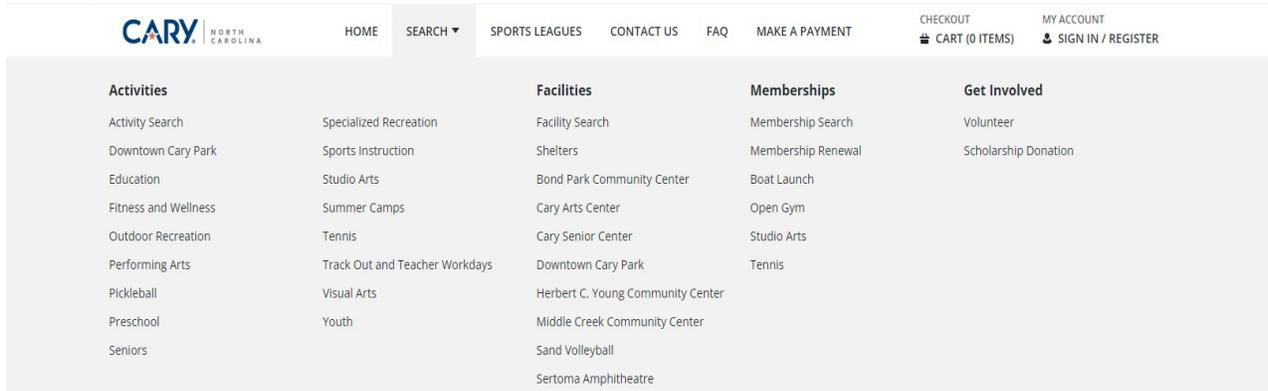
Starting July 15, we will begin switching out the hardware at Jack Smith and Godbold dog parks. During the installation, these parks will operate with unrestricted access. *Please enter at your own risk as we will not be verifying Rabies vaccinations or have a way to track visitors.* As soon as the hardware has been installed, connected, and tested with our software, restricted access will resume. The goal is to have this work done by early August. Once the access control units have been installed and activated, we will email you. You will use the same barcode pass located in your RecTrac account to access all three dog parks. See the instructions above on how to obtain your barcode.

Reservations FAQ's

How do I search for and request a space?

Use the search options on the left side of the page OR the tabs at the top under "SEARCH" to find those spaces available on your date and number of people. Click on the available time blocks to make your selection to meet the minimum rental time; you may need several timeblocks to meet the minimum. Small shelters rent in specific time blocks and are available for immediate booking. Large shelters, gyms and rooms are available by permit request. There is no fee to make a request.

****If you are using a tablet or phone, tap on the blue icon in the top right corner of the screen to access the search filters.**



What if my rental request is for an organization?

[Please create an organizational account here and submit your request from that account.](#) We cannot accept organizational requests from personal accounts.

How can I provide a copy of a COI for a rental?

After you login, click on **Documents**, Choose Upload Option "Link to Household" and upload your COI here.

How can I see the status of my permit request?

Within 1-2 days, you will receive an email indicating that your request has been approved with a request for payment. If we can't approve your request, we will reach out to you via email. Also, you will see a summary of all your requests in RecTrac. Once you have logged in, click the "My Account" tab at the top of the screen. Select "My History" under the "History & Balances" heading.

How do I pay the initial deposit owed on my rental?

After logging in, please click on the MAKE A PAYMENT button on the top of the page, then ADD TO CART, then proceed to CHECKOUT. Enter the amount you would like to pay; The minimum amount due will be displayed. Or, feel free to call or drop by any staffed Cary facility to make your payment.

Where can I see a copy of my signed rental contract?

Once your rental contract is complete, you will receive it by email. Or you can visit a staffed Cary Facility for a printed copy of it.

How can I pay the balance of my rental?

After logging in, please click on the MAKE A PAYMENT button on the top of the page, then ADD TO CART, then proceed to CHECKOUT.

When will I get my deposit back?

You will receive your deposit back to your original payment method within thirty (30) days of your event, in accordance with the terms and conditions of your rental contract.

How can I request other spaces not listed here?

For other spaces, including the Downtown Cary Park, Cary Tennis Park, Cary Arts Center, and Page-Walker, please use the links listed for those facility descriptions to the appropriate request form.

What are your rental and cancellation policies regarding shelter and room rentals?

The cancellation policy for your large shelter or specific indoor space will be linked to your rental contract.

For Shelters: <https://www.townofcary.org/home/showdocument?id=23347>

For Community Center Rooms: <https://www.carync.gov/recreation-enjoyment/facilities/communitycenters/community-center-reservations>

For Cary Senior Center Rooms:
<https://www.carync.gov/home/showpublisheddocument/31829/638334185642500000>

How do I cancel my reservation?

To cancel a reservation, please contact us at [311](tel:311) or use the *Contact Us* tab in RecTrac.