

Citizen Portal Login

Parks & Rec

Abstract – Instructions, tips, and troubleshooting for creating your portal account, setting/resetting your password, and updating your profile.

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Parks & Rec

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Recommended Devices

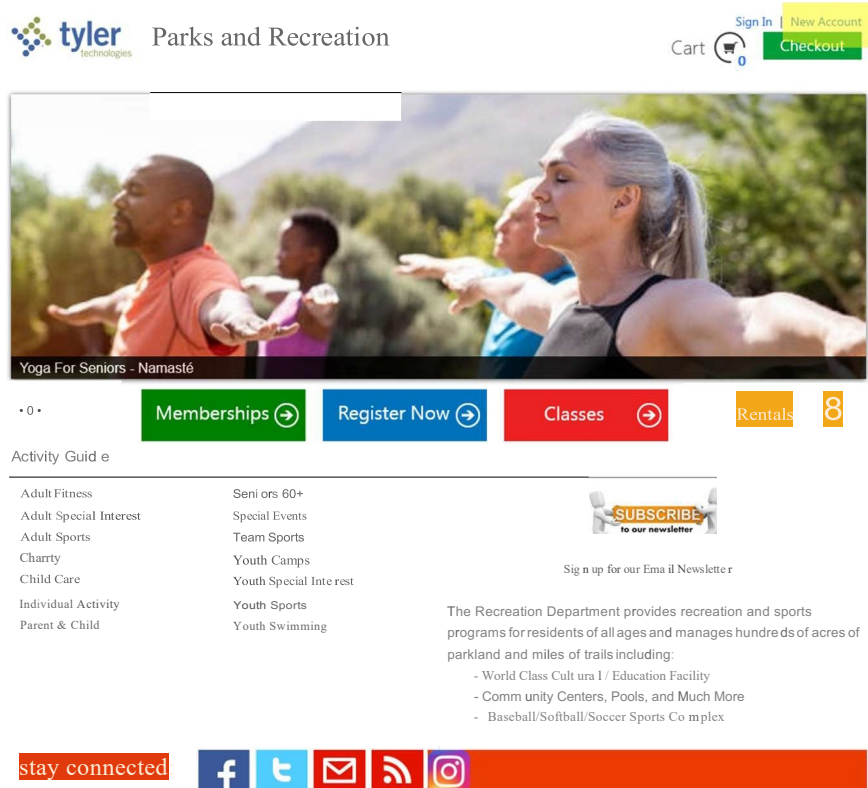
The Parks & Rec citizen portal was designed to be accessed via a computer or laptop. There is currently no mobile site for Parks & Re. While the citizen portal can be accessed through a mobile web browser, the user experience is diminished. We recommend using a PC, Mac, or laptop to access your local Parks & Rec page.

We also recommend using Chrome or Firefox as your browser to access this site. Certain versions of Safari and Microsoft Edge have had issues accessing our citizen portal. Internet Explorer is not recommended.



Creating an Account

To create your own TPAR account, click **New Account** in the top-right corner of the screen.



If you click Sign-In, you can also click **Sign Up Now** on this page to start the same process.

sign 1n

Portal account

•••••

☐ Keep me signed in

[k1H,ii,M](#)

[Can't access your account?](#) _____

Don't have an account _____



You are required to provide your **first name**, **last name**, **date of birth**, **gender**, and **contact preference**. Most sites require at least one **phone number** as well.

Primary Contact Details

Please enter the contact details for the primary account holder. Additional family members can be added after you have created your account.

* Indicates required fields

first name*	Contact Preference*
Tyler	Email
middle name	Home Phone
last name*	Mobile Phone
Tech	
Date Of Birth (mm/dd/yyyy)*	Work Phone
01/01/1966	
Gender*	Alternative Phone
Unspecified	

Next >

Next, enter your **address**. Your local Parks & Rec will use this for residency verification, for when you sign up for classes offered to residents only or to residents at discounted rates.

Contact Address

* Indicates required fields

Address Line 1*

Address Line 2

City*

State*

County

Zip*

< Back

Next >



While **County** isn't required here, it's a good idea to enter it anyway, as it's a required field on another page we'll look at later.

Email

Please note that the email address will be used as your login id and a temporary password will be emailed.

* Indicates required fields

Email Address*

username@domain.com

confirm email address*

username@domain.com

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Next, enter your **email**. Very important, as you'll need this to set your password!

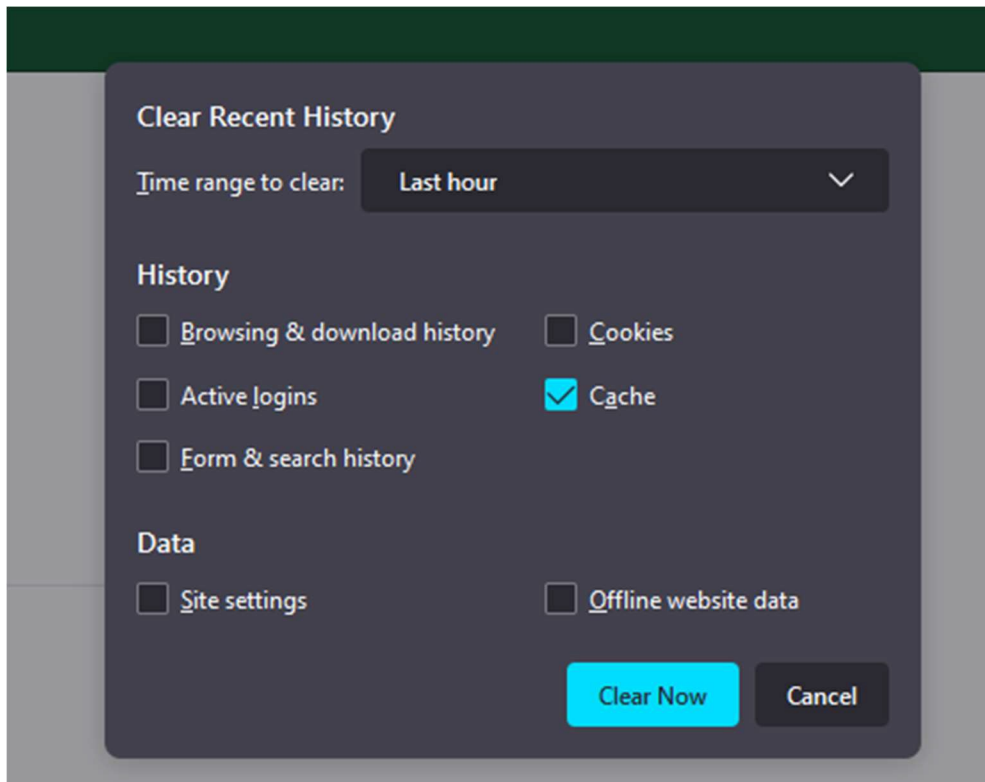
On the last page, verify that the information you entered is correct and click **Save**.



Account Creation Troubleshooting

You may receive an error that you already have an account. This is set up to check whether an account already exists with the same email and birthdate as the one you just created. If you receive this error, try signing in or resetting your password (see page 12 for password reset instructions).

If you click **Save** and see nothing but a blank page, it usually means the tab was left open for an extended period. You may also need to clear your cache. In Chrome or Firefox, you can quickly access this by entering **CTRL+SHIFT+DELETE**



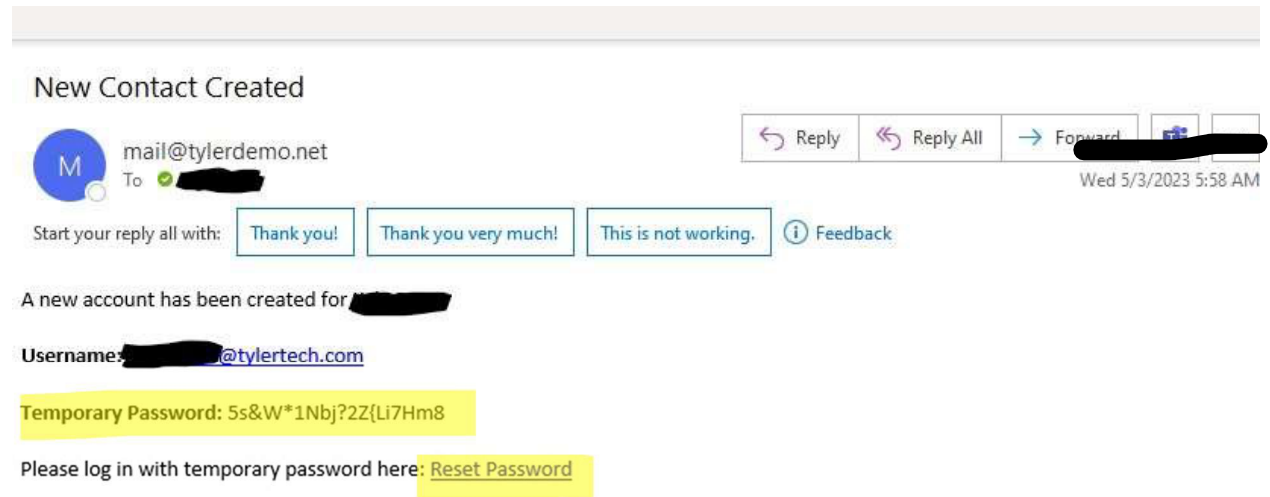
After clearing, you may have to create an account again. If it stops you from creating a new one, saying you already have an account, check your email for a “New Contact Created” email from your local Parks department!



Setting Login Credentials

Setting Your Password

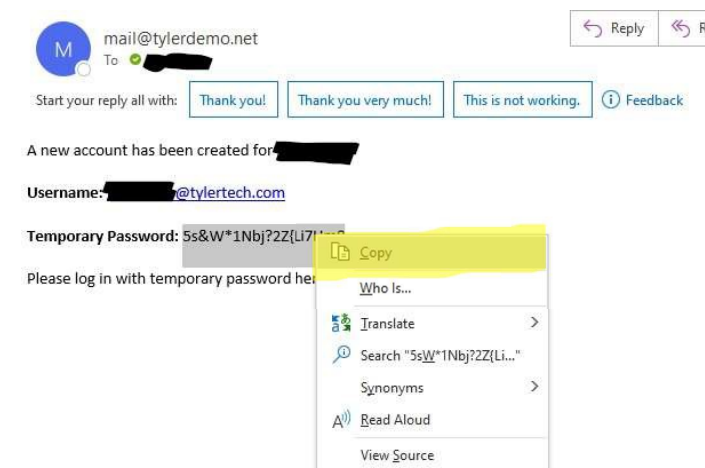
If all goes well, you should receive an email with your temporary password.



Sometimes, Google will automatically block a site's email domain. Be sure to check your **spam** folder if you don't see your email come in right away.

The most important piece of info you need is the **Temporary Password**, which will look like a big, long stream of computer gibberish. To avoid any typos, it is recommend that you do NOT type this into Parks & Rec by hand!

Instead, highlight the password and right-click to **Copy**, or press **CTRL+C (Apple+C)**. Especially on Outlook, be careful not to copy extra spaces, as spaces can be used in passwords!



From here, you can click **Reset Password** in the email or return to your Parks & Rec portal homepage and click **Sign In**.

sign in

Portal account

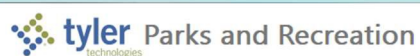
☐ Keep me signed in

Sign in

[Can't access your account?](#)

Don't have an account? [Sign up now](#)

When you first get into the sign in page it will look like a password is already entered, but it's merely showing you the minimum number of characters set by the site (eight, in my case). To erase this, just **click** into the password field.



parks & recreation online portal

[fitness classes](#)
[adult leagues](#)
[youth sports](#)
[equipment rentals](#)
[facility reservations](#)

A single portal account gets you access to be able to register for **classes** and **leagues** (individual & team sport).

sign in

Portal account

☐ Keep me signed in

Sign in

[Can't access your account?](#)

Don't have an account? [Sign up now](#)

Use Saved Password >

Suggest Strong Password...

Manage Logins

Undo

Redo

Copy

Paste

Delete

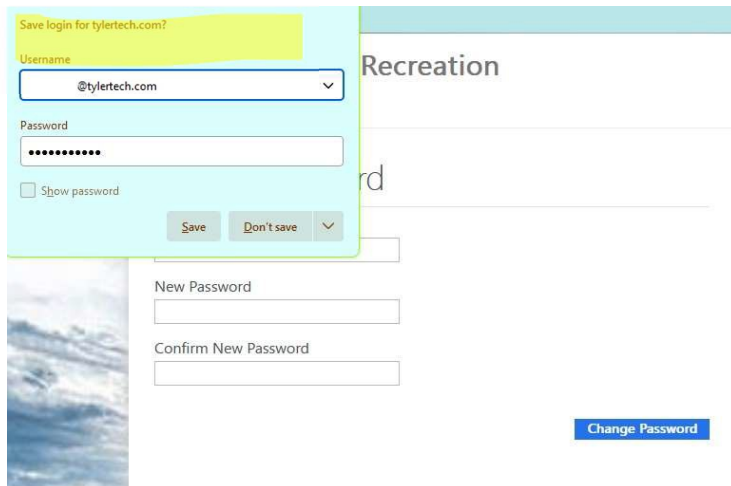
Select All



Right click again and click **Paste** or press **CTRL+V (Apple+V)**. You can then click **Sign in** or press **ENTER**.

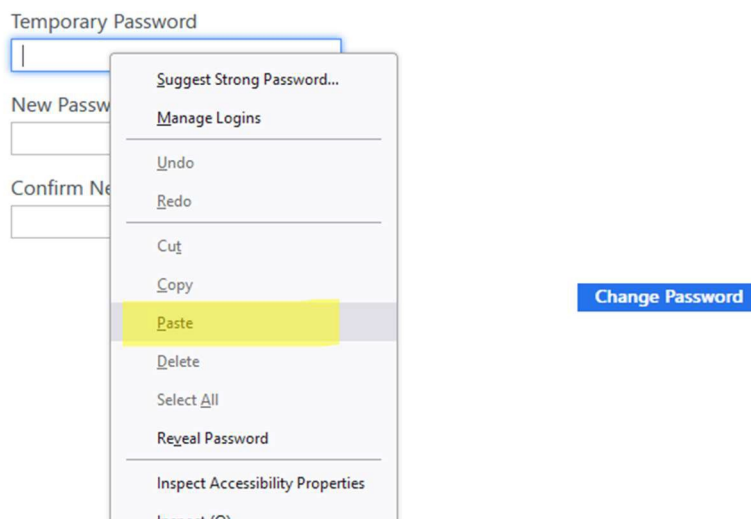
If the temporary password doesn't work, try going back to your email and copying it again, ensuring that you don't copy anything but the password itself with no spaces! You can also double-check that the email you entered is the one that was sent the password.

If all goes well, two things will happen:



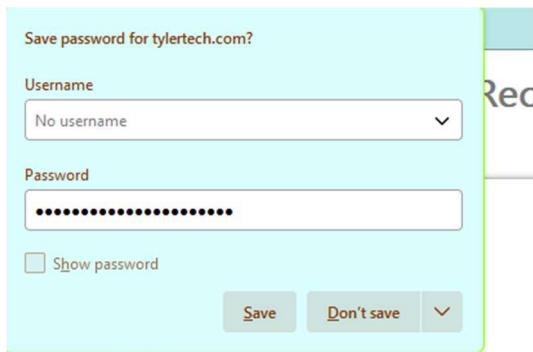
First, your browser will ask you whether you want to save the password; however, this is asking you about the page you just left, where you entered the temporary password! For now, click **Don't Save** or exit the pop-up window.

Change Password



First, **paste** your temporary password again. Then **enter a new password** in the next two fields. Every site has different rules regarding minimum length, use of numbers or symbols, or whether you can use a password you've used before. If your password doesn't meet the criteria, it'll just loop you back here until it does.

Some browsers or devices will have an option to use a "Strong Password" (also known as iCloud Keychain for Apple users). Currently, we do not recommend using these for Parks & Rec sites. Sometimes they work, but sometimes they don't save properly, and sometimes they don't enter information into the sign-in fields correctly. Instead, use your browser's password manager. Speaking of which, once you're all signed in, you'll get another prompt:



But notice there's no username saved. That's because it's asking you about the page where you set your new password, not the sign in page itself! Once again, click **Don't save** here.

From here, you can move about your business registering for classes, renting facilities, or grabbing that membership. But if you'd like to set up your password manager to make sure you can come back later with ease, **sign out** and **sign back in** using your new password.



If you see your username and your password being saved once you sign in on the main page, now it's time to click **Save**! You can check **Show Password** to verify that you are saving the correct information.



Resetting Your Password

If you ever forget your password and your password manager isn't doing the trick, you can always reset your password. From the sign in page, click **Can't access your account?**

The screenshot shows two side-by-side forms. The left form is titled 'sign in' and includes a 'Portal account' label, a text input field, a password input field with masked characters, a checkbox labeled 'Keep me signed in', a blue 'Sign in' button, a yellow highlighted link 'Can't access your account?', and a link 'Don't have an account? Sign up now'. The right form is titled 'Reset Password' and includes an 'Email Address' label, a text input field, a 'confirm email address' label, another text input field, and a blue 'Reset Password' button.

Enter the **email** you used, and then enter it again to verify. If you're not sure which email you used, the system will let you know if you enter one it doesn't recognize.

Contact email is invalid.

Reset Password

Once you've entered your email, Click **Reset Password**. As we covered in pages 8-11, you'll get an email with your temporary password, you'll copy and paste it into the sign in and page and the temporary password field of the reset password page, you'll enter your new password, and you'll be signed back in again. Do the same dance with your password manager to save it for next time.



Changing Your Email

Once you're signed in, go to the **Profile** page.



kyla.etges@tylertech.com | [Main](#) | [Profile](#) | [Sign Out](#)
Cart [Checkout](#)



Yoga For Seniors - Namasté

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[Memberships](#) →

[Register Now](#) →

[Classes](#) →

[Rentals](#) →

Activity Guide

Adult Fitness
Adult Special Interest
Adult Sports
Charity
Child Care
Individual Activity
Parent & Child

Seniors 60+
Special Events
Team Sports
Youth Camps
Youth Special Interest
Youth Sports
Youth Swimming



Sign up for our Email Newsletter

The Recreation Department provides recreation and sports programs for residents of all ages and manages hundreds of acres of parkland and miles of trails including:

- World Class Cultural / Education Facility
- Community Centers, Pools, and Much More
- Baseball/Softball/Soccer Sports Complex

stay connected:



Email

* Indicates required fields

Email Address*

confirm email address*

Emergency Contacts

An emergency contact must be 18 or older with a phone number. Please add a contact who is eligible as an emergency contact.

Relationships/Dependents

[Add](#)

[Save](#)

[Cancel](#)

[Transactions](#)

[Invoices](#)

On your profile, you can update your phone number, street address, or even your name and gender if you ever need to! Ensure there are no required fields you haven't entered yet - particularly **County**- and scroll down to the **Email** section.

Here, enter your new email twice and **Save**. The email in the top navigation bar will change once you sign out and back in again. You do not need to reset your password when you change your email. You should be able to sign in with your new email and usual password. Be sure to update your password manager as well!



Reporting Issues

Tyler Technologies is working tirelessly to make your experience better. A version update of Parks & Rec is released every three weeks with various bug fixes, new features, and user interface improvements. We are finding new things to fix every day and appreciate your role in finding and solving every issue we come across.

If you run into a problem logging into your local Parks & Rec portal, resetting your password, changing your email, or registering/paying for something, please reach out to your local Parks & Rec office so they can reach out to Tyler Support. Before you reach out, we hope you've read through this entire document and confirmed that the solution is not included here!

One of the hardest things about troubleshooting citizen portal issues is the lack of specific information we receive from citizens! When you call or email your local Parks Department, be as specific as possible about what happened. The more information you provide, the more likely you are to get a quick answer and a resolution.

Here are some things I tend to ask when I hear from your local Parks department:

1. What device were you using? What internet browser did you use?
2. What were you doing just before receiving an error? Be as precise as you can, down to the pages you visited and the things you clicked on. Screenshots are even better!
3. What error did you receive? Either take a screenshot or send the exact wording of the error message. If the error message includes a Log ID Number, be sure to include that!
4. What troubleshooting steps have you already taken? This could be clearing your cache, trying a different device/browser, approaching the process in a different way, resetting your password, or restarting your browser/device.

