

WebTrac FAQs

1. Do I have a username and password?

If you have registered for any programs with the Department of Recreation and Parks and provided an email address, the system has generated a username and password for you.

2. What is my username and password?

Your default username is your household email address and your password is the Primary Guardian's last name.

3. What do I do if I forgot my username and password?

There is a link on the WebTrac sign in page if you have forgotten your username and/or password. Your information will be sent to you via email. You can also contact the Recreation and Parks Office via email, recreation@eastbrunswick.org, or by phone, (732) 390-6797 and we will be able to email you your information.

4. If my household isn't in the registration system, how can I have it added?

To have your household added in the registration system, complete the Household Information Form located on the "Quick Links" section of the "Home" screen of WebTrac. Once this form is completed you can submit it to the Department of Recreation and Parks via email, recreation@eastbrunswick.org. Along with this form you must submit a proof of residency for all adults in the household (valid driver's license or current utility bill) and a proof of age (birth certificate or passport) for any children in your household. If this form is incomplete or the proofs are not included it will delay the household creation process.

5. Does my household have an ID number and where do I find it?

Your household number is always printed at the top of any of your activity or pass receipts. It is also listed on the WebTrac screen after you log in. It will say welcome with the household last name and number. You can find this in the top white section, right under our department logo.

6. How long will it take to set up my household for online registration?

As long as it is during regular business hours (Monday – Friday, 8:00am – 4:30pm) you will receive your online username and password within the same day. If you send this information over the weekend, a holiday, or after business hours you will receive your information on the next business day.

7. Can I add a family member to my household after it has been created?

You can add a family member to your household at any point by emailing recreation@eastbrunswick.org with your child's proof of age (birth certificate or passport) or the adult's proof of residency (driver's license or utility bill). Once this information is received the individual(s) will be added to your household and you will receive an email confirmation.

8. Can I make changes to my household after it has been created?

Any changes that need to be made to your household must be done by the Department of Recreation and Parks. If there is a change in address you must email a proof of address (valid driver's license or current utility bill) to recreation@eastbrunswick.org. If you need to add a family member see question #6. If there is a change of email address or phone number you can either email the Recreation and Parks Office or call them at (732) 390-6797.

9. What can I register for on WebTrac?

WebTrac is designed to allow for both activity registrations and pass memberships. Almost every program/activity that the Department of Recreation and Parks offers is available for online registration. If a program is not available for online registration you will receive a notification message should you try to register, explaining that you cannot register for that program online.

10. How do I know when I can register online for a program?

Both residents and nonresidents may register for programs online on the registration start date listed in the Fall/Winter or Spring/Summer Recreation and Parks Magazines. Day Camp registration dates can be found in the Day Camp Brochure on the Day Camp section of the website. Crystal Springs registration dates can be found in the Crystal Springs section of the website.

11. How do I search for a program that I am interested in?

WebTrac gives you various ways to search for programs. You can use the boxes available on the Home Page for a particular group or activity. You may also search at a more detailed level with such options as type, begin month, end month, age, grade, location, days of the week, gender, and keyword or activity number.

12. Are my chances of getting into a program better if I mail in a registration instead of registering online?

No, WebTrac registrations are immediate, while mail in registrations are processed as they are received.

13. How do I pay for my online registration?

Payment for any online programs can be done via E-check by entering your routing number and checking account number. Your Routing Number can be found at the bottom of your check in between the colons. The number outside of the colons following the Routing Number is your Account Number. You do not need to enter an actual check number as this option is just a reference number and can be any number you choose. Payment can also be done via Credit Card by entering all of your credit card account information. The Department of Recreation accepts Discover, Mastercard, and Visa. Debit cards and American Express cards are not accepted at this time.

14. Is the online registration system "safe"?

Yes, our online system is designed to erase all of your account information once your registration has been processed. No banking information or credit card information is saved in the system.

15. How do you check my proof of residency each time I register online?

WebTrac will ask for your driver's license number each time an online registration is processed.

16. Can I register for a program that has already started?

All online registrations for programs end at least two days prior to the start of the program. This allows the Department of Recreation and Parks to determine the availability of the program. Once a class has started you can ONLY register IN PERSON at the Recreation and Parks Office. Your registration will ONLY be accepted if there is space in the program.

17. Can I register myself or my family members for multiple programs in the same transaction?

Yes, you are more than welcome to register for as many programs as you would like within the same transaction. Please make sure to click "Continue Shopping" instead of "Checkout" to return back to the search pages.

18. How do I know that my registration is successful?

You will be taken to a screen that says "Your online transaction is complete. Please select an option below to continue". You will see "View Confirmation Receipt (in PDF format)" where you can view your receipt immediately. A receipt via email will also automatically be sent to the listed email address on the screen from recreation@eastbrunswick.org as confirmation that your transaction has been completed successfully. You can also choose to send this receipt to other email addresses as well by entering them in the box labeled "Email confirmation sent to:" and clicking "Submit". If you do not see the receipt in your inbox, please check your junk or spam folder.

19. What do I do if I receive an error message while registering for a program?

On occasion a grade/age/residency conflict may come up. Please contact the Department of Recreation and Parks via email at recreation@eastbrunswick.org or by phone at (732) 390-6797 if you feel this conflict is incorrect. If you see a conflict about registration dates or times it may mean that that program is unavailable for online registration at this time or at all. This will be denoted with an "X" with a red box around it and "UNAVAILABLE" in red letters.

20. What do I do if I cannot remember what programs I registered for or when they begin/end?

It is very easy for you to look up your transaction history and receipts on WebTrac. Once you have logged in, just go to "My Account" and you will be able to look up and print previous payments, receipts, and even a Household Calendar.

21. How do I make a payment to my Household Balance?

This applies mostly to families with children registered in the Day Camp program. If you need to make your next camp payment or pay a balance on your household you can do that by going to "My Account" and "Pay Old Balances". Just add the balance to the cart and continue to "Checkout" as you would if you were registering for a new program.

22. What do I do if I need to cancel out of a program that I registered for?

Cancellation of programs must be done by completing a Refund Request Form. This form can be found on the Recreation webpage under "Recreation and Parks Programs" and "Forms". If you cannot find it you can contact the Department of Recreation via email at recreation@eastbrunswick.org or by phone at (732) 390-6797 and one will be sent to you.

23. How long does it take to receive a refund once I have submitted my Refund Request Form?

The Director reserves the right to finalize and make all decisions regarding refunds. Refunds WILL be issued automatically if a program is cancelled. Any other requests will be considered if a Refund Request Form is submitted five (5) business days before a program begins AND only if the request does not drop the program enrollment below the required minimum. A \$15 administrative fee will be assessed for each refund request granted, regardless of the payment method. Check, E-check and cash payment refunds will be issued by Township check and paid according to the Finance Department's bill paying schedule (usually 4-6 weeks). Credit card refunds will be issued directly back onto the credit card used and will appear on your credit card statement within a few days. For all Day Camp refunds please see our Day Camp specific policies located in the Day Camp Brochure. Refunds for Crystal Springs Memberships WILL NOT be entertained ON OR AFTER Opening Day.

24. Can I get a Childcare Statement for tax purposes or flexible spending on WebTrac?

Yes, you can print out a Childcare Statement at any time. Just go to "My Account" at the top of the page and look for "Reports" and "Childcare Statement". You can choose the year and how you want the payments to show. Once you click "Submit" it will open in a new window for you to print or save.

25. What is the Township's Tax ID number?

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