HOW TO RENEW A PASS ONLINE

These instructions are to assist you in renewing any passes with the Tampa Parks and Recreation Department.

Please note that you are only able to renew like passes. For example, if a family member had a Rec Card Individual Youth pass, you are only able to renew that same pass. If you decided that you want a Rec Card Family pass this year, please contact one of our facilities or our main office for assistance.

1) Start by going to your online account. This can be accessed on our Parks and Recreation Home Page. On the left hand side you will see a quick links menu, click on Online Account/WebTrac.

2) This will take you to our WebTrac home page. Log in using your user ID and password. Your user ID will not be your email and your password is case sensitive.

   a. If you have forgotten your password, you can click forgot password to reset it.

3) Once the screen shows you logged in, click search in the menu and select the membership renewal option *OR* under Quick Links there is a Renew Passes link. This will generate a list of family members that are available for pass renewals.

   a. Note that when renewing your family pass, you will need to select the adult 1 or senior 1 pass first. The system will automatically renew the rest of the family.

   b. Remember you can only renew "like" passes. See above for more information.

   c. If you have a child that was younger than 13 years old with their last pass and they now qualify for a free Teen Pass, you may need to visit one of our facilities.

4) Check the box or boxes of the family members you wish to renew passes for. Click add to cart.

5) From here you may proceed to checkout, continue shopping, or pay old balances.

   a. Note that any items that have been placed in your shopping cart for you to pay online will require you to select the pay old balances button.

6) This will take you to the processing screen and will display your summary of charges, you will select your payment method (we accept any major credit card), and verify your billing information.

7) Click continue to move to the payment screen. This will bring you to the credit card processing screen where you will enter your payment information. Please note that you have 20 minutes to complete the payment portion of the transaction.

8) Once you input your payment information, click submit payment.

9) You will then receive a notice that your online transaction is complete and have the option to view your pdf receipt if you wish.