



# Instruction Guide

Welcome to iParks, your virtual home for Bowling Green Parks & Recreation.

## Step 1

### **Browsing as a Guest**

iParks allows you to view activities, passes, and facility availability without logging in.

## Step 2

### **Logging In**

You will need a Username and Password to register for activities and to purchase or renew passes.

If you are a new Bowling Green Parks & Recreation customer, click on the **“Need an Account”** link.

You will be asked to enter household information which is e-mailed to us. The information is input into our database and a temporary Username and Password will be e-mailed to you.

This process may take up to one business day to process.

### **NOTE: Please check your e-mail spam folder for your Username and Password e-mail**

If you have previously registered in an activity, program, class or camp, purchased a pass or rented a facility with Bowling Green Parks & Recreation you can register online using your Household ID number (User name) and Zipcode (Password) which can be found on your Bowling Green Parks & Recreation receipt. If you do not know your Household ID number, click **“Request a Temporary Login.”** A temporary Username and Password will be e-mailed to you.

### **NOTE: Please check your e-mail spam folder for your Username and Password e-mail**

## Step 3

### **Changing your Temporary Username and Password**

You will be asked to change your temporary Username and Password the first time you log in.

We suggest choosing an e-mail address or a Username that you will remember easily.

The password you choose must be six characters long with at least 1 letter and 1 number.

## Step 4

### **Registering for activities, programs or passes**

Select your activity by clicking the rectangle box on the left of the activity section number.

Purchase a pass by clicking on the pass type with the  icon.

Select  at the top or bottom of the page to continue to the next screen. (Activities only)

*Multiple class enrollments will be listed next to this button depending on the number of activities selected.*

On the next screen, your activity enrollments and/or pass purchases will be displayed. You will need to select a family member to enroll by clicking on the drop down menu with family members listed.

Click  "Add to Shopping Cart."

Complete the online liability waiver and any registration questions.

Click [Proceed to Checkout](#)

If you wish to register for more programs or passes click [Continue Shopping](#)

Follow the "Search" and "Shop" links on the light green menu bar at the top of the page to navigate or select the **Activity Brochure** link to register for additional programs. You can view item(s) in your shopping cart  by clicking on the link just below the light green menu bar.

Step 5

### Checking Out

Select the credit card type that you wish to pay with in the **Check Out** screen.

We accept Mastercard and Visa..

### Credit on Account?

If you have a credit on account with us the "**Redeem Gift Certificate**" button will be visible. Enter your Gift Certificate number and pin number which can be found on your Gift Certificate receipt or you can request the receipt by e-mailing us at [bgparks@bgohio.org](mailto:bgparks@bgohio.org).

Add a **Coupon Code** if necessary.

Click [Continue](#)

You will be taken to a separate screen to enter your credit card information. Click summarize order.

Step 6

### Confirmation

A confirmation receipt will appear in your browser and be sent by e-mail once you have successfully registered for an activity or pass. If you do not receive a confirmation on screen or by e-mail, YOU ARE NOT REGISTERED.

Click the back button on your browser to return to the iParks online registration screen or exit the page and log in again. You do not need to re-register for the activity or pass. The item will appear in your Shopping Cart  (below the menu bar). Click on the shopping cart  and proceed to checkout. Your credit card will not be charged twice.

## Menu Bar Explanation

The light green menu bar near the top of every iParks page will help navigate your browsing and shopping. See below for a description of each menu bar link from left to right.

### Guest and Members Menu Bar Links

**iParks Main Page:** Brings you back to the main page

**Search:** Search for activities, facilities or passes. You can select to search from an entire list of activities

offered, search by type or search through the Activity Brochure. HINT: Searching by Activity Brochure offers the most information in an easy to read format similar to a brochure.

**Contact Us:** Use this link to contact our main offices if you any questions or issues.

**Help:** Provides links to the iParks Guide and FAQ'S to answer your questions about iParks.

### Members Only Menu Bar Links

**Shop:** Register for an activity by choosing an activity number, selecting from our entire list of programs or using the Activity Brochure. Pass Purchase will take you directly to our pass page.

**Pass Renewal:** Renew your current Community Center or Pool Pass.

**My Account:** The majority of iParks member benefits are housed here.

**View My History:** View your recent and past activity, facility and pass transactions.

You can also view your recent pass visits at the bottom of the page!

**Reprint Receipt:** View all your past transaction receipts. Check or remind yourself of past transactions.

**Print a Household Roster and Calendar:** View your enrollments in an easy to read calendar.

**Change Login:** A very important security function of iParks is to change your temporary Username and Password when you first login. A personal Username and Password will be easier to remember too! You can change the login at anytime by clicking on this link.

**Add Family Member:** Family member not listed? Add them here.

**Print Pass Visits:** Print your Pool or Community Center pass visits for reimbursement or pleasure.

## iParks Hints & Tricks

### Wishlist

While you are browsing as a guest in iParks, you will notice a Wishlist icon  on the left of each activity, program or pass. Guests can click this icon to add item(s) to a Wishlist. The Wishlist item(s) will appear automatically when you log in next to your shopping cart link. For each Wishlist item select  **"Add to Cart"** and the family member you wish to enroll. Note: Wishlist items are only saved if you do not exit the browser. They can not be saved for multiple days or in new browsers.

The Wishlist  is located next to your Shopping Cart  below the light green main menu bar.

### Multiple Activity Enrollments

Select multiple activities by clicking the rectangle box icon on the left of activity section numbers.

Selected activities are listed at the top and bottom of the page next to 

**Note: Multiple enrollments can only be selected for one family member at a time**